NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
IND 137 – TEAM CONCEPTS IN PROBLEM SOLVING (3 CR.)

Course Description

Studies team concepts and problem-solving techniques to assist project teams in improving quality and productivity. Provides knowledge of how to work as a team, plan and conduct good meetings, manage logistics and details, gather useful data, communicate the results and implement changes. Lecture 3 hours per week.

General Course Purpose

This course is designed to teach students a ten-step model for effective teamwork to be more confident and work as an exceptional team member of a highly productive team to improve quality and productivity. Students will learn to embody team values, be effective communicators, work collaboratively with colleagues, understand and utilize the strengths of different personalities, creatively solve problems and develop experience producing targeted results as a team. Students will be presented with various simulation cases that will help them to develop problem-solving skills and enable them to deal with specific issues relating to the implementation of effective teamwork.

Course Prerequisites/Corequisites

None

Course Objectives

Upon completing the course, the student will be able to appraise teamwork to be an important ingredient for increasing productivity and provide techniques and strategies for crystal-clear communication, effective problem-solving and high-quality teamwork. Specifically, the student will be able to:

a) Define what a team is and the developmental stages of teams.
b) Demonstrate how to write a team charter, team mission statement, goals, assignments, schedules and deadlines.
c) List and explain character traits that promote effective teamwork.
d) Explain the role that personality types play in how a team function.
e) Explain the concepts of accountability for team leaders, team members and the concept of peer accountability.
f) Define "team leadership" and describe major categories of team-leadership styles.
g) Elaborate on the responsibilities of team leaders in making ethical decisions.
h) Name and explain the four components of the communication process.
i) Articulate the critical communication techniques used by effective teams.
j) Name and explain the causes of conflict in teams and how to resolve conflict and stabilize others on the team during a conflict.
k) Define "decision-making" and outline the decision-making process for teams.
l) Explain "cooperativeness in teamwork" and describe how to work collaboratively with team members and team leaders.
m) Recognize the major component of effective teamwork and describe ways to promote and reward effective teamwork.

Major Topics to be Included

a) Team direction and goals
b) Clear roles and ground rules for teams
c) Accountability for team leaders and team members
d) Enhance team work with better communication
e) Conflict-management skills
f) Decision-making process and models for teams
g) Positive team behaviors: dependability, cooperativeness, resourcefulness, punctuality and perseverance
h) Developing a comprehensive reward system
i) Teamwork and strategic plan: vision, mission, guiding principles and strategic goals