<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Personal Management and Development</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Stakeholder Management</td>
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<tr>
<td>TSC Description</td>
<td>Build and maintain constructive relationships with stakeholders to move the organisation toward its business goals</td>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
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<th>Level 6</th>
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- 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**

- 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
- 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
- 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**

- 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
- 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
- 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
| • Apply objective-driven motivations to sustain stakeholder interest in the relationship | stakeholders constantly informed |   |   |