

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Stakeholder and Customer Management					
TSC	Stakeholder Management					
TSC Description	Monitor and maintain constructive relationships with stakeholders to achieve its stated goals					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			EVS-CFC-3007-1.1	EVS-CFC-4007-1.1	EVS-CFC-5007-1.1	
			Maintain ongoing relationships that creates partnership and ensure ongoing communication with stakeholders	Develop relationships that creates trust, partnership to drive ongoing engagement with stakeholders	Cultivate relationships that creates trust, long-term partnership, collaboration and driving engagement with stakeholders	
Knowledge			<ul style="list-style-type: none"> Organisational procedures relating to monitoring of service operations Components of service operations plan Relevant legal requirements relating to service operations Types of work schedule and job instructions Types of resources required Types of supervision and reporting plan Types of communication skills Types of stakeholders 	<ul style="list-style-type: none"> Organisational procedures relating to service operations Relevant legal requirements relating to service operations Types of communication skills Conflict resolution techniques Cultural awareness 	<ul style="list-style-type: none"> Organisational procedures relating to service operations Relevant legal requirements relating to service operations Types of Change management process Types of Inter-cultural change management methods Types of Dispute resolution techniques Types of Influencing skills Cost-benefit analysis 	
Abilities			<ul style="list-style-type: none"> Conduct pre-briefing in accordance with organisational procedures Adjust work arrangements to meet stakeholders' requirement Monitor stakeholders in accordance to organisational procedures and relevant legal requirements Implement communications plan to ensure that 	<ul style="list-style-type: none"> Facilitate networking opportunities to build relationships Adhere to cultural sensitivity Develop plans for early engagement, allow time for buy-in and consultation with stakeholders Drive the relationship process and communications plan to ensure that stakeholders are constantly kept informed 	<ul style="list-style-type: none"> Lead in building relationships that engenders trust, seeking out networking opportunities Formulate a proactive process that allows for cultural sensitivity Initiate early engagement to allow time for buy-in and consultation with stakeholders Formulate an optimal working relationship and communications plan to ensure that 	

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			stakeholders are constantly kept informed Handle contingencies during work activities in accordance to organisational procedures and relevant legal requirements		stakeholders are constantly kept informed	
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