The Secret Sauce: Developing Trust in Virtual Online Course Development Teams
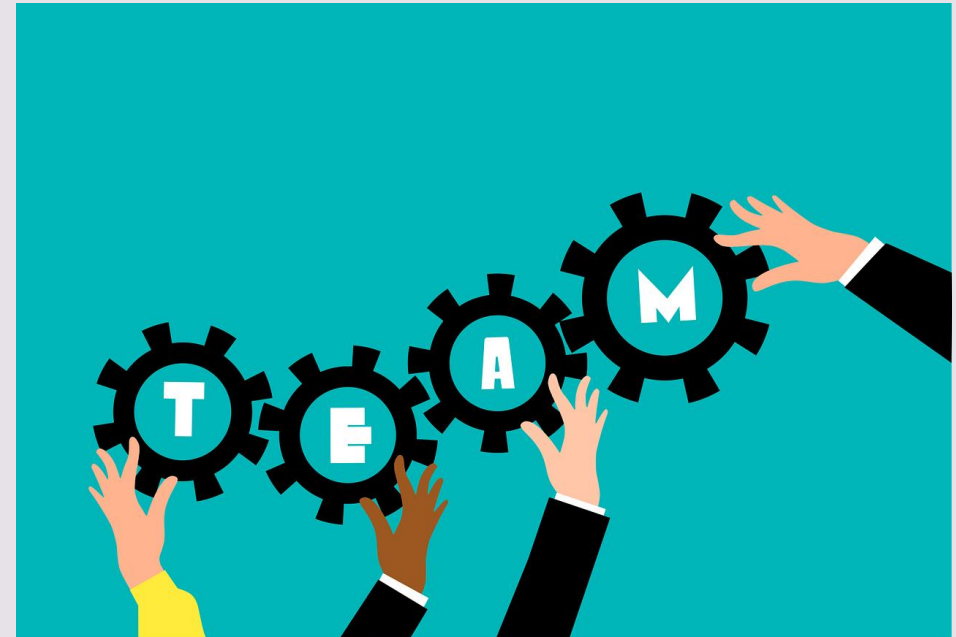
Matthew Boutilier, PhD

- Is there some magical formula to develop quality courses?

"Teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability."

