**COMPETENCY 5: COMMUNICATE ICE INFORMATION TO INTERNAL AND EXTERNAL USERS**

**Competency Description:**

Ice forecasts and warnings are communicated in a timely and clear manner to meet user community needs. Participate in professional consultations and seek to understand user needs.

**Performance Criteria**

(1) Ensure that all forecasts and warnings are disseminated via the authorized communication channels to user groups;

(2) Provide ice briefings as necessary and provide consultation to meet specific user needs;

(3) Make use of forecasts and warnings of meteorological parameters, variables and phenomena to describe their impact on marine operations, safety of life and property, including the coastal environment and population.

**Background knowledge, skills and abilities**

 Knowledge of primary users and operations and their ice-related sensitivities

 Knowledge of available communication systems, techniques and methodologies

 Ability to ask users the appropriate questions to better understand their needs and address them or refer them to the appropriate authority

 Ability to utilize cross-boundary consistency techniques –national and international, as well as interdisciplinary / inter-agency checks as needed

 Ability to communicate effectively, orally, graphically and in writing (providing the level of details to meet the identified needs of specific users).