Today's organizations require employees to work collaboratively on teams in order to accomplish a variety of processes and tasks. Yet, there are many challenges to effective collaboration:

- Differences among team members such as communication styles, work habits, and cultural diversity -- all of which can result in conflict, misunderstandings, and lead to ineffective behaviors that hinder workplace outcomes.

In this highly interactive one credit course you will:

1. Purchase and complete a Myers-Briggs Type indicator* (MBTI) assessment to help determine your natural work style preferences. You will understand your preferred way to respond to team challenges. In addition, you will understand how your preferences allows you to make a distinctive contribution to the team.

2. Increase your understanding of team members' MBTI types and how different perspectives and methods can lead to useful and effective problem solving.

3. Increase skills for collaboration by learning and practicing several effective communication and conflict resolution skills that can be applied to all team challenges including cross-cultural situations. You will have the opportunity to practice many skills using relevant team scenarios provided by the class. Some of the skills include: Five Conflict Styles; Intent and Impact of Communication, 3 Worlds Model for Conflict Resolution, Respectful Confrontation Skill, Using Behavioral Language, and more

*MBTI is a well-documented and researched indicator which helps people understand their natural preferences for how they focus their energy, gather information, make decisions, and live in a certain way. The MBTI provides a constructive measure of personality by looking at eight personality preferences that all people on a team use at different times.

Assignments: The course expectations include:

1. Active class participation including skills practice, simulations, and coaching.
2. Purchase and complete MBTI at Graduate School of Public Affairs Dean’s Office. Approximate cost is $20
3. Choose a diversity-related book and write a 2-3 page report discussing:
   - The application of the author’s concepts, skills, or techniques to your area of study/concentration or work in your organization (past or present).
   - Your key insights including concepts or skills which were helpful/unhelpful.
   - Report due date: November 20, 2015 5:00 pm via e-mail