



Your University of Choice

COURSE SYLLABUS

Term: Spring 2016

Change Management-MSM 572A

Instructor Information:	
Instructor Name	Shaunna Finley
Office Number:	Room 531
Phone Number:	219-331-4120
Email:	sfinley@ccsj.edu
Other Contact :	Note: Optional
Hours Available:	Tuesdays-5pm-5:45pm (Please schedule a time)
Instructor Background: I have 20+ years' experience in non-profit management, education and workforce development. I am recognized as an education leader in the community known for building strong teams and partnerships. I have several degrees, one bachelors, two Masters, and am currently pursuing a doctorate. I am currently the Principal of East Chicago Central High School in East Chicago, IN.	

Course Information:	
Course Time:	Tuesdays-6p-10p
Classroom:	300
Prerequisites:	None
Textbooks:	Kotter, J. (2012). Leading Change. Boston, MA: Harvard Business Review Press.
Learning Outcomes/ Competencies: 1) Understand the application of the theories and perspectives concerning managing change and organization development in the context of human service organizations, community settings and large and small systems. 2) Understand the role of the internal and external environment in driving or restraining change and organization development (OD), as well as the importance of the political, cultural and technological contexts.	

- 3) To diagnose the need for organizational change and OD interventions.
- 4) To be able to formulate the strategies and tactics for organizational change and OD interventions.
- 5) To understand the dynamics and issues in implementing and executing a change strategy or an OD intervention
- 6) Understand why people resist change and learn techniques for overcoming resistance to change.
- 7) Understand techniques for evaluating the effectiveness of change and organization development.
- 8) Understand the nature and challenges of developing learning and high reliability organizations that maximize the ability of the organization to effectively adapt to and cope with change and turbulent environments.
- 9) Students will demonstrate competency in applying principles of managing change and organization development to human service organizations and social systems at all levels of practice.

Course Description:

This course is designed to provide students with a conceptual framework addressing the strategic importance of managing change and organization development (OD) in various agencies, human service organizations, community organizations and other settings. Uncertainty, complexity and rapidly changing organizational environments create the necessity for organizations to respond to and effectively deal with turbulence and instability. The capability of an organization's human resources to adapt to such conditions, adopt and successfully use new practices, technologies and develop ways of performing organizational tasks is vital to proactive and sustainable human service organizations. Managing change and OD are essential to these processes.

Learning Strategies:

This course will be collaborative and require extensive use of Blackboard.

Assignments		
Blackboard discussions and assignments	Deadline: Each week by Sunday evening (10pm not 10:01pm). See calendar below.	40% of grade
Conceptual Model of Organization Management	See information and due date below.	20% of grade
Community Engagement Practicum	See information and due date below.	20% of grade
Book Summary	See information and due date below.	20% of grade

Blackboard Discussion-Due every Sunday Night by 10p (40%)

Each week, students will respond to a relevant Blackboard Discussion Board prompt that the instructor will provide. **Respond in at least 200 words.** Students will then offer thoughts, opinions, feelings, reactions, or reflections on someone else’s posting as well, in at least 75 words. Please resist the temptation to allow these discussions to spin out of control and please respond at a minimum to two classmates.

Conceptual Model of Organization Management-Due March 29, 2016 (20%)

For a course project, students will design and develop Conceptual Models of their personal philosophies of organization management in business, a visual representation of their understanding of leadership that reflects knowledge of the issues and constructs studied in this course. Your final model should highlight the various facets of leadership and human relations as we have been studying, including the following: Identifying and articulating prominent human relations themes as reflected in course readings and practical application experiences; applying to your own experiences the theories and concepts (science) of human relations introduced in the course; articulating the roles of business as leaders in larger contexts concerning human relations, and responding to the needs of local communities, our nation, and our world.

In addition to designing this model pictorially, please write no longer than a four-page paper describing such. This will include not only a piece-by-piece, detailed description of the model’s components, but also the scholarly and theoretical inspirations for your philosophy of organization management. In your final, written product, please paste the model into a Word document directly after the APA cover page. You will then offer your four-page description following the model. Please paste the model onto a PowerPoint slide as well so that you can present it to the class during our fourth class session.

You may draw from any or all of the various textbook or instructional materials readings from this semester, as well as from your personal experience or information that you have gleaned outside of this course. Please be prepared to present your model to the class on the due date.

