**TEAM AGREEMENT GUIDELINES**

**For**

***Pink Spoon***

***Version 0.1***

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***26th February 2018***

# Sign-off and Approvals

|  |  |  |
| --- | --- | --- |
| **Team Agreement Sign-Off:** | | |
| The undersigned members of this team agree to abide by this team agreement to ensure the successful completion of the ***Music School*** project to meet the client’s requirements and timeframes. | | |
| **Person’s name & student number** | **Signature** | **Date** |
| *Michael Bell (n9487921)* | *Michael Bell* | *26/02* |
| *James Uprichard (n10077596)* | *James Uprichard* | *26/02* |
| *Emily-Jane Deering (n9722351)* | *Emily-Jane Deering* | *26/02* |
| *John Santias (n9983244)* | *John Santias* | *26/02* |
| Tutor Approval |  |  |

***Instructions: You may use this template to plan and discuss your team agreement by substituting and adding your own ideas and text wherever there are italics throughout the document.***

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for **Pink Spoon** who are a team of students in IFB299 Application Design and Development.

The aim of the team agreement is to describe the principles underpinning effective teamwork and how they will be applied by this team during the ***Music School*** project. In this way the agreement provides a communication tool and contract between team members and their tutor regarding their obligations, responsibilities and activities to ensure successful processes, product, and outcome.

This document includes:

* High level principles contributing to an effective team;
* Agreed communication and operational processes to action the principles.
* Definitions of minor and major non-compliance and examples of instances that may constitute a breach of the agreement’s conditions.
* Dispute resolution and conflict management processes.

# Team Agreement

All team members must have participated in the formulation of this Team Agreement and are committed to abide by it.

## Team Principles and Processes

P - Principle

R - Rationale

O - Operational Processes

* All team members must contribute a significant effort (P)
* Ensures all team members earn a fair grade and don’t feel like they’re carrying other team members (R)
* Ensure assigned work is to standard of prescribed criteria sheet (O)
* Question whether team would accept quality of work produced (O).
* Team must use majority vote to resolve indecisiveness and conflict (P)
* Majority vote eliminates bias between people and is a fairer method of resolving indecisiveness. (R)
* Conduct a vote whenever two individuals cannot agree on a topic or direction (O)
* All team members must collaborate with members of same class (P)
* Forces collaboration and increases quality of work, as well as minimising workload across people (R)
* Ask for assistance/clarification/quality check (O)
* Work alongside other team member when completing a task if possible (O)
* Ask team member to check quality when complete (O)
* Tasks must be equally allocated between team members of a class (P)
* Ensures equal and fair task distribution, and balances work load between members of a class (R)
* Volunteer to take on tasks (O)
* Scrum master delegates tasks to members of a class if not volunteering (O)
* Tasks must be completed according to project plan (P)
* Ensures structure regarding task completion, but also allows for task priorities to be accounted for when necessary (R)
* View project plan for task completion (O)
* Establish task priority based on significance (O)
* All team members must maintain constant communication (P)
* Ensures all members of the team are up to date with work progress, and allows for potential issues to be discussed and resolved when encountered (R)
* Ask questions through communication channels (O)
* Request assistance or clarification when required (O)
* Discuss task progress and task completion with entire team (O)
* Don’t ignore or postpone responding to messages or emails when received and read (O)
* All team members must participate in group discussion (P)
* Ensures all members can contribute and not feel left out. Also ensures all member do contribute to a discussion. (R)
* Ask questions to specific individuals (O)
* Respond to any question if you feel your answer will be valid (O)
* Ensure every person has spoken at least twice (O)
* All team members must treat each other with respect (P)
* A healthy professional atmosphere will facilitate positive team outcomes. (R)
* Listen to each other’s ideas, avoid abusive language, try not to dominate the other team members, and give equal speaking time to all members. (O).

## Non-Compliance

Minor non-compliance for not meeting or breaching agreed team agreement conditions and commitments may affect the project. For example, not showing up to team meetings can adversely affect the progression of the project by not keeping everyone up to date with one’s progress of the assigned task. It could lead to miscommunication. The ***minor*** non-compliance includes:

▪ Failure to attending a meeting without explanation

▪ Failure to meet weekly goal or task without adequate reason

▪ Failure to make progress on a weekly task

▪ No more than two instances of failing to communicate

▪ No more than two instances of not contributing to group discussion

Individual must explain to the team why they breached the compliance rules to the entire team and provide a valid justification that the team considers acceptable. A warning will be given if a reason is not deemed acceptable. Three warnings will result in major breach punishment.

