

## Communication Skills

The following examples are provided to help you determine the communications skills and abilities needed to successfully accomplish the job.

- Ability to read, write and speak or communicate in English to successfully accomplish the essential duties of the position.
- Excellent communication skills are required to interact with upper management.
- Effective oral and written communication skills.
- Ability to communicate and promote ideas and transfer detailed knowledge to others.
- Demonstrated interpersonal skills working in a service environment.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees in the organization.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to effectively present information and respond to questions from groups of managers, patients, customers, and/or the general public.
- Ability to respond to common inquiries from patients.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond effectively to most sensitive inquiries or complaints.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.
- An ability to interact with a diverse faculty in a multi-institutional program.