

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

CCS Category	Staying Relevant		
CCS	Global Perspective		
CCS Description	Operate in cross-cultural environments, demonstrating an awareness of the wider global context and markets to identify potential opportunities and risks		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-GBP-B001-1	CCS-GBP-I001-1	CCS-GBP-A001-1
	Demonstrate an understanding of global challenges and opportunities to work effectively in a cross-cultural environment	Develop global networks and determine impact of global context and trends on the organisation's vision, objectives and operating climate	Lead the resolution of the challenges of operating in a cross-cultural environment and build the organisation's capabilities to compete in a global environment
Knowledge	<ul style="list-style-type: none"> • Research techniques • Types of information collection tools • Knowledge sharing methods and tools • Verbal and non-verbal communication techniques • Types of communication channels and tools • Modes of collaboration • Diversity dimensions and preferences • Self-awareness concepts • Workplace and social etiquette 	<ul style="list-style-type: none"> • Research and information collection methodologies • Organisation structure • Macro-economic, environmental, technology, political and social trends • Methods to analyse impacts of global trends • Types of networks • Stakeholder analysis techniques • Communication styles • Barriers to workplace diversity and inclusion 	<ul style="list-style-type: none"> • Organisation's vision, objectives and operating climate • Types of global business strategies • Types of business performance metrics • Emerging research on macro-economic, environmental, technology, political and social trends • Stakeholder management strategies • Inclusion strategies and best practices • Types of social, political, economic and cultural factors which impact cross-cultural collaborations • Conflict management strategies • Best practices for businesses operating in global and cross-cultural environments
Abilities	<ul style="list-style-type: none"> • Conduct research on identified global challenges or opportunities • Exchange information using identified knowledge sharing methods and tools • Seek opportunities to source for diverse perspectives beyond immediate environment • Participate in interactions with diverse groups within the organisation to source for relevant perspectives on global challenges and opportunities • Conduct oneself in accordance with the organisation's inclusion policies and practices • Monitor own behaviour to identify any non-inclusive practices 	<ul style="list-style-type: none"> • Develop research and information collection approaches and processes to analyse impact of global context and trends on team's work area • Analyse outcome of research on global trends to determine impact on work area and identify potential opportunities and risks • Review internal structures and external operating climate to identify opportunities to build global networks • Prepare for interactions with global stakeholders by learning about workplace and social etiquette in different countries and cultures • Analyse global and local perspectives when evaluating information and making decisions • Identify barriers to workplace diversity and inclusion when operating in cross-cultural environments • Recommend refinements to existing systems, processes and policies to facilitate global and cross-cultural cooperation 	<ul style="list-style-type: none"> • Establish objectives for global development and cross-cultural cooperation which align with organisation's vision, objectives and operating climate • Champion the importance of understanding the global environment and encouraging cross-cultural collaborations • Anticipate global developments in order to position the organisation for potential opportunities or risk management • Synthesise inputs and analyses from various sources to determine potential impact of global context and trends on business operating climate, vision and performance • Lead the identification of opportunities within and beyond the organisation to broaden exposure to global environments and trends • Lead the resolution of conflicts which may occur during global collaboration or in cross-cultural environments • Endorse changes to existing systems, processes and policies that facilitate global and cross-cultural collaboration • Evaluate the impact of individual and organisational actions on local communities and the wider social, economic, political or environment sphere