

## S225: Respond to change in a business environment

**Overview:** Consider coping strategies when faced with change within a business environment.

**Links:** Work Responsibilities

**Specific skills:**

- Analysing
- Problem-solving
- Communicating
- Questioning
- Listening
- Negotiating

### Performance Indicators

1. Assist the change process within own area of work
2. Contribute to plans for change
3. Adapt realistically to change
4. Identify support mechanisms for self and colleagues during the change process
5. Support others during change
6. Ask questions to clarify aspects of the change process when unsure
7. Contribute to the evaluation of the change

### Knowledge & Understanding

- A. The reasons for change and the pace of change in organisations
- B. The psychological impact of change on people in the workplace
- C. Own role in facilitating change at work
- D. The purpose and value of planning for change
- E. How to adapt to change in own work role
- F. How to evaluate the likely impact of change in the workplace
- G. The value of seeing change as an opportunity to the business, the organisation, the team and self
- H. The types of support mechanisms that people need during change processes at work
- I. The benefits of good communication and accurate information during change processes at work
- J. How to put change at work into perspective
- K. Strategies to cope with change or to learn how to control the way change affects own area of work
- L. The way the values of the organisation interact with own personal values
- M. How to evaluate the effect of change on people, processes and outcomes