

5. Interact effectively


Importance

The impact of mastering these competencies is that you:

- Get the input you need to provide the best possible solutions.
- Build commitment to implementation by involving others.
- Help the client and stakeholders learn about the field of performance and learning.
- Gain or maintain credibility with client and other stakeholders.

Supporting competencies and tasks

These tasks contribute to mastery of the supporting competencies (in bold). Put a check mark next to each task or subtask within the supporting competency as you complete it:

5a	Seek input from client, participants, and other stakeholders
<input type="checkbox"/>	Involve client, participants, and other stakeholders to gather information and different perspectives
<input type="checkbox"/>	Engage client, participants, and other stakeholders to build commitment
<input type="checkbox"/>	Ask questions that promote breakthrough thinking and generate insights
<input type="checkbox"/>	Ask for and respond to feedback
<input type="checkbox"/>	Collaborate effectively with people across borders, languages, cultures, genders, and generations
5b	Present information and concepts clearly and succinctly
<input type="checkbox"/>	Determine client's current level of knowledge about learning and the design process
<input type="checkbox"/>	Explain the alignment between learning and the business strategy and priorities, including the business case for gender-inclusive learning programs or those specifically targeted to women 
<input type="checkbox"/>	Illustrate learning concepts, research, and technology
<input type="checkbox"/>	Establish expectations for time to full proficiency after training
<input type="checkbox"/>	Use technical terminology of the client's field, industry, or industry segment
<input type="checkbox"/>	Show respect for stakeholders' time
5c	Manage differences of opinion among stakeholders
<input type="checkbox"/>	Clarify issues
<input type="checkbox"/>	Reframe disagreements in neutral terms
<input type="checkbox"/>	Facilitate the development of solutions
<input type="checkbox"/>	Identify and show sensitivity to the needs and boundaries of others
<input type="checkbox"/>	Know when to compromise or stand firm, if there are different perspectives

5d Act as an ambassador for your group

- ▶ Demonstrate knowledge of foundational and evolving best practices
- ▶ Demonstrate awareness of current issues in the field
- ▶ Demonstrate knowledge of the range of services your group can provide
- ▶ Match services with the appropriate client and situation
- ▶ Demonstrate high ethical and professional standards
- ▶ Suggest innovative solutions that meet the client’s needs

Key outputs and assessment criteria

Mastering these competencies typically involves the following outputs. The assessment criteria indicate what would make the output appear to be high in quality.

KEY OUTPUTS	ASSESSMENT CRITERIA
Interactions with clients and other stakeholders	Client and stakeholder input is reflected
	Learning concepts are explained clearly and succinctly
	Alignment of learning to business strategy and priorities is explained
	Client terminology is used
	Discussion encourages participation and sharing
Feedback from client	Verbal and written feedback from client is positive