

# PTHE 625 Effective Leadership

FasTrak Syllabus Addendum

6 credit Hours

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## FASTRAK COURSE REQUIREMENTS:

1. *Fulfill all requirements of the original syllabus:* Five books of pre-session reading, class attendance, participation in group exercises, and a post session project.

2. *Reading:* Complete an additional 2000 pages of reading from the reading list. Complete the form on the last page and submit it with your post-course work to indicate your progress on the reading assignments.

### Customer Service

Blanchard, K. H., Ballard, J., & Finch, F. E. (2004). *Customer mania!: it's never too late to build a customer-focused company*. New York: Free Press.

Bell, C. R., & Zemke, R. (1992). *Managing knock your socks off service*. New York: Amacom.

### Building Teamwork and Collaboration

Lencioni, P. (2002). *The five dysfunctions of a team: a leadership fable* (1st ed.). San Francisco: Jossey-Bass.

Surowiecki, J. (2004). *The wisdom of crowds: why the many are smarter than the few and how collective wisdom shapes business, economies, societies, and nations* (1st ed.). New York: Doubleday.

Lencioni, P. (2004). *Death by meeting: a leadership fable about solving the most painful problem in business*. San Francisco, CA: Jossey-Bass.

Beyerlein, M. M. (2003). *Beyond teams: building the collaborative organization*. San Francisco: Jossey-Bass/Pfeiffer.

### Leadership Development

Tichy, N. M., & Cardwell, N. (2002). *The cycle of leadership: how great leaders teach their companies to win* (1st ed.). New York, NY: HarperBusiness.

Berger, L. A., & Berger, D. R. (2004). *The talent management handbook: creating organizational excellence by identifying, developing, and promoting your best people*. New York: McGraw-Hill.

### 3. Writing:

A. Book review: write a 2-3 page book review of *publishable quality* on one of the books read in the additional reading.

B. Project: write a 3-6 page “briefing” for your leadership team on each of the following topics:

Customer service

Building teamwork and collaboration

Leadership development

“Briefing” should include: major concepts, recommended action steps and two resources for leaders who want to explore the subject more.

4. *Interent or Contextual Research*: Participate in 40 hours of hands-on experience either in Internet research or a ministry context relevant to the course. This research or experience will be summarized in the 5-7 page report. It is important to identify your key learnings.

5. *Deadlines*: FasTrak assignments are due 120 days after the final class session.

<b><u>GRADING PROCEDURE</u></b>	<b><u>% of grade</u></b>
<i>Original syllabus requirements:</i>	50%
<i>FasTrak requirements:</i>	
Additional Post-Session Reading	15%
Publishable book review	5%
Additional Post-Session Writing Projects	20%
Internet or Contextual 40-hour Research	10%
<i>Total of all assignments:</i>	<u>100%</u>

Grading will be on a percentage basis, with 90% of the total points required for an A, 80% of the points required for a B, etc. Plusses and minuses will be used for point totals within 2% of any grade level.

**SPECIFIC DATA**: revised 1.03.05 by J. Melvyn Ming

