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

<table>
<thead>
<tr>
<th>CCS Category</th>
<th>Staying Relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCS</td>
<td>Global Perspective</td>
</tr>
<tr>
<td>CCS Description</td>
<td>Operate in cross-cultural environments, demonstrating an awareness of the wider global context and markets to identify potential opportunities and risks</td>
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</tbody>
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<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
<td>CCS-GBP-B001-1</td>
<td>CCS-GBP-A001-1</td>
<td>CCS-GBP-A001-1</td>
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<tr>
<td>Demonstrate an understanding of global challenges and opportunities to work effectively in a cross-cultural environment</td>
<td>Develop global networks and determine impact of global context and trends on the organisation’s vision, objectives and operating climate</td>
<td>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</td>
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### Knowledge
- 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
- 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
- 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
- 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
- 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
- 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