

Communication

Definition

Clearly and succinctly conveying information and ideas to individuals and groups.

Successfully meeting expectations for communication at Baylor College of Medicine means that the individual consistently displays all or some of the following behaviors.

Communication Behavior Statements

Conveys messages logically, simply, respectfully and succinctly.

- Uses forceful and compelling language and tone to stimulate thinking and actions
- Presents messages in different ways to enhance different audience's understanding
- Uses formal and informal communication channels to disseminate information
- Listens and responds to questions or issues raised
- Communicates issues in a timely manner
- Utilizes awareness of verbal and non-verbal communication styles to adjust communication strategy
- Stays calm and maintains focus in turbulent, threatening, or emergency situations
- Use diplomacy and tact when interacting with others

Communicates in a way that captures attention, arouses emotion, and compels others to take action to contribute to BCM's vision for the long term.

- Connects the vision for the business unit to that of the broader organization
- Uses mission, vision, and values to set the stage for change and align actions based on the mission, vision, and values
- Makes recommendations or decisions that balance the needs of the unit and the needs of the organization to support the mission, vision, and values
- Considers how decisions relate to the mission, vision, and values
- Understands internal and external politics and their impacts on the organization.

Attends to communications from others.

- Responds to communications through a variety of channels in a timely manner.
- Assumes responsibility for remaining informed about department and College initiatives
- Attends faculty meetings; reads newsletters and emails from department and College leadership
- Correctly interprets messages and responds appropriately