



A POLYTECHNIC INSTITUTION

School of

Program: Information Technology Management

Option:

BUSA 4850**Consulting Skills and Problem Solving****Start Date:** September 5, 2007**End Date:** December 15, 2007**Total Hours:** 30 **Total Weeks:** 15**Term/Level:** 3 **Course Credits:** 3**Hours/Week:** 2 **Lecture:** **Lab:** 2**Shop:** **Seminar:** **Other:****Prerequisites****BUSA 4850 is a Prerequisite for:****Course No. Course Name****Course No. Course Name**

BUSA 4900 Directed Studies

■ Course Description (required)

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 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. Students will be provided with the opportunity to apply the concepts taught in a computer simulation of an information technology project.

■ Evaluation

Assignment	35%	Comments: Students are expected to be fully engaged in class discussions and activities, including any scheduled computer labs. Partial participation marks, for marginal in-class performance, or full attendance in computer labs, will not be granted
Final Exam	35%	
Lab Work	15%	
Participation	15%	
TOTAL	100%	

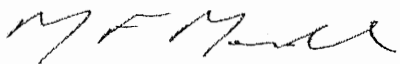
■ Course Learning Outcomes/Competencies

Upon successful completion, the student will be able to:

- Appreciate the role a consultant plays in accomplishing the project results
- Develop an effective Project Overview/Scope document and engagement plan
- Analyze the consulting environment and prepare a stakeholder strategy and communications plan.
- Apply influence techniques to specific project situations
- Recognize power techniques and exercise power to achieve desired outcomes
- Identify the stage of team development of a project group and take appropriate leadership actions.
- Appreciate the influence of personality on teamwork
- Handle typical performance problems encountered in project situations
- Apply a conflict resolution technique to a project situation

■ Verification

I verify that the content of this course outline is current.



Authoring Instructor

August 07, 2007

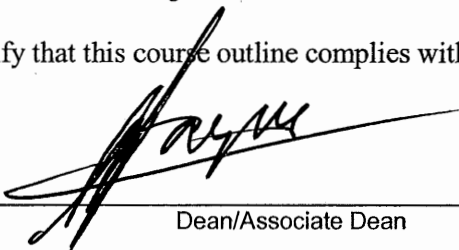
Date

I verify that this course outline has been reviewed.

Program Head/Chief Instructor

Date

I verify that this course outline complies with BCIT policy.



Dean/Associate Dean



Date

Note: Should changes be required to the content of this course outline, students will be given reasonable notice.

■ Instructor(s)

Fred Mandl, B.Sc. MBA

Office Location: SE6-375
Office Hrs. As
Posted

Office Phone: (604) 484-0378
E-mail Address: fmandl@shaw.ca

■ Learning Resources

Required:

Course materials will be provided

■ Information for Students

The following statements are in accordance with the BCIT Student Regulations Policy 5002. To review the full policy, please refer to: <http://www.bcit.ca/~presoff/5002.pdf>.

Assignments: Late assignments or projects will not be accepted for marking. Assignments must be done on an individual basis unless otherwise specified by the instructor.

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.

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)

Makeup Tests, Exams or Quizzes: There will be no makeup tests, exams or quizzes. If you miss a test, exam or quiz, you will receive zero marks. Exceptions may be made for documented medical reasons or extenuating circumstances.

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

I.D. Required in Examination Centres: Effective December 2000, in order to write exams, students will be *required* to produce photo-identification at examination centres. Photo I.D. must be placed on the desk before an exam will be issued to the student. The I.D. must remain in view on the desk while writing the exam, for inspection by invigilators. Students should bring a BCIT OneCard or, alternatively, two pieces of identification, one of which must be government photo I.D. such as a driver's license. Please see BCIT Policy #5300, Formal Invigilation Procedures

Academic Misconduct:

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances are prohibited and will be handled in accordance with the 'Violations of Standards of Conduct' section of Policy 5002.

Attempts:

Students must successfully complete a course within a maximum of three attempts at the course. Students with two attempts in a single course will be allowed to repeat the course only upon special written permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from their respective program.

■ Assignment Details

Students are required to complete, *on group basis*, a multi-part assignment which provides an opportunity to apply the concepts presented in class to a typical workplace situation. Details of the assignment will be provided by the instructor

Schedule

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

Week of	Material to be Covered	Assignments	Due Date
1	Introduction to Consulting		
2	The Project/Consulting Environment		
3	Defining the Consulting Engagement	Creating A Consulting Project Proposal	
4	Creating the Engagement Plan		
5	Monitoring and Controlling the Engagement		
6	Developing an Effective Consulting Team		
7	Developing an Effective Consulting Team		
8	Managing Stakeholders		
9	Managing Stakeholders		
10	Writing the Consulting Report		
11	Presenting the Consulting Work		
12	Consulting Project Presentations		Consulting Project Proposal
13	Consulting Project Presentations		
14	Course Review		
15	Final Exam		