

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Change Management					
TSC	Adapt to Change					
TSC Description	Identify global trends and changes impacting the workplace, as well as undertake lifelong learning to adapt to changes for sustained employability in the new knowledge economy					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-CHG-1001-1.1		RET-CHG-3001-1.1	RET-CHG-4001-1.1		
	Identify local and/or global trends and changes impacting the workplace with a view to enhancing productivity and effectiveness in a diverse workplace		Analyse employability issues in the global context, and use strategies to adapt team members to the changing conditions and diversity at the workplace for greater productivity and effectiveness	Evaluate employability issues for self and the organisation in the local and global contexts as well as contribute to the development of a lifelong learning organisation that can operate in the knowledge-based economy and adapt to change and diversity		
Knowledge	<ul style="list-style-type: none"> Ways in which various types of local and global trends impact one's employability and job role Ways to cope with adjustments and expectations required in current and new job situation in a local and global context Causes of gaps in own competencies Types of learning opportunities and their characteristics Types of other resources and opportunities for development Ways to overcome barriers to the transfer of learning Process and strategies of coaching to motivate and help others Factors that hinder and encourage learning Types of diversity in the workplace Sources and stages of change and resistance to change 	•	<ul style="list-style-type: none"> Types of learning opportunities and uses of learning resources and references for development Common challenges and difficulties in selecting the appropriate resources for development Ways to recommend and facilitate the use of the various resources for development Methods to identify learning styles of self and team Types of learning theories, learning motivation theories and motivational factors to learn Transferable skills and knowledge and their features Factors that hinder and encourage learning Types of diversity in the team Importance of team cooperation and synergy Impact of changes in the 	<ul style="list-style-type: none"> Changes to work requirements and expectations in both local and global contexts Methods to acquire skills and knowledge for the organisation Types of skills and knowledge required by an organisation and methods to acquire them to stay competitive in the global context Advantages and disadvantages of the various types of assessment methods to conduct training and development needs analysis Strategies to enhance employees' receptiveness to training Types of learning styles, learning theories and learning motivation theories Motivational factors to learn for self and organisation Benefits of a learning 		

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	<ul style="list-style-type: none"> • Components of self-esteem and positive attitude 		workplace	organisation culture <ul style="list-style-type: none"> • Types and stages of changes arising from the external environment and their characteristics • Types of strategies that can assist an organisation to adapt to change • Ways in which the types of strategies for managing and synergising diversity can contribute to organisational effectiveness 		
Abilities	<ul style="list-style-type: none"> • Access available sources of information to identify local and global trends and interpret information that impact one's employability and job role • Identify the types of expectations and adjustments required in current and new job situation to stay employable and competitive in the local and global context • Identify the types of competencies required in current and new job requirements • Identify the implications of diversity in the workplace and participate in relevant approaches to work within a diverse workforce • Transfer skills and knowledge acquired from training and development to the workplace and measure performance improvement as a result of training and development • Demonstrate the ability to learn from and coach others a given set of skills from one job situation to another • Identify gaps in own 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Analyse information gathered from the news media to determine relevant trends and issues that would affect work team at the workplace • Analyse the implications of global competitiveness on one's job and team at the workplace • Analyse the impact of diversity on a team and facilitate team members to work within a diverse team based on strategies set • Identify the competencies required in current job for self and team at the workplace • Implement ways to provide a conducive work environment to facilitate the transfer of learning among team members and peers • Identify and implement strategies to motivate and assist team members to adapt to change in job requirements at the workplace • Identify gaps in competencies, determine training and development needs and select 	<ul style="list-style-type: none"> • Evaluate information gathered from the news media to determine relevant issues and trends that affect the organisation both in the local and global contexts • Evaluate the implications of global competitiveness on one's job and organisation • Establish and evaluate systems for facilitating transfer of knowledge and skills within an organisation • Establish and evaluate learning opportunities, resources and knowledge management infrastructure in an organisation • Analyse and adopt suitable approaches for organisational change • Develop strategies to assist an organisation to adapt to change • Manage and synergise diversity of the various groups for organisational effectiveness • Conduct training and development needs analysis using appropriate assessment methods and set learning 		

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	<p>competencies, determine training and development needs and select suitable learning opportunities that match personal learning styles</p> <ul style="list-style-type: none"> • Identify the impact of change on oneself and own job and adopt appropriate techniques to respond to change 		<p>resources and suitable learning opportunities that match the learning styles of self and team</p> <ul style="list-style-type: none"> • Promote opportunities for learning and coaching within a team 	<p>goals for self and organisation</p> <ul style="list-style-type: none"> • Conduct learning style analysis to identify learning styles of self and staff to ensure the effective acquisition and transfer of knowledge and skills within the organisation 		
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