

<b>TSC Category</b>	People Development					
<b>TSC</b>	Staff Management					
<b>TSC Description</b>	Apply organisation's human resources policy, procedures and standards to effectively manage staff under the direct control of the position holder ranging from coordination to directing people and teams					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>EGS-BIN-3039-1.1</b>	<b>EGS-BIN-4039-1.1</b>	<b>EGS-BIN-5039-1.1</b>	<b>EGS-BIN-6039-1.1</b>
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Interpret the organisation's policy, procedures and standards to coordinate staff under his/ her direct control</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate the implementation of the organisation's policy, procedures and standards to supervise staff under his/her direct control</li> </ul>	<ul style="list-style-type: none"> <li>Lead the team performance objectives setting and direction and manage individual and team performance</li> </ul>	<ul style="list-style-type: none"> <li>Strategise staff management so as to direct teams and chart career progression pathways and opportunities</li> </ul>
<b>Abilities</b>			<ul style="list-style-type: none"> <li>First line management principles and practice</li> <li>Coordinating people methods</li> <li>Methods of motivation</li> <li>Methods of goal setting and performance management</li> <li>Methods of delegation and associated responsibilities</li> <li>Time management methods</li> <li>Methods of effective communication</li> <li>Methods of setting the example</li> </ul>	<ul style="list-style-type: none"> <li>Principles of supervisory skills</li> <li>Team building techniques</li> <li>Self-development techniques</li> <li>Implementing change methods</li> <li>Coaching and mentoring techniques</li> <li>Management and leadership styles</li> <li>Methods of dealing with conflict management</li> <li>Methods of generating effective feedback</li> <li>Methods of influencing and persuasion</li> </ul>	<ul style="list-style-type: none"> <li>Managing people principles and practice</li> <li>Methods of empowerment</li> <li>Methods in cultivating workplace relationship</li> <li>Team leadership techniques</li> <li>Change management techniques</li> <li>Self-managing techniques</li> <li>Appraisal techniques</li> <li>Personal effectiveness methods</li> <li>Methods of engaging people</li> <li>Interpersonal awareness methods</li> </ul>	<ul style="list-style-type: none"> <li>Organisational leadership principles and practice</li> <li>Continuing professional development</li> <li>Performance measurement and reward strategies</li> <li>Strategic human resource management</li> <li>Organisational psychology methods</li> <li>Methods of building high performance teams</li> <li>Succession and talent management methods</li> <li>Emotional intelligence methods</li> </ul>
			<ul style="list-style-type: none"> <li>Effectively coordinate the activities of individuals and teams</li> <li>Build effective working relationships with individuals and teams</li> <li>Communicate effectively with individuals and teams</li> <li>Delegate work activities to individuals and teams</li> </ul>	<ul style="list-style-type: none"> <li>Supervise the activities of individuals and teams</li> <li>Monitor and supervise individual and team performance</li> <li>Contribute to workplace change projects and programmes</li> <li>Give constructive feedback to individuals and teams</li> <li>Promote an effective team working culture</li> </ul>	<ul style="list-style-type: none"> <li>Manage the activities of individuals and teams</li> <li>Set and communicate individual and team based objectives</li> <li>Delegate tasks and objectives to individuals and teams</li> <li>Manage workplace conflict</li> <li>Manage individual and team performance</li> </ul>	<ul style="list-style-type: none"> <li>Lead the activities of individuals and teams</li> <li>Set and communicate organisational goals and objectives</li> <li>Implement performance measurement and reward systems and monitor their effectiveness</li> <li>Lead organisational change management projects</li> </ul>

**SKILLS FRAMEWORK FOR ENGINEERING SERVICES  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

			<ul style="list-style-type: none"> <li>• Develop and communicate clear roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Develop one's self</li> <li>• Resolve conflict in the workplace</li> <li>• Positively influence and persuade staff</li> </ul>	<ul style="list-style-type: none"> <li>• Manage workplace change management projects</li> <li>• Provide performance feedback to individuals and teams</li> <li>• Communicate effectively with individuals and teams</li> <li>• Empower individuals and teams</li> <li>• Manage performance appraisals</li> </ul>	<ul style="list-style-type: none"> <li>• Implement succession planning activities and talent management systems</li> <li>• Build high performance work teams</li> <li>• Lead in setting high ethical and moral standards</li> <li>• Communicate openly and effectively with individuals and teams</li> </ul>
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