

CRA Compass Competency Guidance

PPD.LEARNS.ELEVATE CHANNEL: CRA COMPASS

Overview

This document is a resource to assist in matching the content (including content type), that corresponds to the 12 competencies within the CRA Compass channel.

The learning content may be completed in any order you choose and is not mandatory. It is recommended that you focus on identifying areas of interest according to your own development plan and manager discussions.

Content Competencies

Active Listening
Coaching
Communication (written and verbal)
Critical Thinking
Data Insights Analysis
Difficult Conversations
Influencing
Issue Resolution
Negotiation
Persuasion
Recognition & Celebrating Success
Relationship Management
Root Cause Analysis

Active Listening

Content	Type
Active Listening and Customer Feedback	Video
Active Listening and True Memorability	Video
Ask for feedback	Video
Just Listen: Discover the Secret to Getting Through to Absolutely Anyone	Book Summary
Listen Up or Lose Out: How to Avoid Miscommunication, Improve Relationships, and Get More Done Faster	Audio Book
Listening	Channel
To Influence Others, Listen More	Video

Coaching

Content	Type
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50 Top Tools for Coaching: A Complete Toolkit for Developing and Empowering People, Third Edition	Book Summary
Coaching	Channel
Coaching and Mentoring: How to Develop Top Talent and Achieve Stronger Performance	Audio Summary
Coaching Team Members	Video
Effective Coaching	Video
Helping People Change: Coaching with Compassion for Lifelong Learning and Growth	Audio Book

Communication (written and verbal)

Content	Type
Trust Building Through Effective Communication	Course
Clarity and Conciseness in Business Writing	Course
Communication Essentials	Channel
Communicating Effectively with Customers	Course
Communicating Using Mindfulness	Video
Email and Emotions	Video
Encouraging Team Communication and Collaboration	Course
Improve Your Communication Skills	Audio Book
Writing Effective E-mails and Instant Messages	Course

Critical Thinking

Content	Type
A Better Way to Find Solutions	Video
Critical Thinking	Channel
Defining Alternative Solutions to a Problem	Course
Leadership Insights on Problem Solving and decision Making	Course
Six Thinking Hats	Audio Book

Data Insights Analysis

Content	Type
Data, Information, Knowledge and Wisdom	Video
Making Data Driven Decisions	Course

Difficult Conversations

Content	Type
Difficult People: Why They act That Way and How to Deal with them	Course
Email Isn't the Place to Resolve Conflict	Video
Expert Insights on Difficult Conversations	Course
How to manage difficult conversations	Video
How to manage difficult conversations	Course
Leaning Into Conflict	Video
Resolving Conflicts with Customers and Partners	Video
Words to use in Tough Conversations	Video

Influencing

Content	Type
Influence and Persuasion	Channel
Becoming a Person of Influence: How to Positively Impact the Lives of Others	Book Summery
Choosing the Right Interpersonal Communication Method to Make Your Point	Course
Elements of Influence. The Art of Getting Others to Follow Your Lead	Book Summary
Influencing Others	Video
Meetings with Purpose and energy	Video
Preparing for an Effective Presentation	Video
To Influence Others, Listen More	Video

Issue Resolution

Content	Type
Decision Making and Problem Solving Strategies	Audio Book
Expert Insights on Problem Solving	Course
Four Steps to Solving a Problem	Video
Leadership Insights on Problem Solving and Decision Making	Course
Leading Through Problem Solving and Decision Making	Course
Problem Solving with Curiosity	Video
The Power of Team Problem Solving	Video
Welcome to the leadership Development Program	Course

Negotiation

Content	Type
Negotiation	Channel
Expert Insights on Negotiation	Course
Give and Take: A Revolutionary Approach to Success	Audio Book
Negotiating in Everyday Life	Video
Negotiating the Best Solution	Course
The First steps in Negotiating	Course

Persuasion

Content	Type
Investigating Arguments	Course
Expert Insights on Influence and Persuasion	Course
Expert Insights on Negotiation	Course
Influence & Persuasion	Channel
Negotiating the Impossible: How to Break Deadlocks and Resolve Ugly Conflicts (without Money or Muscle)	Audio Book
The 8 Key Words of Powerful Persuasion	Video
The Four Critical Dimensions of Persuasion	Video

Recognition & Celebrating Success

Content	Type
Expert Insights on Empowering Employees	Course
Expert Insights on Motivating People	Course
How Recognition Increases Performance	Video
Making Yourself Indispensable: The Power of Personal Accountability	Audio Book
Message to Women: Celebrate Your Success!	Video
The Big Power of Small Wins	Video

Relationship Management

Content	Type
Trust Building Through Effective Communication	Course
Create Relationships with Team Mates	Video
Customer Relationships	Channel
Engagement: Transforming Difficult Relationships at work	Book Summary
Expert Insights on Emotional Intelligence	Course
Interacting with Customers	Course

Root Cause Analysis

Content	Type
Root Cause Analysis	Video
The Root Cause Analysis Handbook: A Simplified Approach to Identifying, Correcting and Reporting Workplace Errors	Book Summary
The Root Cause Analysis Handbook: A Simplified Approach to Identifying, Correcting and Reporting Workplace Errors	Audio Summary