

Year assessed, or planned year of assessment: 2018

Semester: Spring

2. List four customer expectations and demonstrate action steps and follow-up plans for dealing with these expectations.

Measure of assessment: homework, exam, demonstration

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CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 10/23/2017

3 HOURS

Content: Introduction to Problem Solving. Identifying the problem. Types of work problems.

Student Performance Objectives: List different categories of problems. List why problem-solving skills can be useful at work. Give examples of where identifying the problem can be tricky.

3 HOURS

Content: Who is the Customer? Internal customers. External customers.

Student Performance Objectives: Identify the different groups of customers. Identify the major external and internal customers. Provide examples of obvious customers and hidden customers.

3 HOURS

Content: Interviewing people. Why good interviews are important. Developing good questions for an interview. Using surveys to find information. Mid-term exam.

Student Performance Objectives: Develop a survey for a work situation. Perform a good interview for a work problem.

3 HOURS

Content: Using charts and types of charts. Why pictures are worth a thousand words. Examples of Run charts and Pareto charts. Interpreting information on a chart. The 80/20 rule.

Student Performance Objectives: Produce some charts. Read and interpret charts. Display data in four different types of charts.

3 HOURS

Content: Use and characteristics of Problem Maps. Weather report, an example of a problem map. How to make a Problem Map. Identifying the Root Cause and the Five Why Method.

Student Performance Objectives: Read a Problem Map. Produce a Problem Map. Use Fish Diagrams and Five Why methods.

2 HOURS

Content: Selecting a solution. Brainstorming for a solution, good and bad ways. Implementing and monitoring a solution.

Student Performance Objectives: Brainstorm a problem. Explain good ways and bad ways to brainstorm. Develop a solution and monitor the solution.

2 HOURS

METHODS OF INSTRUCTION:

Lecture, AV presentation, theoretical and skills evaluation, quizzes/exams.

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: List why problem-solving skills can be useful at work. Give examples of where identifying the problem can be tricky. Give examples of different types of problems.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: For a work situation identify the major external customers. For a work situation identify the major internal customers. Give examples of identifying who are the obvious customer and hidden customer.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: Select a possible job situation and develop good interview techniques for that interview. Develop a survey to find out information about a problem situation.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: Select some work information and develop charts to display the information. Show how chart scales can be used to hide or emphasize data. Develop some Pareto charts to display data. Select several problems and decide when a Run chart should be used and when a Pareto chart should be used.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: List examples of problems where a problem map would be useful. Create 3 different problem maps that help find problem solutions. Look at several problems and suggest the root cause of the problem. Use Fish Diagrams and the Five Why method to identify the problem.

Required Outside Hours: 4

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

Homework: Look at ways to select a solution for a problem. Use brainstorming to find the solution and analyze the brainstorming session. Develop a solution and ways to monitor the solution.

METHODS OF EVALUATION:

Writing assignments

Percent of total grade: 25.00 %

15% - 40% Written homework; Reading reports; Lab reports

Problem-solving assignments

Percent of total grade: 25.00 %

20% - 45% Homework problems; Field work; Quizzes; Exams

Skill demonstrations

Percent of total grade: 25.00 %

25% - 45% Class performance; Field work; Performance exams

Objective examinations

Percent of total grade: 25.00 %

REPRESENTATIVE TEXTBOOKS:

Required Representative Textbooks

Donaldson, Cindy and Farley, Dan.. Teambuilding and Problem Solving in the Workplace. Palo Alto, CA: Work Skills Associates,2014.

ISBN: 13: 9780966086911

Reading Level of Text, Grade: 11th Verified by: MS Word

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N
Classification: Y
Noncredit Category: Y
Cooperative Education:
Program Status: 2 Stand-alone
Special Class Status: N
CAN:
CAN Sequence:
CSU Crosswalk Course Department:
CSU Crosswalk Course Number:
Prior to College Level: Y
Non Credit Enhanced Funding: N
Funding Agency Code: Y
In-Service: N
Occupational Course: D
Maximum Hours: 1
Minimum Hours: 1
Course Control Number:
Sports/Physical Education Course: N
Taxonomy of Program: 493010