

Two Courses for Maximizing Career Success

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In preparing for a career in Dispute Resolution, it is helpful to think of your academic portfolio as a ledger sheet. The *right-hand column* of this sheet contains all of those unique intervention skills that make up the bulk of our course offerings, including mediation, negotiation, executive coaching, team building, conflict management, ombuds, and the design of dispute resolution systems. These areas constitute the basic toolkit that DR professionals offer employers or new business start-ups. While many students put a lot of thought into what they intend to pack in this part of their toolkit, they often neglect those things that go in the *left-hand column* of the career ledger. These tools include knowing **how to successfully market one's professional brand, manage client interactions, link dispute resolution and conflict management skills to the goals of larger organizational change initiatives.**

[In 2014 we will be offering two courses that can help you strengthen these client engagement competencies.](#)

Organizational Consulting Skills – Spring Term, 2014

Organizational Consulting Skills will be offered during the Spring Term, (March 14-16, and 28-30). This course is designed for two types of students. First, consider this course if you are considering eventually setting up your own consulting practice. This course can help you launch your practice by showing you how to clearly define customer requirements, construct consulting agreements, plan and carry out intervention strategies, and market your services.

This course is also essential if you want to obtain a position within an organization, in a job area such as training, organizational development, or human resources. Increasingly, these functions are looking for professionals who know how to take on the role of an internal consultant. This involves knowing how to interview employees and leaders to assess needs, diagnose the kinds of skills and services that can help them address business organizational problems, and develop an effective intervention strategy.

Organizational Change Management – May Term, 2014

Change management is a central issue in organizational conflict. Today almost every business and non-profit organization finds itself struggling to simultaneously address a variety of large-scale changes, such as downsizings, restructuring, mergers, or the introduction of such initiatives as employee engagement programs. While the *technical* aspects of these changes are typically handled by project managers, companies also need professional *change agents* who can help them anticipate and address employee concerns, and suggest ways for implementing changes in ways that build organizational collaboration while minimizing and effectively managing conflict.

Organizational Change Management will be offered during the May Term, on Thursday evenings beginning April 10th. This course will draw from change models and ideas that have been generated from some of the world's top change consulting agencies, including Deloitte, McKinsey, and the Boston Consulting Group. It will cover the psychology of organizational change, how to identify the critical issues and challenges associated with any change, and how to plan out and manage a coherent change strategy.

Grades for both courses are based on the completion of class projects and papers, with no final exams. For additional information, please feel free to drop me an email at bbarner@smu.edu.

Hope to see you there!