Instructor:
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Client Contact: Harris Bank/Bank of Montreal
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Teaching Assistants:

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Location & Time:
Annenberg Hall, 345

4 Saturdays both Fall and Winter Quarters plus weekly meetings
Purpose of the course:

1. To apply LOC knowledge and skills to a real-world learning and organizational change problem by designing, implementing and evaluating a solution.
2. To make explicit the knowledge and skills acquired by LOC majors during their undergraduate education.
3. To integrate and synthesize the knowledge and skills acquired by LOC majors during their undergraduate education and to demonstrate this synthesis by applying them to a real-world learning and organizational change problem.
4. To acquire knowledge and skills in design, implementation and evaluation of tools used in knowledge work.
5. To acquire knowledge and skills in the field of knowledge management, project management, design, change, and learning and development.
6. To acquire additional knowledge and skills required of knowledge workers and to use these in classroom and client work.
7. To acquire and practice professional work practices and client relationship management.
8. For each student to reflect on and synthesize what they have learned in their major, and to articulate their learning and how they see it being used in their professional lives.
9. To exchange knowledge with professionals that will contribute to the professional development of students, clients, mentors and faculty.

Student expectations for the Fall and Winter Quarters:

1. Each student will attend all class sessions and meetings of their work groups.
2. Each student will submit deliverables and assignments on time and of high quality.
3. Each student will provide the instructor, the client contact and the teaching assistants with real-time feedback to assist in ongoing improvement of the course.
4. Each student will fully participate in all team assignments.
5. Each student will consult with course instructors and client contacts as needed to aid in their progress.

Role of the Instructor:

1. Design and coordinate overall course assignments and relationships with the client.
2. Provide coaching and evaluation to students.
3. Teach new content as needed.
4. Provide resources and tools upon student/teaching assistant request.
5. Exchange knowledge with teaching assistants around course content and program effectiveness.
6. Provide feedback on process, deliverables and assignments.
Role of the Client Contact:

1. Act as the primary contact for the students to the client.
2. Work with the students to determine deliverables for the quarter.
3. Provide information to the students to aid in the design, implementation and evaluation of products & services tailored to client.
4. Provide feedback and coaching to the students on the process and deliverables to the client.
5. Arrange meetings with members of the client organization.

Role of the Teaching Assistants:

1. Provide one-on-one and group feedback to ensure high quality of deliverables and assignments.
2. Provide students with professional feedback as to their performance as a team and work group members.
3. Provide feedback to students and instructor on student assignments.
4. Act as on-going project manager and client contact.
5. Work with the instructor to design class assignments and structure.
6. Provide additional content and tools for students to add to their knowledge and skill base that will help them both in the class and in their professional development.
7. Provide feedback to the instructor in terms of work group and individual performance, course effectiveness and challenges they see students facing.
8. Provide coaching on how to integrate and apply LOC learning with real world problems and approaches to solving them.
9. Help students think critically through their Capstone to gain a deeper understanding of their overall LOC experience.

Fall & Winter Quarter Deliverables:

- Concept engineering (helicopter thinking) knowledge tool assignment.
- Development of core LOC 391 competencies for the students (in conjunction with the instructor and teaching assistants). Students to be evaluated against these competencies.
- Design and present new employee on-boarding process, tools and adoption plan for Harris Bank/Bank of Montreal.
- Provide ongoing assessment and iterations to Harris Bank/Bank of Montreal on on-boarding process and implementation.
- Extemporaneous story telling/LOC-based case analysis in class to take place in class. Students will also evaluate each other. Some presentations will take place in teams.
- Draft reflection paper (fall) Final reflection paper (winter)