

**SKILLSFUTURE SINGAPORE  
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT**

<b>CCS Category</b>	Interacting with Others		
<b>CCS</b>	Developing People		
<b>CCS Description</b>	Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals		
<b>CCS Proficiency Description</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>GSC-DVP-B002-1</b>	<b>GSC-DVP-I002-1</b>	<b>GSC-DVP-A002-1</b>
	Create individual career and development plans, and support co-workers in performing their work activities	Develop and coach team members to identify and leverage their strengths to enhance performance	Foster a conducive environment to enable employees' professional and personal development, in alignment with the organisation's objectives and goals
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Personal strengths inventory</li> <li>• Goal-setting techniques</li> <li>• Learning styles</li> <li>• Organisational performance goals</li> <li>• Outcomes of career planning</li> <li>• Techniques to provide constructive feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching and mentoring techniques</li> <li>• Motivation and reinforcement concepts</li> <li>• Listening techniques</li> <li>• Organisation learning and development policies and procedures</li> <li>• Questioning techniques</li> <li>• Self-reflection techniques</li> <li>• Performance review techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Career management reporting</li> <li>• Career development strategies</li> <li>• Engagement and empowerment techniques</li> <li>• Performance management processes and frameworks</li> <li>• Organisation's vision, objectives, and operating climate</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Initiate career planning activities to identify learning and development goals</li> <li>• Identify links among personal, professional and organisational performance goals</li> <li>• Support co-workers in executing work activities to achieve intended goals and improve work performance</li> <li>• Share career planning related experiences with co-workers</li> <li>• Participate in activities that challenge self and contribute to capability development</li> <li>• Provide constructive feedback to co-workers in accordance with organisational guidelines, standards and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Guide team members in identifying personal and professional goals</li> <li>• Coach and mentor team members on achieving personal, professional and organisational goals</li> <li>• Evaluate individual strengths, capabilities and learning styles to create tailored coaching and development interventions in different contexts</li> <li>• Facilitate discussions with team members to ensure accountability for setting goals and development plans</li> <li>• Advise team members on the formulation of career development plans</li> <li>• Recommend stretch goals and opportunities to harness the potential of team members</li> <li>• Provide continuous feedback and reinforce behaviours that contribute positively to performance or growth</li> </ul>	<ul style="list-style-type: none"> <li>• Build support for organisation-wide capability development interventions to facilitate the attainment of personal and professional goals</li> <li>• Guide employees to understand the principles for translating organisational objectives to personal and professional goals</li> <li>• Provide expertise on coaching and mentoring techniques</li> <li>• Create or recommend platforms and procedures to enable exposure to new opportunities and enriching experiences within the organisation</li> <li>• Champion the development of a supportive and positive climate which encourages continuous improvement and development within the organisation</li> </ul>