<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Business Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC Title</td>
<td>Networking</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Identify and establish industry stakeholder relationships at all levels of business operations to further the organisation’s strategies and objectives</td>
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<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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<tbody>
<tr>
<td></td>
<td>INP-BIN-3108-1.1</td>
<td>INP-BIN-4108-1.1</td>
<td>INP-BIN-5108-1.1</td>
<td>INP-BIN-6108-1.1</td>
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<tr>
<td>Identify, establish and maintain internal and external working-level stakeholder relationships to support organisational strategies and objectives</td>
<td></td>
<td></td>
<td>Enhance stakeholder relationships through targeted programmes and activities</td>
<td>Establish and maintain strategic business partner relationships to further organisational strategies and objectives</td>
<td>Foster relationships with key stakeholders at the strategic organisational level to facilitate establishment of and grow long-term relationships</td>
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**Knowledge**

- Types of industry stakeholders
- Methods for identifying stakeholder groups
- Factors to consider when assessing stakeholder relationships
- Stakeholder communication techniques
- Importance of trust in establishing stakeholder relationships
- Methods of building trust and addressing gaps within relationships
- Objectives and focus of programmes and activities to enhance stakeholder relationships
- Importance of stakeholder relationships to organisation
- Stakeholders’ issues of interest
- Channels and techniques for stakeholder communications
- Negotiation techniques
- Legal, regulatory, ethical and socio-cultural considerations related to stakeholder relationships
- Key performance indicators of programmes and activities
- Strategic business partners and their issues of interest
- Contributions made by strategic business partners to the organisation’s strategic objectives
- Agreements between organisation and strategic business partners
- Legal, regulatory, ethical and socio-cultural considerations related to maintaining strategic business partner
- Business environment
- Impact of business environment when fostering relationships
- Types of networks
- Opportunities to build networks
- Legal, regulatory, ethical and socio-cultural constraints that may apply to stakeholder relationships

**Abilities**

- Identify types of stakeholder groups to determine relevant parties to engage with
- Assess the relationships between organisation and different stakeholder groups to support and enhance communication efforts
- Assess organisation’s relationships with relevant stakeholders to understand rationale and focus of programmes and activities to enhance stakeholder relationships
- Identify, perform and evaluate own role in programmes and
- Identify strategic business partners who contribute to organisational strategies and objectives
- Evaluate strategic business partners’ contributions to achieving organisational strategies and objectives
- Evaluate interests and needs of various stakeholder groups to understand their existing and potential relationships with the organisation
- Evaluate the impact of the business environment on the
<table>
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<tr>
<th>• Assess stakeholders’ relationships with each other to determine alignment of goals</th>
<th>• Maintain stakeholder relationships to support organisational strategies and objectives</th>
<th>• Develop action plans to enhance relationships with strategic business partners</th>
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<tbody>
<tr>
<td>• Manage working level relationships with peer stakeholders to support programmes and activities to enhance stakeholder relationships</td>
<td></td>
<td>• Sustain professional relationships with strategic business partners to support organisational strategies and objectives</td>
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<tr>
<td>• Evaluate effectiveness of programmes and activities in accordance with key performance indicators</td>
<td>• Take necessary follow-up actions to maintain stakeholder relationships</td>
<td>• Review quality of professional relationships with strategic business partners to identify areas for improvement</td>
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<tr>
<td>• Foster relationships with stakeholder groups to support organisational strategies and objectives</td>
<td></td>
<td>• Guide strategic interactions and programmes with stakeholder groups to support organisational strategies and objectives</td>
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organisation's relationships with stakeholder groups