Syrian Arab Republic		الجمهورية العربية السورية
Ministry of Higher Education and Scientific Research	SVU الجامعة الافتراضية السورية SYRIAN VIRTUAL UNIVERSITY	**وزارة التعليـم العالي والبحث العلمي**
Syrian Virtual University		**الجامعة الافتراضية السورية**

Course Description: Teamwork Management

1- Basic Information:

Course Name	Teamwork Management
Course ID	BHR610
Contact Hours (Registered Sessions)	24
Contact Hours (Synchronized Sessions)	24
Mid Term Exam	-
Exam	75 min
Registered Sessions Work Load	48
Synchronized Session Work Load	18
Credit Hours	5
Course Level	6

2- Pre-Requisites:

Course	ID
Managerial Leadership	BHR606

Course General Objectives: The student should know the concept and importance of work teams, the types of teams and how to increase its effectiveness, and spread the culture of teamwork, and how to evaluate the performance of the team and how to build, lead and motivate.

3- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
ILO1	The student can understand the concept of the team and the difference between the team and the group, and the student understands the importance and benefits of the team.
ILO2	The student learns about the operations of the teams, and the steps, trends and stages of team building.
ILO3	The student distinguishes between the types of work teams, and compares between local and international teams, permanent and temporary teams.
ILO4	The student recognizes the importance of creativity within the team and learns how to increase team productivity through creative thinking and emotional intelligence.

ILO5	The student remembers the application of motivation techniques within the team, recognizes the role of communication skills within the team, and is able to determine how to respond to the requirements of change.
ILO6	The student learns how to lead team performance, defines criteria for evaluating team performance, and recognizes the characteristics of a positive environment for team effectiveness.
ILO7	The student will be able to identify the causes and consequences of conflict within the team, compare constructive and destructive conflict, and identify conflict management strategies within teams.

4- **Course Syllabus** (24hours of total Recorded Sessions , 24hours of total synchronized sessions)

- **RS:** Recorded Sessions**; SS:** Synchronized Sessions**;**

ILO	Course Syllabus	RS	SS	Type	Additional Notes
ILO1	The concept and importance of the team: the definition of the team, the difference between the team and the group, the importance of teams, psychological dimensions of team work	2	2	☐ Exercises ☐ **X**Assignments ☐ **X**Seminars ☐ Projects ☐ Practices ☐ Others	
ILO2	Team Operations: Team Building Steps and Trends, Team Building Strategies and Strategies, Team Life Cycle, How Team Members are selected.	4	4	☐ Exercises ☐ **X**Assignments ☐ **X**Seminars ☐ Projects ☐ Practices ☐ Others	
ILO3	Types of Teams: Functional Teams, Virtual Teams, Problem Solving Teams, Project Teams, Self-Managed Teams, Hot Teams, International Teams.	4	4	☐ **X**Exercises ☐ Assignments ☐ **X**Seminars ☐ Projects ☐ Practices ☐ Others	
ILO4	Team effectiveness and creativityby emotional intelligence in the team: creative thinking in the team, raising	4	4	☐ **X**Exercises ☐ Assignments ☐ **X**Seminars	

	the productivity of the team by EI, steps to transform the team to creativity, and dealing with difficult characters and isolated personalities.			☐ Projects ☐ Practices ☐ Others	
ILO5	Team motivation and delegation within the team: Effective communication in the team, adapt to change and manage team meetings.	3	3	☐ Exercises ☐ X Assignments ☐ X Seminars ☐ Projects ☐ Practices ☐ Others	
ILO6	Team performance leadership: team work environment, team performance measurement principles, team leadership	4	4	☐ Exercises ☐ X Assignments ☐ X Seminars ☐ Projects ☐ Practices ☐ Others	
ILO7	Conflict management in the team: the concept of conflict, the causes of conflict within the work and within the team, the results of the conflict in the team, conflict management strategies.	3	3	☐ X Exercises ☐ X Assignments ☐ X Seminars ☐ Projects ☐ Practices ☐ Others	

5- Assessment Criteria (Related to ILOs)

ISC	Interactive Synchronized Collaboration	Ex	Exams	Rpt	Reports
PF2F	Presentations and Face-to-Face Assessments	PW	Practice Work		

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF2F	Rpt
ILO1	• Providing the student with knowledge and skills about the concept of the work team and its	Distinguish between team and group, and	X		X		

	importance in modern organizations, in addition to enabling it to identify the differences between the team and the group, and introducing it to how to understand the psychology of the team. And work to properly carry out work in the organization.	between formal and informal teams, and give examples of team work with the help of a teacher					
ILO2	• Introduce the student to the steps and directions needed to build the team, the methods and strategies for building it, and the stages the team goes through, and understand the mechanisms related to forming a team that are appropriate to the different nature of organizations and businesses.	The student discusses the importance of using behavioral skills in the team, and discusses through practical cases the stages and steps of team building.	X	X	X		
ILO3	• Create a clear picture for the student about the different types of teams, their areas of use, and the expected outputs for each of these types.	The student provides examples of each type of teams and examples and practical cases that incorporate more than one type, and shows knowledge in the study and analysis of the conditions of application of each	X	X	X		
ILO4	The student recognizes the importance of creativity within the team and learns how to increase team productivity through creative thinking and emotional intelligence.	The student remembers the concepts of emotional intelligence and discusses how to use it in activating the team, and remembers the elements and elements of creative thinking in	X		X		X

		general					
ILO5	The student remembers the application of motivation techniques within the team, recognizes the role of communication skills within the team, and is able to determine how to respond to the requirements of change.	The student discusses through certain examples of reality how to motivate team members, and practical cases on how to manage resistance to change within teams.	X		X		
ILO6	The student learns how to lead team performance, defines criteria for evaluating team performance, and recognizes the characteristics of a positive environment for team effectiveness.	The student discusses with the teacher some criteria for evaluating team performance and distinguishes between individual and group performance assessment	X		X		
ILO7	The student will be able to identify the causes and consequences of conflict within the team, compare constructive and destructive conflict, and identify conflict management strategies within teams.	The student discusses the practical situation of how to apply the methods of organizational conflict within the team. The student remembers the types of organizational conflict and the results of each.	X	X	X		

6- Practice Tools:

Tool Name	Description

7- Main References

1- الفقي ابراهيم ، 2009، العمل الجماعي،دار أجيال للنشر والتوزيع

2- Robert, Elies White, 2015, How to be a team builder, International Ideas Home, translated by: سامي تيسير سلمان، بيت الافكار الدولية للنشر والتوزيع، الرياض

3- Harvard business school, Team that click, Harvard business school Publishing corporation, Bosten, USA, ترجمة: ضفاف شربا، العبيكان للنشر، 2011 :translated by

4- Michael G. Rogers, 2017, You are the team, 6 simple ways teammates can go from good to great, CreateSpace Independent Publishing Platform .

5- Jon Gordon, 2018, The Power of a Positive Team: Proven Principles and Practices that Make Great Teams Great 1st, Wiley.

6- *Brain Miller, 2015, Quick Team-Building Activities for Busy Managers: 50 Exercises That Get Results in Just 15 Minutes Paperback, AMACOM; Second edition.*

8- Additional References

1- *Patrick lencioni, , , 2002, The Five Dysfunctions of a Team: A Leadership Fable, Jossey-Bass*

2- محمد الفاتح المغربي، 2016، السلوك التنظيمي، دار الجنان للنشر والتوزيع ، عمان