

Communicate Intentionally

A Fairview Commitment grounded in the principle of *Respect for People*

I proactively use direct, transparent and adaptive communication in all interactions.

Key Behaviors

Actively Listen • Seek to Understand • Clear & Respectful • Adaptive

Example Actions: When setting and communicating intentionally, our key behaviors are demonstrated in many ways. We must always strive to achieve or exceed expectations in how we Communicate Intentionally. To help understand what actions are expected of us, example actions are provided for each of the key behaviors.

	Unsatisfactory	Meets Expectations	Exceptional
Actively Listen	<ul style="list-style-type: none">• Easily distracted and unfocused during conversations.• Discounts others' viewpoints.	<ul style="list-style-type: none">• Practices attentive and active listening, respectfully hearing the views/ concerns of others.	<ul style="list-style-type: none">• Summarizes and presents others' perspectives before adding a new thought.
Seek to Understand	<ul style="list-style-type: none">• Pushes own point of view without listening to what others have to say.• Makes incorrect assumptions causing confusion and misinformation	<ul style="list-style-type: none">• Effectively separates fact from opinion.• Asks questions and appreciates they don't know everything.	<ul style="list-style-type: none">• Role models and encourages others to ask questions to increase understanding and clarity.
Clear & Respectful	<ul style="list-style-type: none">• Messages are often hard to decipher or come across as rude or abrasive.	<ul style="list-style-type: none">• Is direct, transparent and respectful in communications and builds trusts.• Messages are clear, concise, accurate and timely.	<ul style="list-style-type: none">• Conveys respect for others and belief in their capacity.• Actively pursues ways to improve open communication.
Adaptive	<ul style="list-style-type: none">• Ignores others' needs and concerns.	<ul style="list-style-type: none">• Adjusts communication styles to meet the preferences and needs of others.	<ul style="list-style-type: none">• Monitors and adjusts communication style to how others are responding in the moment.