**COURSE SYLLABUS**
MAN6289: Organizational Change and Development
*School of Information Systems and Management*
*Muma College of Business, University of South Florida*

Semester: Spring 2023
Class Meeting Time: 6:30-10:15 pm Thursdays (from Feb. 7 to May 5, 2022)
Class Meeting Location: BSN 120
Instructor: Prof. Terry A. Boyd
Office Location: BSN 3516
Office Hours: 5:00 – 6:00PM Mondays (from Feb 7 to May 5, 2022) or by appointment
Email: boyd56@usf.edu

I.      **Welcome Message**

Welcome to Organizational Change and Development. This course will introduce you to concepts found in the organizational change and development literature that will help you as you progress in your career. This course will help you to take the academic concepts and apply them to day to day situations. The course will be taught from the perspective that you are or will someday be a leader in an organization. **Students must be present for first class in accordance with the attendance policy. Any student marked absent will be dropped from the class.**

II.     **Course Overview/Description**
This course is designed to assist your learning of change and development concepts and processes to improve performance. An examination of the theory and practice of change management, including the study of organization renewal, overcoming resistance to change, employee empowerment, developing high performance teams, and organizational strategic development. Various types of learning techniques such as group work, case studies, simulation exercises and other activities will be engaged while learning the theories that construct the Organization Change/Development body of knowledge. The course is designed into quarters where a portion of a team project will be due at the end of each these quarters. Readings and class exercises will reflect the major topic of each of these quarters as well. **Students are required to have a laptop for classroom use, especially for taking quizzes on Canvas.**

III.    **Learning Goals**
1.   Comprehend and explain major concepts, and principles of organizational development and change processes
2.   Analyze issues of Organizational Change and Development using appropriate methods
3.   Apply theories, concepts, techniques, and principles of organization change

correctly in new and/or challenging situations

4. Create and evaluate change solutions based on the field of knowledge and evidence from successful practice.

## IV. Course Objectives

At the end of this course students should be able to:

1. Demonstrate knowledge of organizational change/development processes that are unique to this field of study.
2. Analyze when change is needed and target strategies for implementing techniques for change success.
3. Demonstrate knowledge of the individual and group methods of coping with and adapting to change.
4. Recognize and apply strategic steps in building success in an organizational structure.

## V. Course Topics

Include (but not limited to):

Attitudes, culture, cognitions/decision-making, conflict management, ethics, leadership, motivation, empowerment and influence, stress, teamwork, traits

## VI. Textbook

Brown, Donald (2011) An Experiential Approach to Organizational Development (8th edition). Boston: Prentice Hall.

## VII. Reading Assignments

| Quarter | Chapters | Topics |
|---|---|---|
| One | 1 - 3 | Anticipating Change: changing culture; challenges of change; and reinventing the organization. |
| | | |
| Two | 4 - 6 | Understanding the Organization Development Process: diagnostic process; overcoming resistance to change; and role/style of the OD practitioner |
| | | |
| Three | 9 and 10 | Developing Excellence in Individuals and Teams: intervention strategies; employee empowerment; team development; and goal setting for effectiveness |
| | | |
| Four | | Final Project preparation and presentation. |

## VIII. Basis for Final Grade

| Assessment Item | % of Grade | Points |
|---|---|---|
| | | |
| Quiz (2): on Canvas | 25% | 100 |
| Mid-term Exam: on Canvas | 20% | 75 |
| Team Assignment | 55% | 225 |
| Total | 100% | 400 |

| Grading Scale | | |
|---|---|---|
| A+ | 388 - 400 | **Exceptional Performance** |
| A | 372 - 387 | **Superior Performance** |
| A- | 360 - 371 | |
| B+ | 348 - 359 | |
| B | 332 - 347 | **Above Average Performance** |
| B- | 320 - 331 | |
| C+ | 308 - 319 | **Average Performance** |
| C | 280 - 307 | |
| D | 240 - 279 | **Below Average Performance** |
| F | < 240 | **Failure** |

## IX. Course Assessment Types

**Quiz (25%):** There will be 2 quizzes (50 points each) based on the classroom discussions and reading content to ensure you are aware of the main takeaways from the lectures/sessions. These quizzes will be administered on Canvas in class.

**Mid-term Exam (20%)** There will be an exam to demonstrate and measure student learning at the mid-point of the course. Mid-term will be administered on Canvas in class.

**Team Assignment (55%):** There will be a final assessment in the form of a paper. This assignment will be delivered in four parts.

## X. Course Policies on Grades

**Grades of Incomplete:**
The current university policy concerning incomplete grades will be followed in this course. Incomplete grades are given only in situations where unexpected emergencies prevent a student from completing the course and the remaining work can be completed the next semester. Your instructor is the final authority on whether you qualify for an incomplete. Incomplete work must be finished by the end of the subsequent semester or the "I" will automatically be recorded as an "F" on your transcript.

