

**Justice Institute of British Columbia**  
**COURSE OUTLINE**

**Course Code:** FMGMT200  
**Course Title:** Foundations of Effective Management and Leadership Part 2:  
Inspiring Teams and Managing Change

**Prerequisite Courses:** FMGMT100

**School:** Community and Social Justice  
**Division/Academy/Centre:** Centre for Leadership

**Previous Course Code & Title:** FMGMT200 Foundations of Effective Management Part 2:  
Leading Through Effective Conflict and Change

**Course First Offered:** October 2009

<b># of Credits:</b>	<b>1.0</b>
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**Course Description:**

As a manager or supervisor, you are responsible for leading others through a solid problem-solving and decision making process that helps employees resolve conflict and gain “buy-in” to change processes. In this two-day course, you will gain a better understanding of team dynamics, examine your role in the change management process, and enhance your own and your staff’s decision-making and problem-solving capabilities.

**Course Goal(s):**

At the end of this 2-day, 14-hour course, the learner will be able to execute decision-making and problem solving strategies to build cohesive teams in the workplace and apply conflict management skills that support the effective resolution of conflict in the workplace.

**Learning Outcomes:**

Upon successful completion of this course, the learner will be able to:

1. Describe the characteristics of productive teams
2. Explore specific problem solving and decision making strategies
3. Resolve a work problem using an effective problem solving and decision making process
4. Describe the causes and patterns of conflict in their workplace and ways of reducing unhealthy conflict
5. Identify and describe their conflict management styles
6. Discuss key considerations with regard to organizational change
7. Plan for the implementation of personal changes based on course learning

**Course Topics/Content:**

- Teams
- Stages of Team Development
- Building a Team
- Meeting Management
- Problem-Solving and Decision-Making
- Ethical Decision-Making
- Conflict Management
- Communicating More Effectively During Conflict: Assertiveness
- Assertiveness Practice
- Organizational Change Readiness
- Planning For Change

**Text and Resource Materials:**

Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

**Required:** - Assessment instruments will be introduced in the classroom.

**Recommended:**

**Course Level:**

	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe): Professional Path				

**Equivalent Course(s) within the JIBC:** None

**Class Delivery Methods:**

<b>Delivery Methods</b>	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	10			
Simulation/Lab	4			
Practicum/Fieldwork				
Online				
Correspondence				
<b>Total Class Hours</b>	14			

**Comments on Delivery Methods:**

This course is experiential and participatory in nature and includes a variety of small group discussions, role-plays, assessment instruments, reflective activities and large group discussion/lecture.

**Course Grading System:**

Letter Grades	Percentage	Pass/Fail
Complete/Incomplete	Attendance Only	

<b>Passing Grade:</b>	Pass
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**Evaluation Activities and Weighting:**

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation Activities and Weighting:**

You must attend the full course to receive credit.

**Other Course Guidelines, Procedures and Comments:** None

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

**Academic Regulations:**

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy  
 Academic Progression Policy  
 Admissions Policy  
 Academic Appeals Policy  
 Evaluation Policy  
 Grading Policy

**Student Policies:**

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy  
 Harassment Policy – Students  
 Student Records Policy  
 Student Code of Conduct Policy

**JIBC Core Competencies**

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

**Critical thinking**

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

**Communication, oral and written**

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

**Leadership**

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

**Independent learning**

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

**Problem solving**

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

**Interpersonal relations**

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

**Inter-professional teamwork**

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

**Information literacy**

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.