Overview

Course Prefix, Course Number, Title: BIT220-01426 Management Information Systems
Credits: 3
Online/Blackboard
Semester/Year: 2020 Fall
Campus Connection Course Dates: 08/24/2020 - 12/18/2020
Mode of Delivery: Online Asynchronous

Instructor Information

Dr. Kristi-Ann Berg
kristi.berg@minotstateu.edu
Office Hours: Monday/Wednesday: 11-11:50am, Tuesday/Thursday: 9:30-11:00am.
Additional hours available by appointment.
Phone: 701.858.4337

Course Details

Catalog Description: Designed to provide an introduction to systems and development concepts, technology acquisition, and various types of application software that have become prevalent or are emerging in modern organizations and society. Also introduces students to contemporary information systems and demonstrates how these systems are used throughout global organizations. The focus of this course is on the key components of information systems - people, software, hardware, data, and communication technology, and how these components can be integrated and managed to create competitive advantage.
General Education Category (or categories): CCS1 Problem Solving, CCS6 Collaboration

Placement Policies: none

Required Course Materials

Using MIS, 11th Ed.
ISBN: 9780135191767
Kroenke and Boyle
Pearson
11th Ed.

Student Learning Outcomes

- Students will be able to use the major concepts in the functional areas of accounting, marketing, finance, management, and information managements systems.

- Students will be able to identify emerging technology innovation opportunities.

Course Objectives

- Recognize contemporary MIS theory and how information systems support business strategy, business processes, and practical applications in an organization.

- Interrelate how various support systems can be used for business decisions and to sustain competitive advantage.

- Describe how the Internet provides a global platform for e-business, business mobility and communications, collaboration, and cloud computing.

- Express the proven value of, and relationship between business data, data management, and business intelligence.

- Analyze systems development and project management methodologies.

- Combine analytical thinking, creativity and business-problem-solving as applied to ongoing MIS challenges, future trends, and relevant case studies.

- Express ethical awareness and moral reasoning applied to a MIS problem, issue or case study.

Assignments and Grading

Grading Policy and Scale:

The instructor reserves the right to revise assignments and point values if necessary. Point values are cumulative and are not weighted or curved. Feedback will be provided for all writing/discussion assignments, exams, and projects. The following BIT Department common grading scale will be used for all assignments, exams, projects, and the overall course grade:

 A = 100-92% B = 91-84% C = 83-76% D = 75-68% F = 67% and below

Assignments and Descriptions and Tentative Due Dates:

You will have the opportunity to demonstrate your understanding of material covered through various exercises in conjunction with each chapter.

- The course includes **Four Modules** see Topical Outline (located in this syllabus) for details.
- The instructor will provide a topical schedule for each Module. This schedule will include assignments, quizzes, exams and due dates.
- Brief, time-limited quizzes will be given for each chapter to help you assess your reading comprehension.
- Assignments include individual and/or pair/team activities in the form of discussions, questions, collaborative projects, cases, or mini-projects. Quality, thoughtful responses are expected; reciting the text book will result in zero points. Appropriate and correct grammar, punctuation, and spelling are expected, and points may be deducted for continuous errors.
- Team building activities may also take place. Such activities are a powerful way to unite people, develop strengths and address weaknesses. Team-building activities can help students better understand one another and learn to be more effective at working together. These exercises can also help students work on other issues, such as learning problem-solving techniques and improving communication skills. Points awarded for such activities, if any, will occur in the form of bonus points to be used towards exams.

Exams: At the end of each of the **Modules** your learning will be assessed through an exam. Exams may include multiple-choice, short answer questions and comprehensive short-essay questions.

Tentative Course Outline:

Tentative – Subject to Change

Weeks	Topical Areas	Assignments
The professor will provide specific assignment details and due dates for each Module prior to the start of each Module. These details can be found in the Modules on BlackBoard and on the Course Plan located on the course homepage.		
Course Introduction		
1	Introductions Syllabus	Syllabus Quiz Intro Discussion Reading Quiz Honesty Policy
Module 1		
2	Chapter 1 – The Importance of MIS	Quiz #1 Case Study Chapter Questions Class Discussion
3	Chapter 2 – Strategy and Information Systems	Quiz #2 Case Study Chapter Questions Class Discussion
4	Chapter 3 – Business Intelligence Systems	Quiz #3 Case Study Chapter Questions Class Discussion Module 1 Exam
Module 2		
5	Chapter 4 – Hardware, Software, and Mobile Systems	Quiz #4 Case Study Chapter Questions Class Discussion