## XI. Course Policies on Student Expectations

**Disability Access:**
Students in need of academic accommodations for a disability may consult with Students with Disabilities Services (http://sds.usf.edu/) to arrange appropriate accommodations. Students are required to give reasonable notice prior to requesting any accommodation.

**Religious Observances:**
Students who anticipate the necessity of being absent form the online environment for more than 1 week due to a major religious observance must provide notice of the date(s) to the instructor, in writing, by the second week of the course.

**Academic Conduct:**
Academic Integrity of Students policies for USF are listed below (please be aware that policies for undergraduate and graduate students differ).
*http://regulationspolicies.usf.edu/regulations/pdfs/regulation-usf3.027.pdf*

**Disruption of the Academic Process**
*http://regulationspolicies.usf.edu/regulations/pdfs/regulation-usf3.025.pdf*

**Gender-Based Crimes**:
Educators must report incidents of gender-based crimes including sexual assault, sexual harassment, stalking, dating violence and domestic violence. If a student discloses in class, in papers, or to an instructor, the instructor is required by law to report the disclosure. The Center for Victim Advocacy and Violence Prevention (813-974-5757) is a confidential resource where you can talk about such situations and receive assistance in confidence. Additional confidential resources on campus are: the Counseling Center (813-974-2831) and Student Health Services (813-974-2331).

**Student Academic Grievance Procedures**
http://www.ugs.usf.edu/policy/StudentAcademicGrievanceProcedures.pdf

**Emergency Procedures:**
In the event of an emergency, it may be necessary for the USF campus to suspend normal operations. During this time, USF may opt to continue delivery of instruction through methods that include but are not limited to the learning management system (Canvas), email and/or alternative schedule. It is the responsibility of the student to monitor their courses for specific communication, and the main USF, College and department websites, emails and MoBll messages for important general information.

**Netiquette Guidelines:**

**General Communication Guidelines**

1. Act professionally in the way you communicate. Treat your instructors and peers with respect, the same way you would do on a face-to-face environment. Respect other people's ideas and be constructive when explaining your views about points you may not agree with.

2. Be sensitive. Be respectful and sensitive when sharing your ideas and opinions. There will be people in your class with different linguistic backgrounds, political and religious beliefs or other general differences.

3. Proofread and check spelling. Doing this before sending an email or posting a thread on a discussion board will allow you to make sure your message is clear and thoughtful. Avoid the use of all capital letters, it can be perceived as if you are shouting, and it is more difficult to read.

4. Keep your communications focused and stay on topic. Complete your ideas before changing the subject. By keeping the message on focus you allow the readers to easily get your idea or answers they are looking for.

5. Be clear with your message. Avoid using humor or sarcasm. Since people can't see your expressions or hear your tone of voice, meaning can be misinterpreted.

**Email Guidelines:**

1. Please allow 24 hours for a response M-F or 48 hour response on weekends and holidays. If I am not able to get an answer to you within that timeframe, I will at least acknowledge your email. That said – if you do not hear from me within 24 hours/48 hours please feel free to contact me a second time.
2. All emails to have the course ID, Semester Offered as well as something to summarize the content. Example: MAN6055 F2018 – Grade review or MAN6055 F2018 – Exam concern
3. Any personal, course or confidential issues should be directly communicated to the instructor via email. The discussion boards are public spaces; therefore any issues should not be posted there.

## XII. Help Resources

**Canvas Technical Support:** Include information where students can find technical support. Example: If you have technical difficulties in canvas, you can find access to the canvas guides and video resources in the "Canvas Help" page in the homepage of your canvas course. You can also contact the help desk by calling 813-974-1222 in Tampa, or emailing help@usf.edu.

## XIII. University Policies

### 2021 Fall COVID-19 Mitigation Expectations
***All students and instructors are expected to wear face coverings, at all times, during in-person classes.*** Per guidance from the CDC and Board of Governors, ***we expect that all members of our community will wear a mask on campus, vaccinated or unvaccinated.*** This is especially important while indoors, in crowded outdoor settings, if you have a weakened immune system or an underlying medical condition. Masks will be made available to anyone who needs one.
***USF strongly urges all community members to get fully vaccinated.*** Vaccines are our most reliable means of preventing the spread of COVID-19. The vaccine is free, readily available, and all of USF's faculty, staff, and students are of age to be eligible for the vaccine; therefore, if someone chooses not to be vaccinated, they are assuming significant risk, including isolation and quarantine. Vaccines are also the most reliable way to ensure that students do not face any disruption to their studies or social activities, and faculty and staff do not face disruption to their teaching, research, or university work.
It is critically important that individuals who feel unwell stay home and contact Student Health Services or their primary care provider for medical advice. Report all possible exposures to **assessCOVID@usf.edu**.
***Students in in-person classes may be assigned to the same seat for the duration of the Fall semester.*** This can assist with exposure assessments should they be necessary.
***A student who will be absent from an in-person class (due to isolation, quarantine or other reason) must notify the instructor immediately for guidance on academic continuity and student learning.***
***Instructors may schedule remote office hours during the Fall 2021 semester.***
***In-person classes may be asked (by USF leadership or the COVID-19 team) to transition to temporary remote instruction at any point in the Fall semester.***
### Academic Integrity
Academic integrity is the foundation of the University of South Florida's commitment to the academic honesty and personal integrity of its university community. Academic integrity is grounded in certain fundamental values, which include honesty, respect, and fairness. Broadly defined, academic honesty is the completion of all academic endeavors and claims of scholarly

