Course Description

This course provides an introduction to the theories and techniques for improving organizational effectiveness. The course is open to students registered in the I/O Psychology graduate program or to others, by permission, with sufficient background in human resource management or organizational behaviour.

With instructor supervision, students will seek to provide organization development (OD) services, basing their practice on theory and research from the OD field. Class time will be used for discussion of the theory, research, and practice information in the assigned readings, and for project management and supervision.

Required Books:

List of Topics

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<th>Week</th>
<th>Topic</th>
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<td>Stages &amp; principles of consulting</td>
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<td>3</td>
<td>Diagnostic models</td>
<td>Burke, Tichy, Nadler-Tushman</td>
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<td>Data collection and feedback; Resistance; Action Research</td>
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<td>Michela &amp; Burke, Schein, Schneider, etc.</td>
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<td>Group &amp; team process</td>
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<td>Process consultation; Team interventions; Coaching</td>
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Readings

Week 1 - Introduction and planning


Week 2 - Stages and principles of consulting


Week 3 - Diagnostic models


Week 4 - Data collection and feedback; Resistance; Action Research


Week 5 - Organizational culture and climate


Week 6 - Implementation & large scale change


Week 7 - Group & team process


**Week 8 - Group facilitation**


**Week 9 - Process consultation; Team interventions; Coaching**


**Week 10 - Self, values, skills**


**Week 11 - Business issues**


**Week 12 - Ethics**


