



## DSi Advising and Informing Skills Qualifications

1	Communicating clearly	general level	informing	advising
	Level 1	Speaks intelligibly, easy to understand	X	X
	Level 2	has a clear outline and structure	X	X
	Level 3	summarises material clearly and to the point	X	X
	Level 4	explains issues understandably and step-by-step		X

2	Listening skills	general level	informing	advising
	Level 1	listens and asks questions	X	X
	Level 2	asks follow-up questions and answers replies	X	X
	Level 3	is available to others	X	X
	Level 4	understands intentions and predicts others' reactions		X
	Level 5	understands underlying thoughts/emotions/problems		X

3	Empathy	general level	informing	advising
	Level 1	responds to replies	X	X
	Level 2	understands both the content and the underlying aspect in a message	X	X
	Level 3	understands intentions and predicts others' reactions		X
	Level 4	understands intentions and adapts own behaviour accordingly		X

4	Analysis	general level	informing	advising
	Level 1	divides issues into primary and secondary issues	X	X
	Level 2	explains connections based on facts	X	X
	Level 3	explains multiple causal relationships		X
	Level 4	uses various analysis techniques		X



5	Forming opinions	general level	informing	advising
	Niveau 1	finds pertinent information	X	X
	Niveau 2	explains connections and formulates possible solutions	X	X
	Niveau 3	sees direction of solution in a broader context and from diverse perspectives		X
	Niveau 4	explains advantages and disadvantages of different paths toward solutions		X

6	Customer orientation	general level	informing	advising
	Niveau 1	follows up	X	X
	Niveau 2	maintains regular communication	X	X
	Niveau 3	assumes personal responsibility		X
	Niveau 4	addresses client's possible needs	X	X

7	Persuasiveness	general level	informing	advising
	Niveau 1	takes a single action to convince other person	X	X
	Niveau 2	takes multiple actions to convince other person	X	X
	Niveau 3	calculates the impact of his/her own words or actions		X
	Niveau 4	uses indirect influence		X
	Niveau 5	uses complex influencing strategies		

8	Assertiveness	general level	informing	advising
	Niveau 1	self-confident	X	X
	Niveau 2	expresses confidence in own ability	X	X
	Niveau 3	chooses for his/her own position, and acts accordingly		X
	Niveau 4	chooses for challenges, and does not avoid conflicts		X