
Overview

Implement, monitor and evaluate organisational change making sure ethical, regulatory and legal requirements are met.

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 organisational change, clearly and logically, to those affected across the organisation
- P2 encourage members of the organisation and specific teams to contribute to organisational change plans
- P3 adapt and negotiate amendments to organisational change plans while maintaining focus on vision and goals for organizational change, where necessary
- P4 implement organisational change, providing information, support and motivation to those affected
- P5 make sure any legal and regulatory requirements are met
- P6 make sure any ethical considerations are met
- P7 identify and solve problems during the change process
- P8 monitor and evaluate the organisational change process for different parts of the organisation
- P9 provide feedback to those involved in the organisational change process
- P10 analyse feedback to agree further changes, if required

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Knowledge and understanding

You need to know and understand:

- K1 the purpose and benefits of organisational change to organisations, individuals and teams
- K2 the purpose and benefits of engaging teams and members of the organisation in the organisational change process and encouraging them to feel they are contributing to the process
- K3 the impact of organisational change on teams and individuals and how to manage this impact to achieve positive outcomes
- K4 the implications of legal, regulatory requirements and ethical considerations on organisational change
- K5 the ethical considerations that need to be considered in organisational change
- K6 how to evaluate options for organisational change for an organisation
- K7 the constraints on and implications for organisational change in terms of organisational requirements, existing roles and responsibilities, risk factors, business technologies and possible mentoring/coaching staff
- K8 how to evaluate risks and benefits of organisational change across the organisation
- K9 the purpose of having a vision and goals for organisational change and to communicate them to those involved
- K10 the reasons why decision-makers and members of the organisation need to be committed to the change process
- K11 the purpose and benefits of being adaptable during the organisational change process and being ready to renegotiate plans
- K12 the types of problems that may arise during organisational change and how to respond to them
- K13 the purpose and benefits of monitoring and evaluating the organisational change process and how to make use of the outcomes of this evaluation
- K14 the purpose and benefits of providing feedback to those who have been involved in the organisational change process

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