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| Title: | | **Managing and implementing change in the workplace** | | |
| Level: | | 4 | | |
| Credit value: | | 6 | | |
| Unit guided learning hours | | 24 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the reasons for change in an organisation | | | 1.1  1.2 | Explain reasons why organisations continually need to change  Conduct an environmental and organisational analysis, to identify possible areas for change in own organisation |
| 1. Be able to manage and implement change in the workplace | | | 2.1  2.2  2.3 | Identify an opportunity for change, arising from an environmental and organisational analysis  Assess the benefits and risks of implementing the identified opportunity for change  Develop a change implementation plan including details of how you will monitor and review the implementation of change. |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To be able to manage and implement change in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management and Leadership 2004 NOS: C4, C5, C6 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M4.10 Managing and implementing change in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Reasons for organisational change such as changes in leadership, technology, business strategy, need to become more efficient * Types of change such as developmental, transitional and transformational * Environmental analysis technique, such as PESTLE * Organisational analysis, such as SWOT analysis | | | |
| 2 | * Benefits and implications of change * Methods of assessing risks and uncertainties * Principles of change management * System theory and process design * Methods for planning for change * Feasibility and viability of the change for stakeholders * Use of tools for planning change * Identification of human and financial factors in the consideration of resistance to change * Bridges’ Transition Model, 4 P’s, Purpose, Picture, Plan & Part * Clear communication of change * The importance of involving people to facilitate effective change * Techniques for monitoring and evaluating outcomes of change | | | |