## CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT

### CCS Category
- **Staying Relevant**

### CCS Description
- **Adaptability**
  - Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts

### CCS Proficiency Description

<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
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<td>CCS-ADT-B001-1</td>
<td>CCS-ADT-I001-1</td>
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<tr>
<td>Modify behaviours and approaches to respond to changes and evolving contexts</td>
<td>Manage change in evolving contexts</td>
<td>Foster a culture of flexibility that caters to changes and evolving contexts</td>
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### Knowledge
- Ideation techniques
- Experimentation techniques
- Problem solving techniques
- Emotional regulation techniques
- Questioning techniques
- Information processing techniques
- Self-awareness concepts
- Impact measurement techniques
- Stakeholder analysis techniques
- Group dynamic concepts
- Collaboration styles
- Coaching and mentoring techniques
- Risk analysis techniques
- Self-reflection techniques
- Strategies to evaluate impact of new ideas, improvements or solutions
- Organisation’s vision, objectives and operating climate
- Strategies to build resilient teams
- Strategies to drive the continuous development of new approaches
- Risk mitigation strategies
- Strategies to identify emerging industry disruptors and trends
- Change management strategies
- Stakeholder dynamics
- Stakeholder management strategies
- Conflict management strategies

### Abilities
- Demonstrate an openness to seek and interpret opinions and practices different from own
- Seek out information about changes or evolving contexts which may impact work activities or priorities
- Set short-term goals in order to perform work activities effectively during periods of change
- Adjust existing work activities in response to new instructions, guidelines or operating procedures
- Assess own reactions to changes and evolving contexts to improve future responses and behaviours
- Monitor own work performance to identify potential development areas to enhance responses to changes and evolving contexts
- Identify appropriate skills and training which could improve one’s response and behaviour to changes and evolving contexts
- Assess the impact of changes and evolving contexts to identify ways to adapt skills or processes
- Analyse the rationale for change or underlying factors driving evolving contexts
- Develop creative solutions to address challenges and leverage on opportunities arising from changes and evolving contexts
- Evaluate inputs from various stakeholders and different courses of actions to determine how to navigate through change and evolving contexts
- Prioritise work activities in order of criticality to navigate through change and evolving contexts
- Coach team members in responding to changes and evolving contexts
- Reflect on responses to change and evolving contexts to recommend future actions, behaviours and approaches
- Articulate strategic goals to navigate through periods of change and evolving contexts
- Evaluate the impact on the operating climate, emerging trends and industry disruptors
- Determine potential opportunities and/or risks of change or evolving contexts
- Direct the development of new and alternative approaches to respond to changes and evolving contexts
- Guide stakeholders to successfully navigate through change and disruptions
- Lead the resolution of any issues which impact the organisation’s ability to adapt to changes and evolving contexts
- Review existing strategies and approaches to changes and evolving contexts.