6	Chapter 5 – Database Processing	Quiz #5
		Case Study
		Chapter Questions
		Class Discussion
7	Chapter 6 – The Cloud	Quiz #6
		Case Study
		Chapter Questions
		Class Discussion
		Module 2 Exam
8	Mid-Semester Presentations	Presentation
Module 3		
9	Chapter 7 – Collaboration Information Systems	Quiz #7
		Case Study
		Chapter Questions
		Class Discussion
		Module 2 Exam
10	Chapter 8 – Processes, Organizations, and Information Systems	Quiz #8
		Case Study
		Chapter Questions
		Class Discussion
		Module 2 Exam
11	Chapter 9 – Social Media Information Systems	Quiz #9
		Case Study
		Chapter Questions
		Class Discussion
		Module 3 Exam
	Module 4	
12	Chapter 10 – Information Systems Security	Quiz #10

		Case Study
		Chapter Questions
		Class Discussion
		Module 2 Exam
13	Chapter 11 – Information Systems Management	Quiz #11
		Case Study
		Chapter Questions
		Class Discussion
		Module 2 Exam
14	Chapter 12 – Information Systems Development	Quiz #12
		Case Study
		Chapter Questions
		Class Discussion
		Module 4 Exam
15	Final Presentations	Final Presentations
16	Finals – Tuesday, May 12, 2020 midnight (online)	Final Presentations

Important Dates

September 7, Labor Day, University Closed

November 11, Veterans Day, University Closed

November 25-27, Thanksgiving Vacation, University closed November 25

Final Exam Date and Time: December 14, 2020 (midnight)

Assessment Day: Monday, September 21, 2020

Late and Missed Work

Regular attendance is expected. Regular participation in class and presence in the course learning tool, Blackboard, is expected by both the student and the instructor. Whether this is a campus class or online, by using Topical Outline (located in this syllabus) document you can plan when to do your assignments based upon the due dates. If you make a plan from the beginning you will find greater success throughout your class! Keep in mind the instructor will be taking attendance for each class session. Students will receive and achieve the most benefit by being present! Please be responsible for yourself and plan accordingly.

The **Course Plan** (shared in class and/or located on the Blackboard homepage) provides an overview of the topical areas, readings and required assignments. Within each of the Modules you will find information pertaining to the topical areas covered along with all of the assignment details, due dates and point values. The Calendar will also show the dates assignments are due.

Policies:

- Exams must be taken when scheduled. Please do not ask to deviate from the schedule. If you make plans to leave school prior to the final exam then you have made the decision to miss the exam.
- **Exams cannot be made up.**
- If you unable to take an exam as scheduled to due to a **University Sanctioned Event** it is your responsibility to inform me by phone or via course mail **prior** to the absence. Then, the exam or project **must be completed prior to the absence**. Plan accordingly and be responsible.
- If a medical situation occurs proof will need to be provided prior to arranging a make-up exam.

Attendance Policy

University Attendance Policy

Minot State's attendance policy is posted here:
http://www.minotstateu.edu/records/pages/policy-class-attendance.shtml

COVID-19 Attendance: Students who do not physically attend class but are attending remotely (for various reasons) will not be counted as absent,

Class-specific Attendance Policy

Class Preparation: The course will primarily be based around readings from the textbook that illustrate key issues in management information systems. Students will be expected to actively participate in the discussions, assignments and all associated class activities through significant and insightful comments, and a demonstration of good problem-solving and analytical skills.

You will be required to work individually and/or collaboratively. To be successful in this class, you are strongly encouraged to complete the assigned readings and watch the videos before the attempting assignments. Discussions and collaborative assignments must be completed by the deadline; make up policies do not apply. In all cases, quality, thoughtful responses are expected; reciting the materials presented will result in zero points. Appropriate and correct grammar, punctuation, and spelling are expected, and points may be deducted for continuous errors. Participation by students in class is an important part of this course. Complete all reading and homework assignments as scheduled. Be ready to learn and prepared for the experience, your full presence and attention please! And an attitude of accountability to yourself and others will enable a great learning experience for all of us! You have a lot to offer. Responsibility for class presence rests with YOU, the learner.

