

## Liverpool John Moores University

Title: CHANGE AND KNOWLEDGE MANAGEMENT  
Status: Definitive  
Code: **7517ME** (107453)  
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School  
Teaching School/Faculty: Isle of Man International Business School

Team	Leader
Alex Watt	Y

**Academic Level:** FHEQ7  
**Credit Value:** 15.00  
**Total Delivered Hours:** 30.00  
**Total Learning Hours:** 150  
**Private Study:** 120

### Delivery Options

Course typically offered: Runs Twice - S1 & S2

Component	Contact Hours
Lecture	10.000
Seminar	10.000
Workshop	10.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	AS1	Coursework	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 management and systems 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**

<b>Course Material</b>	Book
<b>Author</b>	Allee, V
<b>Publishing Year</b>	1997
<b>Title</b>	The Knowledge Revolution

<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Butterworth-Heinemann, Oxford
<b>ISBN</b>	

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

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

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

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

<b>Course Material</b>	Book
<b>Author</b>	Mabey, C & Mayon-White, W. eds
<b>Publishing Year</b>	1995
<b>Title</b>	Planning and Managing Change

<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Sage/Open University
<b>ISBN</b>	

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

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

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

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## 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 change 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.