### Skills Framework for Logistics

**Programmes that broaden or deepen specific skills and knowledge for the various job roles in the sector**

#### Sales and Customer Service

**Job Role:** Business Development Director/ Country Route Development Director/ Trade Lane Director/ Freight Trade Director

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<tr>
<th>Full Qualification Programmes</th>
<th>Providers</th>
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#### Technical Skills and Competencies (TSC)

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#### Generic Skills and Competencies (GSCs)

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1. **Managing Diversity**
   - Advanced
     - Manage cross functional and culturally diverse Teams
       - Capelle Academy Pte Ltd
     - Foster Business Relationship
       - Kaplan Professional
     - Manage Cross Functional and Culturally Diverse Teams
       - Ngee Ann Polytechnic
     - Manage Cross Functional and Culturally Diverse Teams
       - NTUC Learning Hub Pte Ltd
     - Strategic Leadership
       - SeraphCorp Institute Pte Ltd
     - Manage Cross Functional and Culturally Diverse Teams
       - Service Quality Centre Pte Ltd
     - Manage Cross Functional and Culturally Diverse Teams
       - Singapore National Employers Federation
     - Role of Effective Managers – Connecting the Dots!
       - SMU Centre for Professional Studies
     - Manage Cross Functional and Culturally Diverse Teams
       - SSA Consulting Group Pte Ltd

2. **Problem Solving**
   - Advanced
     - IMPACT: Advanced Problem Solving and Decision Making Workshop
       - Capelle Academy Pte Ltd
     - Apply Systems Thinking in Problem Solving and Decision Making
       - Service Quality Centre Pte Ltd
     - Apply Systems Thinking in Problem Solving and Decision Making
       - Singapore National Employers Federation
     - Apply Systems Thinking in Problem Solving and Decision Making
       - SSA Consulting Group Pte Ltd

3. **Resource Management**
   - Advanced
     - Strategise Service Operations
       - Capelle Academy Pte Ltd
     - Strategise Service Operations
       - Training Vision Institute Pte Ltd