
SYLLABUS
PROGRAM OF PUBLIC MANAGEMENT AND POLICY IN ENGLISH
(E-PMP)

LEVEL OF EDUCATION: UNDERGRADUATE

TYPE OF EDUCATION: FULL-TIME

1. GENERAL INFORMATION

- *Course title (Vietnamese):* *Quản lý sự thay đổi*
- *Course title (English):* *Change Management*
- *Course code:* *EPMP1120*
- *Knowledge group:* *Major's knowledge*
- *Credit:* *3*
- *Prerequisite courses:* *Essentials of Management*

2. THE DEPARTMENT IN CHARGE: Economic Management

In increasingly competitive and turbulent environments, an ability to effectively manage and sustain organisational change is a vital determinant of organisational success and competitive advantage. This course aims to introduce students to the concept of change management in organisations, considering the key theories and research in this domain. The student will also develop the knowledge and skills required to manage change more effectively and thus, on completion of the course, will be prepared to apply the material in the workplace.

3. REFERENCES

Required textbooks

Senior, B. & Fleming, J. (2010). Organizational Change. Prentice Hall.

Other references

NEU's eBooks and documents at <http://lic.neu.edu.vn:2048/menu>: Emerald Insight, IG Publishing eBook and ProQuest Central

5. COURSE OBJECTIVES:

Goal (Gx)	Description	PLO	Level
[1]	[2]	[3]	[4]
G1 (Knowledge)	Understand the basic knowledge of organizational culture, change, change management in organizations; apply change	KT3	3

	management knowledge in organizational change analysis.		
G2 (Skill)	Have skills to analyze and choose the right plan for an organization's change; have skills to write an organizational change report in English; have skills to analyze and resolve conflicts that arise during organizational change.	KN1 KN4 KN5	3 4 3
G3 (Level of autonomy and responsibility)	Self-study for work to create capacity to work for a lifetime. Have a sense of responsibility, cooperation, and autonomy at work; take responsibility for your own work results	NLTC2	4

6. COURSE LEARNING OUTCOME:

Goal	CLO (CLOx.x)	Description	Level
[1]	[2]	[3]	[4]
G1 (Knowledge)	CLO1.1	Understand basic knowledge of organizational culture, change, change management in an organization.	2
	CLO1.2	Applying change management knowledge in organizational change analysis	3
G2 (Skill)	CLO2.1	Have skills to analyze and choose the right plan for an organization's change.	3
	CLO2.2	Have skills in writing an organization's change analysis report in English,	3
	CLO 2.3	Have skills to analyze and resolve conflicts that arise in the change process of an organization	4
G3 (Level of autonomy and responsibility)	CLO3.1	Self-study for work to create capacity to work for a lifetime	4
	CLO3.2	Have a sense of responsibility, cooperation.	4
	CLO3.3	Autonomy at work; take responsibility for your own work results	4

7. COURSE ASSESSMENT

Form of evaluation	Content	Time	CLO	Evaluation criteria	Ratio (%)
[1]	[2]	[3]	[4]	[5]	[6]
Evaluate the learning process		From session 1 to session 12	CLO 1.1, CLO 1.2, CLO 1.3, CLO 1.4, CLO 3.1	<ul style="list-style-type: none"> - Full level of attendance - The level of lesson preparation from home (fully, thoroughly) - Level of participation in answering lecturers' questions (number of times and quality of answers) - Level of participation in questioning with lectures of lecturers (number of times and question quality) 	10%
Group presentation evaluation	Chapter 1,2,3,4,5,6, 7	Session 1 to session 7	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	<ul style="list-style-type: none"> - The level of completion of group assignments, presentations (on time, quality of content and presentations, response to questions of lecturers and classes is associated with the level of knowledge, skills and autonomy capacity. responsibilities of course outcomes). 	20%

