

Overview of Generic Skills and Competencies

Generic Skills and Competencies (GSCs)

GSC	GSC Description	Proficiency Levels		
		Basic	Intermediate	Advanced
Communication	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	Communicate information with others to respond to general inquiries and to obtain specific information	Articulate and discuss ideas and persuade others to achieve common outcomes	Negotiate with others to address issues and achieve mutual consensus
Computational Thinking	Develop and use computational models, tools and techniques to interpret and understand data, solve problems and guide decision-making	Use computational models, tools and techniques to identify patterns in a problem and develop a solution	Modify existing computational models, tools and techniques to develop different solutions	Develop and create computational models, tools and techniques to implement new solutions and apply to other problems
Creative Thinking	Adopt a fresh perspective to combine ideas or information in new ways and make connections between seemingly unrelated fields to create new ideas and applications	Connect ideas or information from related fields or applications to address an immediate issue	Connect or combine ideas or information from unrelated fields or applications to generate multiple ideas to bring about a specific outcome	Create original applications or ideas to reveal new possibilities and reshape goals through high level of innovativeness
Decision Making	Choose a course of action from various alternatives using a reasoned process to achieve intended goals	Make decisions of simple or routine nature to achieve intended goals using given information and guidelines	Make decisions in a complex setting to achieve intended goals using a structured process and multiple sources of available information	Make decisions in a volatile and ambiguous setting using a structured process and limited sources of available information to achieve intended goals
Developing People	Help others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals	Use demonstration and explanation to teach a familiar task to inexperienced co-workers	Provide coaching to others to develop their skills and knowledge on their jobs to enhance performance	Provide mentorship to help others in their professional and personal development to improve performance and further their careers
Digital Literacy	Use ICT tools, equipment and software to create, evaluate and share information digitally with others	Perform basic functions using software programmes pertaining to computer operating systems and file management, and search online information	Use available software features to create and edit documents, customise templates and reports and evaluate online information	Use available software features to enhance documents, analyse and manipulate data, and use ICT to organise, share and communicate information clearly and coherently
Global Mindset	Awareness of diversity across global cultures and markets; Seek opportunities to adopt successful practices and ideas	Demonstrate understanding of global challenges and opportunities and how to transfer best practices across cultures; Respect cultural differences and needs of a diverse workforce	Develop global networks and manage virtual relationships while balancing both local and global perspectives; Adopt a local and global perspective when making decisions	Build the organisation's capabilities to compete in a global environment; Manage tension between corporate requirements, global and cultural differences

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Interpersonal Skills	Manage relationships efficiently and communicate with others effectively to achieve mutual consensus and outcomes	Recognise own internal feelings and emotional states to manage interpersonal relationships in social situations	Detect and decipher emotions of others to manage interpersonal relationships in social situations	Influence, guide and handle others' emotions to build instrumental relationships and manage conflicts and disagreements
Leadership	Lead others to achieve objectives in the most effective way; Provide an inclusive workplace that cultivates workplace relationships and teamwork, and foster the development of others	Demonstrate professionalism to set a good example at peer level; Support others through own initiative and enthuse others through own positive and energetic approach.	Lead by example at team level; Encourage and guide others to adopt a point of view, make changes or take action; Provide a team environment that facilitates relationship building, teamwork and the development of others	Lead by example at organisational level; Inspire, motivate and guide others to adopt a point of view, make changes or take action; Cultivate an open, cooperative and collaborative learning culture for the organisation
Lifelong Learning	Seek out opportunities to enhance one's knowledge and skills; Access and acquire new knowledge and skills actively for continual learning	Organise and manage own learning by setting learning targets; Identify learning approaches to achieve work or career goals	Engage in collaborative learning by discussing one's learning with others and soliciting feedback to continually improve oneself	Conduct self-reflective practices to review one's learning to facilitate continual growth in one's career or profession
Managing Diversity	Work well with people from different ethnic, social, cultural and educational backgrounds and understand the concerns and interests of diverse work groups	Demonstrate sensitivity to the cultural characteristics, values, beliefs, and behaviours of another ethnic or cultural group	Build relationships with different ethnic or cultural groups by engaging in cross-cultural cooperative projects	Manage conflicts arising from different ethnic or cultural groups and work effectively in cross-cultural settings
Problem Solving	Generate feasible and efficient solutions to solve problems and capitalise on new opportunities	Identify easily perceivable problems and follow given guidelines and procedures to solve the problems	Identify less perceivable problems and use problem solving tools and techniques to solve the problems	Anticipate potential problems beyond the current scope and apply higher order problem solving tools and techniques to turn problems into opportunities
Resource Management	Efficient and effective deployment and allocation of resources when and where they are needed; Include planning, allocating and scheduling of resources to tasks, which typically include manpower, machines, money and materials	Use resources to ensure optimum and efficient use of resources	Deepen insights into the planning, allocation and deployment of resources to anticipate needs; Plan the allocation and deployment of resources efficiently and effectively	Establish strategies for the allocation and deployment of resources efficiently and effectively

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Sense-Making	Organise and analyse data and information accurately to identify relationships and detect patterns and trends to gain insights for decision-making	Identify relationships and linkages within different components of data	Interpret data to uncover patterns and trends between various sources of data	Analyse data relationships, patterns and trends to gain important insights and make informed decisions
Service Orientation	Commit to exceeding both internal and external customers' needs; Proactively identify customer needs and sustain a culture of service excellence within the organisation	Exceed customer needs and expectations and handle service challenges with a positive mindset. Demonstrate an understanding of the organisation's service vision, mission and values	Anticipate customers' needs and expectations and elicit feedback from customers to improve service; Build relationships with customers to create and sustain customer loyalty	Model, lead, train and motivate staff with a focus on sustaining a culture that encourages commitment to service excellence and high performance
Teamwork	Work collaboratively and effectively with others to contribute to group efforts to achieve identified objectives	Contribute to a positive and cooperative working environment by fulfilling own responsibilities and providing support to co-workers to achieve team goals	Facilitate work team activities, provide assistance and support needed by team members and promote ownership and commitment among team members to work goals to improve team performance.	Establish teams, design and assess tasks to continually improve team effectiveness and cultivate a sense of organisational ownership and a co-operative working environment
Transdisciplinary Thinking	Understanding of concepts across multiple disciplines, with the capacity to synthesise the knowledge and insights to guide decisions and foster cooperation	Research and adapt concepts from outside one's field of expertise to supplement one's core knowledge and proficiency	Co-relate material from diverse knowledge bases to guide decisions and policy making; Participate in reflective and transdisciplinary communities within and outside the organisation	Synthesise knowledge and insights across disciplinary boundaries to aid strategic decisions and foster cooperation within and outside of the organisation
Virtual Collaboration	Use online collaborative communication tools to work as teams to accomplish tasks or projects	Participate and contribute in a virtual team; Set up appropriate online collaborative tools and supporting equipment	Use interactive collaborative tools to foster cohesion and commitment among virtual team members to achieve goals; Keep up-to-date with innovative online collaborative tools and applications to enhance one's proficiency in engaging in virtual collaboration	Leverage diverse team talent, latest online collaborative technologies and virtual platforms to produce collaborative behaviour and achieve technological savviness in virtual collaboration