

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

<b>CCS Category</b>	Interacting with Others		
<b>CCS</b>	Influence		
<b>CCS Description</b>	Influence behaviours, beliefs or attitudes in order to achieve desired outcomes and solutions		
<b>CCS Proficiency Description</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>CCS-IFL-B001-1</b>	<b>CCS-IFL-I001-1</b>	<b>CCS-IFL-A001-1</b>
	Demonstrate empathy to understand the feelings and actions of others and communicate in ways that limit misunderstandings and influence others on operational issues	Develop relationships with stakeholders to build confidence, alignment and communicate desired purpose, goals or objectives	Build consensus with stakeholders to achieve desired outcomes on matters of strategic importance
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Diversity dimensions and preferences</li> <li>• Emotional intelligence dimensions</li> <li>• Listening techniques</li> <li>• Problem solving techniques</li> <li>• Types of communication channels and tools</li> <li>• Verbal and non-verbal communication techniques</li> <li>• Knowledge sharing methods and tools</li> <li>• Questioning techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Types of networks</li> <li>• Verbal and non-verbal signals</li> <li>• Stakeholder analysis techniques</li> <li>• Strategies to develop trust</li> <li>• Interpersonal communication techniques</li> <li>• Communication styles</li> <li>• Persuasion methods</li> <li>• Techniques for analysing audience reactions</li> <li>• Collaboration techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Goal or purpose setting strategies</li> <li>• Strategies to drive behaviour change</li> <li>• Negotiation strategies</li> <li>• Motivation theories</li> <li>• Types of social, political, economic and cultural factors which impact stakeholder relationships</li> <li>• Stakeholder dynamics</li> <li>• Stakeholder management strategies</li> <li>• Storytelling techniques</li> <li>• Conflict management strategies</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Develop a clear understanding of purpose and desired goals or outcomes</li> <li>• Analyse stakeholder responses and interactions to understand needs</li> <li>• Encourage stakeholders to share views and opinions to enable an understanding of different perspectives</li> <li>• Appreciate nuances and impact of diversity dimensions and cultural backgrounds when interacting with stakeholders</li> <li>• Communicate to stakeholders in a manner which encourages open conversations and reduces potential misunderstandings</li> <li>• Adapt personal style to demonstrate empathy and enable the communication of desired goals</li> <li>• Ask questions to understand stakeholders' responses or potential issues</li> </ul>	<ul style="list-style-type: none"> <li>• Identify stakeholders and networks that are critical in meeting desired goals and objectives</li> <li>• Integrate different stakeholders into the decision making process to garner their support</li> <li>• Utilise combinations of logic, conviction and interpersonal skills when communicating desired goals and objectives</li> <li>• Align ideas and plans with relevant stakeholders to build ownership and garner buy-in</li> <li>• Ensure decisions made are supported with relevant experience, facts and knowledge</li> <li>• Articulate pros and cons behind decisions taken and proposed to build confidence amongst stakeholders</li> <li>• Present findings and thoughts in an open and flexible manner</li> <li>• Escalate issues to senior stakeholders if own efforts to enlist support have not succeeded</li> </ul>	<ul style="list-style-type: none"> <li>• Establish alignment among different stakeholders' needs and objectives to achieve intended outcomes</li> <li>• Establish key stakeholder relationships to ensure goals and objectives are achieved</li> <li>• Share strategic insights in a manner that addresses the issues and interests of relevant stakeholders</li> <li>• Evaluate compromises to gain commitment from relevant stakeholders</li> <li>• Endorse win-win solutions that benefit all parties involved</li> <li>• Anticipate objections and challenges that potentially impact desired results</li> <li>• Negotiate issues that impact long-term strategic objectives</li> </ul>