

We are
CVQO



CLARITY



LISTENING



PUNCTUALITY AND TIMEKEEPING



BEHAVIOUR



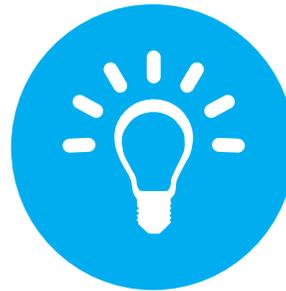
AMIABILITY



COMMITMENT



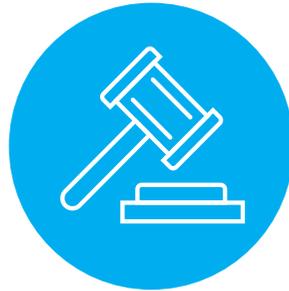
BODY LANGUAGE



PROBLEM SOLVING



OPEN-MINDEDNESS



DISCIPLINE



RESPECT



CO-OPERATION



Good communication means saying just enough. Try to convey the intended message in as few words as possible. Speak clearly and directly – and try to think what you want to say before speaking.

Body language is a type of non-verbal communication that relies on body movements. This can be as simple as making eye contact, facial expressions (e.g. smiling), touch or posture. Body language may be used consciously or unconsciously.



This means being ready on time. If an individual is late, this could impact on the others in the team and the whole operation might fail.



Members of uniformed organisations often have to deal with emergency situations. If they can use their initiative to solve problems quickly, situations are easier to fix and keep under control.



Being a good listener is one of the best ways to communicate. No one likes trying to communicate with someone who does not listen. Take the time to practice active listening, that is paying close attention to what someone else is saying.



A good communicator should enter any conversation or exchange of ideas with a flexible and open mind. This may involve listening carefully and understanding the other person's point of view.



Good behaviour sets a proper example to the public. In our society, there are laws that direct and protect us. These laws guide good behaviour and there are consequences if they are broken.



Discipline is important for both the team and the individuals in the team; it has to be understood by all. Good discipline will help both you and the team members come through difficult situations.



People will be more prepared to be open and honest with you if you have an amiable or friendly one. It's important to be polite, pleasant – and to smile.



People are more open to communicating if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact and actively listening when a person speaks will make the person feel appreciated.



Each individual in a team must be fully committed to the best interests of the team as a whole – otherwise the team cannot function correctly. If one individual is not fully committed it could create serious difficulties and even cause loss of life.



Individuals working in a team must co-operate with each other by working together effectively. There will be occasions, too, where different teams will have to work together. A lack of co-operation may result in a loss of efficiency for a team or teams.