WILMINGTON UNIVERSITY  
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES  
BASIC COURSE INFORMATION

COURSE TITLE: Structure and Dynamics of Relationships, Organizations, Communities and Societies

COURSE NUMBER: AHS 7610

I. RATIONALE:

Human service agencies must deal with a very complex environment. Many different organizations and stakeholders influence the operation of the organization. They have different agenda and rationale for behavior. To be effective in managing and developing such an organization a clear understanding of the cybernetic process relative to the organization and its environment internal and external. From a systems perspective the focus is on seeing this as a dynamic process and exploring organizational functioning from a holistic frame of reference. Organizational analysis and problem solving will be done from a systems approach and will introduce the idea of action research. This course engages the student as a consultant in an effort to analyze organizational needs and develop appropriate interventions.

II. INSTRUCTIONAL GOALS:

GOAL A: The student will get a working knowledge of systems theory and how it applies to organizational behavior and development

Learning Outcomes: The student will:

A-1 Learn how to apply systems thinking to analyze organizational behavior
A-2 Develop an understanding for the cybernetic process and it implications for organizational development
A-3 Apply systems concepts to formulate and implement program design
A-4 Look at problem solving and decision making from a systems perspective

GOAL B: The student will become familiar with Task Environment and its influence on the organizations operation

Learning Outcomes: The student will:

B-1 Learn how to identify the multiple components of the task environment
B-2 Analyze the impact various components of the task environment have on the operation of the organization and the individuals
B-3 Learn techniques to establish an effective cybernetic process between the organization and the components of the Task Environment

**GOAL C:** The student will develop a working knowledge of how to identify and initiate change in an organization to improve product development and service delivery

Learning Outcomes: The student will:

C-1 Learn to use a cybernetic process to identify needs and want of population served
C-2 Learn the difference in approaches to product or service development with emphasis on a customer orientation
C-3 Learn how to engage in ongoing monitoring of services offered

**GOAL D:** The student will strengthen skills as a consultant to analyze and engage the organization in change

Learning Outcomes: The student will:

D-1 Learn stages of the consultation process
D-2 Learn how to develop a tripartite approach
D-3 Effective strategies for entering and exiting the organization

**GOAL E:** The student will learn the dynamics of organizational change and strategies for implementing change

Learning Outcomes: The student will:

E-1 Learn the difference types of organizational change
E-2 Learn change strategies
E-3 Learn the skills for managing change

**GOAL F:** The student will learn the use appropriate written and oral communication skills

Learning Outcomes: The student will:

F-1. Communicate information orally in a logical and grammatical manner.
F-2. Present written information using standard APA style.