**Summarize the following sections in the Teamwork Basics documents using your own**

**words and must provide examples using personal experience (at least two group**

**members) in this class or other classes or internships:**

o Ground Rules: Norms 1 to norms 5

Work Norms: All of the assignments are distributed upon the interest and the availability of time. The group coordinator will set the deadlines for everyone. When someone doesn’t follow through on their commitment or people have different opinions about the quality of work, all group members will collaborate to fix the problem. Different work habits are not a big problem unless people can get the assignments done in time. We agreed upon not procrastinating this project as a last-minute assignment.

Facilitator Norms: Our group will have a facilitator. The group coordinator will be the facilitator. As the group coordinator is going to be rotated for each assignment, every member will have a chance to learn new things as a facilitator. The responsibility of the facilitator is (1) to encourage the members to give their hundred percent of the work to the assignment, (2) help them to figure out an alternative if any problems occur, and (3) make sure they finished the tasks on time.

Communication Norms: The communications are being done via Discord app so everyone could see the messages and reply instantly.

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Meeting Norms: All the group members have different availabilities with work schedules and other classes. The group coordinator is responsible for deciding the meeting time, but every person should agree on the decision. Everyone has his preference about the meeting time and place. The best place for the meeting would be the library rooms. If any members are late or absent to a meeting, we are going to post the things discussed during the meeting on the Discord app so they would not be left behind during the assignment. If they miss several meetings, we would have to talk with the instructor to resolve the issue.

Consideration Norms: Most of the time, the meeting will take place at library rooms. So, people might bring food based on library policy. If one person dominates the discussion, others need to make sure that he listens to others’ ideas unless he is making decisions as a coordinator. If someone is not comfortable with the norms, they can be changed by discussing with the team members and coming up with an agreement.

o Hints for Handling Difficult Behavior

If a person is overly talkative, others could try to discourage them from dominating the discussion subtly. It should be done gently so the person might not lose their enthusiasm for the project. If the person insists on their behavior, the group coordinator should have a private conversation with them to encourage the person to hear others’ opinions.

If a person is having difficulties communicating with others, others could ask them about their opinion, offer any help they might need, and encourage him to help others. Asking questions to break the ice and get familiar will make the person feel comfortable and be able to adjust to the group environment. Another way is to start talking with the person in Discord, as he may prefer online discussion over the face-to-face conversation.

One of the group members has experienced this during the Web Programming class project. When they first formed a group with another classmate, they seemed uncomfortable with discussing the project in person and remained quiet and non-assertive. For introverts, it is natural for them to take their time before saying something instead of thinking out loud. They might seem reserved because of this behavior, but the words they share can have much more thoughts behind them. So, their strength could be stood out within an online discussion. While having a conversation online, they were able to see that this person has a strong knowledge and initiative to lead the project.

If a person would like to give feedback to others, it can positively affect the performance and productivity of a group. However, everyone needs to be careful when criticizing others as it can hurt not only the person being criticized by making him discouraged but also the whole group by dragging out the discussion.

If a person keeps complaining, others should first try to listen to them to see if their complaints are legitimate. If so, the whole group should start a discussion to resolve the issue. Otherwise, other members should remind them part of the work is learning how to solve problems and motivate them to see the bigger picture, setting aside the small conflicts and disagreements.

o Hints for Handling Group Problems

When the groups have just been formed and members are getting to know each other, the productivity might not be in its full potential. In this phase, setting up a common goal and creating a list of tasks to accomplish the goal will help to unify the team.

If the conversation is not focused on the work at hand, the progress of a group can be dragged out.

When the discussion goes off at a tangent, at least one of the members should be ready to remind the group to go back to the main topic.

It would not be a great idea to make a decision quickly and put pressure on others to follow. Understanding is a critical factor in making a decision. Everyone should propose their ideas in a discussion, and the group should decide as a whole.

We should try to cooperate with each other, setting a common goal that everyone can agree on. If the group is not able to reach a consensus for a particular issue, it will have to decide by majority rule unless there is an alternative that can make everyone satisfied.

A conflict between the members might slow down the progress. As it is difficult to move forward without resolving the conflict, they will have to discuss the problem first. They should try to listen to what the other person has to say and think of the problem in other’s side.

Every person in the group matters. It is not acceptable to ignore or ridicule another member during the project. In the workplace, it is necessary to know how to deal with people that we are not comfortable with.

There is always a group member who is not willing to cooperate, does not complete their tasks in time, or is absent to the scheduled meetings. The group coordinator should be ready to talk to the uncooperative person, explaining how their behavior negatively affects the whole group. If the person is not willing to change, it would be necessary to talk with the instructor to address the problem.

One of the group members has experienced this during the Mobile App Development class project. Their classmate was responsible for implementing a couple of fragments for the Android application. However, they kept creating unreasonable excuses and had no contribution to the project. As their behavior has not changed after several reminders, other members had to speak to the instructor about the problem. They ended up having a significant penalty for the project grade. It would be ideal if we could convince the person to be more cooperative. However, it is sometimes necessary to blow the whistle on selfish, stubborn behavior.