

# OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME

Flexibility to maintain high standards in a changing environment  
Created by: South Devon College  
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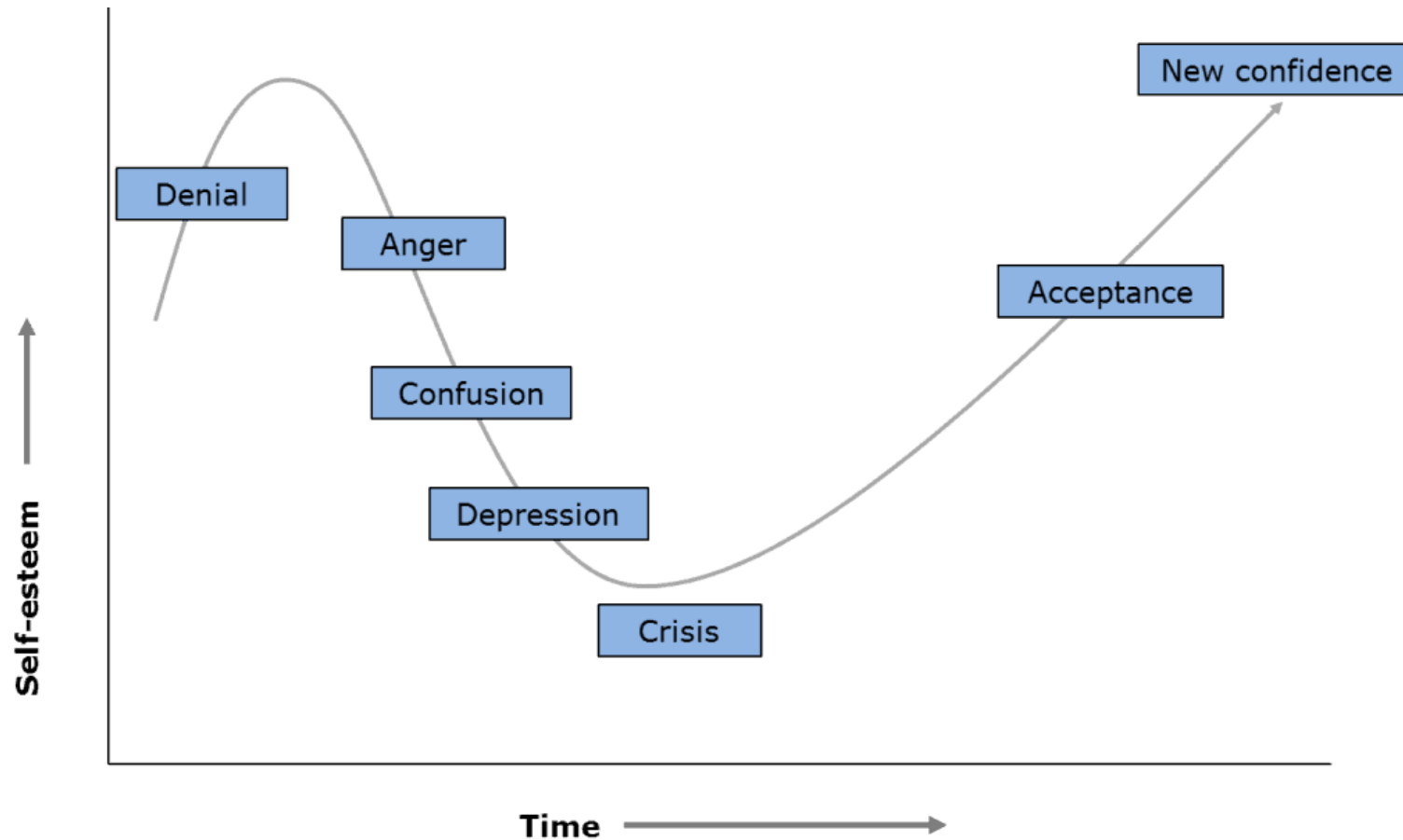
# Flexibility to maintain high standards in a changing environment



# Objectives

- ▶ Identify the reactions to change
- ▶ Explain the impact of change and how people react to change
- ▶ Analyse strategies to help individuals change

# Classic psychological reactions to change



Ref -<https://www.torbenrick.eu/blog/change-management/12-reasons-why-people-resist-change>

# What is change?

- ▶ How can we define change?
- ▶ Doing something different
- ▶ Using a process which is different
- ▶ Evolving
- ▶ Developing
- ▶ Moving
- ▶ Streamlining
- ▶ Re-assigning
- ▶ Change to Technology

# Another example of change and its impact

- ▶ You are an experienced skilled driver. You have just bought a new car. In terms of the basic driving controls, the new car looks much like your old car and it seems fine.
- ▶ Upon approaching your first roundabout on a busy road you reach to the control on the left of the steering column, push it upwards to indicate right and start to move into the right hand lane - and the windscreen wipers start going!
- ▶ How much could this simple change and the experience of this incidence have impacted upon your whole driving performance for a period of time?



