Liverpool John Moores University

Title:	CHANGE AND KNOWLEDGE MANAGEMENT
Status:	Definitive
Code:	**7504ME** (103646)
Version Start Date:	01-08-2011

Owning School/Faculty:	Liverpool Business School
Teaching School/Faculty:	Dublin Business School

Team	emplid	Leader
Alistair Beere		Y

Academic Level:	FHEQ7	**Credit Value:**	15.00	**Total Delivered Hours:**	36.00
Total Learning Hours:	150	**Private Study:**	114		

Delivery Options

Course typically offered: Runs Twice - S1 & S2

Component	Contact Hours
Workshop	36.000

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	AS1	Coursework undefined	100.0	

Aims

To provide students with: an understanding of the nature of organisational change; the role of a manager in dealing with that change; and skills which will allow them to contribute positively to the change process.

Learning Outcomes

After completing the module the student should be able to:

1   Critically evaluate and define the nature of the change process.

2	Use a range of appropriate conceptual tools applicable to the management of change situations.
3	Explain and critique how organisations can respond effectively to change.
4	Synthesise and analyse the key roles of human resource and information management in knowledge management.
5	Synthesise and analyse the links between knowledge management, knowledge tracking and knowledge migration in organisational/change management.
6	Design strategies to deal with resistance to change.

Learning Outcomes of Assessments

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

Essay   1   2   3   4   5   6

Outline Syllabus

Identification of the sources of change influencing organisations, managers and employees.
Design of strategies for dealing with change at an individual level.
Use of soft systems methods and systemic analysis as an approach to change management.
Use of projects to encourage the change process.
Management of the change process.
Development of change management skills: information gathering; dealing with resistance; leading effective change.
Innovation and change.
Change management, Total Quality Management and Business Process Re-Engineering.
Knowledge management, knowledge tracking, knowledge transfer and knowledge migration.
Knowledge management, people and information, knowledge management and organisational change.

Learning Activities

Combination of workshops, mini lectures and seminars.

References

Course Material	Book
Author	Allee, V
Publishing Year	1997
Title	The Knowledge Revolution
Subtitle	
Edition	

Publisher	Butterworth-Heinemann, Oxford
ISBN	

Course Material	Book
Author	Burns, B
Publishing Year	1998
Title	Managing Change
Subtitle	
Edition	
Publisher	London Routledge
ISBN	

Course Material	Book
Author	Carnall, C
Publishing Year	1999
Title	Managing Change in Organisations
Subtitle	
Edition	3rd Ed.
Publisher	Prentice Hall, London
ISBN	

Course Material	Book
Author	Davenport, T H & Prusak, L
Publishing Year	1998
Title	Working Knowledge: how organisations manage what they know
Subtitle	
Edition	
Publisher	Boston Harvard University Press
ISBN	

Course Material	Book
Author	Edvinsson, L & Malone, M
Publishing Year	1997
Title	Intellectual Capital
Subtitle	realising your company's true value by finding its hidden brainpower'
Edition	
Publisher	New York Harper Business
ISBN	

Course Material	Book
Author	Mabey, C & Mayon-White, W. eds
Publishing Year	1995
Title	Planning and Managing Change
Subtitle	
Edition	

Publisher	Sage/Open University
ISBN	

Course Material	Book
Author	Plant, R
Publishing Year	1991
Title	undefined
Subtitle	
Edition	
Publisher	London AMED
ISBN	

Course Material	Book
Author	Yolles, M
Publishing Year	1999
Title	Management Systems
Subtitle	a Viable Approach
Edition	
Publisher	FT Pitman
ISBN	

Course Material	Book
Author	Journals of Interest
Publishing Year	0
Title	Harvard Business Review, International Journal of Organisational Transformation & Social Change, Journal of Management Studies, Management Learning, People Management
Subtitle	
Edition	
Publisher	
ISBN	

Notes

The module considers a wide range of issues relating to change within organisations. It will equip students with some of the skills needed to cope with changes at a personal level and also manage the process within an organisation. The importance of using projects to initiate change will be emphasised and students made aware of the need to encourage innovation within organisations.

Relationship between learning outcomes and assessment tasks:
Part-time students will be required to produce a report critically analysing some aspect(s) of the course as it relates to their organisation. This should evaluate how a change has been introduced or demonstrate how a proposed change process will be managed. Full-time students will be required to investigate some aspect(s) of the course and produce a report which would be of value to an organisation.