WORKNC-620J: ADAPTABILITY IN THE WORKPLACE

Empathy & Adaptability Certificate

Course
- WORKNC-620H: Empathy in the Workplace
- WORKNC-620J: Adaptability in the Workplace

Effective Term
Fall 2023

CC Approval
3/31/2023

AS Approval
4/11/2023

BOT Approval
4/20/2023

COCI Approval
5/12/2023

SECTION A - Course Data Elements

Send Workflow to Initiator
No

CB04 Credit Status
Noncredit

CB22 Noncredit Category
Workforce Preparation

Discipline

Minimum Qualifications	And/Or
Vocational (short-term): Noncredit (Specific Degree and Professional Experience)	

Subject Code
WORKNC - Work Experience Noncredit
Course Number
620J

Department
Work Skills Noncredit (WORKNC)

Division
Career Education and Workforce Development (CEWD)

Full Course Title
Adaptability in the Workplace

Short Title
Adaptability in the Workplace

CB03 TOP Code
0506.00 - *Business Management

CB08 Basic Skills Status
NBS - Not Basic Skills

CB09 SAM Code
C - Clearly Occupational

Rationale

Industry Request- In line with Foundation for Community Colleges New World of Work.

SECTION B - Course Description

Catalog Course Description

This course is designed to provide the participant with an understanding of change and the influence it has on an organization and the individuals in that organization. Topics will include understanding organizational change, stages of change, and how to manage organizational change.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit

Yes

Repeatability

Unlimited - Noncredit OR Work Experience Education

Grading Options

Pass/No Pass Only

Allow Audit

No

Requisites

SECTION D - Course Standards

Is this course variable hour?

No

Total Instructional Hours

9

Distance Education Approval

Is this course offered through Distance Education?

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Hybrid	Permanent
Entirely Online	Permanent

SECTION E - Course Content

Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:
1.   Compare and contrast the stages of change and how to effectively deal with each stage.

Course Objectives

Upon satisfactory completion of the course, students will be able to:
1.   Recognize the rate of change in organizations today.

Course Content

1. Change
    a. Definition
    b. Why are we experiencing more change today than ever before?
    c. How does change make you feel?

        d. What is your attitude towards change?

        e. Recognize the rate of change in organizations today.

2. Four Stages of Change

        a. Denial

        b. Resistance

        c. Exploration

        d. Commitment

        e. Compare and contrast the stages of change and how to effectively deal with each stage.

3. Resistance to Change

        a. Reasons for resistance

            i. Politics and power strategies

            ii. Misunderstanding and lack of trust

            iii. Different assessments of the situation

            iv. Fear

            v. To save face

        b. Why do people resist change in your organization?

        c. Experiential learning activity

4. Tactics for dealing with resistance

        a. Education and communication

        b. Participation

        c. Facilitation and support

        d. Negotiation

        e. Co-optation

        f. Manipulation

        g. Coercion

        h. Evaluate the symptoms of resistance to change in order to effectively deal with that resistance.

5. Shifting Paradigms to manage change

        a. Definition

        b. Old paradigms

        c. New paradigms

        d. What paradigms exist in your workplace?

        e. What seems impossible to do today in your workplace, but if you could do it, would fundamentally change the way you do business?

        f. Experiential learning activity: Develop the skills necessary for managing change.

6. Communicating Change

        a. Tips for communicating change

        b. Steps to take when meeting with a group

        c. Avoid defensive communication

        d. Defensive vs.. supportive climate

        e. How is change communicated in your organization?

        f. Experiential learning activity: Describe appropriate ways to communicate change.

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Group Work	Individual and group problem solving
Discussion	Case analysis
Activity	Role playing and classroom simulations

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
Chat Rooms
Discussion Boards
E-mail Communication
Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms

Discussions
Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Essays/Papers	Oral and/or written case analysis
Projects	Oral and/or written action plans
Portfolios	Journal completion

Assignments

Reading Assignments

1. Textbook
2. Current articles in newspapers, magazines, and business periodicals
3. Materials handed out in class

Writing Assignments

1. Written scenario analysis

2. Action Plan

3. Multiple worksheets handed out in-class

4. Journal entries on how student applied techniques learned in class to various environments including the workplace and at home.

SECTION F - Textbooks and Instructional Materials

Material Type

Textbook

Author

Jefferey M. Hiatt

Title

Employee's Survival Guide to Change

Edition/Version

3rd edition

Publisher

Prosci Learning Center Publications

Year

2013

ISBN #

978-1930885622

Proposed General Education/Transfer Agreement

Do you wish to propose this course for a Local General Education Area?
No

Do you wish to propose this course for a CSU General Education Area?
No

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?
No

Course Codes (Admin Only)

ASSIST Update
No

CB10 Cooperative Work Experience Status
N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status
J - Workforce Preparation Enhanced Funding

CB13 Special Class Status
N - The Course is Not an Approved Special Class

CB23 Funding Agency Category
Y - Not Applicable (Funding Not Used)

CB24 Program Course Status
Not Program Applicable

Allow Pass/No Pass
Yes

Only Pass/No Pass
No

Reviewer Comments
Seth Anderson (sethe.anderson) (Mon, 05 Dec 2022 23:55:50 GMT): Added Vocational (short-term): Noncredit to discipline field
Seth Anderson (sethe.anderson) (Wed, 01 Mar 2023 22:43:37 GMT): Please add examples to Methods of Instruction, Online Adaptation, and Methods of Evaluation section and consider adding examples of Reading Assignments.