# Why are we resistant to change?

In small groups discuss why you think individuals are resistant to change in the work place?  
Make some brief notes/  
mind map.





## Possible reasons for resistance to change

- ▶ **Misunderstanding about the need for change/when the reason for the change is unclear!**
- ▶ Fear of the unknown
- ▶ Lack of competence
- ▶ Connected to the old way
- ▶ Low trust
- ▶ Temporary fad
- ▶ Not being consulted
- ▶ Poor communication
- ▶ Changes to routines
- ▶ Exhaustion/Saturation
- ▶ Change in the status quo
- ▶ Benefits and rewards



# So is there a plan to navigate change whilst maintaining your equilibrium?

- In your groups discuss what you think are positive strategies to help navigate the challenges of significant change in your place of work and record your answers on the flip chart paper



# Strategies to help individuals change

- ▶ Positive peer pressure - you can help motivate your colleagues by positively embracing the changes
- ▶ Be a leader and a problem solver
- ▶ Put change activities in your diary and ask for time if needed
- ▶ Set yourself achievable goals and targets
- ▶ Organise a meeting with your peers to discuss concerns
- ▶ Incentives for positive behaviour - ask management if they are willing to offer some incentive for embracing their proposals
- ▶ Improve communication - ask as many questions as you need
- ▶ Offer your own strategies for consideration
- ▶ Realise the health benefits of a positive mind set.
- ▶ Request training

# Analyse the following suggestions and identify those which will help you feel compliant with change

Suggestion	Helpful	Not Helpful
Ask you employer to support your career with a CPD event or course enrolment		
Request a networking event in order to broaden your outlook		
Suggest a policy which rewards staff who can positively impact the companies corporate social responsibility		
Take sick days as compensation for dissatisfaction with work		
Start up a complaint blog about your employer		
Email HR suggesting staff redundancies which will improve profitability		
Highlight to management activities which are inefficient		
Identify any ethical issues which may be raised by change		
Organise a meeting to write an email protesting against the proposals		
Research the internet for success stories in business		
Start looking for employment elsewhere		
Request a meeting with management to air your concerns		

# What if you see a need for change but there is no plan to implement change?

- ▶ **Plan A Panel**
- ▶ If you're not in a leadership role but feel that your colleagues all agree on a needed change, talk to human resources or a learning and development team, if available, about putting together a panel to discuss the goal. Invite all employees, and include senior team members on the panel (especially those you feel would support this change). Discuss the pros and cons, then plan the next steps to make the change a reality.

# Examples of employee lead initiatives

- ▶ <https://www.bbc.co.uk/iplayer/episode/b0bn87dn/the-one-show-15102018#>
- ▶ <http://engageforsuccess.org/what-is-employee-engagement>

# Your turn to manage change

## Managing Change



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- ▶ Look at the changes being proposed in the organisational chart.
- ▶ Highlight any problems which you anticipate from the changes
- ▶ Identify what could be a positive influence for the business
- ▶ Are there any ethical considerations/risks?



# Your probably already more flexible than you realise

- ▶ Changes you may already have made
- ▶ Cloud based accounting
- ▶ IFRS → IAS
- ▶ UK GAAP → IAS
- ▶ Auto enrolment for payroll (pensions)
- ▶ Evidence portfolio for apprenticeship!
- ▶ Updating to annual Finance Act



- ▶ Future changes
- ▶ Making tax digital
- ▶ Accountant's changing from number crunchers to business consultant with specialist financial knowledge
- ▶ Business coaches and consultants may take more clients
- ▶ Staff want faster progression
- ▶ Reducing need for large offices



In your groups discuss flexibility and record ways in which you already demonstrate flexibility.

*For example - formal and informal communications with different stakeholders*

- ▶ Use PC's to give feedback.
- ▶ Access the internet
- ▶ Go to



- ▶ Give feedback here via the code COWCHJ



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# Closing thought -*In order to confidently progress your career do you need skills other than accountancy?*



- ▶ What might these skills be?
- ▶ Do they help us become more flexible in our approach to business matters?
- ▶ Think outside the box
- ▶ Coaching, mentoring, counselling, management

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