### TSC Category
Business Development

### TSC
Business Stakeholder Management

### TSC Description
Establish mutually beneficial relationships with business partners and stakeholders including potential customers and financing partners

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td>Liaise with key stakeholders on all aspects of projects</td>
<td>Manage key stakeholders on all aspects of projects</td>
<td>Build relationships with stakeholders and business partners and lead stakeholder negotiations to ensure the success of projects</td>
<td>Strategise business networking to enhance existing stakeholder relationships as well as to establish new business networks and stakeholder relationships</td>
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### Knowledge
- Communication skills
- Conflict management skills
- Project coordination
- Time management
- Listening skills
- Problem analysis
- Ethics in dealing with business stakeholders
- Communication management for different stakeholders
- Conflict resolution
- Project management
- Cultural awareness
- Cost-benefit impact analysis
- Emotional intelligence management
- Negotiation skills
- Negotiation strategies
- Emotional control
- Relationship management
- Cultural awareness
- Cost-benefit impact analysis
- Emotional intelligence management
- Negotiation skills
- Business networking skills
- Strategic thinking
- Business development skills
- Dynamic negotiations
- Relationship management
- Cost-benefit impact analysis
- Emotional intelligence management
- Negotiation skills

### Abilities
- Maintain positive negotiation relationships
- Analyse to determine issues and interests of each party
- Implement negotiated terms of projects to show reliability
- Implement project and communication plans to ensure stakeholders are constantly kept informed
- Facilitate networking opportunities to build relationships
- Develop plans for early engagement to allow time for buy-ins and consultation with stakeholders
- Drive relationship processes and communication plans to
- Facilitate networking opportunities to build relationships
- Maintain processes that encourage cultural sensitivity and conflict management
- Lead in building relationships that engender trust and seek out networking opportunities
- Develop rapport with new customers, providing support aimed at continuous relationship building
- Evaluate interests and needs of stakeholder groups to understand existing and potential relationships with the organisation

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<th>Develop collaborative atmosphere to reach agreeable solutions</th>
<th>Ensure that stakeholders are constantly kept informed</th>
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<tbody>
<tr>
<td>Facilitate negotiations, read nonverbal and verbal cues and know when to speak and when to listen</td>
<td>Formulate optimal working relationships and communication plans to ensure that stakeholders are constantly kept informed</td>
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<td>Develop outcomes to achieve through understanding the history of relationships, areas of agreement and common goals</td>
<td>Lead and act decisively during negotiations</td>
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<td>Facilitate negotiations, read nonverbal and verbal cues and know when to speak and when to listen</td>
<td>Devise negotiation processes, show patience, persuade others and maintain positive atmosphere during difficult negotiations</td>
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<td>Develop outcomes to achieve through understanding the history of relationships, areas of agreement and common goals</td>
<td>Drive towards building trusting environments during negotiations to show reliability</td>
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<td>Formulate communication plans to ensure that stakeholders are consistently kept informed</td>
<td>Handle objections by clarifying, emphasising agreements and working through differences to a positive conclusion</td>
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<td>Lead and act decisively during negotiations</td>
<td>Guide interactions and programmes with stakeholder groups to support organisational strategies and objectives</td>
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<td>Devise negotiation processes, show patience, persuade others and maintain positive atmosphere during difficult negotiations</td>
<td>Seeking out customers and forming working relationships with key stakeholders</td>
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<td>Drive towards building trusting environments during negotiations to show reliability</td>
<td>Build strong stakeholder relationships and influencing people with different agendas</td>
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<td>Formulate communication plans to ensure that stakeholders are consistently kept informed</td>
<td>Negotiate and manage resistance across boundaries and industries</td>
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<td>Handle objections by clarifying, emphasising agreements and working through differences to a positive conclusion</td>
<td>Develop and implement stakeholder management strategies ensuring that key stakeholders are represented</td>
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<td>Guide interactions and programmes with stakeholder groups to support organisational strategies and objectives</td>
<td>Develop solutions driving towards enhancing relationships with a win-win approach</td>
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