

ORGANIZATION DEVELOPMENT AND CHANGE: OPERATIONAL EXCELLENCE GRADUATE CREDIT CERTIFICATE PROGRAM

Learning Outcomes

1. **OBTAIN KNOWLEDGE BASE:** Graduates will be able to explain the key elements of organization development and change as related to operational excellence.
2. **LEAD GROUPS:** Graduates will be able to analyze and differentiate the skills required to lead change initiatives in operational excellence.
3. **USE RESOURCES:** Graduates will be able to identify and illustrate the appropriate resources needed to implement organizational change initiatives in operational excellence.
4. **OBSERVE AND FACILITATE CHANGE:** Graduates will be able to utilize the appropriate skills and resources to design targeted change initiatives as related to operational excellence.