

# Dakota County Technical College

## BUSN 1240: Creativity and Problem Solving

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

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. Another important focus is to master conflict resolution and negotiation strategies essential for supervisors and others in leadership positions in fostering self managed work teams.

**B. COURSE EFFECTIVE DATES:** 05/21/2014 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. Align team goals with department, division and company goals
2. Analyze importance of team communication
3. Compare and contrast a SDWT and a traditional workgroup
4. Describe stages of team development
5. Describe the need for understanding accountability for team members
6. Discuss methods to motivate teams
7. Discuss the need for diversity in team membership
8. Evaluate team effectiveness
9. Explain importance of team building
10. Identify characteristics of a "high performance team"
11. Identify team member roles
12. List types of teams
13. Manage conflict situations
14. Practice set measurable team objectives

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted