1.What to do to get the task accomplished and the team members’ satisfaction high?

Learn about other teammates and their advantages; set the ground rules at the first meeting; use a facilitator who help the team keep high efficiency; keep in touch with teammates; and learn how to avoid and solve common issues.

2. Answer all the questions in the Work Norms, Facilitator Norms, Communication Norms using your own words and your own context.

1) Work Norms:

We distribute work based on what everyone is good at and interested in. Our coordinator will set the deadlines after the meeting. He/she will get a lower grade on this assignment if he/she missed the deadline. We will review the work together and the work only pass if everyone is satisfied. And we will try our best to negotiate to find a suitable solution if people have different opinion about work quality or have different work habit.

2) Facilitator Norms:

We will use a facilitator, and the facilitator will be chosen by self-recommendation and assessment of his actual level. We will rotate positions based on everyone’s situation in the future. The facilitator’s responsibility is to ensure the efficiency of the team (to ensure that the team is focused on the task and remind members to complete assignment or attend meeting on time) and summarize the direction of work after each meeting.

3)Communication Norms:

We will communicate through email and slack, and telephone if necessary. We will send announcement before and after the meeting or discuss some issues or report our work progress through slack.

3. As a team, select two cases out of the four mentioned in Handling Difficult Behavior. (use your own words and your own context)

1) If there is someone who is not confident (which means the person is too quiet). We should try to communicate with him / her, express our willingness to work with him, and create more opportunities for him to speak.

2) If someone complains or loses his temper, we should understand what he is complaining about, and if it is a meaningful problem, we should take the time to solve it.

4. When making decisions, If the team is having trouble reaching consensus, what should you do? (use your own words and your own context)

When the decision is not very important, we should use plan a: list all the ideas, each person allocates 100 points in their hands to these ideas, and then perform statistics to choose the idea with the highest score.

When decision is more important, we should use multivoting: first list all the ideas of the team and conduct two rounds of voting. In the first round, vote for the top four choices in each person's mind. After counting, 3-4 ideas with the most votes are selected and analyzed. In the second round of voting, everyone voted for their top two choices. After counting, we can get the most popular decision.

5. What should you do if person may reach a decision more quickly than others and pressure people to move on before it is a good idea to do so?

Someone could say: "Are we all ready to make a decision on this?" "What needs to be done on this before we can move ahead?" "Let's check and see where everyone stands on this."

6. What happens if most people on the team want to get an “A” on the assignment, but another person decides that a “B” will be acceptable?

We should talk about this to ease the tension in the team, because the most likely cause of this disagreement is that his / her course priorities are different, and we can reassign tasks to get everyone the appropriate task (of course the final score will also be different)