71C09000 Global Online Collaboration and Team Management (6 cr)

SYLLABUS

Final version (11.2.2019)

Instructor's contact information	Course information
Kirsti Iivonen kirsti.iivonen@aalto.fi Office hours: meet after the lectures or contact by email	Status of the course: Intermediate studies (BSc-level) Aalto course, open for students from all Aalto Universities Academic Year, Period: 2018-2019, IV Location: Otakaari 1, Y228b Time: Tue 16:15-19:00, except 1.4.2019 Mon 16:15-19:00 Language of Instruction: English Course Website: https://mycourses.aalto.fi/course/view.php?id=2288

1. OVERVIEW

This Aalto-level course consists of two parts running parallel. The first one is lecture-based and provides an overview of the global online working environment and collaboration practices. The second part involves a team project in which students collaborate virtually with students from other universities around the world. This part allows the students to apply their learnings in a project that simulates virtual work in real business environments. The working language both on the course and in the virtual team project is English.

2. LEARNING OUTCOMES

By the end of the course, the students will be able to

- understand the differences of leading and working in physically proximate teams vs. geographically dispersed teams that may take many different forms
- identify critical success factors and challenges of online collaboration and virtual teams
- show detailed understanding of the best practices in managing virtual teams and online collaboration projects
- structure, implement and complete a virtual project in an international online collaboration context
- apply skills and capabilities for collaborating in networked teams that work across time, space and organizational boundaries using new collaboration platforms into the virtual team work

3. REQUIREMENTS AND ASSESSMENT/GRADING

Requirements
- Lectures 6 x 3 h
- Local course-related tasks: readings and learning journal (individual tasks)
- Global virtual team project -related assignments (individual and team tasks)

Formation of the final grade
- Lectures and classroom activity 15%
- Learning journal - reflective essay based on literature and lectures 25%
- Virtual team project 60%:
  - written report and results presentation 40% (*presentation, if feasible for the class size*)
  - individual contribution in the virtual team project 20%

Attendance
- Mandatory to attend **the first lecture** to confirm participation on the course and secure a spot in a team
- Mandatory to attend **four** (4/6) lectures but recommended to attend all six
- Mandatory to attend **all** virtual team meetings

Grading
Final grade: 0-5. Evaluation: 0 (fail) - 5 (excellent).
To complete the course, all the required tasks need to be completed and passed.

4. COURSE CONTENT OVERVIEW AND ASSIGNMENTS

Classroom Sessions and Required Readings
The classroom sessions (consisting of lectures and group discussions) together with the assigned readings will provide you with a profound understanding of the virtual work environment and its special characteristics and challenges. The lectures will also help you assess practices and technologies of managing a virtual project. The readings will furthermore familiarize you with existing research done on global collaboration and team management in virtual work contexts and strengthen your ability to critically identify success factors specific for global online collaboration.

The list of assigned readings can be found on MyCourses.

Local Course-Related Task: Learning Journal (*Individual assignment*)
The learning journal is designed to help you both reflect on the topics of the lectures and the readings and assess your virtual team work experience.

Detailed instructions for writing the learning journal can be found on MyCourses.

Global Virtual Team Project and Team Assignment (*individual and team tasks*)
The course participants will also participate in a global virtual team collaboration project managed by the USC Marshall School of Business in Los Angeles. In this Virtual Business Professional (VBP) team assignment, you will join a global team consisting of students from various participating universities around the world. Your membership in the team will be randomly chosen and assigned by the instructors. Your local instructor will provide you with your team assignment and members' contact information.

Your team represents a management consulting company that specializes in branding/ social media management. Your task is to analyze the online presence of one of the suggested case companies) in terms of building and maintaining its reputation. Your team will write a report on the company's online communication tools and provide recommendations for how to improve its online presence. Please also note that top three reports will be forwarded to the case company for their review and consideration.

While the Aalto part of the course operates via MyCourses, the VBP project uses a separate virtual team collaboration platform for all international team communication, document sharing and virtual meetings. In 2019, this platform is Slack.

Detailed instructions on the VBP project can be found on MyCourses.

Please note that whereas individual Aalto assignments are uploaded only on MyCourses, all the materials related to the virtual teamwork project will uploaded BOTH on the project's assigned online platform AND MyCourses.

5. PRELIMINARY PROGRAM AND SCHEDULE
The content of this program and schedule may be subject to change before or during the course.

16:15 – 19:00, Tuesdays between Feb 26 and Mar 26, BUT <u>Monday</u> Apr 1; Otakaari 1, Y228b

Date and Session	Classroom Topic See MyCourses/Readings for required readings	VBP Team Assignments See MyCourses/VBP Projects for detailed task instructions
Week 1 Feb 26	**Course overview and instructions** Global virtual teams (GVT): concepts and definitions Introduction to the VBP team project	**Deadline Feb 27:** **Create virtual platform presence** **Deadline Mar 3:** **Prepare for team meeting 1 (indiv. work)**
Week 2 Mar 5	**GVT: Relationship building, cohesion and trust** **GVT: Leadership**	**Deadline Mar 10:** **Hold team meeting 1** **Produce and submit a meeting summary (team charter)**
Week 3 Mar 12	**GVT: Communication and cultural issues**	**Deadline Mar 13:** **Prepare for team meeting 2 (indiv. work)** **Deadline Mar 17:** **Hold team meeting 2** **Produce and submit a meeting summary (project plan)**
Week 4 Mar 19	**GVT: Processes and technologies**	
Week 5 Mar 26	**GVT: Creativity and performance** **GVT: Conflicts and feedback**	**Deadline Mar 26:** **Prepare for team meeting 3 (indiv. work)** **Hold team meeting 3** **Produce and submit a meeting summary (progress report)**

Date and Session	Classroom Topic See MyCourses/Readings for required readings	VBP Team Assignments See MyCourses/VBP Projects for detailed task instructions
Week 6 Apr 1	**Recap: Becoming a successful virtual team player** **Discussion: Team projects**	**Deadline Mar 31:** **Produce and submit a draft of the final report** **Deadline Apr 7:** **Produce and submit the final report** **Complete Team member evaluation**
Week 7	**Deadline Apr 10:** **Submit your individual learning journal through MyCourses**	

6. COURSE WORKLOAD

Classroom hours	18h
Classroom and Aalto assignments	24h
Virtual Team Project assignments	118h
Total	160h (6 cr)

7. ETHICAL RULES

Aalto University Code of Academic Integrity and Handling Thereof>

https://into.aalto.fi/pages/viewpage.action?pageId=3772443

8. OTHER ISSUES

Registration

Registration to course: via WebOodi (max. 50 students)

Rubrics

This course uses the following rubrics: Team Work; Business Writing
These rubrics can be found on MyCourses.