Skills Framework for Social Service

Overview of Generic Skills & Competencies (GSC)

GSC	GSC Definition	Proficiency Levels		
		Basic	Intermediate	Advanced
Communication	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches.			
Computational Thinking	Develop and use computational models, tools and techniques to interpret and understand data, solve problems and guide decision-making.			
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.			
Decision Making	Choose a course of action from various alternatives using a reasoned process to achieve intended goals.			
Developing People	Help others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals.			
Digital Literacy	Use ICT tools, equipment and software to create, evaluate and share information digitally with others.			
Global Mindset	Awareness of diversity across global cultures and markets and seek opportunities to adopt successful practices and ideas.			
Interpersonal Skills	Manage relationships efficiently and communicate with others effectively to achieve mutual consensus and outcomes.			
Leadership	Lead others to achieve objectives in the most effective way. Provide an inclusive workplace that cultivates workplace relationships and teamwork, and fosters the development of others.			
Lifelong Learning	Seek out opportunities to enhance one's knowledge and skills. Access and acquire new knowledge and skills actively for continual learning.			
Managing Diversity	Work well with people with different ethnic, social, cultural and educational backgrounds and understand the concerns and interests of diverse work groups.			
Problem Solving	Generate feasible and efficient solutions to solve problems and capitalise on new 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.			
Sense Making	Organise and analyse data and information accurately to identify relationships and detect patterns and trends to gain insights for decision-making.			
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.			
Teamwork	Work collaboratively and effectively with others to contribute to group efforts to achieve identified objectives.			
Transdisciplinary Thinking	Understanding of concepts across multiple disciplines, with the capacity to synthesise the knowledge and insights to guide decisions and foster cooperation.			
Virtual Collaboration	Use online collaborative communication tools to work as teams to accomplish tasks or projects.			