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Management (MGMT) 1520 Team Building (0.5 Unit) CSU  
[formerly Management 14]

Advisory: Eligibility for English 1500 strongly recommended

Total Hours: 8 hours lecture

Catalog Description: This course is designed to provide the student with an understanding of how teams work together, common problems teams encounter and how to solve them. Students will learn to recognize various team player styles. Students will be introduced to team building in the workplace.

Type of Class/Course: Degree Credit

Text: Pokras, Sandy. *Working in Teams*. Mississauga: Crisp, 2002. Print.

Course Objectives:

By the end of this course, a student will be able to:

1. analyze the role of personalities in the workplace,
2. utilize team building techniques in handling a variety of supervisory situations,
3. assess various team player styles,
4. evaluate common team problems and discuss methods to solve them,
5. define the characteristics of an effective team,
6. analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions, and
7. utilize problem solving techniques in dealing with supervisory situations.

Course Scope and Content:

Unit I            Team Basics

- A. Contrast the different types of teams
- B. Analyze the role of personalities in the workplace
- C. Formulate the keys to team success
- D. Outline the stages of team development
- E. Recommend team ground rules

Unit II           Team Organization

- A. Utilize team building techniques in handling a variety of supervisory situations

- B. Summarize different team roles
- C. Construct an example of delegated team functions
- D. Assess various team player styles
- E. Create a team master and action plan
- F. Evaluate a teams impact on stakeholders

Unit III Team Communication

- A. Define the characteristics of an effective team
- B. Demonstrate how to run team meetings
- C. Justify the need for good communication
- D. Contrast positive and negative feedback
- E. Analyze when to use consensus decision-making
- F. Develop steps for conflict resolution
- G. Evaluate common team problems and discuss methods to solve them
- H. Analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions
- I. Utilize problem solving techniques in dealing with supervisory situations

Unit IV Team Progress

- A. Determine how to monitor team progress
- B. Enumerate the steps of project management

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 1 hour per week outside of regular class time doing the following:

1. Studying class notes
2. Answering questions
3. Completing required reading
4. Performing problem solving activities or exercises
5. Doing written work
6. Participating in group projects

Methods of Instruction:

1. Lectures
2. Demonstrations
3. Multimedia presentations
4. Group explorations
5. Case studies and scenarios

Methods of Evaluation:

1. Writing assignments, including:
  - a. group reports

- b. topic paper written under American Psychological Association (APA) style guide
  - c. case studies
  - d. scenarios
  - e. simulations
2. Problem-solving demonstrations, including:
- a. exams
  - b. homework problems
  - c. case study recommendations and solutions
3. Other examinations using combinations of:
- a. multiple choice questions
  - b. matching items
  - c. true/false questions
  - d. short answer questions
  - e. fill in the blank responses
4. Participation including:
- a. role-playing and group activities
  - b. oral presentations and demonstrations
  - c. discussion responses
  - d. scenario reflections
5. Project including:
- a. multimedia presentations
  - b. business scenario responses
  - c. action plans
  - d. formal written reports
  - e. portfolios
  - f. community service projects
  - g. building new case studies