

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.1 Business Goal Management)

Title	Solve problems and make decisions creatively to achieve business goals
Code	109587L5
Range	Solving encountered problems creatively. This applies to tasks in different kinds and scales of projects. The context is more related to routine operations where evidence-based conceptual skills are employed as the problem solving approach to plan and design management functions including technical and / or supervisory ones.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand thoroughly about the details of the business goals and their importance to the business; • Have an in-depth understanding of the concepts, theories and tools of problem solving by demonstrating willingness to attempt and apply new methods and approaches; • Understand the principles of creative and critical thinking in the problem solving and decision-making process. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify root cause by employing the appropriate problem solving tools when encountering problems; • Investigate existing work methods, modify and improve work processes to generate better solutions and enhance efficiency; • Propose new ideas or solutions and decision making to improve existing practice by employing creative principles, problem solving tools and critical thinking process. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Be open; show interest in new ideas and is keen to make further explorations; • Contribute innovative ideas by thinking beyond the bank's cultural boundaries and demonstrate willingness to take risks by trying new work method.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Developing creative ideas or solutions or proposal through application of problem-solving process and critical thinking for decision making in order to achieve the business goals when problems are identified.
Remark	