Attendance: Regular attendance is expected. Regular participation in class and presence in the course learning tool, Blackboard, is expected by both the student and the instructor. Yes, this is a campus class, however, by using Topical Outline (located in this syllabus) document you can plan when to do your assignments based upon the due dates. If you make a plan from the beginning you will find greater success throughout your class! Keep in mind the instructor will be taking attendance for each class session. Students will receive and achieve the most benefit by being present! Please be responsible for yourself and plan accordingly.

- **University Sanctioned Events Absences:** Students are expected to notify the professor prior to the absence in class and via email with the exact dates. Then arrangements will be made to complete work prior to the absence (other than an unannounced quiz and the final exam). Failure to notify the professor and/or complete the class work ahead of the absence will result in the loss of points for the work and makeup will not be possible.
- **Scheduled Absences:** If you know you will miss a class session, notify the Instructor prior to the absence in class and via email with the exact dates. Then arrangements will be made to complete work prior to the absence (other than an unannounced quiz and the final exam). Failure to notify the professor and/or complete the class work ahead of the absence will result in the loss of points for the work and makeup will not be possible.

The **_Course Plan_** (shared in class and/or located on the Blackboard homepage) provides an overview of the topical areas, readings and required assignments. Within each of the Modules you will find information pertaining to the topical areas covered

along with all of the assignment details, due dates and point values. The Calendar will also show the dates assignments are due.

Policies:

- Exams must be taken when scheduled. Please do not ask to deviate from the schedule. If you make plans to leave school prior to the final exam then you have made the decision to miss the exam.
- **Exams cannot be made up.**
- If you unable to take an exam as scheduled to due to a ***University Sanctioned Event*** it is your responsibility to inform me by phone or via course mail **prior** to the absence. Then, the exam or project **must be completed prior to the absence**. Plan accordingly and be responsible.
- If a medical situation occurs proof will need to be provided prior to arranging a make-up exam.

Additional Information

1. **Planning:** If you fail to plan, then you plan to fail … don't let this happen to you! Make time; this course requires a time commitment beyond our regular meeting times. For every hour of lecture expect 2-4 hours of study time, depending on your ability to understand and apply the materials. Make efficient use of your time … organize your papers, utilize a planner and refer to the course plan frequently (shared in class and/or located on the Blackboard homepage), use available resources, avoid procrastination, and take care of yourself too!

2. **Late Class Add Policy:** If you add this course after the first day, August 27, 2020, you are expected to catch up with assignments within one week. You will be given only a one-week grace period, regardless of your late add date. After one-week from your add date, you will be expected to meet deadlines as scheduled. The late/missed work policy will kick in after one week.

3. **College of Business Academic Honesty Policy**: All College of Business students are required to sign the Academic Honesty Policy and Acknowledgement PRIOR to submitting their first assignment in this course. The form can be found on the Course Blackboard Homepage, beneath the syllabus link. The COB policy is located in the Policy section of this syllabi.

- **Electronic Communications:** All learners will engage in communications **within BlackBoard** with the instructor and classmates during this course. BlackBoard tools will be used by the instructor to provide course updates, documents and assignment feedback. Students will use BlackBoard tools such as Mail, Discussions and Assignments to ask questions and submit course assignments and projects. Please keep the following in mind when communicating:
    1. Please use only your MSU BlackBoard account. Responses from other accounts will not be opened.
    2. Subject line should contain your last name and brief nature of the message (Berg, Exam 1 Question).
    3. Practice your professional writing skills (this applies to all of us):
        - Avoid slang, use appropriate greeting, grammar, closing

- Keep the tone positive and professional
- Expect a response!
- Monday – Friday I will respond to messages within 24 hours (usually much less).
- I may answer the entire class in response to your question.
- I do expect that you respond to my communication as well.

Guidelines for Written Assignments: Use MS Word, include a header (name, assignment name, date), times new roman font, size 12, double spaced, 1-inch margins, paragraph form and cite any sources in APA style, if applicable. Also, the minimum and maximum number of pages will be noted in the assignment instructions which are present with each assignment in this course. Additionally, certain assignments may have additional/different requirements which will be presented with each assignment in this course. All assignments can be found in the Course Modules.

