Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Identify major stakeholders and assess their change readiness
Code	106924L5
Range	Analysing major stakeholders' reactions to the proposed change and their commitment to new working practices. This applies to the implementation of change readiness assessment of a range of major stakeholder groups for getting the organisation prepared to participate in the change journey.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the concerns from different major stakeholders in relation to the proposed change (e.g. change of job duties, need to develop new skill sets) • Understand how to conduct change readiness assessment in order to manage major stakeholders effectively throughout the change process • Understand gap analysis and risk assessment as important components of change readiness assessment 2. Applications and Processes • Identify all major stakeholders that will be impacted by the change • Analyse the readiness of major stakeholders through appropriate tools and channels (e.g. employee survey) • Develop a strong network among major stakeholders for successful implementation of change • Share change strategies among major stakeholders to assess their change readiness and willingness to participate in the change journey • Partner with major stakeholders in embracing a common goal for change and identifying potential barriers 3. Professional Behaviour and Attitude • Effectively analyse the reasons of resistance to change and proactively address them • Maintain transparency throughout the change process so that major stakeholders are able to envision the expected change
Assessment Criteria	The integrated outcome requirements of this UoC are: • Identification of major stakeholders in an efficient and effective manner in accordance with the concerned changes. • Execution of change readiness assessments by using appropriate quantitative and qualitative tools and channels. • Engagement with major stakeholders for multiple sources of input and ownership throughout the identification and assessment process.
Remark	