Patrick Lencioni

Teamwork

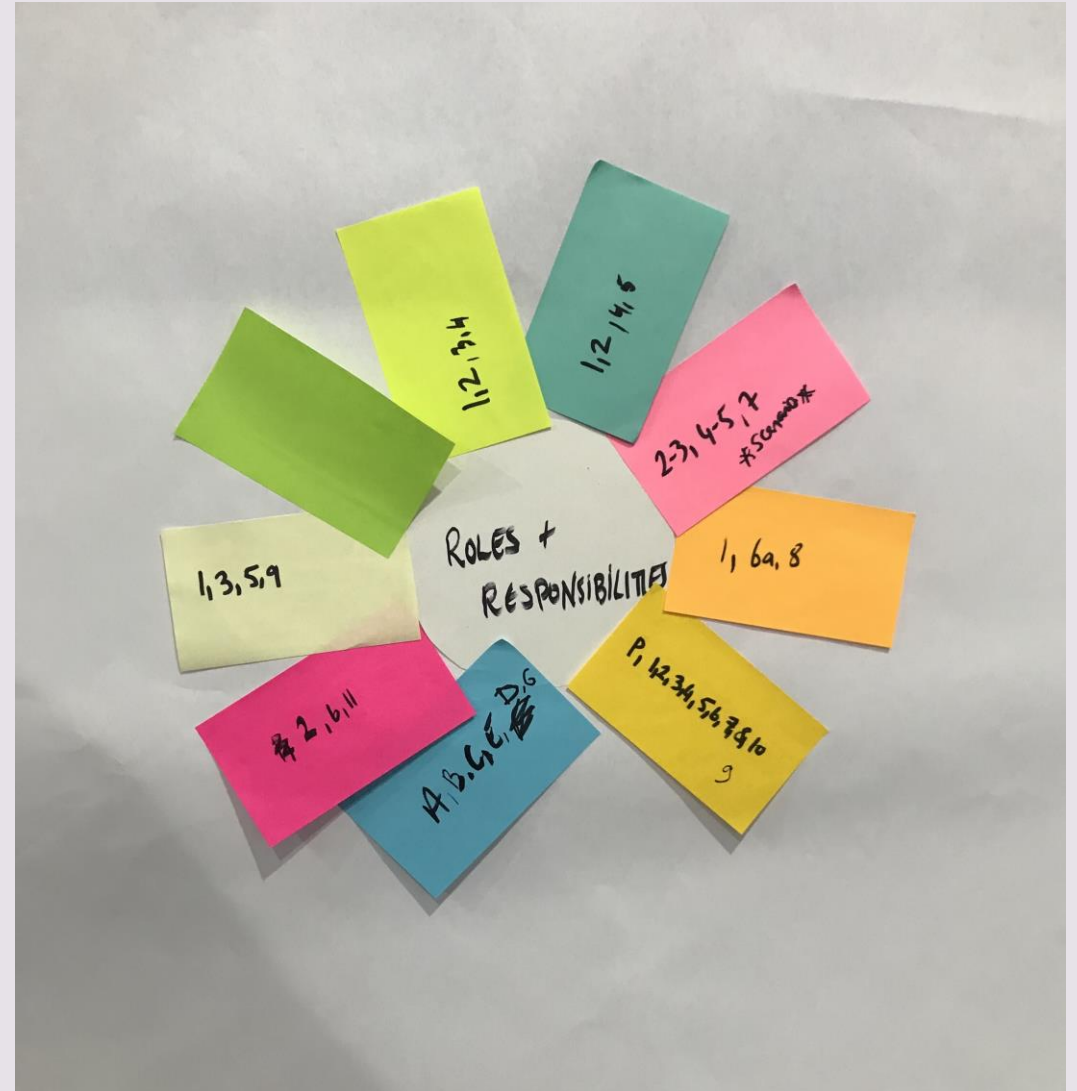- What are the benefits of working in course development teams?

Trust

- What does trust look like in an online course development team?

- One that is psychologically safe.

