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| **Communication** that contributes to productive and harmonious relations across employees and customers |
| Listening and understanding |
| Speaking clearly and directly |
| Writing to the needs of the audience |
| Negotiating responsively |
| Reading independently |
| Empathizing |
| Using numeracy effectively |
| Understanding the needs of internal and external customers |
| Persuading effectively |
| Establishing and using networks |
| Being assertive |
| Sharing information |
| Speaking and writing in languages other than English |

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