Outline of Instruction

Division:	Industrial Technology	Area:	Quality Systems Technology
Course Number:	QSTC 160	Course Name:	Team Problem Solving
Prerequisite:	None		
Corequisite:	None		
Hours Required:	Class: 45 Lab: 0	Credits:	3

Course Description/Purpose

The course is designed to build the student's ability to respond to the needs of groups as a team member and team leader. Studies team structuring, roles of team members, and tools used in facilitating teams that contribute to organization quality. Effective team operations will be modeled.

Major Units

- Member Roles and Responsibilities
- Facilitation Techniques
- Performance Evaluation
- Recognition and Reward
- Case studies
- Application of Methods

Educational/Course Outcomes

Student learning will be assessed by a variety of methods, including, but not limited to, quizzes and tests, journals, essays, papers, projects, laboratory/clinical exercises and examinations, presentations, simulations, portfolios, homework assignments, and instructor observations.

Cognitive Each student will be expected to *Identify/Recognize . . .*

- team roles
- evaluation tools
- definition of an effective team

Performance Each student will be expected to *Demonstrate/Practice . . .*

- function as a member and leader in a team
- facilitate a team meeting

Attitudinal Each student will be expected to *Demonstrate/Practice . . .*

- appreciate the value of an effective team
- conflicts can be used effectively

General Education Skill - Problem Solving/Scientific Method

Each graduate of Monroe County Community College must demonstrate the ability to solve problems appropriate to the course of study. These problems must be solved through the use of the scientific method, including the use of induction or deduction. Also, each student must be able to describe how the problems were solved.

Intended Student Outcomes

- Each student will demonstrate the ability to produce a concise statement that describes the purpose for solving a proposed problem.
- Each student will demonstrate the ability to describe the methodology that was used to solve the problem.
- Each student will demonstrate the ability to relate the solution to the problem or the results of the experiment and the significance of the solution or results.
- Each student will demonstrate the ability to describe those factors that could affect the reliability of the solution of the problem or the results of the experiment.

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