Book Summary-Due April 5, 2016 (20%)

The student shall select a book on leadership (Please don't use Kotter). The student shall read the book. The student shall compare and contrast organization leadership suggestions by the author(s) in comparison to Kotter. In the summary, the student shall decide which style they prefer and why. The student shall also critique and reflect on the impact the book had on the student in terms of personal growth in leadership. The paper shall be written in APA format, including a title page and a reference page. The length of the review including the title and reference pages must be four to five pages. Please be prepared to share your compare and contrast of your book.

Community Engagement Practicum-Due April 19, 2016 (20%)

Students in teams or as individuals will study, reflect upon, plan, and DO something in their professional communities that “makes sense” with respect to a synthesis of organization change. Whatever students do to engage their communities must be evident masters-level thinking. If you are working as a team, you are welcome to implement the same community engagement project/activity in each of your individual organization or somehow offer something together for a representative group of stakeholders (business owners, students, families, etc.). It should showcase a leader's efforts to foster and maintain amicable organization relations toward the desirable end result of securing heightened improvements within the organization(s). An audio-overdubbed, multi-media presentation of the community engagement experience will be shared with the class on the evening that this assignment is due.

Assignments:		
Assignments	Description	Due Date
Chapters 1 and 2	Syllabus overview. Read the chapters and answer the questions on Blackboard.	March 8, 2016-BB responses are due the following Sunday (3/13).
Chapters 3 and 4	Read the chapters and answer the questions on Blackboard.	March 15, 2016-BB responses are due the following Sunday (3/20).
Chapters 5 and 6	Read the chapters and answer the questions on Blackboard.	March 22, 2016--BB responses are due the following Sunday (3/27).
Conceptual Model of Organization Management AND Chapters 7 & 8	Come prepared to share and discuss your conceptual model related to organization management. Read the chapters and answer the questions on Blackboard.	March 29, 2016--BB responses are due the following Sunday (4/3).
Book Summary AND Chapters 9 and 10	Come prepared to share and discuss your book summary compare and contrast project. Read the chapters and answer the questions on Blackboard.	April 5, 2016-BB responses are due the following Sunday (4/10).

Chapters 11 and 12	Book summary is due. Read the chapters and answer the questions on Blackboard.	April 12, 2016- BB responses are due the following Sunday (4/17).
Community engagement practicum	Come prepared to share you're your community engagement practicum with your peers.	April 19, 2016

Grading Scale:

Grade	Points
A	100-92
A-	91-90
B+	89-88
B	87-82
B-	81-80
C+	79-78
C	77-72
C-	71-70
D+	69-68
D	67-62
D-	61-60
F	59 and below

Policies and Procedures	
Class Policy on Attendance:	Intellectual growth and success in college is reinforced through interaction in the classroom. Students reach personal goals and course outcomes through regular and prompt attendance. The Organization Management's accelerated classes are intense and rigorous and demand student presence and participation. Therefore, if a student is absent "one (1) time" the student will be subjected to a grade of F or FW per policy stated under the Withdrawal from Classes section on this syllabus. More than three late arrivals (20 minutes or more late) will equal one absence.
Class Policy on Electronic Devices	Breaks will included in our schedule. Please take time to make calls and check emails during the scheduled break.
Class Participation:	100% participation is expected.
Statement of Plagiarism:	If an instructor or other Calumet College of St. Joseph personnel find that a student has plagiarized or been involved in another form of academic dishonesty, the instructor or other personnel may elect to bring the matter up for judicial review. The maximum penalty for any form of academic dishonesty is dismissal from the College. The

	<p>procedures for judicial review are listed under the section of CCSJ handbook that addresses student grievances.</p> <p>PLEASE NOTE: All papers can and may be submitted for checks on plagiarism from the Internet/Electronic sources/Databases.</p>
Citation Guidelines:	<p>Calumet College of St. Joseph uses citation guidelines, generally MLA or APA format, to document sources quoted or paraphrased in student papers. Check the syllabus for <u>each</u> course to see what <u>each</u> instructor requires. The Library has reference copies of each manual; the Follett has copies for sale when required by the instructor. In addition, there are brief MLA and APA checklists in your spiral “Student Handbook and Planner” and on the Library website and literature rack. These texts show how to cite references from many sources, including electronic media, as well as how to space and indent the “Works Cited” and “References” pages respectively. EBSCO and ProQuest articles provide both formats for you to copy and paste. Proper documentation avoids plagiarism.</p>
Withdrawal from Classes Policy:	<p>After the last day established for class changes has passed (see College calendar), students may withdraw from a course in which they are registered and wish to discontinue. A written request detailing the reason(s) for the withdrawal must be completed with the Office of Academic Advising and filed with the Registrar. The Office of Academic Advising must receive written request for withdrawal by the last day of classes prior to the final examination dates specified in the catalogue. Written requests should be submitted in person or, when an in-person visit is not possible, may be mailed to the Office of Academic Advising, emailed, or faxed to 219-473-4336. Students are to make note of the refund schedule when withdrawing from courses. If the request requires instructor approval per the College calendar, it must be forwarded to the faculty member, who makes the final determination to accept or deny the request.</p> <p>If the request is honored by the faculty member, the student will receive notification of official withdrawal from the Registrar after meeting or speaking with a member from Academic Advising, Financial Aid and Athletics (if applicable). These departments will notify the student of academic, financial, and athletic eligibility effects of a possible withdrawal.</p> <p>If the request is denied by the faculty member, the notification will indicate why the withdrawal is disallowed. Please note that if the request does not require instructor approval, the student must still meet or speak with a member from Academic Advising, Financial</p>

