
Overview

This standard is about adapting to and coping with change. It includes identifying support mechanisms for yourself and others and considering coping strategies when dealing with change as part of your role. It is for administrators who need to respond to changes but who may not be accountable for planning or managing that change.

**Performance
criteria**

- You must be able to:*
- P1 assist the change process within own area of work
 - P2 contribute to plans for change
 - P3 adapt realistically to change
 - P4 identify support mechanisms for self and colleagues during the change process
 - P5 support others during change
 - P6 ask questions of the change process when unsure
 - P7 contribute to the evaluation of the change

Knowledge and understanding

You need to know and understand:

- K1 the reasons for change and the pace of change in organisations
- K2 the psychological impact of change on people in the workplace
- K3 own role in facilitating change at work
- K4 how to adapt to change in own work role
- K5 how to evaluate the likely impact of change in the workplace
- K6 the value of seeing change as an opportunity to the business, the organisation, the team and self
- K7 the types of support mechanisms that people need during change processes at work
- K8 how to put change at work into perspective
- K9 strategies to cope with change or to learn how to control the way change affects own area of work
- K10 how to evaluate the effect of change on people, processes and outcomes

Additional Information

Skills

1. analysing
2. communicating
3. listening
4. negotiating
5. problem solving
6. questioning

Links to other NOS Work Responsibilities

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Respond to change in a business environment

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