Masters in Learning & Organizational Change

Information Session
May 2005
MS_LOC Focus Areas

Topics
- Organizations
- Technology
- Leadership
- Globalization
- Implementation
- Evaluation
- Risk Management

Methodologies
- Design
- Research
- Consulting
Methodologies

Design
- Design of change interventions
- Design of organizations and communities
- Data, information & knowledge: how they are created, shared and embedded within organizational and community contexts

Research
- Critical review of literature
- Critical review of current tools/methodologies in core content areas
- Assess organizational interventions

Consulting
- Critical thinking
- Problem solving
- Creation of methodologies for design and intervention
- Knowledge approach to business strategy
- Change implementation
- Definition and roles of leadership
Program Overview

MS LOC
15 credits

- 6 core courses
  - LP1 & 2
  - KM1 & 2
  - SC1 & 2

- Applied Projects
  - Practicum
  - Capstone (3)

- Electives (5)
Student Project Examples

• Launch of KM tool for insurance company for aiding underwriters in decision-making
  - Training plan (assessment)
  - Communication and change plan
  - Post-implementation evaluation

• Organizational re-design for financial institution’s Learning Services Group in response to outsourcing strategy
  - Mapped post-outsource processes
  - Evaluated staffing/competency needs for new organization
  - Crafted job descriptions
Student Project Examples

- Curriculum plan for developing new leaders in charter schools
  - Evaluation of existing training programs
  - Built succession planning process for principals and assistant principals
- Major reposition and refocus of non-profit foreign relations firm’s marketing and programming strategies
  - Evaluated of corporate member and internal stakeholder expectations and needs and competitive environment to create value proposition
  - Facilitated alignment among senior leadership regarding value chain process and delivery
  - Created a scorecard to assess members’ perception of program value and thereby drive member segmentation and pricing
Master’s Thesis Example

How can learning and change strategies enhance marketing effectiveness?

(supporting launch of a new service line for a prof. services firm)

• Conducted an internal and external organizational assessment to identify opportunities for eliminating operational and client barriers

• Recommendations included a set of learning and change strategies such as action learning and collaborative learning

• As a result, the client is leveraging these insights into the development of a marketing strategy that will deliver a real and sustainable competitive advantage
Other Topics

- Technology Enhanced Collaborative Leadership
- Retention of Key Talent During Mergers and Acquisitions
- Creating a High Performance Culture: Definition and Recommendations
- Implementing LOC Techniques and Frameworks to Improve Small Business Performance
- Approaching Communication Strategies via a Knowledge Management and Learning Lens
- Using a Comprehensive Knowledge Management Plan to Improve the Performance of Teaching Professionals
- Implementing a Balanced Scorecard: Aligning People with Strategy for Enhanced Organizational Performance
- Sustaining the Values of a Values-Based Leadership Development Program
- Integrating Cultures through Mergers and Acquisitions
- Structure and Performance of Local School Councils
- Succession Planning and Management
Student Composition

• 43 students
  - 37 degree students
  - 6 non-degree students

• 13 full time
  - Usually approx. 1 calendar year to complete

• 30 part time
  - Usually approx. 2 years to complete
Helping You Succeed

- Peer networks
- Ties to other programs
  - electives & student communities
- Career placement
- Involvement through business partners
- Practical coursework - learning while doing
- Admissions process - aligning with the program
- Program advisor
Program
Admissions Requirements

**Degree**
- Personal Statement
- Transcripts
- Resume
- 2 essays
- 1 case study
- Letters of Recommendation
- 1-hour Interview

**Non-Degree/Certificate**
*Up to 5 courses*
- Personal Statement
- Transcripts
- Resume
- 1/2 hour Interview

**One-Course Opportunity**
- Personal Statement
- Resume
Fall Course Offerings

- Strategic Change II
- Learning & Performance I
Fall Quarter
Sept 20th - Dec 3rd

No Core Courses offered in Summer

Human Capital - summer elective
Key Deadlines

• Fall Quarter: May 30

Program Costs

• $2178 per course
• Financial Aid: Student Loans
Other Resources

- Supplemental handouts
- Talk to current students
- Sit in on a class
- 1-course option
- Individual consultation with adviser
Website

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