



COURSE SYLLABUS

DIVISION: Workforce Services

Revised: January 2015

CURRICULUM IN WHICH COURSE IS TAUGHT: Integrated Systems Technology

COURSE NUMBER AND TITLE: IND 137, Teamwork and Problem Solving

CREDIT HOURS: 3

HOURS/WEEK LECTURE: 3

HOURS/WEEK LAB: 0

LECTURE/LAB COMBINATION: 3

Note: This is a web-based class with eight classroom meetings.

I. CATALOG 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.

II. RELATIONSHIP OF THE COURSE TO CURRICULUM OBJECTIVES IN WHICH IT IS TAUGHT: This course is taught to assist project teams to work together in industry setting.

III. REQUIRED BACKGROUND: None

IV. COURSE CONTENT

- Personality Profiles
- How personality can affect teamwork
- Information on types of teams
- Information on the roles of teams
- Eight step problem solving process
- Understanding A3 Reports used for problem solving
- Problem solving tools and how they are used
- Team projects that teach teamwork and problem solving

V. Learner Outcomes

VI. Evaluation

<p>Learn about personality profiles.</p> <p>Understand the eight step problem solving process.</p> <p>Use the eight step problem solving process in a team environment.</p>	<p>Class participation, homework, quizzes, and final exam</p>
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<p>Work in a team to solve problems using three projects.</p> <p>Use problem solving tools in a team environment.</p> <p>Participate in developing and presenting team findings.</p> <p>Be challenged to think “outside the box” on a daily basis in class.</p> <p>Develop an understanding of the A3 Report used for problem solving.</p>	<p>Discussion Board comments on the web-site</p> <p>Class participation</p> <p>Three team projects</p>
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VII. The course supports the following general education goals/objectives:

DCC Educational Objectives

- Communication
- Critical Thinking
- Information Literacy
- Quantitative Reasoning
- Cultural and Social Understanding