

MG568-Change Management

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What is it?

This course will bring in components of managing the organizational change process, along with making the transition from average performance to outstanding performance as a company. The course will have a significant component on corporate consulting and also cover the stress on individuals caused by change. Current business trends, including acquisition, the knowledge work generation, outsourcing, working from remote locations, and the temporary workforce will also be covered.

How can I excel in this course?

The course will include a number of written individual case studies, a semester project, and participation on our class discussion boards. You will have the opportunity to work individually and to collaborate with other class members. This will be supplemented by asynchronous online communication and lively discussion boards.

Factors will be weighted as follows:

Written Case Studies	40%
Participation and Group Work	25%
Semester Project	35%

The semester project will be designed by you, either creating a plan of change for an organization, taking the role of consultant and recommending change, analyzing the implementation of a change, or discussing an important topic in the area of change.

Is there a book?

There are a couple of books, but they won't hit you as hard as the \$150 monsters that many textbook companies are now providing.

On Change, Various Authors, Harvard Business School Press (Mine has a pub date of 1998 and an ISBN of [0875848842](#) , but there may be a more recent edition.)

The Heart of Change, by John P. Kotter, Harvard Business School Press, 2002, ISBN 1-57851-254-9. (a follow-up to his classic, Leading Change)

A timeline for readings from these books, as well as a posting of additional readings, will be posted on BlackBoard.

What is the plan?

Please note that the plan is subject to change at the whim of the instructor...how could a class on managing change **not** be?

WEEK	TOPIC
1/07	Overview & Organizational Chat...Changing the World
1/14	The Change Process
1/21	Changing Organizations – Diagnosing Change
1/28	Changing Organizations – Overcoming Obstacles
2/04	Changing Organizations – Results-Oriented Consulting
2/11	Changing Organizations – Assessing & Sustaining Change
2/18	Changing Organizations – Innovation
2/25	Changing Individuals – Values, Attitudes, and Behaviors
3/03	Changing Individuals – Negotiating and Reducing Resistance
3/10	Changing Individuals – Avoiding Counterproductive Traps
3/17	Changing the Future
3/24	Project Discussions (on-line and asynchronous)

Our class meetings will be asynchronous. I will be available for live, online chats via the Black Board system, but these chats are optional for students and should be considered as “office hours” and not an obligation. This is intended to customize the course for students with a variety of learning styles. I am also in Waterville on Tuesday and Wednesday evenings for another class. I can arrange to be there early if you would like to meet with me “live.”

Academic Dishonesty:

All work submitted to meet course requirement must be the student’s own work. Any student guilty of academic dishonesty in any form will be subject to disciplinary action which may include, but is not limited to, a failing grade for this course.

Disability Accommodation:

Students who believe they will need accommodation for a disability should notify me and contact Suzanne Pooler, Director of Graduate and Continuing Education at extension 102 as soon as possible.

Grading Scale:

A 94-100, A- 90-93, B+ 87-89, B 83-86, B- 80-82, C+ 77-79,
C 73-76, C- 70-72, D+ 67-69, D 63-66, D- 60-62, F 59 or less

On rare occasions, I will give an A+ on an individual class assignment. This is available on individual assignments, but not on your course grade.