

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

TSC Category	Business Management					
TSC	Stakeholder Management					
TSC Description	Monitor and maintain constructive relationships with stakeholders by influencing their expectations appropriately to help a business move toward its stated goals					
TSC Proficiency Description	Level 1	Level 2 SEC-LDR-2005-1.1	Level 3 SEC-LDR-3005-1.1	Level 4 SEC-LDR-4005-1.1	Level 5 SEC-LDR-5005-1.1	Level 6
		Enhance customer service provision through interpreting and auctioning on feedback	Maintain ongoing relationships that create partnership and ensure ongoing communication with stakeholders	Develop relationships that create trust and partnership to drive ongoing engagement with stakeholders	Cultivate relationships that create trust, long-term partnership, collaboration and drive engagement with stakeholders	
Knowledge		<ul style="list-style-type: none"> • Methods to escalate areas of improvement to enhance customer experience • Methods to tailor customer experience • Customer Feedback Channels • Methods of customer needs' analysis 	<ul style="list-style-type: none"> • Methods of communication • Methods of conflict management • Methods of project coordination • Time management techniques 	<ul style="list-style-type: none"> • Types of communication approaches for different target audience • Types of conflict resolution techniques • Types of project management methods • Awareness of different culture norms 	<ul style="list-style-type: none"> • Change management • Inter-cultural change management methods • Types of dispute resolution techniques • Types of influencing methods • Cost-benefit analysis methods 	
Abilities		<ul style="list-style-type: none"> • Support collection of information from various sources relevant to identifying customer needs and expectations • Support creation of positive customer experience by offering customised and personalised services 	<ul style="list-style-type: none"> • Implement intended messages that can be easily understood to achieve desired responses • Maintain a process that allows for cultural sensitivity and conflict management • Implement communication plans to ensure that stakeholders are constantly kept informed of objectives 	<ul style="list-style-type: none"> • Facilitate networking opportunities to build relationships • Develop plans for early engagement to allow time for buy-in and consultation with stakeholders • Drive relationship processes and communication plans to ensure that stakeholders are constantly kept informed of objectives 	<ul style="list-style-type: none"> • Lead in building relationships that engender trust and seek networking opportunities • Formulate proactive processes that allow for cultural sensitivity • Initiate early engagement to allow time for buy-in and consultation with stakeholders • Formulate optimal working relationships and communication plans to ensure that stakeholders are constantly kept informed of objectives 	