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| Title: | | **Understanding Change in the Workplace** | | |
| Level: | | 2 | | |
| Credit value: | | 2 | | |
| Unit guided learning hours | | 8 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand change in the workplace | | | 1.1  1.2  1.3  1.4 | Give potential internal or external reasons or factors for change in the workplace  Explain team members’ possible attitudes and responses to change at work  Identify potential barriers to change in the workplace and state how they can be overcome  Identify potential benefits of change in the workplace |
| 1. Know how to support the implementation of change in the workplace | | | 2.1  2.2  2.3 | Explain how a team leader can implement change in the workplace  Explain how a team leader can support change in the team  Explain how to develop and maintain cohesion within a team during change |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop an understanding of dealing effectively with change as required by a practising or potential team or cell leader. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to MSC 2004 NOS: C1 | |
| 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) | | | M2.10  Dealing with 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 | * Potential reasons for change – internal and external to the organisation * • People’s attitudes and responses to change at work   • Barriers to change and how to overcome them | | | |
| 2 | * Team leader’s role in supporting and implementing change * • Developing and maintaining group cohesion * • Group identity and culture, value systems, individual personalities   • Congruence of change with organisation’s culture, values and goals | | | |