

**The Wharton School of the University of Pennsylvania  
Management 240: Group Dynamics  
Fall 2013**

**Professor**

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**Teaching Assistants**

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**Goals**

This course is offered only for first-time MGMT 100 TAs. The primary goals are to:

1. Enhance your capacity to perform as a MGMT 100 TA
2. Increase your knowledge of what makes groups work and how to apply it
3. Increase your knowledge of your strengths and areas for improvement as a team member

MGMT 240 is designed to help students learn by observing, facilitating, coaching, and leading teams. The professor, Stew Friedman, teaching assistants Marissa Solomon and Kelsey Gliva, and MGMT 240 students each play critical roles toward these ends.

**Professor's Role**

Professor Friedman is responsible for course design, administration, and implementation. This includes presenting course concepts, leading classroom activities and discussions, demonstrating course concepts through simulations, and evaluating student performance. He aims to connect concepts to MGMT 100 TA experiences and the world beyond Wharton. He is available to meet with MGMT 240 students by appointment and generally responds promptly to e-mails. Professor Friedman solicits and responds to feedback from students and teaching assistants about how to continually improve our course.

**Teaching Assistants' Role**

Marissa and Kelsey were directly involved in the preparation of the curriculum for this semester's version of our course. As MGMT 240 teaching assistants, they are responsible for evaluating students, leading in-class discussions of MGMT 100-related topics, and sharing their experiences and insights about challenges students face at Wharton. They will work to ensure that students are aware of their performance through feedback about classroom participation and writing. Every student will have a mid-semester one-on-one with either Marissa or Kelsey. Marissa and Kelsey are responsible for monitoring the student preparation necessary to maintain consistently high-quality classroom discussions. The TAs deal with all MGMT 240 matters pertaining to the MGMT 100 TA community and the MGMT 100 program, and they jointly share administrative duties with Professor Friedman. As MGMT 240 TAs, Marissa and Kelsey are also a resource for students on any MGMT 240-related issues; they are available to discuss course-related issues by appointment as needed.

## **Students' Role**

The main responsibility of MGMT 240 students is to be open to the lessons and experiences gained from our course in order to make it as valuable as possible. Students are expected to have completed all assigned readings and discussion questions prior to the day on which they are to be discussed. Consistent attendance at the scheduled time is essential. If a late arrival or absence from class is unavoidable, students are expected to notify the TAs in advance, obtain class notes from fellow students, and follow the posted guidelines for the missed class written assignment. Refer to page four for additional information pertaining to missed classes.

Required preparation includes completion of assigned readings and study questions; it is assumed that you have read the readings, completed the study questions, and are prepared to discuss the text when you arrive in class. Please note that the study questions – which may be discussed in class, or not, depending on what other issues arise – are intended to help you focus on the main topics of the assigned readings.

Students are to bring assigned readings and any other appropriate materials to class. Assignments are to be submitted online to Canvas prior to the start of the class in which they are due.

In addition to delivering thoughtful and perceptive written work, each student is expected to actively participate in classroom discussions and play a role in the development of the leadership and facilitation skills of their classmates. This includes building relationships with the members of their Learning Team and other students in the class. Outside of class, students are expected to test and practice the skills and techniques learned in MGMT 240 during interactions with their MGMT 100 teams and other groups. Finally, students are expected to make full use of all of the resources available to them in the MGMT 240 class, including Professor Friedman, the TAs, and each other, and to provide feedback intended to continually improve our course.

## **Action Plan**

We use a variety of methods to achieve our goals including action learning, peer coaching and feedback, books, articles, lectures, class dialogue, and written assignments designed to help you learn from your experience. The syllabus provides an initial plan for our work and may be revised based on emergent information about students' needs and interests.

## **Group Memberships**

As a course member you work with three groups that are important sources for learning:

1. MGMT 100 student team for which you are a Team Advisor
2. MGMT 100 Teaching Team (TT), with your MGMT 100 instructor and fellow TAs
3. MGMT 240 Learning Team (LT)

These groups are the foci of analysis and action throughout our course.

## **Materials**

The required readings for the course include a series of supplemental materials that can be accessed through Study.net and three books. The books are: Hackman, J. R., 2002, *Leading Teams*; Schwarz, R., 2004, *The Skilled Facilitator*; and Strunk and White, *The Elements of Style*. These books are available in the textbook department of the Penn Bookstore and should be purchased as soon as possible.

