

Course Outline

DEN 302 Leading Individuals and Engineering Project Teams

Course Topics

- Performance management, coaching, and motivation techniques
- Negotiation strategies and techniques
- Recruitment, selection, EEOC, and compensation practices
- Selecting team leaders and team members
- Managing cross-functional engineering teams
- Evaluating team performance
- Managing a diverse workforce: regional and cultural differences and fair management regulations and practices regarding race, gender, and age

About the Course

- The course is divided into modules. For each module there are lectures, PowerPoint slides, quizzes, and activities. Students should read the lecture first, then use the PowerPoint slides for review. After completing the slides, students will complete activities as directed.
- After each module is completed, the corresponding quiz under “Quizzes and Final” on the menu bar must be taken.
- The final exam is taken once all modules and quizzes are completed.

Course Outline

Module	Topics
1	1A Definition and characteristics of an exceptional manager 1B Set-up for exercises to be held throughout the course
2	Recruitment, Compensation, and Selection 2A Recruitment 2B Candidate Selection 2C Compensation 2D Human Resource reference material
3	Performance Management, Coaching and Motivation Techniques 3A Managing Performance 3B Coaching and Motivation Techniques 3C Dismissing an employee 3D Performance management reference material
4	Training and Development Techniques 4A Approaches to employee development 4B Model of career development 4C Career self-management 4D Managers’ role in career management 4E Career management resources

<p>5</p>	<p>Team Processes 5A Characteristics of a project team 5B Project team “must-haves” 5C “Soft” skills required 5D Recognize when a team is in trouble 5E Tools for saving teams in trouble</p>
<p>6</p>	<p>Negotiation Strategies 6A Preparation - style, position 6B Information exchange 6C Proposing and countering 6D Manipulative tactics to watch for 6E Agreement and commitment</p>
<p>7</p>	<p>Conflict Resolution Techniques 7A Conflicts are inevitable 7B Resolving interpersonal conflicts 7C Resolving conflict about work-related strategy or solution concepts</p>
<p>8</p>	<p>Managing a Diverse Workforce 8A Definition of diversity 8B Management challenges 8C Style differences–mainstream American culture vs. different cultures 8D Website links to further information</p>
<p>9</p>	<p>Representing Management to Direct Reports 9A You are the face of management</p>