

LEARNING OBJECTIVES: Performance / Conditions / Criterion	INSTRUCTIONAL STRATEGIES	EVALUATION
CHANGE MANAGEMENT / SCOPE CHANGE		
<p>Objective: With the reading <i>Managing Change: Information Services Framework</i> as a reference, students will be able to identify, evaluate, and discuss questions and concerns they believe are important regarding how best to manage the change in focus (from classroom based to web-based training) and the change in scope (adding web-based to the CRM training).</p>	<p>Instructional Strategies: As JW Hamlin, welcome the team and introduce the learning objectives and main points of the article.</p> <p>Introduce the Activity Part I: Your presence is required at an Emergency Planning meeting September 18th. How would you prepare for this meeting? Come prepared with an agenda of the things you believe need to be addressed as well as a status report.</p> <p>Part II: Review and respond to at least one other team member's response, looking for a positive point to address and one that may have been missed or requires further discussion.</p>	<p>Evaluation/Assessment: Students are able to provide good examples of their questions and concerns regarding the CRM Software web-based modules addition.</p>
COMMUNICATION		
<p>Objective: With the Six Sigma chapter as a reference, and using role play and video, students will be able to correctly assess and construct a positive confrontation addressing the impact of another team member's actions on their own ability to perform.</p>	<p>Instructional Strategies: Play a short video introducing the Six Sigma article as it relates to this objective.</p> <p>Introduce the Activity: Students will create a short video (max 2.5 min) as the character of their assigned role in which they will address one other member of the team about an action or inaction that has impacted their ability to effectively perform their job description, and offer a suggestion for how to better handle the situation in the future. Students may choose any team member to confront. Some ideas on things to confront can be found in the Six Sigma article.</p> <p>Part II: Evaluate and respond to any response to your video and/or any other team mate's video or response.</p>	<p>Evaluation/Assessment: Students will accurately assess one issue that impacted their character's ability to work and confront it in a positive way offering a solution for a better outcome in the future. <i>NOTE: need to attach video tutorial for posting to YouTube and the Posting to BB.</i></p>

TEAM BUILDING / TEAM WORK

Objective: Working as a team, students will be able to accurately evaluate the projects remaining mid-September, determine and write-up an effective solution for completing the projects successfully, and map out the timeline on a Gantt chart.

Instructional Strategies:

Play a short video introducing the objective and main points of the article.

Introduce Activity 1: Still in character, students will **work together to analyze** their current status as of mid-September, **noting** what jobs remain for all departments, and **mapping out a plan** to complete the product and training on time for the November 1st delivery. Each student will then **add their portion of the project to the Gantt chart** prepared for them at <http://www.smartsheet.com> Login with user: IDpurdue@gmail.com and password: purdue11 (this link has expired but screenshots are provided)

Tutorial: <http://www.smartsheet.com/videos/smartsheet-101-tutorial>

Activity 2: Students will **post a 100 word reflection** on the team process, noting what they contributed, what they thought worked well, and what could have been done (if anything) to improve the process. Students may then comment on one another's reflections.

Evaluation/Assessment: Students will document their proposed completion plan on a collaborative site to include a Gantt chart that has a reasonable timeline for completing the ID project. All students will have contributed to the process. Students will reflect on their contribution to the plan as well as communication and collaborative efforts.