

CHAPTER OVERVIEW

Course Learning Outcome #6: Explain “change management” and how it affects productivity.

- 6.1: Organizational Change
 - 6.1.1: Internal Change Management
 - 6.1.2: Putting It Together- Organizational Change
 - 6.1.3: Discussion- Organizational Change
 - 6.1.4: Assignment- Change Management and Conflict Resolution
 - 6.1.5: Why It Matters- Organizational Change
 - 6.1.6: Introduction to Change Management
 - 6.1.7: Forces of Change
 - 6.1.8: Types of Change
 - 6.1.9: Resistance to Change
 - 6.1.10: Models of Change Management
 - 6.1.11: Introduction to Success and Failure in Change
 - 6.1.12: Crisis Management
 - 6.1.13: External Change Management
- 6.2: Why Engage in Organizational Change
- 6.3: Planning and Executing Change Effectively
- 6.4: Building Your Change Management Skills
- 6.5: Creating Cultural Change

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