A. CATALOG DESCRIPTION
1. Credits: 2
2. Hours/Week: 2
3. Prerequisites (Course discipline/number): None
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course will provide learners with tools and techniques that are essential in keeping pace with the rapid and dramatic changes taking place in the workplace today. Students will learn to lead effectively and to identify and overcome resistance to change by creating a work environment where change is expected and viewed as positive. This course also covers techniques for resolving conflict in the workplace and negotiating collaborative solutions. Emphasis will be placed on selecting and applying conflict resolution and appropriate negotiation strategies for given situations by learning how to effectively confront conflict in its early stages and to negotiate solutions that are beneficial to all persons involved.

B. DATE LAST REVISED (Month, year): December, 2007

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Defining Change Management
   a) Elements of the change process
2. Change Theories
3. Organizational Change
   a) Faulty Assumptions
4. Benefits of change
5. The Change Curve
   a) Transitional Stages
   b) Moving through the Change Curve
6. Resistance to change
   a) Strategies for Overcoming Resistance to Change
7. Change-agent strategies
8. Leadership during change
9. Defined Conflict
10. Recognizing Conflict
11. Advantages and Disadvantages of Conflict
12. Timing
   a) Proactive Conflict Management
   b) Reactive Conflict Management
13. Conflict resolution and negotiation styles
14. Conflict resolution and negotiation skills
15. Conflict resolution and negotiation strategies
16. Appreciative Inquiry Model
17. Effective interpersonal skills
   a) 5-S Feedback Model

D. LEARNING OUTCOMES (GENERAL): The student will be able to:

Change:
1. Discuss change theories, elements of the change process, benefits to change, why people resist change and how to overcome resistance.
2. Understand the role of leadership during change and identify change agent strategies.
3. Prepare a managing change personal action plan.

Conflict:
1. Assess and demonstrate conflict resolution and negotiation styles and skills.
2. Identify conflict resolution and negotiation strategies.
3. Demonstrate and explain the benefits of effective interpersonal skills as it relates to conflict resolution.
4. Demonstrate mediation skills.
5. Prepare a conflict management personal action plan.
E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
   1. Objective and short answer tests
   2. Small Projects
   3. Medium papers (2-5 pages)
   4. Group work
   5. Skill performance

G. SPECIAL INFORMATION (if any): None