

**WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION**

COURSE TITLE: Structure and Dynamics of Relationships, Organizations,
Communities, and Societies

COURSE NUMBER: AHS 7610

I. RATIONALE:

B-3: Learn techniques to establish an effective cybernetic process between the organization and the components of the Task Environment

GOAL C: The student will develop a working knowledge of how to identify and initiate change in an organization to improve product development and service delivery

Learning Outcomes: The student will:

C-1: Learn to use a cybernetic process to identify the needs and want of the population served

C-2: Learn the difference in approaches to product or service development with emphasis on a customer orientation

C-3: Learn how to engage in ongoing monitoring of services offered

GOAL D: The student will strengthen skills as a consultant to analyze and engage the organization in change

Learning Outcomes: The student will:

D-1: Learn stages of the consultation process

D-2: Learn how to develop a tripartite approach

D-3: Effective strategies for entering and exiting the organization

GOAL E: The student will learn the dynamics of organizational change and strategies for implementing change

Learning Outcomes: The student will:

E-1: Learn the different types of organizational change

E-2: Learn change strategies

E-3: Learn the skills for managing change

GOAL F: The student will learn the use appropriate written and oral communication skills

Learning Outcomes: The student will:

F-1: Communicate information orally in a logical and grammatical manner.

F-2: Present written information using standard APA style.