

<b>TSC Category</b>	Customer and Passenger Services					
<b>TSC</b>	People and Relationship Management					
<b>TSC Description</b>	Manage the organisation's manpower to drive service excellence					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>ATP-CEX-1004-1.1</b>		<b>ATP-CEX-3004-1.1</b>			
	Recognise the importance of inclusiveness, demonstrate the use of emotional intelligence and resilience to handle diversity in the service environment and monitor one's actions in handling diversity		Manage a diverse service environment which involves promoting inclusiveness, building team cohesion and managing diversity challenges and opportunities that may have implications on service delivery			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Types of diversity markers</li> <li>Diversity challenges and opportunities</li> <li>Aspects of emotional intelligence</li> <li>Methods to demonstrate resilience</li> <li>Methods to monitor one's actions in handling diversity</li> </ul>		<ul style="list-style-type: none"> <li>Strategies to promote an inclusive work environment</li> <li>Types of diversity markers and their implications at work</li> <li>Strategies to build team cohesion to achieve organisational service excellence</li> <li>Assessment of diversity challenges and opportunities</li> <li>Methods to manage diversity challenges and opportunities in the service environment</li> </ul>			
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Recognise the importance of inclusiveness when working in a diverse service environment</li> <li>Apply emotional intelligence when interacting with team members and customers</li> </ul>		<ul style="list-style-type: none"> <li>Promote an inclusive work environment which embraces diversity</li> <li>Build team cohesion to achieve organisational service excellence</li> <li>Manage challenges and opportunities relating to diversity that have</li> </ul>			

	<p>in a diverse service environment</p> <ul style="list-style-type: none"><li>• Demonstrate resilience when faced with challenges in a diverse service environment</li><li>• Monitor one's actions in handling diversity</li></ul>		<p>implications on service delivery</p>			
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