## **Grading**

Your grade for this course is a function of your classroom contribution and participation, individual assignments, and Learning Team assignments.

There is no set curve or grading distribution in this course. Feedback and comments will be posted in the appropriate team folder. TAs will provide a more complete assessment report to each student in the form of an individual feedback session mid-semester.

The grading breakdown for MGMT 240 is as follows:

- 30% Class participation
- 30% Individual assignments
- 40% Learning Team Assignments

Please address any questions regarding our grading system first to the TAs. If you have further questions after doing so, please contact Professor Friedman.

## **Class Participation**

Our class is highly interactive and your participation is essential to its success. Your class contribution grade is based on both the quantity and quality of what you bring to our work in class every day.

Your participation grade is a function of the following:

- Attending classes punctually
- Demonstrating high quality contributions to performing class tasks
- Being prepared to analyze and discuss the course and TA material/issues
- Presenting your ideas in a way that others can understand
- Asking thoughtful questions
- Being curious about what others say
- Advancing actively the goals of MGMT 240

Please note that simply attending class will not grant you full participation credit, nor will rephrasing a classmate's ideas. Your contributions should be clear, concise, and offer ideas that further our conversations through a demonstrated mastery of course concepts and readings. Comments that derail or take away from our collective learning result in a reduction of participation credit.

Furthermore, contributions to the MGMT 240 online discussion board will be considered in the assessment of your class participation, using the same criteria as above. This provides students who do not participate as frequently in class with an alternative medium for discussion. Occasionally, a particular theme may be assigned as the discussion board topic. Your ideas for this are welcome.

Professor Friedman and the TAs evaluate participation on a daily basis. Please feel free to get in touch anytime with questions or ideas about any aspect of class participation. As with everything else in our course, follow this rule: When in doubt, inquire!

## **Assignments**

Written assignments are to be submitted online to Canvas prior to the start of class on the date due. Late assignments will not be accepted, unless an emergency situation has arisen.

Assignments are evaluated based on how well students answer the assignment question(s), integrate course concepts, and use evidence (both from readings and their past experiences) to support their thesis. Marissa and Kelsey will provide qualitative feedback for each assignment. Please be specific when answering questions and completing assignments. The more you are able to detail your thoughts, the better positioned others are to provide constructive feedback. Most assignments will be discussed in class. Reading and commenting on classmates' assignments is encouraged. Experience shows that the more you learn about and contribute to others in our class, the more you learn about yourself. Students are expected to proof-read their work very carefully.

## **Learning Team Initiative**

Students have the opportunity to contribute to improving our learning community. The Learning Team Initiative (A7), which unfolds in stages, requires teams to devise something that enhances MGMT 100 or MGMT 240.

After reviewing the initial idea with our class (A7.1), teams present their final concept and completed deliverable (A7.2) to our teaching team, Dr. Greenhalgh, and the MGMT 100 Executive Board. Please see the assignment outline for more details.

## **Posting Format**

- For all individual assignments, submit the document(s) online to the appropriate assignment on Canvas (for example: A1) in the following format: yourlastname-assignmentnumber.doc (for example: Solomon-A1.doc)
- For all Learning Team assignments, submit the file(s) online to Canvas (for example, for Stew, Marissa, and Kelsey's Learning Team: Friedman-Solomon-Gliva-A2.doc)
- If an assignment requires that you write a note to other members of your Learning Team (for example, if Marissa is writing a note to Kelsey) submit the note online to Canvas to the appropriate assignment using the following format: yourlastname-recipient'slastname-assignmentnumber.doc (e.g. Solomon-Gliva-A4.doc).

## **Assignment Deadlines and Missed Classes**

Missing deadlines without prior notice is unacceptable. Half of a point will be deducted each day an assignment is late. If you think you might miss a deadline for an assignment, notify the TAs and instructor prior to the deadline to work out an arrangement if necessary.

If you must miss a class, contact at least two classmates about what was covered in that class period and then post a note within three days of the class to the Canvas folder entitled "Notes on Missed Classes" on what you understand to have been the main learning points of the session.