Mid- term re view	Chapter 1,2,3,4,5,6, 7	Session 8	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	The level of individual homework completion (on time, the quality of the assignment is associated with the level of knowledge, skills and capacity to be autonomous and responsible for the learning outcomes of the course)	20%
End-of-term evaluation	Chapter 1,2,3,4,5,6, 7,8,9	Session 13	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	The level of completion of the individual test at the end of the term (The quality of the test is linked to the attainment of knowledge, skills and the ability to autonomy and take responsibility of the course outcome standards)	50%

* The course uses turnitin software to assess academic integrity

8. TEACHING PLAN

Week/ Session	Contents	CLO	Activities	Assessment
[1]	[2]	[3]	[4]	[5]

1 - 2	An overview of the course and goals. Chapter 1,2: Introduction to Change Management	CLO1.1, CLO2.1, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 3-4 Teaching and learning in class Lecture Discussion (group discussion and class discussion)	- Evaluate the learning process, attitude, level of initiative and positivity in learning 10%
3-4	Chapter 3.4: Organizational structure and organizational culture	CLO1.1, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 5 Teaching and learning in class Lecture Discussion (group discussion and class discussion)	- Individual test 20% - Group presentation 20%
5-6	Chapter 5: Power and politics	CLO1.1, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 7 Teaching and learning in class Lecture Discussion (group discussion and class discussion)	
7	Chapter 7: Implementing Change: Hard Systems Models of Change	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 8 Teaching and learning in class Lecture Discussion (group discussion and class discussion)	
8	The mid-term test	CLO1.1, CLO1.2, CLO2.1,	Examination: 60 minutes	

		CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	
9	Chapter 8: Implementing Change: Soft Systems and Mixed Models of Change	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 6 Teaching and learning in class Lecture Discussion (group discussion and class discussion)
10	Chapter 6: Leadership and change	CLO1.1, CLO1.2, CLO2.1, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Study at home: Study in advance chapter 9 Teaching and learning in class Lecture Discussion (group discussion and class discussion)
11	Chapter 9: Obstacles to change	CLO1.1, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3	Teaching and learning in class: Lecture Discussion (group discussion and class discussion)
12	Revision	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2,	Teaching and learning in class: Lecture Discussion (group discussion and class discussion)

		CLO3.3		
13	Final exam	CLO1.1, CLO1.2, CLO2.1, CLO2.2, CLO2.3, CLO3.1, CLO3.2, CLO3.3		Test: 50%

9. COURSE REQUIREMENT

9.1. Rules of class participation

- Students are responsible for attending all classes. In case of absence from school due to force majeure reasons, there must be sufficient and reasonable proofs.

- Students are responsible for actively researching documents, proactively preparing lessons before going to class according to the instructions and requests of lecturers.

- Students who miss more than 20% of the lessons of the subject will be considered as not complete the course and have to enroll again.

- Students who submit individual and group h late compared with the prescribed time of the instructors will receive a score of 0 for that assignment.

Students will be asked to answer random questions and answers during 12 sessions

- Regarding the exchange between lecturers and students: Encourage students to participate in discussions (groups and individuals), give direct feedback with teachers about the content of the course, teaching and learning methods, teaching materials and read. Lecturers also encourage students to give feedback on the form, methods and contents of the tests, and to evaluate students' learning results. Students can communicate with lecturers in class, during office hours or via email. The valuable student feedback contributes to improve the teaching and learning quality of the course

9.2. Rules of classroom behavior

- The course is conducted on the principle of respect for learners and teachers. All acts that interfere with the teaching and learning process are strictly prohibited.

- Students need to actively participate in lectures in class through discussions with teachers (answer and ask questions) and group discussions, presentations
- Students must go to school on time. Students who are late more than 10 minutes after class starts will not be able to attend the class.
- Do not make noise, affect others in the learning process.
- Do not eat, drink, chew gum, use devices such as phones, music players during class.
- Laptops and tablets are only used for the purpose of recording lectures, calculating for lectures, exercises, absolutely not used for other purposes.

Hanoi, Date Month Year 20

DEAN OF FACULTY

(Signed)

PRINCIPAL

(Signed)