

Certified Organizational Consultant

MODULE 1

ORGANIZATION

Organizational theory
Organizational structure
Mintzberg's configurations
Work management
Success factors
Human Resources
Change management in organizations
Communication during change management
Causes of change
Different types of change
Dimensions of change
Organizational culture
Organizational learning
Dealing with resistance

TASK

ASSIGNMENT

MODULE 2

LEADERSHIP

Self-knowledge
Socialisation
What is identity?
Development and identity
Social role and process
Lifestyle and fashion
National and collective
What is leadership?
Qualities and skills
Leadership and employeeship
Motivation
The Three-Needs Theory
The Expectation Theory
Intrinsic Rewards
Hygiene/Motivational factors
Work ethic
Leadership for learning
Leadership for change
Authoritarian leadership
Democratic leadership
Transformational leadership
Charismatic leadership
Transactional leadership
Situational leadership
SOC – Sense of coherence

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MODULE 3

GENERAL GUIDELINES FOR EMPLOYEE MANAGEMENT IN ORGANISATIONS

Diversity management
Gender discrimination
Dimensions of diversity
Reasons for diversity management
Model for diversity management
Discrimination
Types of discrimination
Active measures against discrimination
Equal treatment
Harassment and retaliation
Gender equality
Salary survey
Work environment
Criteria for a good work environment
Results of work environment management
Systematic work environment management

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MODULE 4

CONFLICTS

How do conflicts arise?
The impact of conflicts in the workplace
Structural conflicts
Personal conflicts
Role expectations
Role conflicts
The ABC triangle model
The conflict iceberg model
The nine-stage model of conflict escalation
Conflict management
The Leader's Role in Conflict Management
Mediation
Systematic problem solving
Conflict prevention

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MODULE 5

COMMUNICATION

Basics of communication
The perception of ourselves and of others
The Halo-effect
Stereotypical views
Self-fulfilling prophecy
Attribution
Nonverbal communication
Listening
Mirroring
Professional conversations
Feedback
Difficult conversations
Coaching
Performance appraisals

TASK

ASSIGNMENT



The goal of the education

The goal of the education is that the student, after completing the education, has acquired the knowledge required for qualified and independent work in the field.

Eligibility requirements

No special eligibility requirements.

Assessment criteria

After completing the education, with a passed result on all assignments and tests, the student receives a certificate. The main teacher for the education is the one who examines the student.

Degree title

Certified Organizational Consultant

Extent of education

The studies are conducted at any study pace and include about 8 weeks of full-time studies.