## Fall 2013 Course Schedule

Please note: SF stands for *The Skilled Facilitator* and LT stands for *Leading Teams*

<p>Class 0</p> <p>Tuesday August 27</p> <p>Contracting and Ground Rules</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Become acquainted with your Learning Team through completing the Philly Challenge</li> <li>• Clarify role with your MGMT 100 team as TA</li> <li>• Introduce the ground rules of effective group facilitation</li> <li>• Learn the skills to contract appropriately with your MGMT 100 team</li> </ul> <p><b>To do:</b> Watch Contracting video before class</p> <p><b>Optional Assignment A0: Recitation 1 Outline</b></p>	<p><b>Readings:</b> <u>SF</u> Ch. 1; <u>SF</u> Ch. 5; <u>SF</u> Ch. 13</p> <p><b>SF Ch. 5</b></p> <ol style="list-style-type: none"> <li>1. How do you plan to establish your initial contract with your MGMT 100 team?</li> </ol> <p><b>SF Ch. 13</b></p> <ol style="list-style-type: none"> <li>2. How will you introduce the ground rules and how will you contract with your team on their use?</li> </ol> <p><b>Optional Readings:</b></p> <ol style="list-style-type: none"> <li>3. TA Veteran Wisdom Document</li> </ol>
<p>Class 1</p> <p>Thursday August 29</p> <p>Introductions</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Get to know your classmates</li> <li>• Get an overview of course goals and performance expectations</li> </ul> <p><b>Assignment: A1</b></p> <p><b>Food LT: 1</b></p>	<p><b>Readings:</b> MGMT 100 Syllabus, MGMT 240 Syllabus, <u>SF</u> Ch.1, <i>Elements of Style</i> (read book and reference through semester)</p> <p><b>SF Ch. 1</b></p> <ol style="list-style-type: none"> <li>1. How does the role of a TA compare to the group facilitation roles that Schwarz describes?</li> <li>2. What challenges will you face in embodying the core values of the Skilled Facilitator approach?</li> </ol>
<p>Class 2</p> <p>Tuesday September 3</p> <p>Facilitation Basics</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Introduce TA Talk Time</li> <li>• Introduce the mutual learning model</li> <li>• Clarify your role with your MGMT 100 team as TA</li> </ul> <p><b>Food LT: 2</b></p>	<p><b>Readings:</b> <u>SF</u> Ch. 3; <u>SF</u> Ch. 4</p> <p><b>SF Ch. 3</b></p> <ol style="list-style-type: none"> <li>1. What are the key differences between basic and developmental facilitation?</li> <li>2. To what extent does the TA role require the use of each type of facilitation?</li> <li>3. Which facilitation role(s) will you employ as a TA?</li> </ol> <p><b>SF Ch. 4</b></p> <ol style="list-style-type: none"> <li>1. What is the difference between the mutual learning model and the unilateral control model, and how does this distinction help you understand your role as a TA?</li> </ol>
<p>Thursday September 5</p>	<p><b>Rosh Hashanah – No class!</b></p>	

<p>Class 3</p> <p>Tuesday September 10</p> <p>Group Effectiveness and Group Development</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Recognize areas in which your MGMT 100 team requires your support</li> <li>Identify the differences between the facilitator and coaching roles</li> </ul> <p><b>Food LT: 3</b></p>	<p><b>Readings:</b> <u>SF</u> Ch. 2; <u>LT</u> Preface and Ch. 1</p> <p><b>SF Ch. 2</b></p> <ol style="list-style-type: none"> <li>What does it mean for your MGMT 100 team to be effective? How would you answer this question from both the Schwarz and Hackman perspectives?</li> <li>What are the limits of your MGMT 100 TA role that constrain your capacity to modify group context, group structure, and group process?</li> </ol> <p><b>LT Preface</b></p> <ol style="list-style-type: none"> <li>What are the five conditions that foster team effectiveness?</li> <li>Which conditions are the most amenable to your impact and which ones are least so, and why?</li> </ol> <p><b>LT Ch. 1</b></p> <ol style="list-style-type: none"> <li>What are Hackman's three criteria for understanding a team's effectiveness and how can you ensure that your students grasp the value of all three in their work this semester?</li> </ol>
<p>Class 4</p> <p>Thursday September 12</p> <p>Ground Rules &amp; Introduction to D.I.C.</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Introduce the Diagnosis Intervention Cycle</li> <li>Understand contextual clues to decide when and how to intervene</li> <li>Observe application of the D.I.C.</li> <li>Understand practical application of ground rules</li> </ul> <p><b>To do:</b> Preview the <i>D.I.C Video</i> on Canvas</p> <p><b>Food LT: 4</b></p>	<p><b>Readings:</b> <u>SF</u> Ch. 6 and Ch. 7</p> <p><b>SF Ch. 6</b></p> <ol style="list-style-type: none"> <li>What is the most significant challenge you face in diagnosing your MGMT 100 team?</li> <li>What method or strategy might you use to overcome this challenge?</li> </ol> <p><b>SF Ch. 7</b></p> <ol style="list-style-type: none"> <li>Under what circumstances should you not intervene, and why?</li> <li>Have you faced a situation with your MGMT 100 team where you were unsure about your intervention? What happened and what did you learn from this?</li> </ol>
<p>Class 5</p> <p>Tuesday September 17</p> <p>Diagnosis and Intervention Basics</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Present A2</li> <li>Learn intervention techniques from classmates</li> </ul> <p><b>Assignment: A2</b></p> <p><b>Food LT: 5</b></p>	<p><b>Readings:</b> <i>50 Minutes to Make a Decision</i>; <u>SF</u> Ch. 8 and Ch. 9</p> <ol style="list-style-type: none"> <li>How do intervention techniques complement your use of the Diagnosis Intervention Cycle?</li> </ol>

<p>Class 6</p> <p>Thursday September 19</p> <p>Stew's Story Time</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Learn about Prof. Friedman's background and areas of interest</li> </ul> <p><b>Food LT: 6</b></p>	
<p>Class 7</p> <p>Tuesday September 24</p> <p>Real Teams and Compelling Direction</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Identify what makes a real team</li> <li>Understand how to create a compelling direction</li> </ul> <p><b>Assignment: A3</b></p> <p><b>Food LT: 1</b></p>	<p><b>Readings:</b> <u>LT</u> Ch. 2; <u>LT</u> Ch. 3</p> <p><b>LT Ch. 2</b></p> <ol style="list-style-type: none"> <li>Differentiate between manager-led, self-managing, self-designing, and self-governing teams. Which most resembles your MGMT 100 team? Your MGMT 100 teaching team? MGMT 240 learning team? Why?</li> <li>What is the key authority question that your MGMT 100 team is now addressing?</li> </ol> <p><b>LT Ch. 3</b></p> <ol style="list-style-type: none"> <li>Describe the three features of a compelling direction.</li> <li>As a TA, which of the three tradeoffs associated with setting direction do you think you will struggle with? Why?</li> </ol>
<p>Class 8</p> <p>Thursday September 26</p> <p>Coaching Others to Give and Receive Feedback</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Learn how to coach others to give and receive feedback</li> <li>Understand strategies to approach one-on-one feedback sessions with your MGMT 100 students</li> </ul> <p><b>Food LT: 2</b></p>	<p><b>Readings:</b> Course Pack Reading "<i>Communication and Deliberate Feedback</i>"</p> <p><b>"Communication and Deliberate Feedback"</b></p> <ol style="list-style-type: none"> <li>How can you use this article to assist your feedback sessions?</li> <li>What do you expect will be your biggest challenge during your feedback session and how are you planning on handling it?</li> <li>How will you make sure students and peers have understood and internalized the feedback?</li> </ol>
<p>Class 9</p> <p>Tuesday October 1</p> <p>Using Feedback to Improve Performance</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Share open and honest feedback with your Learning Team</li> </ul> <p><b>Assignment: A4</b> Print compilation of notes and bring to class</p> <p><b>Food LT: 3</b></p>	<p><b>After class:</b></p> <p>After class upload two sentences on Canvas about what your action plan will be for the next half of the semester, based on what you took away from feedback received from your classmates.</p>

