Abraham Maslow’s Levels of Competence

- **Unconscious Incompetence**
  - Incompetent

- **Conscious Incompetence**

- **Conscious Competence**

- **Unconscious Competence**
  - Competent

Definitions of Communication Competence

- The ability and willingness of an individual to participate responsibly in such a way as to maximize the outcomes of shared meanings – Littlejohn & Jabusch, 1982

- The ability to communicate in a personally effective and socially appropriate manner – Trenholm, 1980

- The ability to get what you are seeking from others in a manner that maintains the relationship on terms that are acceptable to all parties – Adler & Towne, 1996

- Engaging in communication with others that is both effective and appropriate – Rothwell, 2007
Concepts of Communication Competence

- Communication competence is . . .
  - A matter of degree
  - We-not-Me oriented
  - Effective
  - Appropriate

Concepts of Communication Competence

- Knowledge - Awareness of the context in which the communication is taking place.
- Skills - Ability to apply your knowledge in actual situations.
- Sensitivity - Ability to identify other people's reactions and behave appropriately.
- Commitment/Motivation - Desire to improve your own communication skills.
- Ethics - Standards for judging the moral correctness of our behavior.

Core Competencies of Members of Problem-Solving Groups

- Define the Problem
- Analyze the Problem
- Identify Criteria
- Generate Solutions
- Evaluate Solutions
- Maintain Task Focus
- Manage Interaction
- Manage Conflict
- Maintain Climate

- Problem-oriented
- Solution-oriented
- Discussion-Mgt
- Relational