

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.6 Personal Effectiveness)

Title	Manage self to adapt to an ever changing working environment with high level of self-resilience
Code	109610L4
Range	Recognizing the needs to adapt to environmental changes and adjusting own work pattern to strive for continuous improvement. This applies to the work tasks in all functions of the bank; across simple to complex job roles.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of the environmental changes and assess situational forces that are driving and inhibiting an idea for changes; • Understand 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 to keep pace with the ever-evolving working environment. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Make personal change and help others to adapt to changes such that the bank can maintain its competitive edge in ever changing environment; • Open to new ideas and adopt new ways of doing things hence to capture the positive experience and prepare for further improvement. <p>3. Professional Behaviour and Attitude</p> <p>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; • Share personal experience with others on how to adapt changes effectively; • 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"> • Sensitivity to and understanding of the changes in surrounding environment and recognizing their impacts to the bank's business and own job tasks; • Having open-minded approach to accept and adapt to the changes effectively.
Remark	