Gain a clear understanding of the change process and develop the skills to smoothly implement changes that move a company forward.

**Learning objectives**
Participants will learn how to effectively plan and implement change by gaining a better understanding of the change process. Specifically, participants will learn how to:
- Identify efforts necessary to overcome barriers to change
- Use a change model to plan implementation of organizational change within the organization
- Diagnose sources of resistance to change, and develop approaches to overcome them
- Balance and use the roles of leader and manager appropriately when preparing to implement

**Innovative learning experience**
Participants will complete the course over a six-week period. Throughout the course, they will:
- Explore interactive online learning resources
- Complete and submit tasks as part of solving a realistic business case
- Participate in group discussion and activities with their classmates
- Receive detailed feedback and guidance from their class instructor

**Online faculty**
Each class is led by an online faculty member. Faculty members have significant work and teaching experience in the areas of organizational behavior and Management and are trained to guide student problem solving and lead collaborative learning experiences.

**Participant Profile**
Managers, and executives responsible for planning and implementing change processes or initiatives within their organizations. Typical functional roles of participants include:
- Strategic Planning
- Operations Management
- General management
- Human Resources
- Consulting
- Corporate Communications

**Course Date**
April 28 - June 8, 2003
*Students must enroll by April 21*

**Information**
Email: info@educasiainc.com
With guidance from your instructor, and in collaboration with classmates, you will learn to manage change initiatives by working through an actual business case problem.

**Immersion in realistic business case**

In this course, you play the role of a consultant assigned to help Enterstasis, a global telecommunications company, implement a series of changes within its organization to improve performance, teamwork, and workflow. Proposed changes range from implementation of new manufacturing scheduling processes and ERP systems to revised compensation and training systems across various departments. You will formulate an action plan for implementing change that will help Enterstasis successfully move ahead in its initiatives.

**Complete and submit problem-solving task assignments**

Under the guidance of your instructor and in collaboration with teammates, you will complete task assignments each week that will lead to the formulation of a final change implementation plan:

- Assess which aspects of the organization will be affected by proposed changes
- Identify existing and potential barriers to implementing the changes
- Identify anxiety-based sources of resistance to the changes, and define tactics to overcome them
- Identify chaos sources of resistance to the changes, and define tactics to overcome them
- Assess the power and political sources of resistance to the proposed changes
- Develop a proposed action plan for successfully implementing the changes

**Participate in instructor-led group discussion and activities**

Throughout the course, you will participate in instructor-led discussion with your global classmates around specific topics including:

- Identifying and overcoming barriers to change
- Common sources of anxiety and resistance to change
- Power & political resistance by individuals and departments
- Recent changes implemented within other global corporations

**Access rich online learning resources**

Throughout the course, you can explore rich learning resources and tools that help you understand important concepts including:

- Congruence model
- Types of change barriers and costs
- Sources of resistance to change
- Change model analysis
- Mapping constituent process
- Types of leaders and change management styles
- Sequencing change
- Change implementation schedule

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