

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

TSC Category	Innovation					
TSC	Idea Generation and Selection					
TSC Description	Facilitate discussions, seek opinions from others, brainstorm ideas to realise business opportunities and improve current working conditions					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		RET-INO-2003-1.1	RET-INO-3003-1.1	RET-INO-4003-1.1		
		Generate and select a variety of ideas that may potentially improve business opportunities and working conditions	Source new information from multiple sources, brainstorm ideas to find novel approaches to improve current working conditions as well as assess new methods, procedures, techniques or systems in accordance with business needs	Facilitate brainstorming discussions, encourage idea generation and share opinions so as to evaluate and shortlist new methods, procedures, techniques or systems according to business needs		
Knowledge		<ul style="list-style-type: none"> Factors to consider when selecting best approaches to communicate ideas Modes of communication Techniques of engaging others Criteria for recommending new ideas to improve working conditions Conditions for selecting approaches for idea selection Current and new methods related to idea selection Types of idea selection methods and techniques 	<ul style="list-style-type: none"> Sources of new information Methods of effective communication Criteria for recommending new ideas to improve working conditions Conditions for prioritising approaches for idea selection Current and new methods related to idea selection Types of idea selection methods and techniques Procedures or systems involved in idea selection 	<ul style="list-style-type: none"> Factors to consider when selecting best approaches to communicate ideas Substantiated positions on individual viewpoints Conditions for integrating differing views and ideas Conditions for prioritising approaches for idea selection 		
Abilities		<ul style="list-style-type: none"> Exchange ideas to reach outcomes Generate various ideas that may potentially improve business performance Participate in brainstorming sessions and support ideas generation Prioritise various approaches as outcomes of idea selection exercise Select approaches and 	<ul style="list-style-type: none"> Source new information on appropriate approaches and topics to communicate ideas in an effective manner Exchange ideas to reach outcomes Discuss and recommend new ideas to discover novel approaches to improve working conditions Assess new methods, procedures, techniques or 	<ul style="list-style-type: none"> Select appropriate approaches to communicate ideas in an effective manner Identify and implement specific ways to encourage responses from communicating parties Substantiate or challenge viewpoints using a logical approach Facilitate discussions to brainstorm and 		

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		<p>provide insights for idea selection</p> <ul style="list-style-type: none"> • Perform tasks related to selecting and prioritising various approaches for idea selection 	<p>systems related to idea selection</p> <ul style="list-style-type: none"> • Prioritise idea selection based on logical judgements 	<p>encourage idea generation</p> <ul style="list-style-type: none"> • Integrate differing views and ideas • Determine appropriate selection criteria • Evaluate new methods, procedures, techniques or systems related to idea selection • Evaluate and shortlist ideas for further development 		
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