

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

CCS Category	Interacting with Others		
CCS	Communication		
CCS Description	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-CMC-B002-1	CCS-CMC-I002-1	CCS-CMC-A002-1
	Communicate with others to share information, respond to general inquiries and obtain specific information	Tailor communication approaches to audience needs and determine suitable methods to convey and exchange information	Synthesise information and inputs to communicate an overarching storyline to multiple stakeholders
Knowledge	<ul style="list-style-type: none"> • Range of technical and non-technical vocabulary • Verbal and non-verbal communication techniques • Writing techniques • Listening techniques • Emotional intelligence dimensions • Types of communication channels and tools • Information processing techniques • Questioning techniques • Information confidentiality and disclosure considerations 	<ul style="list-style-type: none"> • Verbal and non-verbal signals • Communication styles • Behavioural insights concepts • Types of writing styles • Presentation and information structuring techniques • Types of visualisation tools and techniques • Stakeholder analysis techniques • Techniques for analysing audience reactions • Interpersonal communication techniques • Two-way communication techniques • Persuasion methods 	<ul style="list-style-type: none"> • Storytelling techniques • Negotiation strategies • Stakeholder dynamics • Stakeholder management strategies • Strategies to drive behaviour change • Strategies to overcome communication roadblocks • Emerging communication channels and tools
Abilities	<ul style="list-style-type: none"> • Identify appropriate communication channels to convey or exchange information • Deploy listening techniques to engage with and understand the audience • Ask questions to seek clarity when receiving information • Present ideas using concise and clear language • Implement verbal and non-verbal communication techniques to convey and receive information across communication channels • Define desired outcomes for the exchange of information 	<ul style="list-style-type: none"> • Analyse communication objectives, types of stakeholders and needs to determine communication priorities • Evaluate communication objectives, styles, verbal and non-verbal signals to adapt communication approaches and channels • Present information in a structured flow and format which is reflective of audience needs • Determine relevant information and visualisation techniques to share and convey a persuasive viewpoint • Adapt communication approaches continuously to respond to audience reactions • Analyse information exchanged to identify communication gaps • Encourage two-way interactions and seek feedback on communication approaches 	<ul style="list-style-type: none"> • Evaluate stakeholder dynamics and context to establish communication objectives and principles • Synthesise various information sources and communication objectives to create a persuasive storyline • Anticipate responses from stakeholders to adapt approaches appropriately • Manage sensitive communications with discretion and tact • Evaluate different stakeholder viewpoints to determine appropriate negotiation strategies • Establish alignment between diverse stakeholders with differing viewpoints to achieve constructive outcomes • Evaluate emerging communication channels and tools to define adoption opportunities