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| **TSC Category** | Staff Development and Engagement | | | | | |
| **TSC** | Staff Communication and Engagement | | | | | |
| **TSC Description** | Drive staff communication and engagement to achieve Centre's goals | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
| | | | ECC-COM-3006-1.1 | ECC-COM-4006-1.1 | | |
| | | | Implement staff communication plans and engagement initiatives | Develop staff communication plans and engagement programmes within the Centre | | |
| **Knowledge** | | | • Organisational culture<br>• Communication strategies, tools and methods<br>• Facilitation techniques<br>• Barriers to effective communications | • Techniques and tools for staff engagement<br>• Measures of effectiveness of staff engagement interventions<br>• Workplace flexibility programmes<br>• Types of staff recognition programmes<br>• Factors influencing staff engagement<br>• Management of staff grievances<br>• Legal and ethical considerations related to staff engagement | | |
| **Abilities** | | | • Implement staff communication plans to meet organisational goals and objectives<br>• Identify communication channels to support staff engagement initiatives<br>• Implement staff engagement initiatives<br>• Monitor progress of staff engagement initiatives<br>• Gather feedback on staff engagement initiatives | • Develop staff communication plans to meet organisational goals and objectives<br>• Develop staff engagement initiatives<br>• Evaluate staff engagement results<br>• Refine staff engagement initiatives based on evaluation | | |

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