

SFJPG4.2

Respond to change in a business environment



Overview

This standard is about considering coping strategies when faced with change within a business environment.

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Performance criteria

Support sustainability

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 to clarify aspects of the change process when unsure
- P7 contribute to the evaluation of the change

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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 the purpose and value of planning for change
- K5 how to adapt to change in own work role
- K6 how to evaluate the likely impact of change in the workplace
- K7 the value of seeing change as an opportunity to the business, the organisation, the team and self
- K8 the types of support mechanisms that people need during change processes at work
- K9 the benefits of good communication and accurate information during change processes at work
- K10 how to put change at work into perspective
- K11 strategies to cope with change or to learn how to control the way change affects own area of work
- K12 the way the values of the organisation interact with own personal values
- K13 how to evaluate the effect of change on people, processes and outcomes

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Additional Information

Skills

Analysing
Problem solving
Communicating
Questioning
Listening
Negotiating

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Developed by	Skills for Justice
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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Key words	Operational Delivery, Processing, assist the change, respond to the change, adapt to change, support change
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