

# BEHAVIOURAL INTERVIEW QUESTION TOPIC

## Verbal Communication

### Description:

Expresses ideas effectively in a clear, concise and open manner appropriate for both individual and group situations. Listens effectively and identifies/responds to subtle verbal and non-verbal cues from others.

### Evidence to look for:

#### Foundation Level

- Presents general information coherently and succinctly
- Uses appropriate language and grammar
- Displays positive body language
- Uses appropriate pitch and volume

#### Intermediate Level

- Presents information with clarity and precision
- Gives instruction and advice that is simple and easy to understand
- Demonstrates an approachable and non-threatening communication style
- Seeks confirmation of understanding
- Tailors style to the audience and the context

#### High-Intermediate Level

- Targets communications appropriately for the audience and context
- Presents complex information in a manner easily understood by others
- Uses non-verbal communication to emphasise verbal message
- Presents message in different ways to ensure understanding
- Communicates with self assurance and confidence

#### Advanced Level

- Proactively and effectively communicates with teams across own business unit
- Confidently communicates with peers and more senior managers
- Communicates with key stakeholders in an authoritative and engaging manner
- Communicates ideas and information in a way that is well matched to the target audience (internal and external)

#### Expert Level

- Demonstrates a rich and varied vocabulary
- Is a commanding and inspiring communicator who others take notice of and listen to
- Listens to the views and ideas of others and develops a genuine dialogue with them
- Communicates frequently and effectively with Key Opinion Leaders in the industry