

SKILLSFUTURE SINGAPORE
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT

CCS Category	Staying Relevant		
CCS	Adaptability		
CCS Description	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts		
CCS Proficiency Description	Basic	Intermediate	Advanced
	CCS-ADT-B001-1	CCS-ADT-I001-1	CCS-ADT-A001-1
	Modify behaviours and approaches to respond to changes and evolving contexts	Manage change in evolving contexts	Foster a culture of flexibility that caters to changes and evolving contexts
Knowledge	- Ideation techniques - Experimentation techniques - Problem solving techniques - Emotional regulation techniques - Questioning techniques - Information processing techniques - Self-awareness concepts - Impact measurement techniques	- Stakeholder analysis techniques - Group dynamic concepts - Collaboration styles - Coaching and mentoring techniques - Risk analysis techniques - Self-reflection techniques - Strategies to evaluate impact of new ideas, improvements or solutions	- Organisation's vision, objectives and operating climate - Strategies to build resilient teams - Strategies to drive the continuous development of new approaches - Risk mitigation strategies - Strategies to identify emerging industry disruptors and trends - Change management strategies - Stakeholder dynamics - Stakeholder management strategies - Conflict management strategies
Abilities	- Demonstrate an openness to seek and interpret opinions and practices different from own - Seek out information about changes or evolving contexts which may impact work activities or priorities - Set short-term goals in order to perform work activities effectively during periods of change - Adjust existing work activities in response to new instructions, guidelines or operating procedures - Assess own reactions to changes and evolving contexts to improve future responses and behaviours - Monitor own work performance to identify potential development areas to enhance responses to changes and evolving contexts - Identify appropriate skills and training which could improve one's response and behaviour to changes and evolving contexts	- Assess the impact of changes and evolving contexts to identify ways to adapt skills or processes - Analyse the rationale for change or underlying factors driving evolving contexts - Develop creative solutions to address challenges and leverage on opportunities arising from changes and evolving contexts - Evaluate inputs from various stakeholders and different courses of actions to determine how to navigate through change and evolving contexts - Prioritise work activities in order of criticality to navigate through change and evolving contexts - Coach team members in responding to changes and evolving contexts - Reflect on responses to change and evolving contexts to recommend future actions, behaviours and approaches	- Articulate strategic goals to navigate through periods of change and evolving contexts - Evaluate the impact on the operating climate, emerging trends and industry disruptors - Determine potential opportunities and/or risks of change or evolving contexts - Direct the development of new and alternative approaches to respond to changes and evolving contexts - Guide stakeholders to successfully navigate through change and disruptions - Lead the resolution of any issues which impact the organisation's ability to adapt to changes and evolving contexts - Review existing strategies and approaches to changes and evolving contexts.