

# SKILLS FRAMEWORK

Key

Key Level 1 behaviours  
Key Level 2 behaviours

Key Level 3 behaviours  
All Levels

## COMMUNICATION

The ability to listen and share verbal, written and electronically

Appropriate L1

Listening

Body language

Demonstration

Understandable

Active listening

Questioning L2

Articulate

Professional

Passionate

Succinct L3

## SELF-BELIEF

Building confidence in own ability

Confidence L1/2/3  
Positive attitude

Self awareness L1

Enthusiasm

Courage L2

Resilience

Self-esteem

Self-motivation L3

## TEAMWORK

Enabling an individual to work with others

Reliable L1/2/3  
Respect

Honesty L1

Flexibility

Encouraging

Trustworthy L2

Adaptability

Integrity

Empathy

Inclusive

Inspiring L3

## SELF-MANAGEMENT

Taking responsibility for actions and doing things to the best of their abilities

Commitment

Self control

Organised L1

Responsible L2

Reflective

Accountable

Determination L3

Independence

Initiative

Motivated

Self starter

## PROBLEM SOLVING

Understanding a problem and using logic to find solutions

Idea maker

Awareness

Contributor L1

Decisive L2

Creative

Analytical

Innovative

Intuitive L3

Rational