

Interpersonal Skills

INTERPERSONAL SKILLS	INDICATORS
Political Nous	Demonstrates an awareness of how political dynamics work in the council
	Scans the environment and identifies threats and opportunities
	Has a good understanding of how the council works
	Has a good knowledge of UK and Scottish Government policies and their impact on local communities
	Works effectively across political affiliations
	Skilled in picking up on the agendas and issues that other people face
	Is able to persuade and influence others to adapt their position by explaining the benefits of a different position or idea
	Knows when to stick to a position and when to seek an alternative way forward
	Is effective at identifying and building relationships and alliances with key players
Digital literacy	Is effective at using digital mediums to communicate and engage with people
	Skilled in using Information and Communication Technologies to find and access reliable sources information
	Uses technology to play a full and active part in virtual meetings, either formal or informal
Effective communication	Is aware and skilled with questioning techniques, tailoring questions to get the desired outcome
	Is an effective listener, picking up not just what is being said, but on the emotion and energy behind what is being said
	Determines what messages need to be communicated, the nature of the audience and how to communicate with that audience for optimal effect
	Skilled in getting points across clearly and concisely, both verbally and in writing
	Is adept at public speaking and holds the attention of the audience
	Skilled in handling and building positive working relationships with the media, dealing with media enquiries effectively and convincingly

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Integrity	Demonstrates honesty and openness in dealing with people fairly and impartially
	Shows consistency between words and actions, following through on commitments
	Takes appropriate action if others lack integrity in their approach
Self-awareness	Demonstrates good self-awareness and understands the impact of behaviour on others
	Understands own values and beliefs, recognising how this impacts their judgements and decision-making
	Is aware of their emotions, and uses this awareness to act in professional manner in challenging situations
	Encourages and makes time for own self-development activity and that of others
Resilience	Copes with pressure effectively
	Understands when personal resilience is low and takes necessary steps to resolve, including drawing on support where necessary