

SKILLSFUTURE SINGAPORE
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT

CCS Category	Interacting with Others		
CCS	Developing People		
CCS Description	Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-DVP-B002-1	CCS-DVP-I002-1	CCS-DVP-A002-1
	Create individual career and development plans, and support co-workers in performing their work activities	Develop and coach team members to identify and leverage their strengths to enhance performance	Foster a conducive environment to enable employees' professional and personal development, in alignment with the organisation's objectives and goals
Knowledge	<ul style="list-style-type: none"> Personal strengths inventory Goal-setting techniques Learning styles Organisational performance goals Outcomes of career planning Techniques to provide constructive feedback 	<ul style="list-style-type: none"> Coaching and mentoring techniques Motivation and reinforcement concepts Listening techniques Organisation learning and development policies and procedures Questioning techniques Self-reflection techniques Performance review techniques 	<ul style="list-style-type: none"> Career management reporting Career development strategies Engagement and empowerment techniques Performance management processes and frameworks Organisation's vision, objectives, and operating climate
Abilities	<ul style="list-style-type: none"> Initiate career planning activities to identify learning and development goals Identify links among personal, professional and organisational performance goals Support co-workers in executing work activities to achieve intended goals and improve work performance Share career planning related experiences with co-workers Participate in activities that challenge self and contribute to capability development Provide constructive feedback to co-workers in accordance with organisational guidelines, standards and procedures 	<ul style="list-style-type: none"> Guide team members in identifying personal and professional goals Coach and mentor team members on achieving personal, professional and organisational goals Evaluate individual strengths, capabilities and learning styles to create tailored coaching and development interventions in different contexts Facilitate discussions with team members to ensure accountability for setting goals and development plans Advise team members on the formulation of career development plans Recommend stretch goals and opportunities to harness the potential of team members Provide continuous feedback and reinforce behaviours that contribute positively to performance or growth 	<ul style="list-style-type: none"> Build support for organisation-wide capability development interventions to facilitate the attainment of personal and professional goals Guide employees to understand the principles for translating organisational objectives to personal and professional goals Provide expertise on coaching and mentoring techniques Create or recommend platforms and procedures to enable exposure to new opportunities and enriching experiences within the organisation Champion the development of a supportive and positive climate which encourages continuous improvement and development within the organisation