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**Overview**

Identify and develop opportunities for change and plan change across teams.

Links: Business Support Services; Work Responsibilities

Specific skills:

1. analysing
2. communicating
3. decision-making
4. evaluating
5. managing resources
6. motivating
7. negotiating
8. organising
9. planning
10. problem-solving
11. persuading

### Performance criteria

*You must be able to:*

#### **Identify and develop opportunities for change**

- P1 recognise opportunities for change across teams
- P2 evaluate options for change in terms of the constraints, risks, benefits, costs and resources and implications for the organisation and across teams
- P3 analyse and cost the risks and benefits associated with these options
- P4 persuade teams and decision-makers to commit themselves to change

#### **Plan for change**

- P5 encourage individuals and teams to challenge existing ways of working and to put forward new ideas
- P6 plan change across teams, identifying vision, goals, objectives, timescales and resources
- P7 agree plans for change with teams and relevant decision-makers

### Knowledge and understanding

*You need to know and understand:*

- K1 the purpose and benefits of change to organisations, individuals and teams
- K2 the purpose and benefits of engaging teams and individuals in the whole change process and encouraging them to feel they are contributing to the process
- K3 how teams and individuals can creatively and constructively challenge existing ways of working
- K4 the purpose of having a vision and goals for change and to communicate them to those involved
- K5 the purpose and benefits of planning the promotion of change
- K6 the purpose and benefits of being adaptable during the change process and being ready to renegotiate plans
- K7 the types of problems that may arise during a change process and how to respond to them

# CFABAA115 - SQA Unit Code FE1J 04

## Plan change across teams

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**Developed by** CFA Business Skills @ Work

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**Version number** 1

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**Date approved** April 2010

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**Indicative review date** April 2012

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**Validity** Current

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**Status** Original

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**Originating organisation** CFA Business Skills @ Work

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**Original URN** BAA115

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**Relevant occupations** Business, Administration and Law; Administration; Administration and Secretarial Occupations

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**Suite** Business and Administration NOS (2010)

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**Key words** business, administration, team, change

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