



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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Work in a team to solve problems using three projects.	Discussion Board comments on the web-site
Use problem solving tools in a team environment.	Class participation
Participate in developing and presenting team findings.	Three team projects
Be challenged to think “outside the box” on a daily basis in class.	
Develop an understanding of the A3 Report used for problem solving.	

**VII. The course supports the following general education goals/objectives:**

DCC Educational Objectives

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