



Becoming a Problem Solver Spring 2023 Syllabus

(INCO 505A for UNH/University of Record students; 4-credit course; Dr. Fiona Wilson, faculty of record)

Spring 2023, January 24-May 5, 2023
Fridays, 10:00am – 3:00pm
Non-Profit Center (NPC), 2nd floor conference rooms

Instructional Team

Yishiuan Chin, PhD, Interim Senior Lecturer
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Office Hours: By appointment (please email to schedule)

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Office Hours: Wednesday 7:00-7:45PM @NPC; Thursday 8:00-8:30AM via zoom

Vicky Ajene, Director of Internships
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Office Hours: Tuesday 5-6PM virtually via [Zoom](#)

Giselle MacNaughton, Teaching Assistant (Fall '21 Alum)
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Wellness Team

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Community Meeting Leader

Rachel Burke
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Overview

The goal of this course, **Becoming a Problem Solver (BAPS)**, is to leverage the experiential learning cycle to provide you with hands-on, work-based learning opportunities where you can apply cross-sector skills, tools, and knowledge to understand how to solve social problems in your internship and prepare for your career after college.

Who do you want to be? What kind of world do you want to help create? In this course we will investigate our ways of working, understanding, and leading through a variety of projects and reflections, bridging the gap between your internship experience and your future. Through active learning, collaborative dialogue, and proven practices, you will begin to unpack your strengths, perspectives, and passion, articulate your goals, and build towards the career you want. We will focus on SITC’s goals of **Working in Diverse Teams** and **Launching a Purpose Driven Career**. It is this course that will prepare you for project management, professional collaboration, cultural competence, professional identity, and networking.



Please Note: Your experiential learning experience (the “Internship”) undergirds the entire Semester in the City program. As such, it is a primary source, akin to a memoir or autobiography. The SITC Internship, the Social Innovator’s Toolbox, and the Becoming a Problem Solver courses will all examine this primary source, your internship experience, in a variety of ways in keeping with the goals of each individual course. There is bound to be some overlap in the projects that utilize your internship experience, but each course endeavors to examine differing aspects of that experience.

Learning Objectives

By the end of this course, you should be able to:

Work on Diverse Teams:

Identity and Cultural Competence

- Assess how one’s identity interacts with facets of power, privilege, and bias.
- Cultivate equal respect, empathy, and genuine interest in all people
- Show up professionally in all work-related settings including timeliness, use of appropriate language and dress, and display of a positive and friendly attitude.

Collaborative Skills and Mindset

- Share responsibilities, tasks, and speaking time
- Develop skills giving and receiving constructive feedback
- Learn to listen deeply
- Advocate skillfully and with an open mind

Project Management

- Explore and practice skills in goal setting, time and task management
- Persist through challenges and changes creatively and flexibly
- Utilize one’s team and resources for success
- Present updates on process and reflection on final outcomes

Launch a Purpose Driven Career:

Build networks

- Engage authentically with other professionals by offering information about self in order to build connection
- Seeks to understand others and their needs, seeks to be understanding of others
- Understand the importance of two-way benefit in relationships and seek opportunities to aid others.
- Maintain informal and formal networks intentionally

Create Sustainable Career

- Believes in own capacity for contributing to positive change
- Recognizes one’s own strengths, challenges, and preferences in work environment
- Regularly evaluate and try new approaches to your work/life habits

Explore paths

- Listen, imagine, and question the variety of roles, systems, and categories that interest you within social innovation
- Identifies clear goals for positive impact in the world

Shape professional identity

- Articulate your story, complete with background, passion, and direction
- Develop a professional online presence

Class Schedule

9:30am-10:00am	Check in, connect with peers and staff
10:00am-12:30pm	Class meeting
12:30pm-1:30pm	Break for lunch
1:30pm-3:00pm	Community Meeting or Wellness Workshop Announcements

Syllabus is subject to change with notice.

Course Policies

Classroom Conduct: “Challenge the idea, not the person.”

Be respectful. We all come from different backgrounds and have encountered different experiences. We may share some experiences but may not share the same conclusions. Our backgrounds and experiences help to shape what we think and believe. As we encounter a diversity of opinions, we will do so in this class with respect to one another. To this end, we will create a safe space for all class members to participate and share their perspectives, opinions, and experiences so that we can learn from one another. Please keep in mind the following:

- Keep private what is discussed in class.
- Be respectful and thoughtful when responding or commenting in person or on Canvas. It is okay to disagree with someone but respond thoughtfully and respectfully.
- If you do not understand a comment or response of another student, please ask clarifying questions.
- Stay focused on the topic. Be succinct but clear.