<p>Class 10</p> <p>Thursday October 3</p> <p>Feedback: Emotions in Group Life</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Learn how emotions affect group dynamics, both in your MGMT 100 and MGMT 240 teams</li> <li>Choose your A7 Initiative</li> </ul> <p><b>Assignment:</b> Bring your ideas about improving MGMT 240 or MGMT 100 to class.</p> <p><b>Food LT: 4</b></p>	<p><b>Reading:</b> <u>SF</u> Ch. 12</p> <p><b>SF Ch. 12</b></p> <ol style="list-style-type: none"> <li>How will you assist your MGMT 100 team members in identifying the emotions that affect team performance? Can they be a source for performance?</li> <li>How do emotions affect your job as a TA?</li> <li>What positive emotions can you bring to your role in MGMT 100? In MGMT 240?</li> </ol>
<p>Tuesday October 8 &amp; Thursday October 10</p>	<p><b>Fall Break – No class!</b></p>	
<p>Class 11</p> <p>Tuesday October 15</p> <p>Enabling Structure</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Analyze and propose improvements to the structure of your Learning Team and the MGMT 240 community as a whole.</li> <li>Identify the structural support and limitations of your MGMT 100 team</li> </ul> <p><b>Food LT: 5</b></p>	<p><b>Reading:</b> <u>LT</u> Ch. 4</p> <p><b>LT Ch. 4</b></p> <ol style="list-style-type: none"> <li>How can you help your team’s members to work through the anti-learning temptations they may experience during MGMT 100?</li> <li>What can you do to assist your MGMT 100 team or your MGMT 240 team in establishing its core and secondary norms of conduct? How can this also be done for the MGMT 240 community as a whole?</li> </ol>
<p>Class 12</p> <p>Thursday October 17</p> <p>Cultural Norms and Group Behavior</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>Explore how individual cultural norms influence your work on teams</li> </ul> <p><b>Assignment: A5</b></p> <p><b>Food LT: 6</b></p>	<p><b>Readings:</b> Course Pack Reading “<i>For American Workers in China, A Culture Clash</i>”; 4 sections on Geert Hofstede’s website:</p> <ol style="list-style-type: none"> <li><b>Culture:</b> <a href="http://www.geerthofstede.com/culture">http://www.geerthofstede.com/culture</a></li> <li><b>Dimensions of national culture:</b> <a href="http://www.geerthofstede.com/dimensions-of-national-cultures">http://www.geerthofstede.com/dimensions-of-national-cultures</a></li> <li><b>Dimensions of organizational cultures:</b> <a href="http://www.geerthofstede.com/dimensions-of-organizational-cultures">http://www.geerthofstede.com/dimensions-of-organizational-cultures</a></li> <li><b>Future of culture:</b> <a href="http://www.geerthofstede.com/future-of-culture">http://www.geerthofstede.com/future-of-culture</a></li> </ol> <p><b>“For American Workers in China, A Culture Clash”</b></p> <ol style="list-style-type: none"> <li>Have you experienced a similar “culture clash” in a group setting?</li> </ol> <p><b>Geert Hofstede Site</b></p> <ol style="list-style-type: none"> <li>How do members’ cultural backgrounds influence the evolution of norms in a team?</li> <li>Reflecting on the dimensions of national culture, where on the spectrum do you believe your native nation falls and how has this influenced your work on teams?</li> </ol>

