

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.4 Change Management

| | |
|---------------------|--|
| Title | Manage self to adapt to an ever changing working environment |
| Code | 107613L4 |
| Range | This unit of competency is applicable to work tasks in all functions of the bank; across simple to complex job roles |
| Level | 4 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <p>1. Sensitivity in situations Be able to:</p> <ul style="list-style-type: none"> • Assess situational forces that are driving and inhibiting an idea for changes • Acknowledge the changes in surrounding economic and social environment including the customer profile, customer appetite, technology advancement, product and services enhancement of the bank, changes in operational procedures, etc. • understand and respond to the need for changes <p>2. Sharing experience of changes Be able to:</p> <ul style="list-style-type: none"> • Help others to adapt to changes such that the bank can maintain its competitive edge in ever changing environment • Share experience with others in how to adapt to changes effectively <p>3. Evaluate consequences and reinforce changes Be able to:</p> <ul style="list-style-type: none"> • Recognize changes in surrounding environment and their impacts on the business of the bank and one's own job tasks • Anticipate future directions and risks based on current and future strengths, weaknesses, opportunities and threats; take measurable risks to adapt to changes |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Sensitive to and understand the changes in surrounding environment and recognize their impacts to the bank's business and own job tasks • Open to accept and adapt to the changes effectively |
| Remark | |