

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

<b>CCS Category</b>	Staying Relevant		
<b>CCS</b>	Adaptability		
<b>CCS Description</b>	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts		
<b>CCS Proficiency Description</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>CCS-ADT-B001-1</b>	<b>CCS-ADT-I001-1</b>	<b>CCS-ADT-A001-1</b>
	Modify behaviours and approaches to respond to changes and evolving contexts	Manage change in evolving contexts	Foster a culture of flexibility that caters to changes and evolving contexts
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Ideation techniques</li> <li>Experimentation techniques</li> <li>Problem solving techniques</li> <li>Emotional regulation techniques</li> <li>Questioning techniques</li> <li>Information processing techniques</li> <li>Self-awareness concepts</li> <li>Impact measurement techniques</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder analysis techniques</li> <li>Group dynamic concepts</li> <li>Collaboration styles</li> <li>Coaching and mentoring techniques</li> <li>Risk analysis techniques</li> <li>Self-reflection techniques</li> <li>Strategies to evaluate impact of new ideas, improvements or solutions</li> </ul>	<ul style="list-style-type: none"> <li>Organisation's vision, objectives and operating climate</li> <li>Strategies to build resilient teams</li> <li>Strategies to drive the continuous development of new approaches</li> <li>Risk mitigation strategies</li> <li>Strategies to identify emerging industry disruptors and trends</li> <li>Change management strategies</li> <li>Stakeholder dynamics</li> <li>Stakeholder management strategies</li> <li>Conflict management strategies</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Demonstrate an openness to seek and interpret opinions and practices different from own</li> <li>Seek out information about changes or evolving contexts which may impact work activities or priorities</li> <li>Set short-term goals in order to perform work activities effectively during periods of change</li> <li>Adjust existing work activities in response to new instructions, guidelines or operating procedures</li> <li>Assess own reactions to changes and evolving contexts to improve future responses and behaviours</li> <li>Monitor own work performance to identify potential development areas to enhance responses to changes and evolving contexts</li> <li>Identify appropriate skills and training which could improve one's response and behaviour to changes and evolving contexts</li> </ul>	<ul style="list-style-type: none"> <li>Assess the impact of changes and evolving contexts to identify ways to adapt skills or processes</li> <li>Analyse the rationale for change or underlying factors driving evolving contexts</li> <li>Develop creative solutions to address challenges and leverage on opportunities arising from changes and evolving contexts</li> <li>Evaluate inputs from various stakeholders and different courses of actions to determine how to navigate through change and evolving contexts</li> <li>Prioritise work activities in order of criticality to navigate through change and evolving contexts</li> <li>Coach team members in responding to changes and evolving contexts</li> <li>Reflect on responses to change and evolving contexts to recommend future actions, behaviours and approaches</li> </ul>	<ul style="list-style-type: none"> <li>Articulate strategic goals to navigate through periods of change and evolving contexts</li> <li>Evaluate the impact on the operating climate, emerging trends and industry disruptors</li> <li>Determine potential opportunities and/or risks of change or evolving contexts</li> <li>Direct the development of new and alternative approaches to respond to changes and evolving contexts</li> <li>Guide stakeholders to successfully navigate through change and disruptions</li> <li>Lead the resolution of any issues which impact the organisation's ability to adapt to changes and evolving contexts</li> <li>Review existing strategies and approaches to changes and evolving contexts.</li> </ul>