

COMMUNICATION



THE ABILITY TO EFFECTIVELY CONVEY INFORMATION, CONCEPTS, OPINIONS, AND THOUGHTS IN A PROFESSIONAL OR EDUCATIONAL SETTING.

KEY BEHAVIORS

- **Ask questions** for specific information from faculty, supervisors, and others.
- **Translate content** to multiple audiences, ensuring that complex information is engaging across various platforms.
- Demonstrate **active listening and attentiveness** during group discussions, showcasing respect and encouraging others to participate.
- **Frame communication** with respect to different learning styles, varied individual communication abilities, and cultural differences.
- Create and present **prepared, purposeful presentations** designed to increase knowledge, foster understanding, or promote change.
- Write professional **digital correspondence**.

HOW EMPLOYERS ASK

- Can you describe a situation in which you were able to **win over a difficult customer**?
- How do you **adapt your communication style** to different audiences?
- How do you **build rapport** with others?
- Can you give an example of a time when you **used your written communication skills** to achieve a positive outcome?
- How do you ensure that your verbal communication is **clear, concise, and engaging**?

WHERE TO BUILD IT...

- Class projects and presentations
- Student employment
- Communication Across the Curriculum (CxC)
- Resident Assistant roles
- Research projects
- Student organization positions
- Professional internships
- Mock interviews



HOW TO TALK ABOUT IT

Resume Bullet Examples

- **Designed and presented** final capstone project findings to class of 30 colleagues as a culmination of 10-week research experiment.
- **Welcomed** students into the Career Center, answered questions, and directed students to appropriate resources.
- **Communicated** with cross-functional teams to create and share clear and concise social media messaging that aligned with the company's brand voice.
- **Responded** to parent and student questions via phone and email on behalf of the Office of Residential Life.
- **Authored** report on equipment test results to inform Boston Scientific staff on state of equipment.
- **Tailored** communication and explanations to students based on current level of understanding.
- **Emphasized** product features to customers based on analysis of needs and knowledge of product.