

Facilitating Productive Change

Course:	IMSE 473
Semester:	Spring 2015
Number of credit hours:	3
Description:	The course prepares students to develop and support high performance teams. Students will develop the skills necessary to be a successful facilitator.
Prerequisite:	None
Course Material:	Instructional materials will be provided to support various topics covered in the course.
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Course Goals:

1. To introduce students to the use of teams in a variety of business applications.
2. To develop student's skills as a team facilitator.
3. To introduce students to facilitation tools
4. To develop student's skills as a team trainer.
5. To develop student's abilities at getting ideas accepted.

Student Learning Objectives:

Upon completing the course, the student will be able to

1. Describe how teams are developed and used in a variety of business applications
2. Facilitate a team in the resolution of a specific issue.
3. Use specific facilitation tools that are helpful for teams as they analyze specific issues.
4. Train teams in practices that are needed for successful teams.
5. Conduct a team project from team launch to implementation of recommendations.
6. Conduct a training session

7. Design training programs

Course Contribution to Professional Component:

Engineering Design – 100%

Course Relationship to Program Educational Outcomes: The course relates strongly to the following education outcomes:

1. The course introduces students to what it takes to be effective in a team situation (Outcome 4).
2. The course introduces students to specific analytical tools that are useful in the analysis of organizational problems (Outcome 1).
3. The course requires that students work through a design problem as a team and develop a solution that can be implemented (Outcome 3).

Course Schedule

Class Period	Topic
1	Course Organization, Team Introductions
2	Characteristics of High Performance Teams
3	Team Development
4	Role of the Facilitator
5	Team Launch Process
6	Identifying Opportunities for Improvement
7	Determining a Problem Solution Approach
8	Facilitating a Kaizen Event
9	Facilitating a 5 S Event
10	Facilitating a Facility Design Team
11	Facilitation on FMEA Analysis
12	Facilitating a Focus Group
13	Facilitating Customer Needs Assessments
14	Facilitating a Risk Assessment
15	Facilitating Conflict Resolution

16	Facilitating Project Planning
17	Facilitating an Information Gathering Strategy
18	Facilitating an Information System Design Issue
19	Facilitating Staffing Planning
20	The Discovery Learning Approach
21	Training Demonstrations
22	Training Demonstrations
23	Training Demonstrations
24	Training Demonstrations
25	Training Demonstrations
26	Training Demonstrations
27	Training Demonstrations
28	Training Demonstrations
29	Using Stories as a Teaching Tool
30	Story Telling Practice
31	Simple Truths - I
32	Simple Truths - II
33	Demonstrations
34	Idea Acceptance Principle - I
35	Idea Acceptance Principle - II
36	Idea Acceptance Principle III
37	Idea Acceptance Principle IV
38	Idea Acceptance Principle V
39	Idea Acceptance Principle VI
40	Final Wrap Up
41	Final Wrap Up

Grading Elements, Weighting, and Scale

The grade in the class will be based upon the following:

Homework:	There will be graded assignments for many class periods. Each of these homework assignments will be worth 10 points. There will be approximately 20 assignments. The lowest homework assignment grade will be dropped. Homework will be accepted one class period late. After that the homework will not be graded. Total estimated points = 200
Facilitation Demonstration:	You will be conducting two facilitation activities. Each of these will be worth 50 points
Training Demonstrations:	You will be conducting two training demonstrations. Each of these will be worth 50 points.
Training Lesson:	Each team will design a lesson and present it to the class. This assignment will be worth 50 points.

The total points you earn will be divided by the total points possible.

Grading Scale

90 - 100 A

80 - 89 B

70 - 79	C
60 - 69	D
≤ 59	F

Class Attendance Policy

Since activities conducted during class are the essence of this course, attendance is critical. You will be allowed two missed classes. After two missed classes, you will lose one percent of your final grade for each missed class.

Statement of Social Justice

West Virginia University is committed to social justice. I concur with that commitment. I expect to foster a nurturing learning environment that is based upon open communication, mutual respect and non-discrimination. Our University does not discriminate on the basis of race, sex, age, disability, veteran status, religion, sexual orientation, color or national origin. Any suggestions as to how to further such a positive and open environment in this class will be appreciated and given serious consideration.

If you are a person with a disability and anticipate needing any type of accommodation in order to participate in this, you must make appropriate arrangements through Disability Services (293-6700). They will identify the nature of the accommodation your disability requires.

Prepared by Jack Byrd, Jr., PhD., PE

Date: December 17, 2014