COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1225: Team Building and Facilitation Skills

A. CATALOG DESCRIPTION
   1. Credits: 2
   2. Hours/Week: 2
   3. Prerequisites (Course discipline/number): None
   4. Co-requisites (Course discipline/number): None
   5. MnTC Goals (if any): NA

   This course focuses on strategies to build and lead effective work teams. Students will learn tools and techniques in leading and facilitating productive meetings, drawing on the knowledge and expertise of individuals and teams within an organization. Focus will be placed on how to build and maintain synergism in relationships among work groups and internal partnerships as well as learning the practical application of skills necessary for a supervisor to plan, prepare, conduct, and evaluate productive meetings.

B. DATE LAST REVISED (Month, year): December, 2007

C. OUTLINE OF MAJOR CONTENT AREAS:
   1. The Importance of Teamwork in Organizations
      a) What is the function of a team
      b) Groups versus teams: the difference
      c) Types of teams
      d) The importance of teamwork
      e) Risk taking
   2. Team Formation
      a) Membership size and mix
      b) Identify Internal Partnerships
      c) Stages of development
      d) Dynamics
   3. Team Building
      a) Creating the best environment
      b) Ownership and Partnering
   4. Self-managed Teams
      a) The nature of self-managed teams
      b) Decision-making latitude
      c) Effectiveness of self-managed teams
      d) Potential benefits of using
   5. Human Relationship Barriers
   6. Facilitating Team Learning
   7. Encouraging Team Creativity
   8. Decision Making In Teams
   9. Purposes of Meetings (Conversations)
      a) Information Giving/Information Exchange
      b) Fact Finding
      c) Problem Solving
      d) Achieving Consensus
      e) Organizational Alignment
   10. Participant (member) roles.
   11. Group Facilitation
      a) Role of the facilitator
   12. Informal vs. decision-oriented meetings (Conversations)
   13. Approaches Used in Meetings
      a) Leader-controlled vs. Group-centered
   14. Advantages and Disadvantages of Meetings
   15. Creating Effective Meetings
      a) Before/During/After
C. OUTLINE OF MAJOR CONTENT AREAS: Continued... 
16. Process tools and techniques  
   a) Effective record-keeping tools  
17. Assessment of Effectiveness  

D. LEARNING OUTCOMES (GENERAL): The student will be able to:  
1. Describe different types of teams, team functions and team member characteristics.  
2. Discuss team building stages/progress, team dynamics and risk taking.  
3. Analyze personal team participation, supervisor's participation and work groups' participation.  
4. Explain self directed work team, including leadership roles, benefits and problems.  
5. Differentiate between teams and groups.  
7. Identify different types of meetings, the roles of participants, and ground rules to govern meetings.  
8. Demonstrate techniques and tools to enhance team and meeting effectiveness.  
9. Handle disruptive behaviors.  
10. Demonstrate how to plan and facilitate an effective meeting using process tools, prepare an agenda and how to use effective record-keeping tools.  
11. Explain how to evaluate a meeting and build on the strengths and implement suggested improvements.  

E. LEARNING OUTCOMES (MNTC): NA  

F. METHODS FOR EVALUATION OF STUDENT LEARNING:  
1. Small Projects  
2. Medium papers (2-5 pages)  
3. Group work  
4. Skill performance  

G. SPECIAL INFORMATION (if any): None