<table>
<thead>
<tr>
<th>CCS Category</th>
<th>Interacting with Others</th>
</tr>
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<tbody>
<tr>
<td>CCS</td>
<td>Building Inclusivity</td>
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<tr>
<td>CCS Description</td>
<td>Collaborate with stakeholders from different backgrounds or with different abilities, including diversity dimensions such as race, ethnicity, religion, gender orientation, age, physical and learning ability, education, socio-economic status and political belief, to understand the interests of diverse groups and build an inclusive work environment</td>
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<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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<tbody>
<tr>
<td></td>
<td>CCS-BDI-B001-1</td>
<td>CCS-BDI-I001-1</td>
<td>CCS-BDI-A001-1</td>
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<td></td>
<td>Demonstrate sensitivity to the differences in diversity dimensions and perspectives</td>
<td>Manage relationships across diverse groups within the organisation</td>
<td>Oversee the develop and implement processes and practices which build an inclusive work environment and enable diverse groups to work effectively together</td>
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**Knowledge**

- Self-awareness concepts
- Diversity dimensions and preferences
- Types of unconscious bias
- Fair employment practices
- Barriers to workplace diversity and inclusion
- Communication styles
- Interpersonal communication techniques
- Social psychology concepts
- Group dynamics concepts
- Strategies to manage unconscious bias
- Inclusion strategies and best practices
- Dimensions and behaviours of non-inclusion
- Types of social, political, economic and cultural factors which impact stakeholder interactions
- Conflict management strategies
- Emerging trends impacting perspectives on diversity and inclusion
- Best practices for promoting inclusivity

**Abilities**

- Demonstrate understanding of different types of personal values, beliefs, perceptions and attitudes when interacting with diverse groups
- Conduct oneself in accordance with the organisation's inclusion policies and practices
- Participate in interactions with diverse groups within the organisation
- Adopt active listening and demonstrate respect for and acknowledge diverse perspectives or differences
- Assess own behaviour to identify unconscious biases when operating in a diverse environment
- Support the development of inclusivity-related communication materials
- Convey cultural intelligence and sensitivity towards differing values, beliefs and behaviours across diverse groups
- Promote behaviours and practices that support diversity and inclusion in the organisation
- Ensure diversity in the composition of work teams
- Adapt communication styles to accommodate diversity in stakeholder dynamics and establish common ground
- Facilitate conversations to encourage mutual respect and understanding
- Review own behaviour and work processes for improvements to reduce unconscious bias
- Communicate the organisation's inclusivity related values and the rationale for inclusive practices
- Guide the develop policies and practices to build inclusion and eliminate biases
- Endorse inclusive outcomes and initiatives across the organisation
- Champion support for the needs of diverse groups within the organisation
- Design open and psychologically safe environment for the expression of diverse views
- Manage conflicts and address non-inclusive behaviours
- Champion the organisation's inclusion-related communication efforts across internal and external platforms