

IENG 473: Team Facilitation

Fall 2018

Credit Hours: 3

Prerequisite: None

Instructor: Irene Wuest, Adjunct Instructor, IMSE – Irene.Wuest@mail.wvu.edu

Class Meets: MWF, 3-3:50pm, ESB-E G78A

Description: This course prepares students to facilitate continuous improvement teams. Students learn basics of team operations, facilitation tools and facilitation practices.

Materials: Instructional materials will be provided to support various topics covered in the course.

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

Course 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 team
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 Activities*

Class	Date	Day	Topic
1	15-Aug	Wed	Course Organization
2	17-Aug	Fri	Team Introductions
3	20-Aug	Mon	Emotional Intelligence
4	22-Aug	Wed	Characteristics of High Performance Teams
5	24-Aug	Fri	Team Development
6	27-Aug	Mon	Role of the Facilitator
7	29-Aug	Wed	Group Dynamics (Dr. Emily Dennis)
8	31-Aug	Fri	The Discovery Learning Approach
	3-Sep	Mon	<i>Labor Day</i>
9	5-Sep	Wed	Facilitation 1: Team Launch Process
10	7-Sep	Fri	Facilitation 2: Identifying Opportunities for Improvement
11	10-Sep	Mon	Facilitation 3: Determining a Problem Solution Approach
12	12-Sep	Wed	Facilitation 4: Kaizen Event
13	14-Sep	Fri	Facilitation 5: 5 S Event
14	17-Sep	Mon	Facilitation 6: Facility Design Team
15	19-Sep	Wed	Facilitation 7: FMEA Analysis
16	21-Sep	Fri	Facilitation Debrief
17	24-Sep	Mon	Facilitation 8: Focus Group
18	26-Sep	Wed	Facilitation 9: Customer Needs Assessment
19	28-Sep	Fri	Facilitation 10: Risk Assessment
20	1-Oct	Mon	Facilitation 11: Conflict Resolution
21	3-Oct	Wed	Facilitation 12: Project Planning
22	5-Oct	Fri	Facilitation 13: Information Gathering Strategy
23	8-Oct	Mon	Facilitation 14: Information System Design Issue
24	10-Oct	Wed	Facilitation Debrief
	12-Oct	Fri	<i>Fall Break</i>
25	15-Oct	Mon	Introduction to Training
26	17-Oct	Wed	Training 1: Change Strategy
27	19-Oct	Fri	Training 2: Communications in a Changing Organization
28	22-Oct	Mon	Training 3: Value Shaping Events
29	24-Oct	Wed	Training 4: Developing a Believer's Network
30	26-Oct	Fri	Training 5: Winning the Moments of Truth
31	29-Oct	Mon	Training 6: Leadership and Empowerment
32	31-Oct	Wed	Training 7: Empowering Your Employees
33	2-Nov	Fri	Training Debrief
34	5-Nov	Mon	Developing a Lesson Plan
35	7-Nov	Wed	Training 8: What Sticks
36	9-Nov	Fri	Training 9: Simple
37	12-Nov	Mon	Training 10: Unexpected

Class	Date	Day	Topic
38	14-Nov	Wed	Training 11: Concrete
39	16-Nov	Fri	Training 12: Credible
	19-23-Nov	Mon-Fri	Fall Recess
40	26-Nov	Mon	Training 13: Emotional
41	28-Nov	Wed	Training 14: Stories
42	30-Nov	Fri	Using Stories as a Teaching Tool
43	3-Dec	Mon	Story Telling Practice
44	5-Dec	Wed	Final Wrap Up

** Subject to change by Instructor*

Course Assessment

The final grade for this class will be based on the following four metrics: Facilitations (individual), Facilitations (Team), Homework, and Attendance. A detailed description of each metric is provided below the overview table.

Activity	Quantity	% of Final Grade	Final Grading Scale	
Facilitations (Individual)	4	55%	A	90 – 100
Facilitations (Team)	15	10%	B	80 – 89
Homework	15	20%	C	70 – 79
Attendance	44	15%	D	60 – 69
		100%	F	≤ 59

Facilitations (Individual):

- The facilitating student will receive a grade based on his/her facilitation performance.

Facilitations (Team):

- Student will only receive a group grade for the facilitations they attended.

Homework:

- Weekly homework assignments will be issued each Friday. A hardcopy will be collected at the beginning of class on the following Friday and a digital copy (PDF) needs to be uploaded on eCampus prior to the start of class.
- Late homework will not be accepted and will be counted as a zero percent.
- If the student will not be in class on Friday, the student is responsible for turning in a hardcopy of the homework earlier in the week during the Monday or Wednesday class, or having someone from their team turn in the assignment for them. The student is still responsible for uploading the digital copy of the assignment on eCampus on time.
- The lowest homework assignment grade will be dropped.

Attendance:

- See Course Attendance Policy for details.

Course Attendance Policy

Since activities conducted during class are the essence of this course and there are no exams, attendance is critical. Students will be allowed a total of three excused absences. After three missed classes, students will lose five percent of the allotted 15% for Attendance for each class missed. Missing more than six total classes will result in failing the class.

- Miss 4 classes → Attendance = 10%
- Miss 5 classes → Attendance = 5%
- Miss 6 classes → Attendance = 0%
- Miss 7 classes → Fail Class

If a student is scheduled to facilitate on the day that he/she is absent, the student is responsible for working with their team to find a replacement and/or plan accordingly in advance with the facilitation schedule.

Institutional Policies

Students are responsible for reviewing [policies](#) on inclusivity, academic integrity, incompletes, sale of course materials, sexual misconduct, adverse weather, as well as student evaluation of instruction, and days of special concern/religious holiday statements.

Academic Integrity Statement

The integrity of the classes offered by any academic institution solidifies the foundation of its mission and cannot be sacrificed to expediency, ignorance, or blatant fraud. Therefore, instructors will enforce rigorous standards of academic integrity in all aspects and assignments of their courses. For the detailed policy of West Virginia University regarding the definitions of acts considered to fall under academic dishonesty and possible ensuing sanctions, please see the West Virginia University [Academic Standards Policy](http://catalog.wvu.edu/undergraduate/coursecredittermsclassification) (<http://catalog.wvu.edu/undergraduate/coursecredittermsclassification>). Should you have any questions about possibly improper research citations or references, or any other activity that may be interpreted as an attempt at academic dishonesty, please see your instructor before the assignment is due to discuss the matter.

Academic Standards Policy, including Academic Dishonesty

The WVU Catalog contains the full [Academic Standards Policy](#).

- [Resources for Faculty and Students for Reporting and Appealing Violations of Academic Standards](#)