Major non-compliance creates a negative impact on the team’s success. Major non-compliance includes incomplete assigned tasks, as well as, not being present at the meetings. This can lead to major delays in the project’s completion. The project could finish well after the due date. The ***major*** non-compliance includes:

▪ Failure to produce any relevant work without adequate reason

▪ Consistently failing to communicate

▪ No recordable attendance at any meeting

▪ Consistent failure to cooperate with team

## Dispute Resolution & Conflict Management

To prevent the breach of minor non-compliance, each team member must ensure that they are available for each team meeting and provide availability by at least prior to one week. Team meeting times can change due to exam or other school commitments. Unable to show up to meetings must inform the team before team meetings to keep everyone up to date and prevent delays of the project’s progress. Such conflict can significantly delay progress and lower team morale.

Completing assigned tasks is important to the success of the project, as well as the team’s success. Each team member must be committed and manage their time well to achieve the most for the project.

Disputes and conflicts will be handled by involved members explaining their issue and justification regarding their decision. The team will then decide on appropriate action or decision through a majority vote on how to progress. If no decision can be made, then Scrum Master will make a formal decision regarding the handling of the issue due to lack of team cohesion on the issue.

Lack of contribution and continuous non-compliance will result in reporting to the workshop tutor.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by **Pink Spoon*.*** This team agreement will apply for the duration of the **Music School**.To meet the objectives of the project and demonstrate their abilities as IT professionals, team **Pink Spoon**will implement the principles, processes and management activities described.

# References

***Provide any references you have used to construct this proposal.***

# Appendix – Team Agreement Guidelines

In order for your team to achieve its common goals, to coordinate activities and to enable group synergy, your team and its members must communicate regularly and abide by mutually acceptable and beneficial principles of behaviour.

In the ITB002 students form their own teams. Team members can then negotiate team principles and operational process and record these conditions in their Team Agreement. In developing the Team Agreement team members must also agree what constitutes a major breach of (non-compliance with) of agreed behaviours, the penalties for such breaches.

The notions of team agreements and team meetings were introduced in the week 1 lecture and you have been completing some online teamwork learning activities as part of your team process management.

Some possible topics for consideration in the Team Agreement are listed below. Your team should develop **principles** and **operational processes** and any other relevant items you think are necessary to establish the “rules” by which your team will operate. A template is available to help you identify content items and structure your agreement.

## Possible Topics for Agreement Principles

The guiding principles you develop might address the following issues:

* Your team goals (How you will define success. What level of achievement / grade does your team want for this project);
* How your team will reach consensus when decision-making;
* How the team will manage & resolve differences of opinion. (Will the team require all individuals to accept the team's view?);
* How you will get quiet team members or students who have English as a second language to actively contribute to team discussions;
* How team members will share knowledge and actively collaborate with other team members to ensure collaboration;
* How tasks will be allocated and how work will be completed (will you work according to the project plan, or use an event-driven informal process?);
* How your team will resolve or accept personal or professional differences;
* The process or channel will you use to escalate issues that the team cannot resolve;
* Will your team have a team leader role? And if so what are their responsibilities and how will they be supported, rewarded or compensated for their additional work load.
* Equitable workload for team work.
* Will the team accept freeloaders (people who do no work on the project), how will you identify them, and what are you going to do about them?
* Ensure that work is done to an acceptable level of quality and meets the project’s requirements;
* What process will you follow to deal with poor quality or late work;
* What you will do if members make significantly different contributions in terms of quantity or quality of work;
* etc

## Communication and Operational Process Topics

Your team communication and operational processes should explain in detail how the principles you have stated are put into operation. They might include statements that include:

* How often your team meetings will be held, where, what time & for how long;
* What regular agenda categories will be discussed at each meeting (eg progress made, issues);
* Who will record the team meetings (eg meeting date, attendees, issues discussed, decisions, actions) and enter the data in TeamWorker when necessary;
* Will the team use an issues register to track the resolution of project, team and technical issues; if so how will this work.
* How often team members will communicate with each other;
* How team members will communicate between meetings;
* How often team members will check their email or voice mail;
* The timeframes team members will accept as reasonable to respond to email or voice mail messages;
* How team members will update each other with progress made, especially if they cannot attend a meeting;
* What a team member should do if he/she cannot meet his/her assigned tasks and deadlines;
* How the project plan will be updated to reflect actions completed and new actions assigned and who is responsible for these updates;
* Will a project library be established to contain electronic and/or print versions of documents and emails and who is responsible for maintaining this resource;
* etc

## Defining Major and Minor Non-Compliance

This section should assist you manage team and individual behaviours. Your team should agree how this section should be completed and what items it may include. It is up to you!

You might start by defining and providing examples of what the team considers to be major or minor non-compliance, i.e. a breach of one of Agreement principles or communication processes (e.g. being more than 5 working days overdue with agreed deadlines, freeloading, not responding to emails etc).

## Penalties for Major and Minor Non-Compliance

This is up to your team to agree and propose penalties. The team must then take responsibility for applying the agreed penalties. You may agree to deal with major breaches by reallocating an agreed percentage of marks, or even expulsion from the group.

You may agree to allow a small number of minor transgressions occur without penalty as long as team members behave appropriately & professionally.