**Outcome:** Students will continue to develop and practice the personal, team accountability, and reflection skills required to successfully analyze, define, and resolve issues related to the Process Operations Professional II capstone project or other selected case studies.

**Lecture:** Lecture to review via class discussion:

1. The importance of reflection and seeking feedback for continuous improvement
2. Group Dynamics
   1. Common group problems
   2. Conflict resolution
   3. Group decision making
3. Learning with understanding
   1. How to learn better

**Homework:**

1. Reflections for Continuous Improvement
2. Capstone Project – Improvements
3. Team Member Citizenship – Complete ½ way through the Capstone Project - Improvements

**Documentation:**

1. Reflections for Continuous Improvement.doc
2. Group Dynamics.ppt
3. Brainstorming Techniques.ppt
4. Learning with Understanding: Seven Principles of Learning.doc
5. Capstone Project – Improvements Report Description
6. Team Member Citizenship.doc
7. Team member Citizenship – Results.excel

**Assessment:**

1. Reflections for Continuous Improvement
2. Team Member Citizenship - Results
3. Capstone Project – Improvements Report
4. Final Exam – verbal