The Research

___

Who does what, when, how, why?
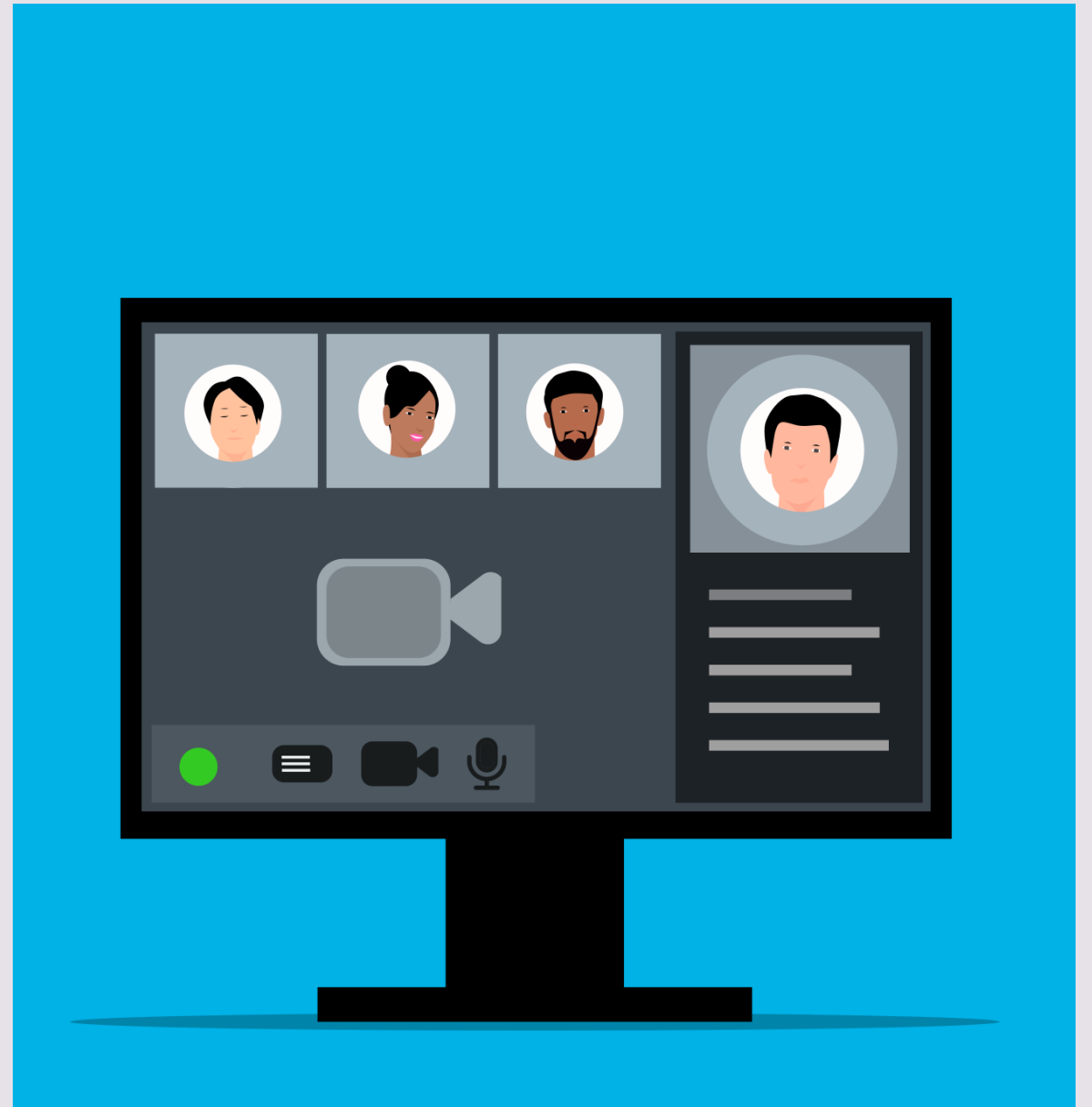
Being a Source of Support Builds Trust

