## TSC Category
**Customer Experience**

## TSC
**People and Relationship Management**

## TSC Description
Manage the organisation’s manpower to drive service excellence

### TSC Proficiency Description

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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<td>Recognise the importance of inclusiveness, demonstrate the use of emotional intelligence and resilience to handle diversity in the service environment, and monitoring one’s actions in handling diversity</td>
<td>Manage a diverse service environment, which involves promoting inclusiveness, building team cohesion and managing diversity challenges and opportunities that may have implications on service delivery</td>
<td>Develop a manpower resource plan and optimise the use of the workforce in a service environment, which includes evaluating the team’s performance and communicating manpower plans and changes to the workforce</td>
<td>Establish the organisation’s talent management strategy for the service workforce and develop strategies to enhance productivity and engage staff</td>
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### Knowledge

- Types of diversity markers
- Diversity challenges and opportunities
- Aspects of emotional intelligence
- Methods to demonstrate resilience
- Methods to monitor one’s actions in handling diversity
- Strategies to promote an inclusive work environment
- Types of diversity markers and their implications at work
- Strategies to build team cohesion to achieve organisational service excellence
- Assess diversity challenges and opportunities
- Methods to manage diversity challenges and opportunities in the service environment
- Components of manpower resource plan
- Criteria to evaluate performance of team
- Techniques for optimising manpower resources
- Methods of communicating manpower plans and changes
- Components of talent management strategy
- Benefits of talent management strategy
- Methods for enhancing productivity of workforce
- Criteria for reviewing talent management strategy

### Abilities

- Recognise the importance of inclusiveness when working in a diverse service environment
- Apply emotional intelligence when interacting with team members and customers in a diverse service environment
- Demonstrate resilience when faced with challenges in a diverse service environment
- Monitor one’s actions in handling diversity
- Promote an inclusive work environment which embraces diversity
- Build team cohesion to achieve organisational service excellence
- Manage challenges and opportunities relating to diversity that have implications on service delivery
- Develop manpower resource plan in line with organisation’s vision, mission, values and service operations plan
- Evaluate performance of team in line with service operations plan
- Gather feedback and data on performance of team
- Analyse the current tasks, roles and responsibilities assigned to the job and the job competencies required
- Establish talent management strategy aligned with the organisation’s vision, mission, values and roles to achieve service excellence
- Establish strategies to enhance productivity of service workforce
- Review talent management strategy to meet the diverse and changing needs of the organisation
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<th>• Identify ways to enhance the productivity of the job</th>
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<td>• Communicate manpower plans and changes to team</td>
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<td>• Conduct team meetings to share the changes in job scope</td>
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<td>• Explain the rationale behind manpower changes</td>
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<td>• Reinforce how manpower changes will help the organisation achieve service excellence</td>
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