- **Instructor Availability:** My office is located on the MSU campus in Main 302B. Office hours are listed at the top of this syllabus. You may reach me at (701)858-3217, my office phone. Please leave a message; these messages go directly to my campus email. Periodically, meetings may be scheduled during office hours. I will alert you in advance if I am not going to be available. If I am going to be offline for more than 24 hours (other than on the weekend or a campus holiday) I will let you know in advance. Generally, I check email/online courses throughout the day as well as in the evening.
- **Assignments:**
  - **Saving Assignments:** When completing assignments, please label with your last name and description of assignment (BergCh1RQ), then save your work and ALWAYS create a backup.
  - **Submitting Assignments:** Send all assignments, unless otherwise instructed, through Blackboard. I will provide specific instructions including due dates for each assignment in the Modules within Blackboard and in the Course Plan. Unless otherwise noted, assignments should be keyed, not handwritten. Submitting assignments is the responsibility of each student, lack of planning on the part of the student does not constitute an emergency on the part of the Instructor. Please take this into account when completing and submitting assignments. Instructions for accessing this course in Blackboard can be found at http://www.minotstateu.edu/online/go_to_class.shtml.

7.
   c. **Feedback:** Your work will be evaluated with feedback provided within three days from the due date. If more time is needed the instructor reserves the right to notify the students with a revised timeline for the feedback.

1. **Late and Missed Work Policy:** Deadlines for assignments will be provided in the Modules area of Blackboard and in the Course Plan. All assignments must be turned in **on or before the date/time they are due**; later is considered late. Ten minutes is considered late. ***Assignments will be accepted up to 24 hours late with a 50% point reduction.*** After that time assignments will not be accepted. Please remember that submitting assignments is the responsibility of

each student. Please take this into account when completing and submitting assignments.

2. **Student-to-Student Interactions:** Students will interact with their peers in a variety of settings within this course. Discussions during class will require students to actively listen and respond when appropriate. Project tasks require students to work individually and collaboratively. Prior to the start of the project the instructor along with the students will determine the collaborative tools/methods to be used. This strategy reinforces the learning objectives for this course. In all situations detailed instructions will be provided with the assignment and will be available well in advance.

- **MSU Resources:** The Student Development Center is available for all MSU students. The following services are offered: Health Center & Counseling; Testing Services, Study Skills, & Tutoring; and Disabled Student Services. The Center is located in the lower level of Lura Manor, 701-858-3371. The MSU Gordon B. Olson Library contains text and electronic resources for all MSU students along with a Writing Center. Tutoring is also available through the Center for Engaged Teaching and Learning, Main 101, 701-858-4040.
- **Personal Computer Failure:** You must have a back-up plan in the event this should happen. Consider your other options which may include a Public Library or friends/relatives computer. Develop the habit of saving frequently as you work, along with utilizing external storage devices (USB Drive) and even emailing documents to your MSU email account for back-up.
- **Incompletes:** Incompletes are referred to as "Course Completion Agreements" between the student and faculty member. Please refer to the Undergraduate Catalog for the policy. Requests for Course Completion Agreements are the student's responsibility.

1. **Disclaimer:** The schedule and procedures in this course outline are subject to change during the semester at the discretion of the instructor. The students will be notified in the event of any change(s).

University Sanctioned Events Policy

Minot State University has a commitment to students who represent the University in official capacities. University-sanctioned activities include events that are required or encouraged by a class, program, club, or athletic team. When a student has a scheduled absence due to a university-sanctioned activity, it is the student's responsibility to communicate with the faculty member prior to his or her absence.

You must contact the professor via email, course mail, or phone prior to missing class. If this is not possible, at your earliest convenience.

Academic Honesty Policy

College of Business Academic Honesty Policy:

MSU's Academic Honesty Policy from Page 3 of Students Rights and Responsibilities (https://www.minotstateu.edu/student_rights_responsibilities.pdf). Minot State University is committed to academic integrity. Incidents of academic dishonesty may be documented by the faculty member with a copy of the documentation maintained by the department/division chair. A letter of explanation will be sent to the student. Cheating may affect the student in accordance with the faculty member's grading policy. The student may appeal the faculty member's penalty to the department chair. Student disciplinary action may result in accordance with the Student Conduct Policy. Academic dishonesty would include, but is not limited to, the following types of behaviors:

1. Misrepresenting another individual's work as one's own, e.g. plagiarism from hard copy of the internet.

2. Copying from another student during an exam.

3. Altering one's exam after grading for the purpose of enhancing one's grade.

4. Submitting the same paper to more than one class.

5. Use of any material or device not approved by the instructor during an exam.

6. Turning in reports intended to be based on field collection data but which are, in fact, not.

7. Failure to respect the confidentiality of persons served or studied and to maintain the professional standards for ethical conduct as set forth in The Handbook of School Psychology published by the National Association of School Psychologists.

