

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

<b>TSC Category</b>	People and Relationship Management					
<b>TSC</b>	Stakeholder Management					
<b>TSC Description</b>	Determine and document stakeholder communication needs to address development needs and opportunities to support stakeholder engagement					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b> <b>RET-PRM-2006-1.1</b>	<b>Level 3</b> <b>RET-PRM-3006-1.1</b>	<b>Level 4</b> <b>RET-PRM-4006-1.1</b>	<b>Level 5</b> <b>RET-PRM-5006-1.1</b>	<b>Level 6</b>
		Apply interpersonal skills to ensure stakeholder engagement is effective, support actions to address differing stakeholder interests where required, document stakeholder communication needs and assist in identifying stakeholders relevant to project objectives	Support development of interpersonal skills of team members in effective stakeholder engagement and identify and address individual development needs and opportunities to support stakeholder engagement	Recognise and address development needs and opportunities to support stakeholder engagement, ensure relevant stakeholders agree to communication methods, content and timing of engagement and identify stakeholders relevant to project objectives	Determine stakeholder communication needs, communicate information as planned and in line with authority levels, establish and clarify stakeholder behaviour expectations as well as consider interests of stakeholders when advising on project management issues	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Stakeholder management strategies</li> <li>Methods to identify stakeholder groups</li> <li>Factors to consider when assessing stakeholder relationships</li> <li>Communication techniques</li> <li>Importance of trust in establishing stakeholder relationships</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder management strategies</li> <li>Methods to identify stakeholder groups</li> <li>Criteria for grouping stakeholders</li> <li>Factors to consider when assessing stakeholder relationships</li> <li>Communication techniques</li> <li>Importance of trust in establishing stakeholder relationships</li> <li>Methods of building trust and addressing gaps within stakeholder relationships</li> </ul>	<ul style="list-style-type: none"> <li>Organisation's strategies and objectives</li> <li>Stakeholder management strategies</li> <li>Methods to identify stakeholder groups</li> <li>Criteria for grouping stakeholders</li> <li>Factors to consider when assessing stakeholder relationships</li> <li>Communication techniques</li> <li>Importance of trust in establishing stakeholder 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>Organisation's strategies and objectives</li> <li>Stakeholders' and their issues of interest</li> <li>Ways that organisation's stakeholders may contribute to its strategic objectives</li> <li>Contributions made by stakeholders</li> <li>Communication strategies for stakeholders</li> <li>Legal, regulatory, ethical and socio-cultural considerations related to maintaining strategic business partner relationships</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Apply interpersonal skills to ensure effective stakeholder engagement</li> <li>Support actions to address differing stakeholder interests where required</li> <li>Contribute to day-to-day working relationships</li> </ul>	<ul style="list-style-type: none"> <li>Support development of team members' interpersonal skills in effective stakeholder engagement</li> <li>Identify and address individual development needs and opportunities to support stakeholder engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Develop action plans to enhance relationships with stakeholders and stakeholder management</li> <li>Recognise and address development needs and opportunities to support stakeholder engagement</li> <li>Ensure relevant</li> </ul>	<ul style="list-style-type: none"> <li>Identify stakeholders who may contribute to organisational strategies and objectives</li> <li>Evaluate stakeholders' contributions to achieving organisational strategies and objectives</li> <li>Develop stakeholder</li> </ul>	

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		<p>building with stakeholders</p> <ul style="list-style-type: none"> <li>• Document stakeholder communication needs</li> <li>• Perform tasks relating to identifying stakeholders relevant to project objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Engage different stakeholder</li> <li>• Support and enhance communication efforts between organisation and different stakeholder groups</li> <li>• Align goals with stakeholders</li> <li>• Maintain stakeholder relationships to support organisational strategies and objectives</li> </ul>	<p>stakeholders agree to communication method, content and timing of engagement</p>	<p>management strategy</p> <ul style="list-style-type: none"> <li>• Determine stakeholder communication needs</li> <li>• Review quality of stakeholders to identify areas for improvement</li> <li>• Establish and clarify stakeholder behaviour expectations</li> </ul>	
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