### CCS Category
Interacting with Others

### CCS
Developing People

### CCS Description
Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals

<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
<td><strong>GSC-DVP-B002-1</strong></td>
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<td>GSC-DVP-I002-1</td>
<td>GSC-DVP-A002-1</td>
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<tr>
<td>Create individual career and development plans, and support co-workers in performing their work activities</td>
<td>Develop and coach team members to identify and leverage their strengths to enhance performance</td>
<td>Foster a conducive environment to enable employees' professional and personal development, in alignment with the organisation’s objectives and goals</td>
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#### Knowledge
- Personal strengths inventory
- Goal-setting techniques
- Learning styles
- Organisational performance goals
- Outcomes of career planning
- Techniques to provide constructive feedback
- Coaching and mentoring techniques
- Motivation and reinforcement concepts
- Listening techniques
- Organisation learning and development policies and procedures
- Questioning techniques
- Self-reflection techniques
- Performance review techniques
- Career management reporting
- Career development strategies
- Engagement and empowerment techniques
- Performance management processes and frameworks
- Organisation’s vision, objectives, and operating climate

#### Abilities
- Initiate career planning activities to identify learning and development goals
- Identify links among personal, professional and organisational performance goals
- Support co-workers in executing work activities to achieve intended goals and improve work performance
- Share career planning related experiences with co-workers
- Participate in activities that challenge self and contribute to capability development
- Provide constructive feedback to co-workers in accordance with organisational guidelines, standards and procedures
- Guide team members in identifying personal and professional goals
- Coach and mentor team members on achieving personal, professional and organisational goals
- Evaluate individual strengths, capabilities and learning styles to create tailored coaching and development interventions in different contexts
- Facilitate discussions with team members to ensure accountability for setting goals and development plans
- Advise team members on the formulation of career development plans
- Recommend stretch goals and opportunities to harness the potential of team members
- Provide continuous feedback and reinforce behaviours that contribute positively to performance or growth
- Build support for organisation-wide capability development interventions to facilitate the attainment of personal and professional goals
- Guide employees to understand the principles for translating organisational objectives to personal and professional goals
- Provide expertise on coaching and mentoring techniques
- Create or recommend platforms and procedures to enable exposure to new opportunities and enriching experiences within the organisation
- Champion the development of a supportive and positive climate which encourages continuous improvement and development within the organisation