<p>Class 13</p> <p>Tuesday October 22</p> <p>Pitch Day</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Present initial Learning Team Initiative</li> <li>• Help other teams improve their project ideas</li> <li>• Learn from collective feedback</li> </ul> <p><b>Assignment: A7.1</b> Give a quick overview of your A7 deliverable and be prepared to discuss any questions or concerns about it.</p> <p><b>Food LT: 1</b></p>	
<p>Class 14</p> <p>Thursday October 24</p> <p>Inter-Group Relationships</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Understand the relationships among power, leadership, and group dynamics (“It’s the role, not the person”)</li> </ul> <p><b>Food LT: 2</b></p>	<p><b>Reading:</b> <i>Foster Collaboration</i></p> <p><b>Foster Collaboration:</b></p> <ol style="list-style-type: none"> <li>1. How can you create a climate of trust within your MGMT 100 team?</li> <li>2. How can you demonstrate compassion and care for your MGMT 100 team during moments of tension and conflict?</li> </ol>
<p>Class 15</p> <p>Tuesday October 29</p> <p>Expert Coaching</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Identify what makes coaching useful</li> <li>• Assess potential coaching opportunities for your students</li> <li>• Learn more about how to coach and be coached</li> </ul> <p><b>Assignment: A6</b></p> <p><b>Food LT: 3</b></p>	<p><b>Reading:</b> <u>LT</u> Ch. 6</p> <p><b>LT Ch. 6</b></p> <ol style="list-style-type: none"> <li>1. According to Hackman, what is group coaching all about?</li> <li>2. When are coaching interventions most effective?</li> </ol>
<p>Class 16</p> <p>Thursday October 31</p> <p>Supportive Context</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Realize how context changes the way groups perform</li> <li>• Explore how to align individual incentives with group goals</li> </ul> <p><b>Food LT: 4</b></p>	<p><b>Reading:</b> <u>LT</u> Ch. 5</p> <p><b>LT Ch. 5</b></p> <ol style="list-style-type: none"> <li>1. How does this chapter on the context in which groups perform inform your understanding of how your teams (MGMT 100 and 240) function?</li> <li>2. Describe the reward, information and educational systems that surround your MGMT 100 team and at least one effect of how these systems are set up.</li> </ol>
<p>Class 17</p> <p>Tuesday November 5</p> <p>Help Fest</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Help classmates achieve their goals</li> </ul> <p><b>Assignment:</b></p> <ol style="list-style-type: none"> <li>1. Come prepared with a request for help to make to the other members of our class.</li> <li>2. Post questions for Roger Schwarz on Canvas by Thursday, November 7<sup>th</sup>.</li> </ol> <p><b>Food LT: 5</b></p>	<p><b>Reading:</b> <i>What is Social Capital and Why Should You Care About It?</i></p> <p><b>Social Capital:</b></p> <ol style="list-style-type: none"> <li>1. How do you see the concept of social capital being relevant for MGMT 100?</li> <li>2. Describe a time when you experienced the benefits of social capital.</li> </ol>

<p>Class 18</p> <p>Thursday November 7</p> <p>Building Social Capital</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Understand social capital and the reciprocity principle</li> </ul> <p><b>Food LT: 6</b></p>	
<p>Class 19</p> <p>Tuesday November 12</p> <p>Marissa and Kelsey's Story Time</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Learn about Marissa's and Kelsey's backgrounds and areas of interest</li> </ul> <p><b>Food LT: 1</b></p>	
<p>Class 20</p> <p>Thursday November 14</p> <p>Skilled Facilitator</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Talk with Roger Schwarz about the Diagnosis Intervention Cycle</li> <li>• Gain a greater understanding about the principles highlighted in the <i>Skilled Facilitator</i></li> </ul> <p><b>Food LT: 2</b></p>	
<p>Class 21</p> <p>Tuesday November 19</p> <p>Leading Change</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Inform the class, Dr. Greenhalgh, and members of the MGMT 100 Executive Board about your completed Learning Team Initiative</li> </ul> <p><b>Assignment: A7.2</b></p> <p><b>Food LT: 3</b></p>	
<p>Class 22</p> <p>Thursday November 21</p> <p>Leading Change</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Inform the class, Dr. Greenhalgh, and members of the MGMT 100 Executive Board about your completed Learning Team Initiative</li> </ul> <p><b>Assignment: A7.2</b></p> <p><b>Food LT: 4</b></p>	
<p>Tuesday November 26 &amp; Thursday November 28</p>	<p><b>No Class – Enjoy your Thanksgiving Break!</b></p>	

<p>Class 23</p> <p>Tuesday December 3</p> <p>Building Teams</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Experience first-hand the dynamics of your Learning Team under different work environments</li> </ul> <p><b>Food LT: 5</b></p>	
<p>Class 24</p> <p>Thursday December 5</p> <p>Using Feedback to Improve Performance</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Share open and honest feedback with your Learning Team</li> </ul> <p><b>Assignment: A8</b> Print compilation of notes and bring to class</p> <p><b>Food LT: 6</b></p>	
<p>Brunch at Stew's House</p> <p>Sunday December 8<sup>th</sup></p>	<p>Join your classmates for brunch at Stew's house. Transportation and timing details to follow.</p>	
<p>Class 25</p> <p>Tuesday December 10</p> <p>Commencement</p>	<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Identify how our course has influenced you both academically and personally</li> </ul> <p><b>Assignment: A9</b></p> <p><b>Food LT: 1</b></p>	

## Assignments

All assignments should be submitted online to Canvas prior to the start of class on the due date. Refer to previous information relating to the posting of documents. Double space unless otherwise noted.