To the above list, the College of Business adds the following:
"Misrepresenting any work that was not originally created by yourself shall constitute a violation of academic honesty. This includes turning in any work that is not originally yours whether that work originated from another person or online."

Process:

Step 1: Student commits academic dishonesty.

Step 2: Instructor will enforce his/her academic honesty policy according to his/her syllabus.

Step 3: Instructor raises Academic Honesty flag in Starfish – with supporting details – for the course. Notification will be sent to the Department Chair, the Vice President of Student Affairs, and the student.

Step 4: After three Academic Honesty flags have been raised on one student across his/her academic career, an investigation is opened by the Vice President of Student Affairs. Student disciplinary action may result in accordance with the Student Handbook.

Penalty for Violating the Policy

College of Business process:

First violation in this course: The student's first violation of academic honesty within this course shall result in a zero (0) for that specific assignment and the instructor will raise a permanent *Academic Honesty* flag in Starfish. **Note, the first violation, depending on weight of the assignment, may cause grade ramification, including the failing of the course.** Notification will be sent to the student, chair of the course department, and the Vice President of Student Affairs.

Second violation in this course: The student's second violation of academic honesty within this course shall result in failure of the course, and the instructor will raise another permanent *Academic Honesty* flag in Starfish.

Students are advised that Minot State University has a process for administering and responding to cumulative Starfish flags as described within the **Students Rights and Responsibilities (**https://www.minotstateu.edu/student_rights_responsibilities.pdf) and repeated above.

Academic Honesty Policy with Penalty for Violating the Policy: (see the information in the [Undergraduate Catalog](#) and in the [Graduate Catalog](#); also see the [Student Handbook](#))

Masks and Face Coverings

Minot State students, faculty and staff are required to wear masks or face coverings in all academic settings except in those situations for which an exception has been granted.

If a student chooses not to wear a face covering in an area where it is required:

1. The individual will be asked to comply with the policy. If the person refuses to comply, they will be asked to leave the space. If the person won't comply or leave, MSU Security may be contacted if necessary at 701-500-2423.
2. If an individual violates the face-covering policy a second time, they will again be asked to comply with the policy. If the person refuses to comply, they will be reported to the [Vice President for Student Affairs](#).

Please see the complete [masks/face coverings policy](#) for details, official exceptions, and administrative contact information for further questions.

ADA Accommodation Statement

In coordination with Access Services, reasonable accommodations will be provided for qualified students with disabilities (LD, Orthopedic, Hearing, Visual, Speech, Psychological, ADD/ADHD, Health Related, TBI, PTSD and Other). Please meet with the instructor during the first week of class to make arrangements. Accommodations and alternative format print materials (large print, audio, disk or Braille) are available through [Access Services](#), in person, by phone 701-858-3372 or by e-mail at [evelyn.klimpel@minotstateu.edu](#).

Non-discrimination Statement

Minot State University subscribes to the principles and laws of the state of North Dakota and the federal government pertaining to civil rights and equal opportunity, including Title IX of the 1972 Education Amendments. Minot State University policy prohibits discrimination on the basis of race, gender, religion, age, color, creed, national or ethnic origin, marital status, sexual orientation, gender identity, or disability in the recruitment and admission of students and the employment of faculty, staff, and students, and in the operation of all college programs, activities, and services. Evidence of practices which are inconsistent with this policy should be reported using the Student Complaint and Anti-Discrimination Form located here: https://form.jotform.com/72996849416981.

For the complete non-discrimination statement, visit [here](#).

Title IX Statement

Minot State University (MSU) faculty are committed to helping create a safe learning environment for all students and for the university as a whole. If you have experienced any form of sexual harassment including sexual assault, dating violence, domestic violence, and stalking know that help and support are available. MSU has staff members trained to support parties in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The University strongly encourages all students to report any such incidents to the University. Please be aware that all MSU employees (other than those designated as confidential resources such as counselors, clergy, and healthcare providers) are required to report information about such harassment to the University. This means that if you inform a faculty member about a situation of sexual harassment or other related sexual misconduct, the

faculty member must share that information with the University's Title IX Coordinator. If you wish to speak to a confidential employee who does not have this reporting responsibility, you can find a list of resources on the Title IX website. For more information about your options, please visit the Title IX website: https://www.minotstateu.edu/title9/.

