

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

<b>CCS Category</b>	Staying Relevant		
<b>CCS</b>	Global Perspective		
<b>CCS Description</b>	Operate in cross-cultural environments, demonstrating an awareness of the wider global context and markets to identify potential opportunities and risks		
<b>CCS Proficiency Description</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>GSC-GBP-B001-1</b>	<b>GSC-GBP-I001-1</b>	<b>GSC-GBP-A001-1</b>
	Demonstrate an understanding of global challenges and opportunities to work effectively in a cross-cultural environment	Develop global networks and determine impact of global context and trends on the organisation's vision, objectives and operating climate	Lead the resolution of the challenges of operating in a cross-cultural environment and build the organisation's capabilities to compete in a global environment
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Research techniques</li> <li>• Types of information collection tools</li> <li>• Knowledge sharing methods and tools</li> <li>• Verbal and non-verbal communication techniques</li> <li>• Types of communication channels and tools</li> <li>• Modes of collaboration</li> <li>• Diversity dimensions and preferences</li> <li>• Self-awareness concepts</li> <li>• Workplace and social etiquette</li> </ul>	<ul style="list-style-type: none"> <li>• Research and information collection methodologies</li> <li>• Organisation structure</li> <li>• Macro-economic, environmental, technology, political and social trends</li> <li>• Methods to analyse impacts of global trends</li> <li>• Types of networks</li> <li>• Stakeholder analysis techniques</li> <li>• Communication styles</li> <li>• Barriers to workplace diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Organisation's vision, objectives and operating climate</li> <li>• Types of global business strategies</li> <li>• Types of business performance metrics</li> <li>• Emerging research on macro-economic, environmental, technology, political and social trends</li> <li>• Stakeholder management strategies</li> <li>• Inclusion strategies and best practices</li> <li>• Types of social, political, economic and cultural factors which impact cross-cultural collaborations</li> <li>• Conflict management strategies</li> <li>• Best practices for businesses operating in global and cross-cultural environments</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Conduct research on identified global challenges or opportunities</li> <li>• Exchange information using identified knowledge sharing methods and tools</li> <li>• Seek opportunities to source for diverse perspectives beyond immediate environment</li> <li>• Participate in interactions with diverse groups within the organisation to source for relevant perspectives on global challenges and opportunities</li> <li>• Conduct oneself in accordance with the organisation's inclusion policies and practices</li> <li>• Monitor own behaviour to identify any non-inclusive practices</li> </ul>	<ul style="list-style-type: none"> <li>• Develop research and information collection approaches and processes to analyse impact of global context and trends on team's work area</li> <li>• Analyse outcome of research on global trends to determine impact on work area and identify potential opportunities and risks</li> <li>• Review internal structures and external operating climate to identify opportunities to build global networks</li> <li>• Prepare for interactions with global stakeholders by learning about workplace and social etiquette in different countries and cultures</li> <li>• Analyse global and local perspectives when evaluating information and making decisions</li> <li>• Identify barriers to workplace diversity and inclusion when operating in cross-cultural environments</li> <li>• Recommend refinements to existing systems, processes and policies to facilitate global and cross-cultural cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Establish objectives for global development and cross-cultural cooperation which align with organisation's vision, objectives and operating climate</li> <li>• Champion the importance of understanding the global environment and encouraging cross-cultural collaborations</li> <li>• Anticipate global developments in order to position the organisation for potential opportunities or risk management</li> <li>• Synthesise inputs and analyses from various sources to determine potential impact of global context and trends on business operating climate, vision and performance</li> <li>• Lead the identification of opportunities within and beyond the organisation to broaden exposure to global environments and trends</li> <li>• Lead the resolution of conflicts which may occur during global collaboration or in cross-cultural environments</li> <li>• Endorse changes to existing systems, processes and policies that facilitate global and cross-cultural collaboration</li> <li>• Evaluate the impact of individual and organisational actions on local communities and the wider social, economic, political or environment sphere</li> </ul>