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**Overview**

This unit is imported from MSC (Unit C6)

This unit is for first-line managers/supervisors at work in the FM environment. It is about putting into practice the strategy and associated plans for a specific change or programme of change. This involves putting in place the necessary resources and supporting systems, including monitoring and communications, to turn the 'vision' into a practical reality.

This unit is about the managing change in the FM environment within your responsibility.

# ASTFM315

## Implement change

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### Performance criteria

*You must be able to:*

- P1 put into practice the strategies and plans for change in line with the available resources
- P2 design new work processes, procedures, systems, structures and roles to achieve the vision behind the change
- P3 identify, assess and deal with problems and barriers to change
- P4 monitor, document and communicate progress to all involved
- P5 recognise and reward people and teams who achieve results
- P6 maintain the momentum for change
- P7 make sure change is effective and meets the requirements of the organisation

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### Knowledge and understanding

*You need to know and understand:*

#### General knowledge and understanding

- K1 the main models and methods for managing change effectively, and their strengths and weaknesses
- K2 theory and application of the change/performance curve
- K3 theory and understanding of teams, including an understanding of team-building techniques and how to apply them
- K4 how to manage reward systems
- K5 problem solving techniques
- K6 the political, bureaucratic and resource barriers to change, and the techniques that deal with these
- K7 how to identify development and other support needs and ways in which these needs can be met
- K8 how to manage expectations during change

#### Industry/sector specific knowledge and understanding

*You need to know and understand:*

- K9 your organisation's current position in the market in which it works, compared with its main competitors, relevant to the change programme
- K10 the range of information sources that are relevant to the sector, and related sectors, in which your organisation operates

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### Additional Information

#### Behaviours

- 1 You recognise changes in circumstances promptly and adjust plans and activities accordingly.
- 2 You find practical ways to overcome barriers.
- 3 You present information clearly, concisely, accurately and in ways that promote understanding.
- 4 You make time available to support others.
- 5 You clearly agree what is expected of others and hold them to account.
- 6 You recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people's energy towards a common goal.
- 7 You work towards a clearly defined vision of the future.
- 8 You recognise the achievements and the success of others.

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**Developed by** Asset Skills

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**Version number** 1

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**Date approved** September 2008

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**Indicative review date** September 2010

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**Validity** Current

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**Status** Imported

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**Originating organisation** MSC

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**Original URN** 6

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**Relevant occupations** Managers and Senior Officials; Construction, planning and the built environment; Building and construction; Functional Managers

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**Suite** Facilities Management

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**Key words** Strategy, responsibility, programme, resources, supporting systems, communications