Important Note Regarding Mobile Devices

You cannot successfully complete an online or remote course using only an iPad, iPhone, Android device, or tablet even if you are using the Blackboard mobile app. For example, certain courses contain assignments requiring the recording of presentations that can only be successfully completed with the use of a Windows or Mac OS desktop or laptop. The mobile app is designed for the convenience of receiving course announcements, sending and receiving course messages, and viewing grades. **Students will NOT be able to complete an entire course using only the Blackboard mobile app.**

MSU Online Help Desk

Direct your inquiries about course operations to the instructor. For issues involving your computer or software issues contact the MSU Help Desk by selecting the Help Desk link under the Student Help and Resources link in the Course Menu.

MSU online students have access to help with their online technology-related questions or problems. The number you call is based on the time of day you need assistance. Use the information below to determine which Help Desk to contact.

MSU Help Desk (https://www.minotstateu.edu/itcentral/) hours of operation: (All times are CST.)

- Monday - Friday: 7:30 am to 4:30 pm

For assistance during these times, call the MSU Online Help Desk at 858-4444 or 1-800-777-0750 extension 4444 or E-mail us your questions at helpdesk@minotstateu.edu the university switchboard is closed on Saturdays and students must dial 1-701-858-4444 or send an e-mail for assistance.

- For additional help desk coverage call the North Dakota University System Help Desk at: 1-866-HLP-NDUS (457-6387)
- Available 8 AM to Midnight (CST), 7 days a week

Software Downloads

Plug-ins (PDF, PowerPoint Reader, Windows Media Player, etc.) necessary for the operation of software in this course can be downloaded for free by selecting the Software Downloads link under the Student Help and Resources link in the Course Menu.

You will need speakers or a headset to listen to the audio/video components in the course. If you need closed captioning for any audio/video components in the class contact the Office of Instructional Technology (https://www.minotstateu.edu/oit/contact-us.shtml).

This course contains content that is PDF-based and will require a PDF Reader (https://get.adobe.com/reader/) which can be downloaded for free at the Adobe web site or by going to the link under the Student Help and Resources link in the Course Menu.

PowerPoint Accessibility Statement

The PowerPoint Presentations in this course are supplemental in nature and are not fully accessible. A reasonable accommodation will be provided to students who contact the Access Services (https://www.minotstateu.edu/access_services/) by calling 701-858-3371 or by e-mail at: evelyn.klimpel@minotstateu.edu.

PDF Accessibility Statement

Some PDF files in this course may not be fully accessible. A reasonable accommodation will be provided to students who contact the Office of Instructional Technology (https://www.minotstateu.edu/oit/) at 701-858-3832 or 701-777-0750 extension 3832.

Closed Captioning

This course may contain instances of multimedia that do not provide academic quality closed captions or transcripts. If you want this service, please contact the Office of Instructional Technology (https://www.minotstateu.edu/oit/) at 701-858-3832 or 701-777-0750 extension 3832.

Communication Requirements

I will respond to course communications within 48 hours. Students are expected to meet the same standard.

Word-processing Requirements

Students must submit all assignments using instructor approved files (e.g. Word, PDF, Pages, etc.) Remember, it is the student's responsibility to back-up all assignments on their personal computer.

Instructor Involvement in Discussion Projects

I will monitor all activity in Discussion projects and when necessary facilitate, intercede, or contribute feedback.

Netiquette

- Be direct: Share ideas and comments directly with classmates
- Be specific: Avoid vague discourse. If you like or disagree with a peer's posting, be clear about what aspect you are referring to
- Demonstrate and share knowledge: Use examples from your workplace and life experience that are relevant and contribute to the topic and understanding of course materials
- Share resources: Use resources that help explain your position, such as reports, web sites, blogs, professional articles
- Provide strategies: provide tools, methods, strategies, and best practices that you have used or believe may contribute to the discussion topic
- Be visionary: Try to examine and respond to issues from a different perspective.
- Inspire and Lift: Mediate differences not broaden them. Lift spirits not dampen.
- Share new information or material about the topic.
- Avoid judgment and prejudice
- When straying, bring the discussion back on topic and focus
- Actively participate but don't overdo it
- Offer assistance when appropriate