

**PALOMAR COLLEGE**  
**COURSE OUTLINE OF RECORD FOR**  
**NONCREDIT COURSE**

(Use this form only for Noncredit courses)

**COURSE NUMBER AND TITLE:** CSA 47– Managing Organizational Change

**MINIMUM NUMBER OF SEMESTER HOURS:** 6.0

**SCOPE OF COURSE:**

Designed to provide students with an understanding of change and the influence it has on an organization and the individuals in an organization. Topics will include understanding organizational change, theoretical models of change, stages of change, and how to manage organizational change.

**SPECIFIC COURSE OBJECTIVES:**

Upon completion of this course, the successful student will be able to:

1. Identify the role of managers as change agents.
2. Identify the skills necessary for managing change.
3. Analyze theoretical models of dealing with change.
4. Identify the stages of change and skills used at each stage.
5. Identify the symptoms of resistance to change.
6. Evaluate resistance symptoms and identify steps to deal with that resistance.
7. Develop a change of action plan.

**CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:**

- I. Organizational Changes
  - A. Symptoms
  - B. Causes
  - C. Effects
  - D. Stages
  - E. Models
  - F. The change matrix
  - G. Paradigm shifts
- II. Managing Change
  - A. Strategies
  - B. Skills and tools
    1. Action plans
    2. Theoretical models

**MATERIALS REQUIRED:** None.

**TEXTS RECOMMENDED OR REQUIRED:**

Blanchard, Kenneth and Spencer Johnson, M.D. Who Moved My Cheese? An Amazing Way to Deal With Change in Your Work and in Your Life. New York: Putnam Publishing Group, 1998.

**INSTRUCTIONAL METHODOLOGY:**

**Check all that apply:**

- lecture
- laboratory
- lecture-laboratory combination

**DISTANCE LEARNING:**

**This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.**

Yes  No

**If yes, check all that apply.**

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

**METHODS OF DETERMINING WHETHER THE STATED OBJECTIVES HAVE BEEN MET BY STUDENTS:**

Class Participation.

**CONTACT PERSON:** Mollie Smith

SIGNATURES ON FILE
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