S422: Implement, monitor and review change

Overview: Implement, monitor and evaluate change in terms of organisational requirements.

Links: Business Support Services; Work Responsibilities

Specific skills:
- Analysing
- Managing resources
- Persuading
- Communicating
- Motivating
- Planning
- Decision-making
- Negotiating
- Problem-solving
- Evaluating
- Organising

Performance Indicators	Knowledge & Understanding
1. Communicate plans for change clearly and logically	A. The purpose and benefits of change to organisations, individuals and teams
2. Encourage teams to contribute to plans for change	B. 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
3. Adapt and negotiate changes to plans while still focusing on the vision and goals for change, where necessary	C. The impact of change on teams and individuals and how to manage this impact to achieve positive outcomes
4. Implement change, providing information, support and motivation to those affected	D. How to evaluate options for change
5. Identify and solve problems during the change process	E. The constraints on and implications for change in terms of organisational requirements, existing roles and responsibilities, risk factors, business technologies and possible mentoring/coaching staff
6. Monitor and evaluate change	F. How to evaluate risks and benefits in the change process
7. Provide feedback to those involved in the change	G. The purpose of having a vision and goals for change and communicating them to those involved
	H. The reasons why teams need to be committed to change
	I. The purpose and benefits of being adaptable during the change process and being ready to renegotiate plans
	J. The types of problems that may arise during a change process and how to respond to them
	K. The purpose and benefits of monitoring and evaluating the change process and how to make use of the outcomes of evaluation
	L. The purpose and benefits of providing feedback to those who have been involved in the change process