knowledge as representative of one's own efforts. The process for faculty reporting of academic misconduct, as well as the student's options for appeal, are outlined in detail in **USF Regulation 3.027**.

### Academic Grievance Procedure

The purpose of these procedures is to provide all undergraduate and graduate students taking courses at the University of South Florida an opportunity for objective review of facts and events pertinent to the cause of the academic grievance. An "academic grievance" is a claim that a specific academic decision or action that affects that student's academic record or status has violated published policies and procedures, or has been applied to the grievant in a manner different from that used for other students.

### Disability Access

Students with disabilities are responsible for registering with Students Accessibility Services (SAS) (SVC 1133) in order to receive academic accommodations. SAS encourages students to notify instructors of accommodation needs at least five (5) business days prior to needing the accommodation. A letter from SAS must accompany this request. Please visit the **Student Accessibility Services website** for more information.

### Disruption to Academic Progress

Disruptive students in the academic setting hinder the educational process. Disruption of the academic process (**USF Regulation 3.025**) is defined as the act, words, or general conduct of a student in a classroom or other academic environment which in the reasonable estimation of the instructor: (a) directs attention away from the academic matters at hand, such as noisy distractions, persistent, disrespectful or abusive interruption of lecture, exam, academic discussion, or general University operations, or (b) presents a danger to the health, safety, or well-being of self or other persons.

### Food and Housing Insecurity

We recognize that student facing financial difficulty in securing a stable place to live and/or in affording sufficient groceries may be at risk of these financial issues affecting their performance in classes. Students with these needs are urged to contact Feed-A-Bull (**feedabull@usf.edu** or **their website**), or Student Outreach and Support (**socat@usf.edu** or **their website**).

### Intellectual Freedom and Viewpoint Diversity Act (House Bill 233)
### Preliminary Guidance Document

Students may, without prior notice, record video or audio of a class lecture for a class in which the student is enrolled for their own personal, educational use. A class lecture is defined as a formal or methodical oral presentation as part of a university course intended to present information or teach enrolled students about a particular subject. Recording class activities other than class lectures, including but not limited to lab sessions, student presentations (whether individually or part of a group), class discussion, clinical presentations such as patient history, academic exercises involving student participation, test or examination administrations, field trips, private conversations between students in the class or between a student and the faculty member is prohibited. Recordings may not be used as a substitute for class participation and class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the **USF Student Conduct Code**.

### Religious Observances

All students have a right to expect that the University will reasonably accommodate their religious observances, practices and beliefs (**USF Policy 10-045**). The University of South Florida, through

its faculty, will make every attempt to schedule required classes and examinations in view of customarily observed religious holidays of those religious groups or communities comprising USF's constituency. Students are expected to attend classes and take examinations as determined by the university. No student shall be compelled to attend class or sit for an examination at a day or time prohibited by his or her religious belief. However, students should review the course requirements and meeting days and times to avoid foreseeable conflicts, as excessive absences in a given term may prevent a student from completing the academic requirements of a specific course. Students are expected to notify their instructors at the beginning of each academic term if they intend to be absent for a class or announced examination, in accordance with this Policy.

### Sexual Misconduct / Sexual Harassment

USF is committed to providing an environment free from sex discrimination, including sexual harassment and sexual violence (**USF Policy 0-004**). The USF Center for Victim Advocacy is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. This confidential resource can help you without having to report your situation to the Title IX Office unless you request that they make a report. Contact the USF **Center for Victim Advocacy**: 813-974-5757. Please be aware that in compliance with Title IX and under the USF Policy, educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. If you disclose any of these situations personally to an educator, he or she is required to report it to the Title IX Office. For more information about Title IX, a full list of resources, or to report incidents of sexual harassment, sexual violence, relationship violence or stalking visit: **usf.edu/title-ix**

### Statement of Academic Continuity

In the event of an emergency, it may be necessary for USF to suspend normal operations. During this time, USF may opt to continue delivery of instruction through methods that include, but are not limited to: Canvas, Teams, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor the Canvas for each class for course-specific communication, and the USF, College, and Department websites, emails, and **ALERTUSF** messages for important general information (**USF Policy 6-010**).