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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
 | 1.11.2 | Explain reasons why organisations continually need to changeConduct 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
 | 2.12.22.3 | Identify an opportunity for change, arising from an environmental and organisational analysisAssess the benefits and risks of implementing the identified opportunity for changeDevelop 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
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| 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
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