

Liverpool John Moores University

Title: CHANGE MANAGEMENT AND CONSULTANCY SKILLS
Status: Definitive
Code: **7008NSGMPA** (116837)
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School
Teaching School/Faculty: National School of Government

Team	Leader
Nick Hawkins	Y

Academic Level: FHEQ7
Credit Value: 15.00
Total Delivered Hours: 12.00
Total Learning Hours: 150
Private Study: 138

Delivery Options

Course typically offered: Runs Twice - S1 & S2

Component	Contact Hours
Online	12.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	Written assignment - formulate two alternative plans for implementing a strategic change, 2,500 - 3,000 words.	60.0	
Report	Report	Written assignment - report providing a guide on how to deploy consultancy skills, 1,500 - 2,000 words.	40.0	

Aims

To equip students with knowledge and skills they could use to improve public services – including change management expertise and consultancy skills.

Learning Outcomes

After completing the module the student should be able to:

- LO 1 Demonstrate expertise in planning and facilitating change management.
- LO 2 Critically evaluate a range of consultancy styles, processes and techniques.

Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

Essay	LO 1
Report	LO 2

Outline Syllabus

The change management process.

Planning a change programme in government organisations.

Handling culture change and conflict management in a major change.

Leadership skills and emotional intelligence in a strategic change.

Using change management processes to bring in new public services systems ("new business models").

The interpersonal aspects of consulting and the role of consultancy skills in catalysing change and problem solving.

Consultants and the use of diagnostic tools.

Specific consultancy techniques (e.g. appreciative enquiry).

How civil servants and public services managers secure the confidence of senior stakeholders in their expertise in policy interpretation, judgement of implementation issues, etc.

Using consultancy skills in partnership working contexts.

Learning Activities

The learning activities of this module comprise independent learning activities and projects supported by on-line resources.

References

Notes

Coursework:

Component One: Tutor marked written assignment – Individuals will be supplied with

a short case study and asked to formulate two alternative plans for implementing a strategic change as a means of achieving better policy outcomes. As well as the plans, there should also be an assessment of feasibility. One aspect of feasibility which should be considered is acceptability to stakeholders and comments on cultural change and conflict management are required. Length: 2,500 to 3,000 words. (60%)

Component Two: Tutor marked written assignment – A written individual report providing a guide on how to deploy consultancy skills to enable a change that really occurred in an identified change event and change situation with which the student was personally familiar. The report should cover: the principles to be followed and the outcomes of consultancy that might be expected. 1,500 – 2,000 words. (40%)