Attendance and Participation

You are expected to arrive on-time and participate actively in this class. There is a lot of work to be done in 15 weeks. Plan on spending about 3-5 hours per week outside of class meeting time (more if you work slowly). Try not fall behind. It will be very difficult to catch up once you are behind in your work.

Excused Absences

Attendance is expected and you will be graded on your attendance. If you need to miss class, be more than 10 minutes late, or leave more than 10 minutes early, please email courses@collegeforsocialinnovation.org to notify the instructional team **prior to the start of the class**.

If you are sick, please stay home!

Late and Missing Work

All assignments are expected to be completed by the stated deadlines. If you are unable to submit an assignment by the deadline, please contact the instructor **prior to the deadline** to request an extension to avoid a penalty.

If you do not request an extension and turn in your work late, a 10% grade penalty will be in effect per day. Any work submitted more than 7 days past the deadline will receive a grade of zero unless an extension has been granted.

Missing assignments will receive a grade of zero.

References and Citations

If you refer to any published sources on your assignments, please cite the sources that you use and provide a list of references. It is important to credit the sources you use and to avoid plagiarizing someone else's work or ideas. If you are caught plagiarizing, you will fail the assignment.

Technical Requirements

CFSI uses the [Canvas Learning Management System](#) platform and this is where all assignments, announcements, up-to-date schedules, course materials, and other resources will be concentrated. Each Fellow is enrolled in three courses (Internship, SITB and BAPS) and one group for the semester. You are expected to check Canvas daily to stay up to date with all the information contained within it.

Internet access is a required component for this course and will not be accepted as an excuse for missed or late work.

CFSI Grading Scale

For all assignments, an assignment overview and a grading rubric will be provided to help you understand what is required to meet expectations. You will be assigned a letter grade based on a weighted average of the above assignments.

93–100%	A	Exemplary performance
90–92%	A-	Consistently above expectations
87–89%	B+	Above expectations, very good
83–86%	B	Meets expectations, good overall performance
80–82%	B-	Meets expectations most of the time
77–79%	C+	Mostly meets expectations but below at times
73–76%	C	Below expectations but passing
70–72%	C-	Below expectations, needs improvement
67–69%	D+	Consistently below, but enough to get credit
63–66%	D	Receives credit
60–62%	D-	Receives credit
<60%	F	Underperforming. No credit earned for the course

Grade Breakdown and Assignments

Attendance and Participation 20%

Attendance is graded. You will receive up to 2 points for each class meeting.

- 2 points for arriving on time and staying until the end of class, or if you are granted permission to arrive late or leave early.
- 1 point if you arrive between 10:00am and 10:10am and stay until the end of class.
- Zero points if you arrive after 10:10am OR leave more than 10 minutes before the end of class.
- If you have an excused absence, you will be marked EXCUSED and your absence will not count towards your grade.

The following assignments count towards your Participation grade:

- Submit a Question for the Young Professionals Panel (due 2/21)
- Submit a Consultancy Protocol Dilemma (due 2/28)
- Submit a Question for the Veteran Professionals Panel (due 3/21)

- I Spy... Boston! series is designed to encourage you to explore Boston. You will share a favorite place on the discussion board based on the following themes. You will also respond to at least two posts by your peers.
 - My favorite discovery (due 2/7; responses due 2/9)
 - Museum or historical building (due 3/14; responses due 3/16)
 - Neighborhood event, park, or outdoor space (due 4/18; responses due 4/20)

Reflections 20%

These assignments are designed to help you reflect on your identities, aspirations, and experiences, and consider how you might apply these insights professionally and personally.

- My goals (due 2/2)
- Leadership and taking initiatives (due 2/9)
- Insights from the Young Professionals Panel (due 3/2)
- Who Am I at Work? (in-class activity, due 3/17)
- Insights from the Veteran Professionals Panel (due 3/30)
- Working in Diverse Teams (in-class activity, due 4/7)

Career Planning 20%

These assignments are designed to help you develop tools to make meaningful professional connections and to launch yourself professionally.

