

10 - Oral Communication - Expressing oneself clearly in conversations and interactions with others.

	Basic	Proficient	Advanced
Professional/ Specialist	<ul style="list-style-type: none"> • Speaks in a way that is usually understood • Does not always tailor the content of speech to the level or experience of the audience • At times, does not use appropriate grammar or choice of words in oral speech • Ideas are not always clearly organized or expressed in a concise manner in oral speech • Does not always maintain eye contact when speaking with others • Does not always verify understanding to prevent miscommunication 	<ul style="list-style-type: none"> • Speaks clearly and can be easily understood • Tailors the content of speech to the level and experience of the audience • Uses appropriate grammar and choice of words in oral speech • Organizes and expresses ideas clearly and concisely in oral speech • Maintains eye contact when speaking with others • Summarizes or paraphrases his/her understanding of what others have said, to verify understanding and prevent miscommunication 	<ul style="list-style-type: none"> • Speaks in an extremely clear manner and is very easy to understand • Tailors the content of speech to the level and experience of the audience in such a way that it improves understanding • Consistently uses appropriate grammar and choice of words in oral speech • Ideas are always organized and expressed in a clear and concise manner in oral speech • Maintains eye contact with an individual or group in such a way that it engages the individual/group • Summarizes or paraphrases his/her understanding of what others have said to accurately clarify and confirm understanding; frequently prevents miscommunication from occurring
	Basic	Proficient	Advanced
Supervisor/ Manager	<ul style="list-style-type: none"> • Speaks in a way that is usually understood • Does not always tailor the content of speech to the level or experience of the audience • At times, does not use appropriate grammar or choice of words in oral speech • Ideas are not always clearly organized or expressed in a concise manner in oral speech • Does not always maintain eye contact when speaking with others • Does not always verify understanding to prevent miscommunication 	<ul style="list-style-type: none"> • Speaks clearly and can be easily understood • Tailors the content of speech to the level and experience of the audience • Uses appropriate grammar and choice of words in oral speech • Organizes and expresses ideas clearly and concisely in oral speech • Maintains eye contact when speaking with others • Summarizes or paraphrases his/her understanding of what others have said, to verify understanding and prevent miscommunication 	<ul style="list-style-type: none"> • Speaks in an extremely clear manner and is very easy to understand • Tailors the content of speech to the level and experience of the audience in such a way that it improves understanding • Consistently uses appropriate grammar and choice of words in oral speech • Ideas are always organized and expressed in a clear and concise manner in oral speech • Maintains eye contact with an individual or group in such a way that it engages the individual/group • Summarizes or paraphrases his/her understanding of what others have said to accurately clarify and confirm understanding; frequently prevents miscommunication from occurring

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Director/ Executive	<ul style="list-style-type: none"> • Speaks in a way that is usually understood • Does not always tailor the content of speech to the level or experience of the audience • At times, does not use appropriate grammar or choice of words in oral speech • Ideas are not always clearly organized or expressed in a concise manner in oral speech • Does not always maintain eye contact when speaking with others • Does not always verify understanding to prevent miscommunication 	<ul style="list-style-type: none"> • Speaks clearly and can be easily understood • Tailors the content of speech to the level and experience of the audience • Uses appropriate grammar and choice of words in oral speech • Organizes and expresses ideas clearly and concisely in oral speech • Maintains eye contact when speaking with others • Summarizes or paraphrases his/her understanding of what others have said, to verify understanding and prevent miscommunication 	<ul style="list-style-type: none"> • Speaks in an extremely clear manner and is very easy to understand • Tailors the content of speech to the level and experience of the audience in such a way that it improves understanding • Consistently uses appropriate grammar and choice of words in oral speech • Ideas are always organized and expressed in a clear and concise manner in oral speech • Maintains eye contact with an individual or group in such a way that it engages the individual/group • Summarizes or paraphrases his/her understanding of what others have said to accurately clarify and confirm understanding; frequently prevents miscommunication from occurring