

Western Technical College

10196189 Team Building and Problem Solving

Course Outcome Summary

Course Information

Description	The learner applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of the benefits and challenges of team work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, a systematic process of problem definition, data acquisition, analysis, developing alternative solutions, solution implementation, and evaluation.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Team Handbook. 3rd Edition. Copyright 2003. Scholtes, Peter R. Publisher: Oriol, Inc. **ISBN-13**:978-1-884731-26-6. Required.

Experiential Learning

1. Community Based Learning Project

Program Outcomes

1. Utilize quality strategies and tactics.
2. Apply effective leadership skills.
3. Apply Human Resource policies and procedures.
4. Perform supervisory management functions to achieve organizational objectives.

Course Competencies

1. **Examine the benefits and challenges of working in teams.**

Assessment Strategies

- 1.1. Written Product

Criteria

You will know you are successful when

- 1.1. you identify the benefits of working in a team.
- 1.2. you identify the challenges of working in a team.
- 1.3. you describe the challenges of team decision making.
- 1.4. you describe the benefits of team decision making.

Learning Objectives

- 1.a. Explore the benefits of working as a team.
- 1.b. Explore the differences between working in a group and working on a team.
- 1.c. Identify and relate possible sources of resistance to working as a team.
- 1.d. Outline the advantages and disadvantages of diversity to team effectiveness.

2. Explore responsibilities of team roles.

Assessment Strategies

- 2.1. Written Product

Criteria

You will know you are successful when

- 2.1. you demonstrate the role and responsibilities of team leaders.
- 2.2. you summarize the role and responsibilities of team facilitator.
- 2.3. you participate as a team member.
- 2.4. you demonstrate the role and responsibility of additional team roles.

Learning Objectives

- 2.a. Demonstrate the role and responsibilities of team leaders.
- 2.b. Summarize the role and responsibilities of team facilitators.
- 2.c. Demonstrate the roles and responsibilities of other team positions.

3. Identify the process of team development.

Assessment Strategies

- 3.1. Written Product
- 3.2. Reflection

Criteria

You will know you are successful when

- 3.1. you explain the characteristics of the forming stage.
- 3.2. you explain the characteristics of the storming stage.
- 3.3. you explain the characteristics of the norming stage.
- 3.4. you explain the characteristics of the performing stage.
- 3.5. you summarize the order of progression of the stages.
- 3.6. you reflect on the stages of a team in which you have participated.

Learning Objectives

- 3.a. Explore the characteristics of a team in the forming stage.
- 3.b. Explore the characteristics of a team in the storming stage.
- 3.c. Explore the characteristics of a team in the norming stage.
- 3.d. Explore the characteristics of a team in the performing stage.
- 3.e. Summarize the progression of teams through the stages.

4. Summarize systematic problem solving processes.

Assessment Strategies

- 4.1. Written Product

Criteria

You will know you are successful when

- 4.1. you summarize the process of defining problems.
- 4.2. you summarize the process of gathering data.
- 4.3. you summarize the process of generating solutions.
- 4.4. you summarize the process of selecting solutions.

- 4.5. you summarize the process of implementation planning.
- 4.6. you summarize the process of evaluating the performance of solutions.

Learning Objectives

- 4.a. Examine different types of problem solving processes.
- 4.b. Identify common steps of any problem solving process.
- 4.c. Verify and define your problem.
- 4.d. Research and brainstorm possible solutions for your problem.
- 4.e. Identify possible successes and failures or results for your potential solutions.
- 4.f. Choose the best solution and implement it.
- 4.g. Analyze the results of chosen solution.
- 4.h. Modify solution based on initial results.

5. Construct a problem definition.

Assessment Strategies

- 5.1. Written Product

Criteria

You will know you are successful when

- 5.1. you participate with a team to write problem statement.
- 5.2. you express a problem in the form of "desired state."
- 5.3. you express a problem in the form of "current state."
- 5.4. you express a problem in the form of "zone of acceptance."

Learning Objectives

- 5.a. Describe a problem in the form of "desired state."
- 5.b. Describe a problem in the form of "actual state."
- 5.c. Describe a problem in the form of "zone of acceptance."

6. Apply critical thinking skills to evaluate alternatives solutions for the problem.

Assessment Strategies

- 6.1. Case Study
- 6.2. Written Product

Criteria

You will know you are successful when

- 6.1. you determine if the solution meets the minimum requirements of the problem.
- 6.2. you compare various solutions.
- 6.3. you evaluate solutions based on the problem.
- 6.4. you select a solution after evaluation.

Learning Objectives

- 6.a. Determine the minimum requirements.
- 6.b. Determine the desired result.
- 6.c. Create a strength and weaknesses table for each possible solution.
- 6.d. Compare solutions.
- 6.e. Prioritize solutions in a list.

7. Cultivate interpersonal skills among team members.

Assessment Strategies

- 7.1. Written Product
- 7.2. Reflection

Criteria

You will know you are successful when

- 7.1. you identify various behaviors as beneficial or detrimental to team success.
- 7.2. you determine the effects of the behaviors on team and individual success.
- 7.3. you develop a plan for behavioral changes.
- 7.4. you compare strategies for behavioral change.
- 7.5. you evaluate your team's level of success.

Learning Objectives

- 7.a. Identify different personal behaviors.
- 7.b. Determine effects of behavior on the team.
- 7.c. Formulate strategies for managing behaviors.
- 7.d. Identify what team success looks like.
- 7.e. Manage team success.

8. Construct an implementation plan.

Assessment Strategies

- 8.1. Written Product

Criteria

You will know you are successful when

- 8.1. you create a list of objectives to be accomplished.
- 8.2. you identify the resources needed to complete the plan
- 8.3. you identify the time frame needed to complete the plan
- 8.4. you identify expected difficulties in implementing the plan.

Learning Objectives

- 8.a. Construct a list of objectives to be accomplished.
- 8.b. Determine what resources are needed.
- 8.c. Calculate the time frame needed to complete the activities.
- 8.d. Construct an implementation budget.
- 8.e. Accept expected difficulties in an implementation plan

9. Develop team meeting skills.

Assessment Strategies

- 9.1. Reflection
- 9.2. Written Product

Criteria

You will know you are successful when

- 9.1. you create an agenda and meeting objectives.
- 9.2. you create meeting minutes.
- 9.3. you identify meeting types.
- 9.4. you create the ground rules for the team meeting.
- 9.5. you identify team participants based on project needs.
- 9.6. you participate in a meeting using a variety of roles.

Learning Objectives

- 9.a. Plan a meeting.
- 9.b. Organize a team meeting.
- 9.c. Explore team agendas and minutes.
- 9.d. Communicate effectively with the team.
- 9.e. Organize meeting content.

10. Apply methods of communication between team members.

Assessment Strategies

- 10.1. Presentation
- 10.2. Written Product

Criteria

You will know you are successful when

- 10.1. you use alternative, virtual or cloud-like storage options in a team environment.
- 10.2. you participate in a virtual team meeting.
- 10.3. you schedule a meeting using an electronic calendar.
- 10.4. you reflect on methods of team communication.

Learning Objectives

- 10.a. Explore alternative, virtual or cloud-like storage.
- 10.b. Explore alternative communications methods.
- 10.c. Explore electronic calendars.