Assignment	Due	Individual or LT	Description	Points
A0	Class 0 Tuesday Aug. 27	Individual	Outline lesson plan for your first recitation. <ul style="list-style-type: none"> <li>Enumerate main contracting points</li> <li>Reach out to your mentor to review your lesson plan</li> </ul>	0
A1	Class 1 Thursday Aug. 29	Individual	<p>Enumerate your responses for each item below. This information speeds up the introduction process and offers some insight about you to your peers. Please include:</p> <ul style="list-style-type: none"> <li>Full name and, in parenthesis, name you would like to be called</li> <li>E-mail address and cell phone number</li> <li>Describe your dream job. (1 short paragraph)</li> <li>Describe a hero of yours. What do you admire about this person? (1 short paragraph)</li> <li>What are your goals for this course? Develop your goals with reference to each of the three groups that we will be a focus of this class. (1 paragraph)</li> <li>What should others in our course know about you to that will help us motivate you throughout the course? (1 paragraph)</li> <li>What 2-3 aspects of your style and skills as a team player would you like feedback on from others in our course? (1 paragraph)</li> </ul> <p>This assignment must be completed before the first class. Make sure to submit it on Canvas with the proper file name.</p> <p>Please limit your essay to 1,250 words.</p> <p>Please be prepared to give a 2 minute synopsis on what you would like your classmates to know about you.</p>	5
A2	Class 5 Tuesday Sept. 17	Learning Team	<p>Analyze and apply the Diagnosis Intervention Cycle steps to the <i>50 Minutes to Make a Decision</i> case study. Describe how you would handle the situation as a TA facilitator observing the meeting. Pick two instances in which it would be most appropriate to intervene. Justify your choices and include a step-by-step analysis of your progression through the Diagnosis Intervention Cycle. Indicate your assumptions about the group's existing ground rules and contracting in this analysis.</p> <p>Please note that the character profiles provided should serve only as background information and do not need to be directly considered in your analysis.</p> <p>This deliverable will be in a presentation format of your choice (i.e. PowerPoint, skit, play, musical etc.). Please limit your presentation to nine minutes. In addition, state your interventions and reasons for interventions in an outline format.</p> <p>Please limit your outline to 750 words.</p>	10

A3	Class 7 Tuesday Sept. 24	Learning Team	Use the concepts from <i>Leading Teams</i> (Chapters 2 and 3) to analyze one of your group members' MGMT 100 teams. Identify where they have fallen short with regard to embodying the qualities of a real team and having a compelling direction. Finally, indicate how you can begin to address these shortcomings. Please limit your analysis to 750 words.	5
A4	Class 9 Tuesday Oct. 1	Individual	<p>This assignment has three components:</p> <p>First, write a two-page double-spaced narrative to each of the other members of your Learning Team on their strengths and areas for improvement based on performance in contributing to course goals, drawing on group work as well as class simulations, role-plays, and other interactions. Address what he or she has asked for feedback on (in A1) as well as other areas you think are important. Follow the guidelines for effective feedback given in the readings and provide a balance of both strengths and opportunities for improvement. Post each note in the recipient's personal folder on Canvas. Do not post in the Learning Team folder.</p> <p>Second, write a detailed outline of the feedback you anticipate you will receive from your learning teammates and bring this to class on October 1<sup>st</sup>.</p> <p>Third, answer this question for each of your Learning Team members: Has [insert each Learning Team member's name here] demonstrated basic teamwork proficiency worthy of a MGMT 100 TA? There are three acceptable answers: "no," "too early to tell," and "yes." The third part of your A4 should look like this:</p> <p>LT member 1 name – yes LT member 2 name – too early to tell</p> <p>Please email your response to Kelsey and provide any further comments as you wish. In order to pass MGMT 240, at least one of your teammates must give you a "yes" in response to this question in A8, later this semester.</p>	0
A5	Class 12 Thursday Oct. 17	Individual	<p>Hackman notes that norms can be imported to a team by individual members based on their prior experiences. Regional and national cultures are sources for norms that individuals can bring to their teams. How do members' cultural backgrounds influence the evolution of norms in a team? When writing this essay, you may consider the two following questions:</p> <ol style="list-style-type: none"> <li>1. How have cultural norms influenced the way that you have behaved in a team setting in the past? You can discuss work outside of MGMT 100 and MGMT 240.</li> <li>2. How have cultural norms influenced the interactions you have observed with your MGMT 100 students? As a facilitator, when should you intervene, and if so, how would you go about doing so?</li> </ol> <p>Limit your essay to 750 words.</p>	5
A7.1	Class 13 Tuesday Oct. 22	Learning Team	<p>Present a brief overview of your A7 project and its implementation. Come to class with questions or areas of concern you can share with the class after the overview.</p> <p>The presentation and class feedback should not exceed eight (8) minutes.</p>	0

