

Leading Change

Recommended Audience

Deans
Associate Deans
Department Chairs
Department and College
Administrative Staff

Typical Length

4 hours

Course Overview

Whether revising an academic program or collaborating on student success initiatives, or adapting to new financial constraints or larger shifts in higher education, leaders must constantly face the challenge of initiating changes to renew the organization. The ability to lead change in fact draws on multiple skills. First, leaders must determine their own level of personal commitment to the initiative. Second, to minimize the risk of failure they must identify, gain, and hold the support of key stakeholders. Finally, they must develop a communication strategy that is tailored to the individual interests of those who matter most to the success of the initiative. Gaining mastery over any one of the requisite skills takes time, and learning to combine them to advance change initiatives is typically the realm of only the most sophisticated leaders. This course prepares individuals to effectively lead change initiatives at the college or department level.

Learning Objectives for Participants

- Recognize the role of the leader in driving organizational change
- Establish belief in the need for change and commit to the right role, either as the leader or supporter of the change initiative
- Identify the stakeholders with the greatest influence on the success of the initiative
- Tailor communication strategies to address different stakeholder concerns

Course Content and Teaching Methodology

This course incorporates classroom presentation, case studies, and individual and group exercises. The following topics are among those included in this course:

- Developing Personal Conviction
 - Committing to a proposed solution and developing personal resolve
- Assessing Organizational Readiness
 - Determining stakeholder relevance and analyzing stakeholder interests
 - Identifying support within the most critical stakeholder groups
- Maximizing Support
 - Developing a tailored communication strategy
 - Attaining high levels of enthusiasm for the initiative

Online Resources

eab.com/technology/academic-performance-solutions/members