

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.4 Change Management

Title	Implement change management plan and provide support for staff adaptation
Code	107610L5
Range	Assist employees to adapt to the changes by instilling attitudinal, cognitive and behavioral change. This applies to every employee whose work is affected by the change
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Assess impacts on employees Be able to: <ul style="list-style-type: none"> • Estimate the potential impact of the change to employees' work behaviors, work processes and technological requirement so as to provide related support or design relevant programs and / or training to them 2. Gain support and commitment from employees Be able to: <ul style="list-style-type: none"> • Maintain and strengthen morale during the process of change • Assist employees to understand the need of particular change, such as new business process or new technology and corporate support towards the change through various communication channels 3. Enable employees to adapt to changes Be able to: <ul style="list-style-type: none"> • Provide training, guidance and / or other means of assistance to help employees to attain the goals in change effectively • Assist employees to acquire and apply new skills at work through systematic and well-structured training and / or guidance • Provide guidelines or operation manual to employees to deal with the changes that require new work behaviors • Coach employees who have difficulties or refuse to realign with the change goals
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Managing transition by providing different measures to gain employee's support and lead to changes in behaviors. The measures should be designed according to the nature and degree of changes, reasons underlying employee's resistance and other related factors
Remark	