

## Communication & Information Management

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Communication enables the transfer, use, and adaptation of information in various contexts. Forest technologists must effectively communicate the key elements of their work to other parties, verbally and in writing; selecting the most appropriate medium for the task. Information management is essential for ensuring efficient operations. Forest technologists must acquire, use, and maintain information in support of forest management.

### Demonstrable Competencies

### Measures

#### A. Communicate effectively

1. Create written and visual technical materials
2. Adapt verbal and visual technical materials for a variety of audiences <sup>1</sup>
3. Apply interpersonal skills to enhance communication and resolve conflicts <sup>2</sup>
4. Communicate in a way that is respectful, non-judgmental, and culturally appropriate
5. Use appropriate language, conventions, or protocols <sup>3</sup>
6. Interpret communications
7. Apply effective communication principles, standards, and methods
8. Select the most appropriate and effective medium and mode for communicating
9. Recognize cultural differences in communication
10. Apply effective cross-cultural communication skills

#### B. Manage information

1. Acquire relevant information from a variety of sources <sup>4</sup>
2. Implement quality management processes <sup>5</sup>
3. Interpret basic statistics <sup>6</sup>
4. Organize information <sup>7</sup>
5. Support Indigenous oral histories and knowledge <sup>8</sup>

### Notes:

1. Includes preparation of sketch diagrams, charts, tables, technical reports, maps, and graphs to report summarized field data.
2. Includes negotiation and conflict resolution skills.
3. Includes documenting scientific reasoning behind ideas.
4. Includes topographic, thematic, cadastral data, lidar, GIS/mapping data, documents, tabular information, remotely sensed data; includes knowing what rules and requirements are applicable.
5. Includes quality assurance and quality control to ensure accuracy of information.
6. Includes calculating mean, range, confidence intervals, and standard deviation.
7. Includes file management, documentation, and archiving.
8. Includes knowledge of Indigenous Peoples, their worldviews, knowledge, governance (including protocols for engagement), and practices related to lands and resources.