

ISQA8080

FACILITATION OF COLLABORATIVE PROBLEM SOLVING WITH GROUPWARE

In ISQA8080, Facilitation of Collaborative Problem Solving with Groupware, you learn how to design and facilitate workshops in which groups of stakeholders collaboratively solve problems or define actions. You learn how to help groups get work done. You learn both the theoretical backgrounds and practical application of facilitation. The core of the course is very practical: A number of proven facilitation techniques that are broadly applicable are taught and practiced in a number of workshops that you have to facilitate yourself. The course also teaches you to use state-of-the-art groupware tools that support collaboration in workshops. More detailed information can be found in the syllabus.

This course is not very specific to the College of IS&T in the sense that it does not require detailed knowledge of computers or foundations of IT. We use groupware, but do not design it. We learn how to facilitate group work through lots of hands-on practice.

Application domains of the techniques and methods learned in this course include, but are not limited to:

- Software requirements identification and negotiation
- Collecting user feedback on prototypes
- Policy design and evaluation
- Organizational strategy making
- New product development
- Risk and control self assessment
- Collaborative writing and document review
- After action reviews
- Business Process Reengineering and Continuous Business Process Improvement

Class hours will be decided soon, but are likely to be Fridays from 9:30 until 12:10.

The material covered in this course has been taught before in business schools and companies to over 500 people. It is particularly well suited for students that wish to grow into managerial positions where substantial amounts of teamwork are required.

For more information please contact:

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