

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Facilitate change and deal with resistance to change
Code	106927L5
Range	Facilitating and tracking the change process and helping major stakeholders to deal with change more effectively. This applies to all change initiatives of the organisation and managing different types of resistance in the change journey.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the pros and cons of the proposed change for an objective assessment of potential impact on different stakeholders • Understand stakeholders' needs, concerns and possible reasons for resistance to change 2. Applications and Processes <ul style="list-style-type: none"> • Develop the required competencies for implementing change • Develop strategies, methodologies and tactics to deal with resistance to change • Develop progress reporting mechanism to track the change process • Balance the gains and losses of different stakeholders, continue to communicate the latest change progress and its positive impact • Identify training needs driven by the change and plan for appropriate training 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Show empathy to the groups of employees or particular individuals being affected by the change and provide specific information or solution to address their concerns • Seek support and resources (e.g. workforce and human resource tools) to facilitate the change effectively and efficiently • Manage the change process with sensitivity to avoid overloading stakeholders
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Facilitation of execution of planned changes in an efficient and effective manner, and with strong stakeholder support and engagement. • Establishment of measures to manage resistance to change and progress reporting mechanism to track the change process. • Execution of training needs analysis and formulation of training plan and / or competency framework as an integral part of the change process.
Remark	