

Overview

This standard is about supporting implementation of change in a business environment. It includes collecting information, assisting the change process and communication strategy, identifying support mechanisms for yourself and colleagues. The standard addresses the strategies for dealing with change as part of your role, that include identifying, analysing, evaluating and prioritising trends and events affecting the way the organisation operates. The standard covers taking account of legal, regulatory and ethical requirements for your area of responsibilities and seeking specialist advice, where appropriate.

It is for professionals in business administration roles who support implementation of change, but who may not be accountable for planning or managing the process.

Performance criteria

You must be able to:

1. prepare for change by collecting information about strengths and weaknesses of your area of work
2. assist the change process within own area of work
3. contribute to plans for change
4. ensure the relevant methods are in place to identify the internal and external organisational factors
5. identify and prioritise internal and external factors for their relevance to your organisation
6. analyse and evaluate trends and events for their implications for your organisation
7. identify, evaluate and prioritise the relevant legal and regulatory requirements
8. seek specialist advice on interpretations of relevant legal and regulatory requirements, where required
9. communicate information to the relevant colleagues and team members to inform decision-making
10. explain the need to change to your colleagues
11. assist with communication strategy to create readiness for change
12. adapt to change within specified timescales
13. identify support mechanisms for yourself and colleagues during the change process
14. agree the actions required with decision-makers in relation to trends and events affecting change
15. support colleagues during change and sustain the process
16. ask questions of the change process when unsure
17. contribute to the evaluation of change
18. ensure any actions meet the legal, regulatory and ethical requirements for your area of responsibilities

Knowledge and understanding

You need to know and understand:

1. the nature of internal and external organisational factors
2. your organisation's mission and objectives
3. your organisation's strategies and policies
4. how to prepare for change in your area of work
5. the reasons for change and the pace of change in organisations
6. the psychological impact of change on team members in the workplace
7. your own role in facilitating change at work
8. how to adapt to change in own work role
9. the value of seeing change as an opportunity to the business, the organisation, the team and self
10. the types of support mechanisms for yourself and colleagues during the change process
11. how to put change at work into perspective
12. the strategies to cope with change or to learn how to control the way change affects own area of work
13. how to evaluate the effect of change in the workplace
14. the methods of monitoring and analysing the internal and external organisation factors
15. the nature and types of external influences which impact on your organisation
16. the relevant legal and regulatory requirements and ethical responsibilities relating to external influences which may affect organisational interests
17. the consequences of non-compliance with legal and regulatory requirements
18. the methods of communicating and presenting information with colleagues, team members and decision-makers
19. the methods of agreement and actions to meet the legal, regulatory and ethical requirements for your area of responsibilities

Skills

1. adapting to change
2. analysing
3. communicating
4. listening
5. negotiating
6. prioritising
7. problem solving
8. questioning
9. reporting
10. researching

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