

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Personal Management and Development					
TSC	Stakeholder Management					
TSC Description	Build and maintain constructive relationships with stakeholders to move the organisation toward its business goals					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	<Insert TSC Code>	FSS-CFC-3030-1.1	FSS-CFC-4030-1.1	FSS-CFC-5030-1.1	<Insert TSC Code>
			Maintain on-going relationships and communication with stakeholders	Develop relationships that foster trust and partnership to drive on-going engagement with stakeholders	Establish strategic stakeholder relationships that foster trust and long-term collaborations	
Knowledge			<ul style="list-style-type: none"> Relevant regulatory requirements and industry standards Types of communication techniques Types of stakeholders in the industry and the nature of their relationships Concept of emotional intelligence Conflict resolution techniques 	<ul style="list-style-type: none"> Communication management approaches for different target audiences Principles of stakeholder management Significance of early engagement to allow time for buy-in and consultation with stakeholders Concept of objective-driven motivations 	<ul style="list-style-type: none"> Principles and theories of stakeholder management Inter-cultural factors in change management Types of inter-cultural change management methods Types of influencing techniques Stakeholder impact analysis techniques Cost-benefit analysis Objectives and costs of stakeholder acquisition and retention 	
Abilities			<ul style="list-style-type: none"> Implement communications plans to ensure that stakeholders are constantly kept informed Handle contingencies during work activities in accordance to organisational procedures and relevant legal requirements Maintain processes that encourage cultural sensitivity and conflict management 	<ul style="list-style-type: none"> Facilitate networking opportunities to build relationships Demonstrate cultural sensitivity in interactions Initiate early engagement, allowing time for buy-in and consultation with stakeholders Implement relationship management processes and communications plans to keep stakeholders constantly informed 	<ul style="list-style-type: none"> Form strategic partnerships and relationships through engagements Conduct stakeholder impact analyses to strategise appropriate engagement approaches, priorities, and frequency Formulate proactive processes that allow for cultural sensitivity Formulate optimal working relationships and communications plans to keep 	

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				<ul style="list-style-type: none">Apply objective-driven motivations to sustain stakeholder interest in the relationship	stakeholders constantly informed	
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