

TSC Category	Business and Organisational Management					
TSC	Business Networking Management					
TSC Description	Establish mutually beneficial relationships with business partners and stakeholders including technical experts, industry associations, potential clients and customers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
					ECM-BIN-5003-1.1	ECM-BIN-6003-1.1
					Formulate strategic key account management plans to establish and maintain relationships with stakeholders and business partners	Strategise business networking to enhance existing stakeholder relationships as well as to establish new business networks and stakeholder relationships
Knowledge					<ul style="list-style-type: none"> • Business partnership management principles • Methods in developing strategic objectives • Relationship management techniques • Fundamentals of commercial contracts and commercial law • Networking principles and techniques • Key account management methods • Anti-bribery and corruption principles • Methods of maintaining audit trails 	<ul style="list-style-type: none"> • Strategic relationship management • Business environment evaluation methods • Networking principles and techniques • Stakeholder management principles • Methods of building and maintaining effective business relationships • Change management methods • Political, social and cultural analysis techniques
Abilities					<ul style="list-style-type: none"> • Identify strategic business partners who may contribute to organisational strategies and objectives • Establish and maintain business relationships • Evaluate strategic business partners' performance and contribution towards achieving organisational 	<ul style="list-style-type: none"> • Evaluate interests and needs of stakeholder groups to understand existing and potential relationships with the organisation • Guide interactions and programmes with stakeholder groups to support organisational strategies and objectives

					<p>strategies and objectives and determine action plans to enhance business relationships</p> <ul style="list-style-type: none"> • Develop action plans to enhance relationships with strategic business partners • Manage and maintain effective communication and documentation associated with business networking activities 	<ul style="list-style-type: none"> • Evaluate factors impacting the organisation's relationships with stakeholder groups to determine how to enhance relationships • Build effective internal and external strategic networks with key stakeholders
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