

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

<b>Person-in-Charge</b>	Susan Land
<b>Program Code</b>	ODCOE
<b>Campus(es)</b>	University Park World Campus

This certificate program teaches students how to change corporate culture from a continuous process improvement perspective. Recognizing that organizations either get better or worse, the focus of this certificate is on the tools and methodologies for making positive organizational impact. Emphasis is placed on the application of essential continuous improvement methodologies including lean and six sigma concepts to improve processes in any industry. A focus is also placed on the concepts and skills needed to complete project initiatives on time and within budget.

**Effective Semester:** Summer 2020  
**Expiration Semester:** Spring 2025

## Admission Requirements

Applicants apply for admission to the program via the Graduate School application for admission (<http://gradschool.psu.edu/prospective-students/how-to-apply/>). Requirements listed here are in addition to Graduate Council policies listed under GCAC-300 Admissions Policies (<http://gradschool.psu.edu/graduate-education-policies/>). International applicants may be required to satisfy an English proficiency requirement; see GCAC-305 Admission Requirements for International Students (<http://gradschool.psu.edu/graduate-education-policies/gcac/gcac-300/gcac-305-admission-requirements-international-students/>) for more information.

## Certificate Requirements

Requirements listed here are in addition to requirements listed in Graduate Council policy GCAC-212 Postbaccalaureate Credit Certificate Programs (<http://gradschool.psu.edu/graduate-education-policies/gcac/gcac-200/gcac-212-postbaccalaureate-credit-certificate-programs/>).

Code	Title	Credits
<b>Required Courses</b>		
WFED 572	Foundations in Organization Development and Change	3
WFED 880	Facilitating Groups and Teams	3
WFED 451	Lean-Sigma for Professionals	3
WFED 405	Project Management for Professionals	3
<b>Total Credits</b>		<b>12</b>

## Courses

Graduate courses carry numbers from 500 to 699 and 800 to 899. Advanced undergraduate courses numbered between 400 and 499 may be used to meet some graduate degree requirements when taken by graduate students. Courses below the 400 level may not. A graduate student may register for or audit these courses in order to make up deficiencies or to fill in gaps in previous education but not to meet requirements for an advanced degree.

## Learning Outcomes

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

## Contact

<b>Campus</b>	University Park
<b>Graduate Program Head</b>	Susan Mary Land
<b>Director of Graduate Studies (DGS) or Professor-in-Charge (PIC)</b>	Heather A Zimmerman
<b>Program Contact</b>	Jennifer Eileen McLaughlin Learning and Performance Systems 303 Keller Building University Park PA 16802 jem73@psu.edu (814) 865-3136
<b>Program Website</b>	View ( <a href="http://www.worldcampus.psu.edu/degrees-and-certificates/organization-development-and-change-operational-excellence-certificate/">http://www.worldcampus.psu.edu/degrees-and-certificates/organization-development-and-change-operational-excellence-certificate/</a> )
<b>Campus</b>	World Campus
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<b>Program Website</b>	View ( <a href="http://www.worldcampus.psu.edu/degrees-and-certificates/organization-development-and-change-operational-excellence-certificate/">http://www.worldcampus.psu.edu/degrees-and-certificates/organization-development-and-change-operational-excellence-certificate/</a> )