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
   ▶ Involve client, participants, and other stakeholders to gather information and different perspectives
   ▶ Engage client, participants, and other stakeholders to build commitment
   ▶ Ask questions that promote breakthrough thinking and generate insights
   ▶ Ask for and respond to feedback
   ▶ Collaborate effectively with people across borders, languages, cultures, genders, and generations

5b Present information and concepts clearly and succinctly
   ▶ Determine client’s current level of knowledge about learning and the design process
   ▶ 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
   ▶ Illustrate learning concepts, research, and technology
   ▶ Establish expectations for time to full proficiency after training
   ▶ Use technical terminology of the client’s field, industry, or industry segment
   ▶ Show respect for stakeholders’ time

5c Manage differences of opinion among stakeholders
   ▶ Clarify issues
   ▶ Reframe disagreements in neutral terms
   ▶ Facilitate the development of solutions
   ▶ Identify and show sensitivity to the needs and boundaries of others
   ▶ 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.

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