# Dispute Resolution & Conflict Management

In the process of completing this project it is inevitable that conflict and disagreements may arise within the team. For this reason, a method of governance has been developed to assist in managing and resolving any issues that are encountered within the team.

Listed below are some circumstances which may arise and approved methods of resolution.

1. **Communication & Scrum Punctuality**

* If a member/s is/are not clearly communicating and cooperating with other team members. This will be brought to the attention of the scrum masters at the next meet. The team will attempt to negotiate methods of communication that are more suitable, or encourage engagement from parties who are not communicating.
* If a member or members are not attending designated scrum sessions a meeting will be undertaken between all team members to discuss why they are not available during the allocated sessions. If the reason is valid and agreed upon by majority members, a more suitable time will be negotiated, or, negotiations will be made that members attend majority of the scrums and have correspondence with group members virtually as frequently as possible to ensure all parties are up to date.
* Punctuality is most important only for the on-campus scrum. If member/members are late they must provide a valid explanation to team members and attempt to keep up to date as much as possible in their absence/tardiness. If this occurs consistently, the matter will brought up with the tutor. For the remaining two scrums which occur virtually, punctuality is not highly essential as long as there is attendance as well as clear communication and response within the hour.

1. **Deliverable Expectations**

* If a specific team member feels that there is an unfair delegation or over-expectance on what they are to deliver, the first point of call is a negotiation with the members they are working with (IS or CS). Depending on who is involved, members will attempt to make a compromise on what is to be delivered, for instance: including the most vital segments, improving on minor preferred areas and excluding other components which require excessive time.
* In the event that all involved parties have an expectation of a specific team member, the member that is required to deliver may make an appeal with the scrum masters who must both agree and confirm that what is to be delivered does not seem achievable given the situation at the time.   
  If all team members including scrum master/s are insistent on delivery to be completed, an extra resource will be allocated depending on what TYPE of resource is needed for task completion e.g. (storyboarding, coding, documentation, product testing).
* If team members are colluding against a certain member/members, in terms of deliverable expectations; for the sake of doing less work or negative peer reviews. Affected member/s should bring this to the attention of all other members and the tutor.

1. **Discrimination / Prejudice**

* If discrimination or prejudice occurs among any of the team members this will be brought to the attention of all parties within the team first and a professional and mature discussion must be organised and conducted between all involved parties. The team will then attempt to carry on operations without prejudicial or discriminatory behaviour. If this cannot be done, the tutor will be informed so that they can take necessary action upon repeat offenders.
* If a member is deliberately sabotaging, discriminating against and/or being spiteful to other member/s. A team vote will be undertaken to remove the member. The offender may choose to dispute this with the tutor.