

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

CCS Category	Interacting with Others		
CCS	Building Inclusivity		
CCS Description	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		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-BDI-B001-1	CCS-BDI-I001-1	CCS-BDI-A001-1
	Demonstrate sensitivity to the differences in diversity dimensions and perspectives	Manage relationships across diverse groups within the organisation	Oversee the develop and implement processes and practices which build an inclusive work environment and enable diverse groups to work effectively together
Knowledge	<ul style="list-style-type: none"> • Self-awareness concepts • Diversity dimensions and preferences • Types of unconscious bias • Fair employment practices 	<ul style="list-style-type: none"> • Barriers to workplace diversity and inclusion • Communication styles • Interpersonal communication techniques • Social psychology concepts • Group dynamics concepts • Strategies to manage unconscious bias 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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