

## ASTLRR3.15

### Manage the impacts of organisational change



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#### Overview

This unit describes competent performance when managing the impact of changing organisational procedures and priorities on the work of registration teams. As such, the unit is of relevance to team leaders and other managers.

## ASTLRR3.15

### Manage the impacts of organisational change

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#### Performance criteria

*You must be able to:*

- P1 inform team members in advance of planned changes in organisational practices and priorities
- P2 explain the reasons behind planned changes in a way which meets the needs of your team members
- P3 assist team members in identifying the implications for their own work of planned changes
- P4 **deal with team members' concerns** regarding change in a manner which maintains their commitment to organisational objectives
- P5 plan the detail of implementation of change at the team level in accordance with organisational procedures
- P6 ensure that sufficient time and resources are available to allow team members to implement changes within agreed timescales
- P7 assist team members in identifying their individual roles in implementing changes
- P8 monitor and evaluate the implementation of changes in accordance with implementation plans
- P9 enable **relevant people** to contribute to the implementation process
- P10 **recommend** improvements to implementation activities
- P11 maintain the quality of team outputs during the period of change

# ASTLRR3.15

## Manage the impacts of organisational change

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### Knowledge and understanding

*You need to know and understand:*

- K1 planned changes in organisational practices and priorities
- K2 the concerns likely to be raised in light of planned changes
- K3 your own role and level of authority in planning the implementation of change
- K4 the time and resources needed to allow changes to be implemented within agreed timescales
- K5 the roles, responsibilities and capabilities of team members
- K6 organisational plans and procedures for implementing change
- K7 how to encourage and enable contributions
- K8 how to identify and evaluate possible improvements to implementation activities
- K9 organisational procedures for feedback of concerns and for recommending improvements to activities
- K10 the needs of team members
- K11 organisational procedures for feedback of concerns

You must also be able to demonstrate the knowledge and understanding defined in the Introduction to the standards.

# ASTLRR3.15

## Manage the impacts of organisational change

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### Additional Information

#### Scope/range

This section describes the contexts in which you must be able to demonstrate competent performance. For this unit these are:

- 1 **dealing with team members' concerns** by:
  - 1.1 providing further explanation of changes
  - 1.2 assisting team members in finding solutions to perceived problems
  - 1.3 seeking further information from senior management
  - 1.4 feeding back team members' concerns to senior management
  
- 2 enabling the following types of **relevant people** to contribute to the implementation process:
  - 2.1 team members
  - 2.2 customers

# ASTLRR3.15

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**Relevant occupations** Professional Occupations; Construction, planning and the built env; Building and construction; Architects, Town Planners and Surveyors

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**Suite** Land Registration

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