
Middlesex Community College

SCANS SKILLS

Enhancing Employability Skills Within Higher Education

- ❑ The transition from education into employment is not a straightforward matter.
 - ❑ Today's graduates are faced with a quite different employment challenge than that of earlier generations.
 - ❑ The nature of employment is changing such that education is the first step in a continuing program of lifelong learning.
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In a work environment,

- Competencies from various areas are used together
 - Our challenge is to create curriculum that integrates the development of technical skills and foundation skills within the context of real world problems
 - Students will benefit from learning in an integrated manner rather than in isolation
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If the technical skills and foundation skills are

integrated throughout activities in the teaching/learning process students can see that skills such as being an effective team member, problem solver, self-learner or being able to facilitate customer service has a purpose and a connection.

“Customer Service

and the Couch”

I asked “Why doesn’t somebody do something? Then I realized, I was somebody.—Unknown

Scans Skills in CA1101

Microcomputer Applications

- Morning Glories Florist Shop-owned and operated by Bernadette Sprayberry and Joan Morris.



- Drew's Cycles-owned and operated by Drew and Julie Pedersen



Teamwork

“None of us is as smart as all of us.” -
-Anonymous

Team vs. Groups

- A project team:
 - Responsible for a specific activity
 - Discrete beginning and end
 - Produces predetermined result
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Groups

- Structured working group:
 - Multiple activities
 - Ongoing
 - Emphasis on individual performance for results
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Teams

□ Teams

- Synergistic results
 - Collective efforts of members
 - Whole is greater than sum of the parts
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Groups

- Best working groups:
 - Share information
 - Help others do their job
 - Focus
 - Responsible only for individual goals
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Teams

□ Best teams

- Individual and mutual accountability
 - More debate and decisions in team
 - More reinforcing of performance standards
 - More payoff
 - More Risk
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Organizational Benefits

- Increased speed
 - Reduce product to market time
 - Ability to handle complexity
 - Team members from various functions help solve complex problems
 - Increased creativity
 - Diversity of viewpoints and experience
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Benefits

- Better organizational learning
 - Learn informally about other parts of the organization and culture
 - Enhanced individual development
 - Gives continual challenge and chance to learn from others
 - GOOD TEAMS HAVE FUN!!!
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Competencies of a Successful Team

- A team is a small number of people with complementary skills who are committed to a common purpose, performance goals and approach for which they hold themselves mutually accountable.
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Real Teams do not spring up by magic

Stages of Team Development

- Forming
 - Storming
 - Norming
 - Performing
 - Adjourning
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Forming

Individual Questions

- Do I belong?
 - What is this team about?
 - How do I compare to others?
 - Am I good enough? Too good?
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Forming Team Questions

- What is the goal?
 - How are we going to relate to each other?
 - Do we know our individual roles?
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Storming

- ❑ Resistance to goal, tasks, demands
 - ❑ Resistance to the process, ground rules
 - ❑ Hostility to other group members
 - ❑ Challenge leadership
 - ❑ Isolate themselves from group interaction
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Managing Storming

- Allow it to surface
 - Use conflict management techniques
 - Conflict resolution will involve agreements on the goal, relationships, roles and the process
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Norming

- Cooperative behavior
 - Continuing communication
 - Changes without hostility
 - Shared responsibility
 - Consensus decision making
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What Facilitates Norming?

- Good listening skills, verbal and non-verbal
 - Meeting management skills
 - Continuing to evaluate the goal and the process
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Performing

- Effective problem solving
 - Team mobilized toward goals
 - Interdependence very high
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What Facilitates Performing?

- Problem solving and decision making skills
 - Feedback skills
 - Members teach each other
 - Celebrate small successes
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Adjourning

- Achieving the goal
 - Disengaging from relationships
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What Facilitates Adjourning?

- Acknowledging the end
 - Celebrate successes
 - Acknowledge failures
 - Create “lessons learned”
 - Taking pride in the process and the end result
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Brainstorming

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- SCANS SKILLS:
 - Creative Thinking
 - Teamwork
 - Speaking
 - Self Management
 - Visualizing
 - Managing People
 - Individual Responsibility
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Guidelines for Brainstorming:

Divide into teams of 4-6 people

The first rule is NO criticism. All ideas should be accepted from all team members and written down.

Use a cluster diagram with the question to be brainstormed in the center circle. Around the circle record any ideas that pop into your mind. Circle each separate idea. If ideas seem related join them with lines, but don't spend time on organization yet. One team member records all suggestions. A cluster diagram allows the group to open up and free associate. Encourage your team mates to take risks.

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- The goal of the team is to generate a large number of ideas that can be sorted out at a later date.
 - When the brainstorming is completed, group similar ideas into lists.
 - Brainstorming is an important part of problem-solving and team efforts.
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Communicating in Teams

□ Sources:

**North River Consulting Group, Susan C.
Wolfe, Principal**

“Communicating in Teams”

□ Slides:

**Adapted from “Business Communication:
Process and Product”**

Mary Ellen Guffey
