

08/21/06

**TERRA COMMUNITY COLLEGE
COURSE SYLLABUS**

Course No.: MGT1300 **Course Title:** Effective Teams & Processes

Credit Hours: 4 **Lecture:** **Lab:** 4

Quarter/Year: Fall 06 **Section:** VL

Prerequisite: None **Corequisite:** **Course No.** MTH201 **Title:** Statistics

Instructor: Richard Oliver **E-mail:** roliver@terra.edu or roliver@harbor.org

Office Online **Phone:** (419) 680-6249 Messages checked up 10 p.m. EST.

PURPOSE & SCOPE:

This course is designed to introduce the learner to systematic team building and process improvement techniques that are being used by many business, educational, and health care leaders throughout the world. The learner will experience team processes that are governed by the use of effective meeting tools and a variety of problem-solving and planning tools. Included in the course will be a study of statistical techniques useful in industry to reduce costs and improve process/product quality.

COURSE MATERIALS:

1. WWW sites as assigned by the professor
2. Tague, N. R. (1995). The Quality Toolbox. ASQC Quality Press. Milwaukee, Wisconsin.
3. Computer Access – PowerPoint, Word Processing Software, (preferably Microsoft Word), E-Mail, Internet Connection access to the World Wide Web.

COURSE REQUIREMENTS:

Tests	200 points
Video Evaluation	250 points
Assignments	300 points
Professor Interaction	150 points
Final Exam	200 points

Grading Scale:

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D

DESIRED LEARNING OUTCOMES/OBJECTIVES

Understand how teams function and be aware of methods/processes used to increase their effectiveness.
Be able to create vision and mission statements using processes discussed in class.
Know when and what quality tools to use given a specific problem or for improvement purposes.
Be aware of recognition and reward components used with team activities.
Be able to identify the process to build a team.

General/Miscellaneous:

Assignments will be sent to you and are not included in this syllabus.

Your final grade will be determined by dividing the points you earn by the possible points in this class. That percentage will be applied to the college scale.

Online learning is now the norm in the business world. Entire degrees can be completed online. Businesses run entirely online, i.e. E-Bay and Amazon.com. Thus, this class will be completed entirely within the realm of electronic or digital communication. Instructor is available via e-mail and phone. Phone calls and e-mails should be returned within 24 hours. When sending the instructor an e-mail please remember, you are in a class, you are not in a chatroom with a friend. Consequently, the instructor expects:

- Proper English without “chatroom style” abbreviations
For example RU does not replace “are you”
- There are no emoticons utilized in the business profession
Use proper punctuation
- Do not abbreviate
- Keep e-mails simple
Make your point without extravagant lingo
- Use appropriate business language when composing your correspondence
- Check your spelling
Spell check is included in word processing packages for a reason
- If attaching files, make sure that they will load for the recipient
Do not assume the attachment has loaded, open it and check that it is present before hitting the send key
- Virus scan all outgoing e-mail messages
- Profanity is never appropriate in business communication
- Do not use all capital letters unless referencing an acronym
- Proof read your correspondence before sending
- Business language is gender neutral
- Do not express biases.
There is no room in the business world for bias

Course Syllabus (cont'd)**Course No. MGT1300**

If you have word processing software that is not a Microsoft Product, make sure to save your work as a PDF file before e-mailing it. If that is not possible some word processing software will allow you to save it in ASCII or in a convertible word format. Please investigate these options before turning in your assignments if you are not using MS Word. Without a doubt (whether you agree or not) the business standard world-wide is the Microsoft office suite of products. This observation by no means represents you needing to incur the expense of purchase the suite of products, but it does mean that you will have to adjust to that standard for this class and for future business enterprises you undertake on the Internet.

This syllabus is for student and instructional planning. It will be followed as closely as possible. Any student having a need for special accommodations is encouraged to make their needs known to the instructor during the first week of the quarter. Cheating or plagiarism may be cause for an individual to be dismissed from the class and/or the institution. See the Student Handbook for additional information regarding college policy.

Important college dates to remember:

September 05 - To add a class (es) requires Instructor's signature

September 29 - Last day to resolve spring/summer incompletes OR to file audit status for Fall Quarter OR to withdraw from class (es) without Instructor's signature

Monday, October 9 and 10 – Fall Break

November 10 & 11 – Veteran's Day Observation – college closed

November 22 – November 26 -Thanksgiving Vacation – college closed

December 8, All work completed, semester ends