

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

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| TSC Category | Business Management | | | | | |
| TSC | Networking | | | | | |
| TSC Description | Identify and establish industry stakeholder relationships at all levels of business operations to further the organisation's strategies and objectives | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | | | TOU-BIN-4108-1.1 | TOU-BIN-5108-1.1 | TOU-BIN-6108-1.1 |
| | | | | Enhance stakeholder relationships through targeted programmes and activities | Establish and maintain strategic business partner relationships to further organisational strategies and objectives | Foster relationships with key stakeholders at the strategic organisational level to facilitate establishment of and grow long-term relationships |
| Knowledge | | | | <ul style="list-style-type: none"> Objectives and focus of programmes and activities to enhance stakeholder relationships Importance of stakeholder relationships to organisation Stakeholders' issues of interest Channels and techniques for stakeholder communications Negotiation techniques Legal, regulatory, ethical and socio-cultural constraints related to stakeholder relationships Key performance indicators of programmes and activities | <ul style="list-style-type: none"> Strategic business partners and their issues of interest Contributions made by strategic business partners to the organisation's strategic objectives Agreements between organisation and strategic business partners Legal, regulatory, ethical and socio-cultural considerations related to maintaining strategic business partner relationships | <ul style="list-style-type: none"> Business environment Impact of business environment when fostering relationships Types of networks Opportunities to build networks Legal, regulatory, ethical and socio-cultural constraints that may apply to stakeholder relationships |
| Abilities | | | | <ul style="list-style-type: none"> Assess organisation's relationships with relevant stakeholders to | <ul style="list-style-type: none"> Identify strategic business partners who contribute to | <ul style="list-style-type: none"> Evaluate interests and needs of various stakeholder groups to |

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| | | | | <p>understand rationale and focus of programmes and activities to enhance stakeholder relationships</p> <ul style="list-style-type: none"> Identify, perform and evaluate own role in programmes and activities to enhance stakeholder relationships to support organisational strategies Manage working level relationships with peer stakeholders to support programmes and activities to enhance stakeholder relationships Evaluate effectiveness of programmes and activities in accordance with key performance indicators Take necessary follow-up actions to maintain stakeholder relationships | <p>organisational strategies and objectives</p> <ul style="list-style-type: none"> Evaluate strategic business partners' contributions to achieve organisational strategies and objectives Develop action plans to enhance relationships with strategic business partners Sustain professional relationships with strategic business partners to support organisational strategies and objectives Review quality of professional relationships with strategic business partners to identify areas for improvement | <p>understand their existing and potential relationships with the organisation</p> <ul style="list-style-type: none"> Evaluate the impact of the business environment on the organisation's relationships with stakeholder groups Guide strategic interactions and programmes with stakeholder groups to support organisational strategies and objectives Foster relationships with stakeholder groups to support organisational strategies and objectives |
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