

Communicate Intentionally

A Fairview Commitment grounded in the principle of **Respect for People**

I proactively use direct, transparent, and adaptive communication in all interactions.

Key Behaviors of Communicate Intentionally:

1. Actively Listen
2. Seek to Understand
3. Clear and Respectful
4. Adaptive

Example Actions: When setting and communicating intentionally, our key behaviors are demonstrated in many ways. We must always strive to achieve or exceed expectations in how we Communicate Intentionally. To help understand what actions are expected of us, examples actions are provided for each of the key behaviors.

Key Behaviors	Below Expectations	Achieves Results	Exceeds Expectations
Actively Listen	Easily distracted and unfocused during conversations. Discounts others' viewpoints.	Practices attentive and active listening, respectfully hearing the views/ concerns of others.	Summarizes and presents others' perspectives before adding a new thought.
Seek to Understand	Pushes own point of view without listening to what others have to say. Or, alternatively, does not speak up at all.	Effectively separates fact from opinion. Asks questions and appreciates they don't know everything.	Shares opinions with clear and respectful tone and message content.
Clear and Respectful	Messages are often hard to decipher or come across as rude or abrasive.	Is direct, transparent, and respectful in communications and builds trusts. Messages are clear, concise, accurate and timely.	Conveys respect for others and belief in their capacity. Actively pursues ways to improve open communication.
Adaptive	Ignores others' needs and concerns.	Accurately restates the opinions of others.	Monitors and adjusts to how others are responding in the moment.