BCIT® BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY

School of Business

COURSE OUTLINE FOR:	BUSA 4850	Date:	January 2002
	Consulting Skills and Problem Solving		
TAUGHT BY:	Business Administration		

TAUGHT TO:
Program: **Business Administration**
Option: Integrated Technology Management

Hours/Week		Total Hours:	27	Term/Level:	4A
Lecture:	1				
Lab:	2				
Other:		Total Weeks:	9	Credits:	3.0

Instructor:	Fred Mandl		
Office No.	SE6-326	**Phone:** (604) 816-4902	
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Office Hours:	By appointment		

Pre-requisites:	None

Short Course Description and Goals (from Calendar):

This is an introductory course in the theory and application of Consulting Skills and Problem Solving. The intent of the course is to provide students with a set of tools that will help them to solve unstructured business problems. While the course is not specific to the Information Technology Industry, the methodologies taught are widely practiced by IT and Management Consultants.

Evaluation:
Policy:

Final Examination		%	
Term Assignment	40	%	
Research Assignments	40	%	
Participation	20	%	
Total	**100**	%	

Text(s) and Equipment:

Required:
  No text required
Recommended:
  Extensive use of library/internet resources

Prior Learning Assessment Method: *(enter N/A if not available)*

Course Record:

Developed by: *(Instructor)*	Date:	**January 2, 2002**
Fred Mandl		
Revised by: *(Instructor)*	Date:	
Approved by: (Associate Dean, Chris Clark)	Date:	**January 7, 2002**
Chris Clark		

Course Learning Outcomes:

At the end of this course, the student will be able to:
- *Analyze the project environment and prepare a stakeholder strategy and communications plan.*
- *Apply the influence techniques to specific project situations*
- *Identify the stage of team development of a project group and take appropriate leadership actions.*
- *Prepare a team charter, analyze performance problems and take appropriate leadership actions.*
- *Complete a project requirements document and project plan.*
- *Effectively monitor, control, and close out projects.*

Course Notes (Policies & Procedures)

- ***Presentations:*** The Directed Studies team groupings will be in effect for purposes of making in-lab presentations. Presenting teams will be randomly selected each week in which presentations are to be made. Absence of any one team member will result in that team member not receiving a mark for the presentation made by his/her colleagues. An opportunity to present at a future time will not be granted.

- ***Term Assignment:*** Each Directed Studies team will be expected to submit, on the date indicated in the course outline, a document for grading purposes. Late submissions will not be accepted. This document is to contain the following:
    a) Project Requirements
    b) Project Plan
    c) Team Charter
    d) Stakeholder Map
    e) Communications Plan

- ***Participation:*** Students are expected to participate fully in lab discussions, and contribute in terms of evaluating and expanding upon presentations made by other students. Participation marks will not be automatically granted for lab attendance!

- ***Attendance:*** The attendance policy as outlined in the current BCIT Calendar will be enforced.

- ***Course Outline Changes:*** The material specified in this course outline may be changed by the instructor. If changes are required, they will be announced in class.

- ***Ethics:*** BCIT assumes that all students attending the Institute will follow a high standard of ethics. Incidents of cheating or plagiarism may, therefore, result in a grade of zero for the assignment, quiz, test, exam or project for all parties involved and /or expulsion from the course.

- ***Illness:*** A doctor's note is required for any illness causing you to miss assignments, quizzes, test, projects or exam. At the discretion of the instructor, you may complete the work missed or have the work prorated (i.e. an average is given according to your performance throughout the course)

- ***Labs:*** Lab attendance is mandatory. Lab exercises are due at the end of the lab period.

Assignment Details:
*This schedule is subject to change at the discretion of the instructor:

Week of	Material to be Covered	Presentation Topics
1	**Introduction to Project Leadership** What is Project Management? Definition of a Successful Project Drivers/Inhibitors of Project Success Definition of Project Leadership	
2	**Stakeholder Management** Conflict Among Stakeholders Identifying and Analyzing Project Stakeholders Creating a Stakeholder Strategy/Communications Plan	
3	**Stakeholder Management** Influence Techniques Managing Client Expectations	Prepare a stakeholder map and associated communications plan for your Directed Studies project.
4	**Effective Project Teams** Analysis of Individual Motivation Characteristics of Effective Project Teams Stages of Team Development MBTI Types and Characteristics	Apply the 3 influence techniques to a situation involving your Directed Studies client's expectations.
5	**Leadership of Project Teams** Creating a Team Charter Analyzing Performance Problems Resolving Conflict	Analyze your Directed Studies project team in terms of its personality mix, and demonstrate the impact of this mix on the team's operation.
6	**The Project Requirements Document** Describing the Problem To Be Solved Formulating the Project Goal Defining Project Scope and Deliverables Establishing Evaluation Criteria	Analyze several performance problems using the framework provided; demonstrate how you would resolve a problem using the conflict resolution model taught.
7	**The Project Plan** Developing a WBS Creating a Responsibility Chart Preparing a Network Diagram	Present your Directed Studies project requirements document.
8	**Project Monitoring and Control** Control Instruments Holding Milestone Meetings Reporting Project Progress to Stakeholders Closing out the Project	Present your Directed Studies project plan.
9	**Course Review**	Present your Directed Studies project monitoring and control process. **Term Assignment Due Date**