

## Facilitating Productive Change

<b>Course:</b>	<b>IENG 473</b>
<b>Semester:</b>	<b>Spring 2020</b>
<b>Number of credit hours:</b>	3
<b>Description:</b>	The course prepares students to develop and support high performance teams. Students will develop the skills necessary to be a successful facilitator and trainer.
<b>Prerequisite:</b>	None
<b>Course Material:</b>	Instructional materials will be provided to support various topics covered in the course.
<b>Instructor:</b>	<b>Philomena Krosmico</b>  Instructor, IMSE Department  Email – <a href="mailto:Philomena.krosmico@mail.wvu.edu">Philomena.krosmico@mail.wvu.edu</a>  Phone – 717-773-5492  Office Hours – Tue. & Thur.: 10:00 am – 11:00 am

### **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 training session
6. Design training programs
7. Convey important principles using stories

### **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.
2. The course introduces students to specific analytical tools that are useful in the analysis of organizational problems.
3. The course requires that students work through design problems as a team and develop solutions that can be implemented.

**Course Schedule**

<b>Class Period</b>	<b>Topic</b>
<b>1</b>	<b>Course Organization, Team Introductions</b>
<b>2</b>	<b>Characteristics of High Performance Teams / Team Development</b>
<b>3</b>	<b>Role of the Facilitator</b>
<b>4</b>	<b>Team Launch Process (Facilitation 1)</b>
<b>5</b>	<b>Identifying Opportunities for Improvement (Facilitation 2)</b>
<b>6</b>	<b>Determining a Problem Solution Approach (Facilitation 3)</b>
<b>7</b>	<b>Facilitating a Kaizen Event (Facilitation 4)</b>
<b>8</b>	<b>Facilitating a 5 S Event (Facilitation 5)</b>
<b>9</b>	<b>Facilitating a Facility Design Team (Facilitation 6)</b>
<b>10</b>	<b>Facilitation on FMEA Analysis (Facilitation 7)</b>
<b>11</b>	<b>Facilitating a Focus Group (Facilitation 8)</b>
<b>12</b>	<b>Facilitating Customer Needs Assessments (Facilitation 9)</b>
<b>13</b>	<b>Facilitating a Risk Assessment (Facilitation 10)</b>
<b>14</b>	<b>Facilitating Conflict Resolution (Facilitation 11)</b>
<b>15</b>	<b>Facilitating Project Planning (Facilitation 12)</b>
<b>16</b>	<b>Facilitating an Information Gathering Strategy (Facilitation 13)</b>
<b>17</b>	<b>Facilitating an Information System Design Issue (Facilitation 14)</b>
<b>18</b>	<b>The Discovery Learning Approach</b>
<b>19</b>	<b>Training Practice</b>

<b>20</b>	<b>Training Demonstration – Change Strategy</b>
<b>21</b>	<b>Training Demonstration – Communications in a Changing Organization</b>
<b>22</b>	<b>Training Demonstration – Value Shaping Events</b>
<b>23</b>	<b>Training Demonstration – Developing a Believer’s Network</b>
<b>24</b>	<b>Training Demonstration – Winning the Moments of Truth</b>
<b>25</b>	<b>Training Demonstration – Leadership and Empowerment</b>
<b>26</b>	<b>Training Demonstration – Empowering Your Employees</b>
<b>27</b>	<b>What Sticks?</b>
<b>27</b>	<b>Simple</b>
<b>28</b>	<b>Unexpected</b>
<b>28</b>	<b>Concrete</b>
<b>29</b>	<b>Credible</b>
<b>29</b>	<b>Emotional</b>
<b>30</b>	<b>Stories</b>