



NZIM Diploma in Management (Advanced) Level 6

Change Management

Aim

To provide knowledge and skills for the understanding and application of the process of change within organisations.

Learning outcomes

By the end of this module students should be able to

- analyse the process of change in organisations
- identify strategies that manage change effectively
- develop processes that enable organisations and the people in them to embrace and promote positive change

Assessment criteria

Students will be expected to:

- Demonstrate knowledge of change management within organisations.
- Explain why change may be necessary in a business operation with reference to both external and internal forces.
- Describe what factors will influence the way different individuals and or groups may respond to change and explain the reasons for their influence, including why some people are resistant to change and the challenge of organisational culture in a major change.
- Describe and evaluate standard approaches to change, including incremental and deliberate change, organisational development and learning, top down-bottom up approaches.
- Describe and evaluate various models of actively managing a change process effectively, including the role of a change agent.
- Develop strategies and processes to enable organisations and the people within them to overcome resistance to change and embrace change in a positive light.
- Analyse an actual change process within an organisation and evaluate its effectiveness in meeting its goals. Suggest how the process might have been improved.