
Overview

Implement, monitor and evaluate change in terms of organisational requirements.

Links: Business Support Services; Work Responsibilities

Specific skills:

1. analysing
2. communicating
3. decision-making
4. evaluating
5. managing resources
6. motivating
7. negotiating
8. organising
9. planning
10. problem-solving
11. persuading

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Performance criteria

You must be able to:

- P1 communicate plans for change clearly and logically
- P2 encourage teams to contribute to plans for change
- P3 adapt and negotiate changes to plans while still focusing on the vision and goals for change, where necessary
- P4 implement change, providing information, support and motivation to those affected
- P5 identify and solve problems during the change process
- P6 monitor and evaluate change
- P7 provide feedback to those involved in the change

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Knowledge and understanding

You need to know and understand:

- K1 the purpose and benefits of change to organisations, individuals and teams
- K2 the purpose and benefits of engaging teams and individuals in the whole change process and encouraging them to feel they are contributing to the process
- K3 the impact of change on teams and individuals and how to manage this impact to achieve positive outcomes
- K4 how to evaluate options for change
- K5 the constraints on and implications for change in terms of organisational requirements, existing roles and responsibilities, risk factors, business technologies and possible mentoring/coaching staff
- K6 how to evaluate risks and benefits in the change process
- K7 the purpose of having a vision and goals for change and communicating them to those involved
- K8 the reasons why teams need to be committed to change
- K9 the purpose and benefits of being adaptable during the change process and being ready to renegotiate plans
- K10 the types of problems that may arise during a change process and how to respond to them
- K11 the purpose and benefits of monitoring and evaluating the change process and how to make use of the outcomes of evaluation
- K12 the purpose and benefits of providing feedback to those who have been involved in the change process

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Developed by CFA Business Skills @ Work

Version number 1

Date approved April 2010

Indicative review date April 2012

Validity Current

Status Original

Originating organisation CFA Business Skills @ Work

Original URN BAA116

Relevant occupations Business, Administration and Law; Administration; Administration and Secretarial Occupations

Suite Business and Administration NOS (2010)

Key words business, administration, team, change