# OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note:** The University reserves the right to amend course outlines as needed without notice.

<table>
<thead>
<tr>
<th>Course Code and Number: CMNS 420</th>
<th>Number of Credits: 4</th>
<th><a href="https://example.com">Course credit policy (105)</a></th>
</tr>
</thead>
</table>

**Course Full Title:** Virtual Team Communication  
**Course Short Title (if title exceeds 30 characters):** Virtual Team CMNS

**Faculty:** Faculty of Humanities  
**Department (or program if no department):** Communications

**Calendar Description:**

Virtual teams are used globally to communicate across boundaries, time zones, technologies, cultures, disciplines, and professional contexts. This course blends face-to-face instruction with virtual learning to connect students with the specialized strategies, technologies, tools, and methods to facilitate virtual teams.

**Note:** Students will be required to participate in global social media environments.

**Prerequisites (or NONE):**

60 university-level credits including one of the following: CMNS 235, CMNS 251, or CMNS 280.

**Corequisites (if applicable, or NONE):**

None

**Pre/corequisites (if applicable, or NONE):**

- **Equivalent Courses (cannot be taken for additional credit):**
  - Former course code/number:
  - Cross-listed with:
  - Equivalent course(s):
    - Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.

- **Transfer Credit**
  - Transfer credit already exists: ☐ Yes ☑ No
  - Transfer credit requested (OReg to submit to BCCAT): ☐ Yes ☑ No (if yes, fill in transfer credit form)
  - Resubmit revised outline for articulation: ☐ Yes ☑ No

To find out how this course transfers, see [bctransferguide.ca](https://example.com).

**Total Hours:** 60  
**Typical structure of instructional hours:**

<table>
<thead>
<tr>
<th>Type of Instruction</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture hours</td>
<td>15</td>
</tr>
<tr>
<td>Seminars/tutorials/workshops</td>
<td>15</td>
</tr>
<tr>
<td>Laboratory hours</td>
<td>15</td>
</tr>
<tr>
<td>Field experience hours</td>
<td></td>
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<tr>
<td>Experiential (practicum, internship, etc.)</td>
<td></td>
</tr>
<tr>
<td>Online learning activities</td>
<td>15</td>
</tr>
<tr>
<td>Other contact hours</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>60</strong></td>
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</table>

**Special Topics**

Will the course be offered with different topics? ☐ Yes ☑ No

If yes, different lettered courses may be taken for credit:  
☐ No ☐ Yes, repeat(s) ☐ Yes, no limit

**Note:** The specific topic will be recorded when offered.

**Maximum enrolment (for information only):** 24  
**Expected frequency of course offerings (every semester, annually, every other year, etc.):** Every other year

**Department / Program Head or Director:** Lynn Kirkland Harvey  
**Date approved:** November 4, 2016

**Faculty Council approval**

**Date approved:** February 10, 2017

**Campus-Wide Consultation (CWC)**

**Date of posting:** March 17, 2017

**Dean/Associate VP:** Jacqueline Nolte  
**Date approved:** February 10, 2017

**Undergraduate Education Committee (UEC) approval**

**Date of meeting:** March 24, 2017
Learning Outcomes
Upon successful completion of this course, students will be able to:

- Define types of virtual teams
- Evaluate the purpose for various types of virtual team
- Analyze the leadership behaviours that best support different types of virtual teams
- Incorporate practices that demonstrate consideration for impact of culture on virtual communication (for example, priority of relationship building and technology management in Indigenous contexts)
- Investigate a variety of online platforms and applications for virtual teamwork
- Select appropriate strategies, tools and techniques for context specific virtual team facilitation
- Plan a virtual team facilitation
- Demonstrate virtual team relationship building, leadership and participation
- Facilitate virtual team activities

Prior Learning Assessment and Recognition (PLAR)

☒ Yes ☐ No, PLAR cannot be awarded for this course because

Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department’s discretion)

Blended Learning (i.e. face-to-face classes + virtual participation); lectures; learning activities (in-class and online); student-led virtual seminars.

Grading system: Letter Grades: ☒ Credit/No Credit: ☐ Labs to be scheduled independent of lecture hours: ☒ No ☐

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (if more space is required, download Supplemental Texts and Resource Materials form)

<table>
<thead>
<tr>
<th>Author (surname, initials)</th>
<th>Title (article, book, journal, etc.)</th>
<th>Current ed.</th>
<th>Publisher</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>5.</td>
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</table>

Required Additional Supplies and Materials (software, hardware, tools, specialized clothing, etc.)

- Access to Blackboard
- Computer head-set and microphone
- Webcam

Typical Evaluation Methods and Weighting

<table>
<thead>
<tr>
<th>Final exam:</th>
<th>%</th>
<th>Assignments: 90%</th>
<th>Midterm exam:</th>
<th>%</th>
<th>Practicum:</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes/tests:</td>
<td>10%</td>
<td>Lab work:</td>
<td>%</td>
<td>Field experience:</td>
<td>%</td>
<td>Shop work:</td>
</tr>
<tr>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Total:</td>
</tr>
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</table>

Details (if necessary):

10% Individual face-to-face case study plan and presentation
20% Virtual team workshop plans
15% Virtual team contributions; meeting deadlines, meeting participation, active communication
10% Peer evaluations, team evaluations, and self-evaluations
30% Virtual facilitated group meetings (minimum of two separate activities)
10% Quizzes
5% Individual written case study

Typical Course Content and Topics

This course is designed to help students master the convergence of workers, workplace, technology, and work processes using multiple forms of collaboration and communication strategies used by virtual teams. The course begins, in the face-to-face learning environment with an introduction to effective virtual team communication best practices. The course then moves into the online learning environment to provide students with an opportunity to communicate, work, participate, and facilitate a variety of virtual team activities. The course content includes:

A) Understanding Virtual Teams
1. Identifying types of virtual teams
   - Networked teams
   - Parallel teams
   - Project or product teams
- Work task function teams
- Service teams
- Management teams
- Action teams
- Distributed teams

2. Critical factors for virtual team success
3. Technical boundaries: Tools and challenges
4. Crossing cultural boundaries
5. Integrating diverse cultural expectations
6. Crossing time zones and distances

B) Creating Virtual Teams
   1. Myths and realities about leading virtual teams
   2. How to start a virtual team
   3. Team members: Roles, competencies and expectations
   4. Building Relationships and Trust

C) Organizing Virtual Teams
   1. Holding virtual team meetings
   2. Comparing team dynamics: Virtual team vs. face-to-face team
   3. Working adaptively: Strategies, techniques and tools
   4. Accountability: How to evaluate the effectiveness of virtual team activity

D) Virtual Teams In Action
   1. Virtual project team networking
   2. Chairing a meeting
   3. Conducting virtual workplace training
   4. Hosting a virtual conference
   5. Facilitating a webinar