<table>
<thead>
<tr>
<th>CCS Category</th>
<th>Interacting with Others</th>
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</thead>
<tbody>
<tr>
<td>CCS Description</td>
<td>Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals</td>
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<tr>
<td>CCS Proficiency Description</td>
<td><strong>Basic</strong></td>
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<td><strong>CCS</strong></td>
<td>CCS-DVP-B002-1</td>
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<tr>
<td><strong>Description</strong></td>
<td>Create individual career and development plans, and support co-workers in performing their work activities</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  
| **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 |