Orientation

SME Workshop

Regular 1:1 Meetings

Understand Section

- The **UNDERSTAND** section is designed to introduce new ideas. Verbs to think about: *hear, read, watch, discover, investigate*. Methodologies to consider: video, research assignment, interview, reading.
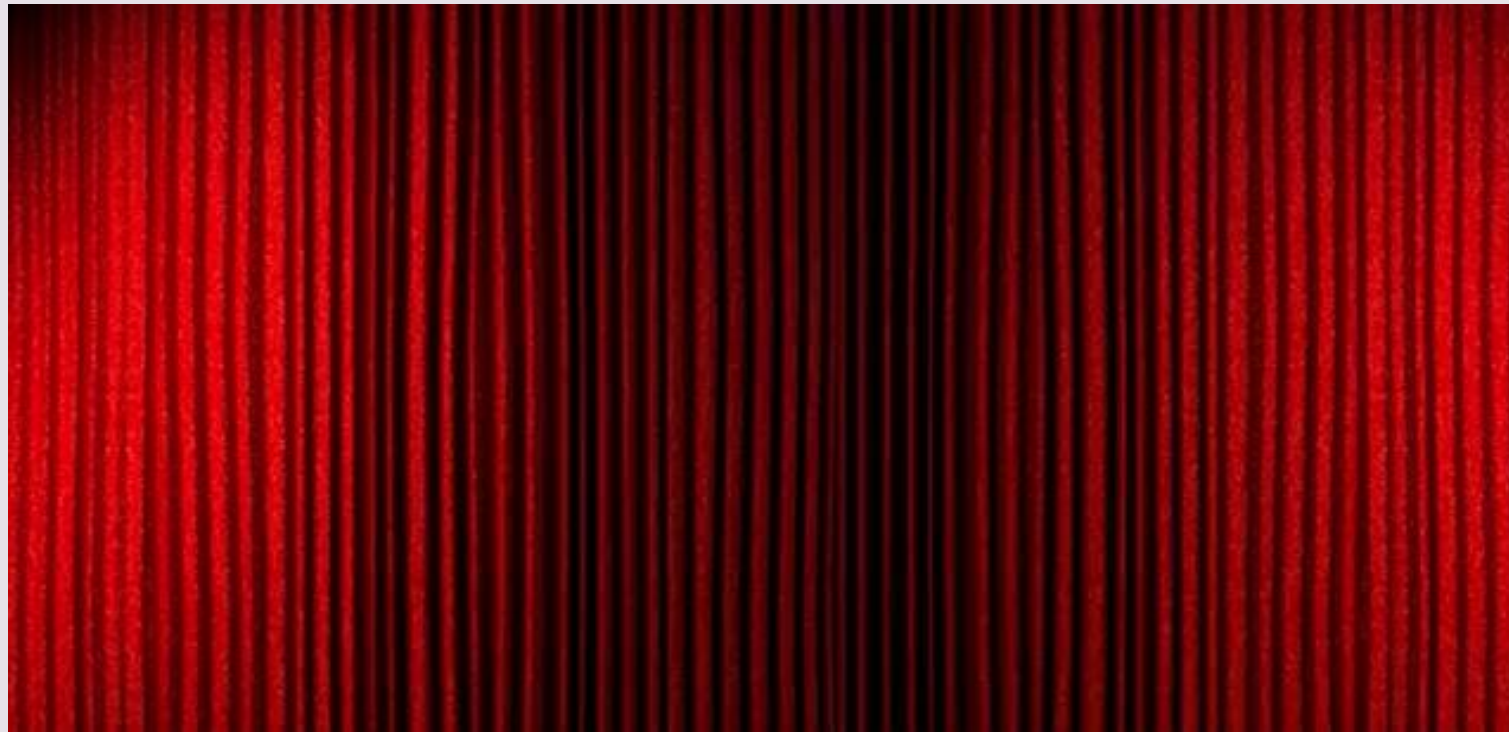
Module Learning Outcomes:
1.
2.
3.

	Module 1: Assignment Name
Description	Provide a brief description of the nature of the assignment
Rationale	Provide how this particular learning activity will help the student objectively and measurably achieve the Unit Learning Outcomes.
Grade Weight & Due Date	Provide the total weight that this assignment is worth as well as when it is due. Use the following as a model: • The _____ assignments are worth __% of the total grade for the course (This week's assignment is worth __ of the total grade for the course.) • This assignment is due by _____ day, 11:55 PM of Week ___. *If the assignment is a discussion forum assignment, be sure to designate the day you expect original posts to be submitted as well as the day you expect all of the response posts to be submitted. Also, supply the word count (Current normal range is 150-200 for original posts & 100-150 for each response post.)
Steps	Provide a clear chronological progression as to how the student should work through the assignment.
Deliverable	Explain what type of an assignment is to be submitted (i.e., Word Doc, PowerPoint presentation, interview, etc.).
Assignment Rubric **Examples**: Discussion Forum Weekly Assignments Live Session Assignments Final Project	Provide the name of the rubric you plan to use to assess this assignment and provide evaluative feedback from. Also, please provide the rubric in a separate document.
Which Module Learning Outcome Does This Activity Satisfy?	Select which of the Module Learning Outcomes this activity serves to satisfy from

Templates

Secret Sauce:
Trust

We establish & maintain trust by...

Communicating	Hosting	Facilitating	Hosting	Using
Communicating roles & responsibilities	Hosting a high-level orientation	Facilitating an SME workshop	Hosting regular 1:1 meetings	Using templates in the design process