

CFAMBCC2

Develop the client's capacity and competence to implement and sustain solutions



Overview

This standard is about ensuring the client has the capacity and competence to implement solutions and to be able to sustain these without continual reliance on support from consultants or external sources of help. It involves helping clients to identify, obtain and manage the range of resources – such as finance, premises, capital equipment, materials, information, people and intellectual property required to implement and sustain improvements. A major part of this is likely to be helping to bring about culture change and enabling the client and members of the client's organisation to develop their knowledge, skills and competence so that they feel confident to implement the changes and are able to sustain them autonomously. You may need to adopt a coaching style in order to achieve this, encouraging clients to take responsibility for results and providing feedback to reinforce effective and discourage ineffective behaviour.

It is for consultants who support clients by developing their capacity and competence to implement and sustain solutions.

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Performance criteria

You must be able to:

- P1 work with the client to identify, obtain and manage the resources required to implement and sustain solutions
- P2 work with the client to identify any new knowledge, skills and competences required and plan how to develop these in line with people's work commitments and learning styles
- P3 support the client and members of the client's organisation in developing and adapting to any culture changes required to sustain the solutions
- P4 work with the client and members of the client's organisation to transfer relevant aspects of your expertise
- P5 provide feedback to the client and members of the client's organisation designed to develop their confidence in their new competences and sustain solutions
- P6 encourage the client and members of the client's organisation to take personal and collective responsibility for achieving and sustaining solutions
- P7 provide advice and support to the client and members of the client's organisation in ways that encourage them to become autonomous and not dependent on you

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Knowledge and understanding

You need to know and understand:

Principles, methods, tools and techniques relating to

- K1 change management
- K2 communication
- K3 enabling the client to take responsibility for improvements and work autonomously
- K4 facilitation
- K5 identifying gaps in knowledge, skills and competences
- K6 information management and confidentiality
- K7 learning and development
- K8 providing feedback
- K9 resource management
- K10 transferring knowledge

Industry/sector specific knowledge and understanding

- K11 relevant industry/sector specific legal, regulatory, professional and ethical requirements

Context specific knowledge and understanding

- K12 relevant policies, procedures and requirements of the client organisation
- K13 your own knowledge, skills and competence and the limits of these

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Additional Information

Behaviours

1. Present information clearly, concisely, accurately and in ways that promote
2. Give feedback to others to help them improve their performance.
3. Encourage clients to take responsibility for their own actions.
4. Use appropriate facilitation principles, methods, tools and techniques effectively.
5. Support clients in planning, making and sustaining improvements autonomously.
6. Freely share learning with others who can benefit from it.
7. Comply with legal requirements, industry regulations, organisational policies and professional codes.
8. Articulate a realistic vision that generates excitement, enthusiasm and commitment.
9. Show sensitivity to internal and external politics that impact on your own area of work.
10. Clarify own and others' expectations of relationships and develop shared understanding.
11. Maintain up-to-date information on the political, economic, social, technological, legal and environmental factors that impact on work.
12. Anticipate likely future scenarios based on a realistic analysis of trends and developments.

Links to other NOS

It links closely with all other standards in key area C Support the client in achieving sustainable solutions and builds on the research, diagnosis and planning work described in key area B Work with the client to identify their needs and agree solutions. It is also underpinned by A2 Develop and Sustain relationships with clients.

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Relevant occupations Business, Administration and Law; Arts, Media and Publishing; Professional Occupations; Managers and Senior Officials; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Managers and Proprietors in Hospitality; Retail and commercial enterprise; Education and training; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Preparation for life and work; Foundations for learning and life; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Marketing and sales; Law and legal services; Functional Managers; Financial Institution and Office Manager; Health and Social Services Officers; Legal Professionals; Government and Related Organisations; Finance; Communications; General

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