- Resume (due 3/23)
- LinkedIn profile (due 3/23)
- Elevator pitch video (due 3/23)
- Informational Interviews
 - Planning your informational interviews (due 3/2)
 - Informational interview report (due 4/20). You may submit a second report for extra credit.

Special Project 40%

Special Projects present a unique learning opportunity for SITC Fellows. It allows for growth in broad professional skill sets as well as developing specific knowledge and expertise. Working with your Mentor, you will lead and manage a special project that fulfills a need for your internship organization.

- Proposal (due 2/16)
- Work plan (due 2/23)
- Elevator pitch about your special project (due 4/25)
- Presentation about your special project on 4/28 (materials due 4/27)
- Executive summary memo and deliverables (due 4/28)
- Special project presentation reflection (due 5/1)

Course Schedule

Week	Date	Topics	Assignments
1	Jan 27	<ul style="list-style-type: none"> • Review syllabus and course expectations • Goal setting/SMART goals • Community Meeting 	<ul style="list-style-type: none"> • Reflection: My Goals (due 2/2)
2	Feb 3	<ul style="list-style-type: none"> • Leadership • Taking Initiatives • Wellness Workshop 	<ul style="list-style-type: none"> • I Spy... Boston! My Favorite Discovery! (due 2/7; responses due 2/9) • Reflection: Leadership and Taking Initiatives (due 2/9)
3	Feb 10	<ul style="list-style-type: none"> • Communication Styles • Writing your Special Project Proposal • Advising Circles • Community Meeting 	<ul style="list-style-type: none"> • Special Project Proposal (due 2/16)
4	Feb 17	<ul style="list-style-type: none"> • Backward Planning • Developing your Special Project Work Plan • Managing Up • Wellness Workshop 	<ul style="list-style-type: none"> • Submit a Question for the Young Professionals Panel (due 2/21) • Special Project Work Plan (due 2/23)
5	Feb 24	<ul style="list-style-type: none"> • Young Professionals Panel • Giving and Receiving Feedback • Informational Interviews • Community Meeting 	<ul style="list-style-type: none"> • Submit a Consultancy Protocol Dilemma (due 2/28) • Reflection: Insights from the Young Professionals Panel (due 3/2) • Planning your Informational Interviews (due 3/2)
6	Mar 3	<ul style="list-style-type: none"> • Consultancy Protocol • Advising Circles • Wellness Workshop 	<ul style="list-style-type: none"> • I Spy... Boston! Museum or Historical Building (due 3/14; responses due 3/16)
7	Mar 10	Spring Break – no class	

Week	Date	Topics	Assignments
8	Mar 17	<ul style="list-style-type: none"> Presenting Yourself Professionally: Resume, LinkedIn, Elevator Pitch Who Am I at Work? Wellness Workshop 	<ul style="list-style-type: none"> Reflection: Who Am I at Work? (due 3/17) Submit a Question for the Veteran Professionals Panel (due 3/21) Resume (due 3/23) LinkedIn Profile (due 3/23) Elevator Pitch video (due 3/23)
9	Mar 24	<ul style="list-style-type: none"> Veteran Professionals Panel Advising Circles 	<ul style="list-style-type: none"> Reflection: Insights from the Veterans Professionals Panel (due 3/30)
10	Mar 31	<ul style="list-style-type: none"> Working in Diverse Teams Wellness Workshop 	
11	Apr 7	<ul style="list-style-type: none"> Putting It All Together: Launching a Purpose Driven Career and Working/Leading in Diverse Teams Advising Circles Community Meeting 	<ul style="list-style-type: none"> Reflection: Working and Leading in Diverse Teams (due 4/7) Informational Interview Report (due 4/20) You may write a second report for extra credit. I Spy... Boston! Neighborhood Event, Park or Outdoor Space (due 4/18; responses due 4/20)
12	Apr 14	Spring Break – no class	
13	Apr 21	<ul style="list-style-type: none"> Wrapping Up Your Internship Preparing for Your Special Project Presentation Executive Summary Memo and Deliverables Advising Circles Community Meeting 	<ul style="list-style-type: none"> Special Project Elevator Pitch (due 4/25) Special Project Presentation Materials (due 4/27) Executive Summary Memo and Deliverables (due 4/28)
14	Apr 28	Special Project Presentations	<ul style="list-style-type: none"> Special Project Presentation Reflection (due 5/1)
15	May 3-5	Showcase Week	