	<p>Aid and Athletics (if applicable) before the withdrawal will be processed.</p> <p>An official withdrawal is recorded as a "W" grade on the student's transcript. Discontinuing a course without a written request for withdrawal automatically incurs an "FW" grade for the course (see Refund Schedule). Failure to Withdraw (FW) is indicated when the student does not complete withdrawal paperwork with the Office of Academic Advising nor does the student notify the instructor of their intent to withdraw due to an illness, accident, grievous personal loss, or other circumstances beyond the student's control. <u>This grade is submitted by the instructor at the end of term.</u></p>
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Resources	
Student Success Center:	<p>The Student Success Center supports Calumet College of St. Joseph students through an interactive learning experience. Students work with faculty tutors to develop course competencies and study skills such as time management, test preparation, and note taking. In addition, students are provided with tutoring support to help pass courses, to improve grade point average, and to promote continuing education and career advancement. Tutors have a specific charge: to help students learn how to master specific subject matter and to develop effective learning skills. The Student Success Center is open to all students at Calumet College of St. Joseph at no charge and is available to support academic courses at the introductory and advanced levels. For assistance, please contact the Student Success Center at 219 473-4287 or stop by the Library.</p>
Disability Services:	<p>Disability Services strives to meet the needs of all students by providing academic services in accordance with Americans Disability Act (ADA) guidelines. Students must meet with the Coordinator of Disability Services to complete an intake form in order to request an accommodation and/or an auxiliary aid (<i>e.g., additional time for tests, note taking assistance, special testing arrangements, etc.</i>). It is the student's responsibility to contact the Academic Support Programs Office to request an accommodation at least <u>one month prior to enrollment</u> for each academic term. Students who are requesting an accommodation and/or an auxiliary aid must submit documentation from a professional health care provider to verify eligibility under Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act of 1990. The cost of obtaining the professional verification is the responsibility of the student.</p>

	<p>If a student believes that he or she needs a “reasonable accommodation” of some kind because of a physical, psychological, or mental condition, he or she should contact Disabilities Services. The Coordinator will secure documentation pertinent to the disability and work with faculty and staff, if necessary, to address the matter. All questions and inquiries pertaining to disability services should be directed to the Disability Services Coordinator at 219-473-4349.</p>
<p>CCSJ Alert:</p>	<p>Calumet College of St. Joseph utilizes an emergency communications system that transmits messages via text, email, and voice platforms. In the event of an emergency, of weather related closings, or of other incidents, those students who are registered for the system shall receive incident specific message(s) notifying them of the situation. Please sign-up for this important service at any time on the College’s website. Alternatively, you can register at the time you register for classes. This service requires each user to register once per academic year. Therefore, at the beginning of each academic year, please remember to re-register for the system. This can be done at: http://www.ccsj.edu/alerts/index.html.</p> <p style="text-align: center;"><u>School Closing Information:</u></p> <p><u>Internet:</u> http://www.ccsj.edu</p> <p style="text-align: center;"> http://www.EmergencyClosings.com Facility: Calumet College of St. Joseph Phone: 219.473.4770 </p> <p><u>Radio:</u></p> <p style="text-align: center;"> WAKE – 1500 AM WGN - 720 AM WIJE – 105.5 FM WLS – 890 AM WZVN – 107.1 FM WBBM NEWS RADIO 78 </p> <p><u>TV Channels:</u></p> <p style="text-align: center;">2, 5, 7, 9, 32</p>