

# ORGANIZATION DEVELOPMENT AND CHANGE: OPERATIONAL EXCELLENCE GRADUATE CREDIT CERTIFICATE PROGRAM

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## Learning Outcomes

1. **OBTAIN KNOWLEDGE BASE:** Students will obtain a critical knowledge base in organization development and change, appreciative inquiry, and process consultation.
2. **LEAD GROUPS:** Students will strategically lead both small group and large group change initiatives.
3. **USE RESOURCES:** Students will use various resources for developing, implementing, evaluating, and marketing organization development programs.
4. **OBSERVE AND FACILITATE CHANGE:** Students will observe group dynamics and facilitate change efforts.