Group and Team Process Facilitation Program

Every Atkinson School student will be involved in many group and team projects while completing the MBA program. Group and team projects are essential components of the Atkinson School experience and directly contribute to the development of a student's interpersonal and soft skills including: communication, listening, teamwork, leadership, coaching and mentoring, conflict management, time management, etc.

All Atkinson students have the opportunity to work with the Atkinson School Professional Group Process Facilitator, Professor Sukh Singh to enhance the functioning of their team and their own personal development. Professor Singh is internationally recognized as an expert in cross-cultural dispute resolution. Professor Singh is currently Associate Director of the Straus Institute for Dispute Resolution at Pepperdine University School of Law. He was previously Lecturer in Law and Associate Director of the Willamette University College of Law Center of Dispute Resolution, where he worked with many Willamette MBA student teams and PACE teams.

Accessing the Group Process Facilitator
Students representing a team from a student organization or a team within an MBA course with no formal protocol for access to facilitation, may directly contact Professor Singh by email at msukhsimranjit.singh@pepperdine.edu.

Accessing the Group Process Facilitator – PACE Teams or Class Teams with a Facilitation Protocol
Students representing a PACE team or a team from a course that has a stated Group Process Facilitation Protocol described in the course syllabus or discussed by the professor, should contact the professor before contacting Professor Singh. The formal protocol for PACE teams is shown below.

Protocol for Group Process Facilitation for PACE Teams
Members of PACE teams seeking to improve the group process of their team must follow the following protocol.

- Step 1 – Self-Resolution. The first step for PACE teams is to use the resources within the membership of the PACE team and course. These resources include the knowledge and experiences of the individual members of the team, concepts taught in the PACE and Managing Organizations courses, and content from workshops in communication and group facilitation provided by the Atkinson School.
- Step 2 – Involve the Team's PACE Teaching Assistant. Talk with the team's PACE teach assistant. The PACE TA will alert Professor Larry Ettner about the difficulty the team is facing.

- Step 3 – Consult with Professor Larry Ettner. Professor Larry Ettner will decide whether the appropriate response for the situation is for him to be personally involved in resolving the issue himself or to refer the team to the group process facilitator.

Working with the Group Process Facilitator

The facilitator will serve as a neutral and impartial participant. The facilitator will listen and discuss options and recommendations for improving professional behavior and group process.

If the facilitator requests to meet with additional members of the team or the entire team, each person involved is expected to cooperate in meeting with the facilitator and doing so in a reasonable amount of time.

Conversations with the facilitator are private, but not confidential in cases involving University policies related to interpersonal violence, personal safety, sexual misconduct, harassment etc., or Atkinson School Honor Code policies related to academic honesty and professional behavior.

If a group is unable to successfully resolve a group process issue after working with the facilitator, all members of the team must meet with the professor of the course. At this point, the facilitator will also give input to the professor.

Based on the results of the discussion with the team and the facilitator, the professor of the course may impose alternative methods of group resolution and equitable consequences. If the faculty member believes the group process issues are being created by violations of the Honor Code by one or more students, the faculty member will forward the issue to the Honor Code Officer.