

SKILLSFUTURE SINGAPORE
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT

CCS Category	Interacting with Others		
CCS	Collaboration		
CCS Description	Manage relationships and work collaboratively and effectively with others to achieve goals		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-CLB-B001-1	CCS-CLB-I001-1	CCS-CLB-A001-1
	Contribute to a positive and cooperative working environment by fulfilling own responsibilities, managing interpersonal relationships and providing support to others to achieve goals	Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals	Establish team effectiveness and manage partnerships to create a cooperative working environment which enables the achievement of goals
Knowledge	<ul style="list-style-type: none"> • Types of collaboration tools and platforms • Team roles and responsibilities • Team communication techniques • Diversity dimensions and preferences • Behavioural styles • Knowledge sharing methods and tools • Listening techniques • Emotional intelligence dimensions • Techniques to develop empathy • Workplace and social etiquette 	<ul style="list-style-type: none"> • Types of team structures • Types of team development methods • Team goal-setting concepts • Group facilitation and problem-solving methods • Stakeholder analysis techniques • Persuasion methods • Communication styles • Interpersonal communication techniques • Personality types and interpersonal needs • Emerging virtual collaboration tools and platforms 	<ul style="list-style-type: none"> • Organisation's vision, objectives and operating climate • Team organisation theories • Motivation theories • Measures of team effectiveness • Behavioural science concepts • Stakeholder dynamics • Stakeholder management strategies • Best practices in virtual collaboration • Conflict management strategies • Types of social, political, economic and cultural factors which impact stakeholder relationships
Abilities	<ul style="list-style-type: none"> • Perform work activities collaboratively with others to foster team spirit and contribute to identified goals • Demonstrate a positive attitude in various situations and interactions with stakeholders • Share information, knowledge and experiences with co-workers • Implement collaboration tools and platforms to enable different types of collaboration and information sharing • Seek to understand others' situations, perspectives and emotions • Build rapport with co-workers to maintain relationships • Escalate information pertaining to conflicts in teams to relevant stakeholders • Seek feedback from co-workers on own role and performance in the team 	<ul style="list-style-type: none"> • Identify shared goals which require collaboration to facilitate the achievement of team and organisational objectives • Organise teams in a manner that capitalises on team members' strengths • Adapt methods of interaction to cater to the needs and motivations of others • Align values, beliefs and perceptions amongst team members to establish harmonious working relationships • Guide team members to manage work challenges and tasks in a positive manner • Develop partnerships with key internal and external stakeholders to achieve win-win outcomes • Resolve issues arising from working in teams • Provide feedback to team members on their roles, working styles and performance in the team • Suggest tools and platforms which could be integrated to facilitate virtual collaboration and enhance productivity of teams 	<ul style="list-style-type: none"> • Champion the development of an open and collaborative organisational culture • Establish organisational policies and procedures that promote a cooperative working environment • Drive mutual understanding between teams across the organisation to encourage the achievement of shared goals • Navigate diverse views and opinions within and beyond the organisation to achieve beneficial outcomes • Build strategic alliances and partnerships to achieve desired organisational objectives • Oversee the resolution of conflicts or removal of barriers to collaboration across the organisation • Devise feedback processes to ensure the organisation strives to work cooperatively and continuously improve • Evaluate the effectiveness of virtual collaboration across the organisation to recommend improvements