MANAGING TEAMS — SMGT 1260

A. Course Description
   - **Credits:** 3.00
   - **Lecture Hours/Week:** 3.00
   - **Lab Hours/Week:** 0.00
   - **OJT Hours/Week:** 0
   - **Prerequisites:** None
   - **Corequisites:** None
   - **MnTC Goals:** None

   Develop the skills and knowledge to cultivate productive work teams. Learn to defuse resistance to change and foster support and involvement in developing a shared vision. Master conflict resolution and negotiation strategies essential for supervisors and others in leadership positions in fostering self managed work teams. Prerequisites: None.

B. Course Effective Dates: 8/1/01 – Present

C. Outline of Major Content Areas
   - As noted on course syllabus

D. Learning Outcomes
   1. address team concerns effectively
   2. align team goals with department, division and company goals
   3. analyze importance of team communication
   4. assess methods for assessing teamwork
   5. compare and contrast a SDWT and a traditional workgroup
   6. define "self-directed work team" SDWT
   7. demonstrate team leadership skills
   8. describe how change in team membership affects team dynamics
   9. describe organization's responsibilities to the team concept
   10. describe role changes based on team stages
   11. describe stages of team development
   12. describe team collaboration with internal customers
   13. describe the need for understanding accountability for team members
   14. describe the role of teams as a tool in organizational learning
   15. design a method to recognize team accomplishments
16. determine team member compatibility
17. develop a team training plan
18. develop methods to overcome resistance to change
19. discuss methods to motivate teams
20. discuss the need for defining the team's level of authority and responsibility
21. discuss the need for diversity in team membership
22. discuss when to form and when to disband teams
23. establish a team mission and vision
24. evaluate how to distribute the workload throughout the team members
25. evaluate team effectiveness
26. examine why team's are formed
27. explain differences in team communication and communication in general
28. explain how teams can affect organizational change
29. explain importance of team building
30. explain importance of team stages
31. explain the need for training teams
32. explain the need to determine the team's budgetary limits
33. identify characteristics of a "high performance team"
34. identify common pitfalls when implementing teams
35. identify essential elements to empower a team
36. identify team member roles
37. identify team roles
38. identify the steps required in training teams
39. identify the teams formal and informal leaders
40. identify what is negotiable and what is not
41. identify whether an organization is ready for teams
42. list the barriers to training teams
43. list types of teams
44. manage conflict situations
45. negotiate team goals
46. plan for leading a team through a self-evaluation process
47. practice methods for conflict resolution in a team setting
48. practice setting measureable team objectives
49. practice team decision making tools

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment
   As noted on course syllabus
G. Special Information
   None noted