
Overview

Change, in its various forms, is happening more often within organisations. The driving force for change may be external or internal to the organisation or a mixture of both. It may be a reaction to events or an attempt to improve the organisation for the future including its growth as a business.

This unit reflects the need, in many situations, for someone to take control and provide a lead within the overall organisation or part of an organisation for a specific change or a wider programme of change.

It involves selling the vision in terms of what the change is aiming to achieve and supporting the people involved in the practicalities of making the vision a reality.

The unit is recommended for middle managers and senior managers.

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Lead change

Performance criteria

You must be able to:

- P1 communicate your vision of the future, the reasons for the change and associated benefits to everyone involved
- P2 encourage everyone involved to welcome change as an opportunity
- P3 make sure the people responsible for planning and implementing change understand their responsibilities and have the necessary influence and power
- P4 set and prioritise objectives for the change
- P5 identify strategies for achieving the vision and communicate them clearly to everyone involved
- P6 support people through the change process
- P7 communicate progress to everyone involved and celebrate achievement
- P8 identify and deal with obstacles to change

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 the main models and methods for leading organisational change, and their strengths and weaknesses
- K2 the relationship between transformational and transactional change
- K3 theory and application of the change/performance curve
- K4 principles and application of risk assessment
- K5 different leadership styles and behaviours, their strengths and how to use the appropriate style for different circumstances
- K6 how to make critical decisions
- K7 the political, bureaucratic and resource barriers to change, and the techniques for dealing with these
- K8 different methods of communication and their relevant strengths and weaknesses in various circumstances
- K9 the main techniques for solving problems and how to apply them
- K10 stakeholder expectations and how they influence the change process

Industry/sector specific knowledge and understanding

You need to know and understand:

- K11 your organisation's current position in the sector and market in which it operates, compared with its main competitors, relevant to the change programme
- K12 the range of information sources that are relevant to your sector, and related sectors, in which the organisation operates
- K13 current and emerging political, economic, social, technological, environmental and legal developments in the sector and in related sectors

Context specific knowledge and understanding

You need to know and understand:

- K14 your vision for the future, the reasons for change, the risks and expected benefits
- K15 those factors (for example, strategy, procedures, policies and structure) that need to be changed, and the associated priorities and reasons
- K16 employees' knowledge, skills and attitudes
- K17 how long it will take to make the changes
- K18 the culture of the organisation and the implications this has for the change process
- K19 your organisation's communication channels, both formal and informal

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Additional Information

Behaviours

1. You give people opportunities to provide feedback and you respond appropriately.
2. You clearly agree what is expected of others and hold them to account.
3. You articulate a vision that generates excitement, enthusiasm and commitment.
4. You inspire others, championing work to achieve common goals.
5. You show sensitivity to stakeholders' needs and interests and manage these effectively.
6. You use a range of leadership styles appropriate to different people and situations.
7. You identify the implications or consequences of a situation.
8. You take and implement difficult and/or unpopular decisions, if necessary.

Skills

Leadership
Communicating
Decision-making
Motivating
Delegating
Negotiating
Influencing
Problem-solving
Valuing and supporting others
Setting objectives
Prioritising

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Suite	NOS for Operational Delivery Processing roles
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