A6	Class 15 Tuesday Oct. 29	Individual	<p>Reflect on how you facilitate your status report rehearsals.</p> <p>If possible, arrange for both your MGMT 240 classmate and TA Mentor to observe this rehearsal. Consider how your perceptions may differ from their observations.</p> <p>Summarize your observations and analysis in 500 words.</p>	5
A7.2	Class 21 Tuesday Nov. 19 & Class 22 Thursday Nov. 21	Learning Team	<p>Before class, assign one team member to update the project summary table posted on Canvas. The text you provide will be distributed to Dr. Greenhalgh and the MGMT 100 Executive Board before your presentation.</p> <p>Using your presentation (A7.1) as a foundation, prepare a 15 minute presentation (not including a 10 minute Q &amp; A) that will inform the rest of the class, <i>Dr. Greenhalgh, and the members of the MGMT 100 Executive Board</i> about your Learning Team Initiative in its entirety. The initiative should present your ideas in a creative and compelling manner. This final deliverable should provide specific suggestions for implementation. Think of this tool being used in the MGMT 100 and MGMT 240 communities in future years. Your entire initiative must be completed at this time.</p> <p>You and your team should allocate fifteen minutes to present and reserve additional ten minutes for Q &amp; A. While this session could involve humor, it needs to be grounded in the concepts we have studied this semester. Consider conducting additional research outside of MGMT 240 to bolster support for your idea. Following your presentation, members of other Learning Teams will provide you with feedback and ask any questions they may have.</p>	25
A8	Class 24 Thursday Dec. 5	Individual	<p>This assignment has three components:</p> <p>First, write a two-page double-spaced narrative to each of the other members of your Learning Team on their strengths and areas for improvement based on performance in contributing to course goals, drawing on group work as well as class simulations, role-plays, and other interactions. Address what he or she has asked for feedback on (in A1) as well as other areas you think are important. Pay attention to changes that have been made since the last feedback session (A4). Have they followed their action plan? If not, why not? If so, how? Follow the guidelines for effective feedback given in the readings and provide a balance of both strengths and opportunities for improvement. Post each note in the recipient's personal folder on Canvas. Do not post in the Learning Team folder.</p> <p>Second, write a detailed outline of the feedback you anticipate you will receive from your learning teammates and bring this to class on December 5<sup>th</sup>.</p> <p>Third, answer this question for each of your Learning Team members: Has [insert each Learning Team member's name here] demonstrated basic teamwork proficiency worthy of a MGMT 100 TA? There are three acceptable answers: "no," "too early to tell," and "yes." The third part of your A4 should look like this:</p> <p>LT member 1 name – yes LT member 2 name – too early to tell</p> <p>Please email your response to Kelsey and provide any further comments as you wish. In order to pass MGMT 240, at least one of your teammates must give you a "yes."</p>	0

A9	Class 25 Tuesday Dec. 10	Individual	<p>Describe what you have learned this semester about groups and your skills in contributing to their success. Draw on course concepts and your experiences throughout the last few months in MGMT 100 and MGMT 240. Consider revisiting the feedback your team has given you and identifying your progress toward these ends. Include a paragraph at the conclusion indicating ideas for building on strengths and dealing with areas for improvement in the design and implementation of MGMT 240. Bring a copy to the last class for reference.</p> <p>Limit your essay to 1,250 words.</p>	5
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