

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

<b>TSC Category</b>	People and Relationship Management					
<b>TSC</b>	Business Relationship Building					
<b>TSC Description</b>	Formulate both offline and online partnership strategies and identify, establish and maintain relevant network of strategic partners that provide value to the organisation					
<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>RET-PRM-2001-1.1</b>	<b>RET-PRM-3001-1.1</b>	<b>RET-PRM-4001-1.1</b>	<b>RET-PRM-5001-1.1</b>	<b>RET-PRM-6001-1.1</b>
		Support day-to-day working relationships with offline and online partners to improve knowledge sharing and networking opportunities	Build day-to-day working relationships with offline and online partners to improve networking opportunities	Establish working relationships with offline and online partners to improve knowledge sharing and networking opportunities as well as manage information exchange among network members to support organisational and team priorities	Formulate offline and online partnership strategies and initiate and enhance networks which may provide strategic value to the organisation	Identify both offline and online partnerships which may provide strategic value to the organisation
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Definition of offline and online strategic partners</li> <li>• Communication techniques</li> <li>• Importance of trust in establishing strategic partners relationships</li> <li>• Methods of building trust and addressing gaps within relationships based on strengths and weaknesses</li> </ul>	<ul style="list-style-type: none"> <li>• Definition of offline and online strategic partners</li> <li>• Methods to identify strategic partners groups</li> <li>• Criteria for grouping strategic partners</li> <li>• Factors to consider when assessing strategic partners relationships</li> <li>• Communication techniques</li> <li>• Importance of trust in establishing strategic partners relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Definition of offline and online strategic partners</li> <li>• Methods to identify strategic partners groups</li> <li>• Criteria for grouping strategic partners</li> <li>• Factors to consider when assessing strategic partners relationships</li> <li>• Communication techniques</li> <li>• Importance of trust in establishing strategic partners relationships</li> <li>• Methods of building trust and addressing gaps within relationships based on strengths and weaknesses</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic offline and online business partners' and their issues of interest</li> <li>• Ways that organisation's strategic business partners may contribute to its strategic objectives</li> <li>• Contributions made by strategic business partners</li> <li>• Agreements between organisation and strategic business partners</li> <li>• Legal, regulatory, ethical and socio-cultural considerations related to maintaining strategic business partner relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic offline and online business partners' and their issues of interest</li> <li>• Ways that organisation's strategic business partners may contribute to its strategic objectives</li> <li>• Contributions made by strategic business partners</li> <li>• Agreements between organisation and strategic business partners</li> <li>• Legal, regulatory, ethical and socio-cultural considerations related to maintaining strategic business partner relationships</li> <li>• Global market trends and opportunities</li> </ul>
<b>Abilities</b>		<ul style="list-style-type: none"> <li>• Participate in information exchange among network and team members</li> <li>• Contribute to day-to-day working relationships building with strategic partners</li> <li>• Maintain a network of support to enhance</li> </ul>	<ul style="list-style-type: none"> <li>• Build day-to-day working relationships with strategic partners</li> <li>• Pursue collaborative opportunities that will support mutually beneficial outcomes</li> <li>• Facilitate information exchange among</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the relationships between organisation and different strategic partners groups to support and enhance communication efforts</li> <li>• Assess strategic partners' relationships with each other to determine alignment of goals</li> </ul>	<ul style="list-style-type: none"> <li>• Identify strategic business partners who may contribute to organisational strategies and objectives</li> <li>• Evaluate strategic business partners' contributions to achieving organisational strategies and objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate interests and needs of strategic partners to understand the existing and potential relationships with the organisation</li> <li>• Evaluate factors impacting organisation's relationships with strategic partners to</li> </ul>

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		<p>personal and industry knowledge</p>	<p>strategic partners and team members to support organisational and team priorities</p> <ul style="list-style-type: none"> <li>Evaluate and identify networking and collaboration needs and opportunities</li> <li>Maintain online partnerships with key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Establish strategic partners relationships with alignment of goals</li> <li>Maintain strategic partners relationships to support organisational strategies and objectives</li> <li>Manage and evaluate online partnerships</li> <li>Enhance and build online partnerships</li> <li>Negotiate online partnership agreement terms and conditions</li> </ul>	<ul style="list-style-type: none"> <li>Develop action plans to enhance relationships with strategic business partners</li> <li>Sustain professional relationships with strategic business partners to support organisational strategies and objectives</li> <li>Review quality of professional relationships with strategic business partners to identify areas for improvement</li> <li>Formulate online partnership strategies</li> <li>Initiate and enhance networks and collaborative online partnerships</li> <li>Initiate and drive new online partnership opportunities</li> </ul>	<p>determine how to enhance relationships</p> <ul style="list-style-type: none"> <li>Guide interactions and programmes with strategic partners to support organisational strategies and objectives</li> <li>Establish and maintain networks and relationships with strategic partners to support organisational strategies and objectives</li> </ul>
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