**TEAM AGREEMENT GUIDELINES**

**For**

***PARR***

***Version 1***

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***22/2/18***

# 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 ***PARR*** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| ***Anzah Khan***  ***N9925147*** | *A.K* | *23/02/18* |
| ***Panchalee Navarathne***  ***N10070150*** | *P.N* | *23/02/2018* |
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| ***Rafique Mohammed N9993584*** | *R.M* | *23/02/18* |
| ***Joel-Michael White N9955968*** | *J.W* | *25/02/18* |
|  |  |  |
| Tutor Approval |  |  |

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for PARR 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 have participated in the formulation of this Team Agreement and are committed to abide by it.

## Team Principles and Processes

***The team’s agreed principles of behaviour, communication and operational processes can be seen here:***

**Principle 1: Show respect for one another.**

Rationale: A healthy professional atmosphere will facilitate positive team outcomes.

Operational Processes:

* listen to each others ideas,
* avoid abusive language,
* try not to dominate the other team members,
* give equal speaking time to all members
* give and take constructive criticism

**Principle 2: Attend group meetings and workshops**

Rationale: So that work is produced on time and equal effort is put in by all.

Operational Processes:

* give warning (a day before) if you can’t make it to a meeting or workshop
* Attend the two hour tutorial on Thursday, as well as the selected meeting time of 11-1pm on Wednesday.
* set up additional meetings with enough time for everyone to be aware
* confirm that other members can make it
* prioritise workshops

**Principle 3: Communicate with team members**

Rationale: To ensure that all members are on the same page and inputting to group discussion

Operational Processes:

* Check emails/chat regularly
* Respond to messages in the chat and emails
* Stay on topic (in person and online)
* Take part in group discussion
* If unsure of something, contact fellow group members.
* Discuss any issues/conflicts within the group so that it can be dealt with quickly and fairly
* Check in on group members progress.

**Principle 4: Contribution**

Rationale: everyone contributing will ensure even workloads and a more productive team.

Operational Process:

* Assign specific tasks to people and a deadline for the work to be done
* Have assigned work completed by deadline
* Give and take constructive feedback on work
* Take part in group discussion

**Principle 5: Compromise**

Rationale: Team members will not always agree, therefore they must be willing to do whats best for the team.

Operational Process:

* Be flexible with ideas
* if a conflict between two people, consult the rest of the group
* Think of what will be best for this situation (time frame, ability levels...)
* provide alternative ideas
* accept the resulting decision

## Non-Compliance

***The teams agreed definitions of minor non-compliance has been recorded here. These are examples of not meeting or breaching agreed team agreement conditions and team commitments in a way that may adversely affect the project.***

|  |  |
| --- | --- |
| Issue | Examples |
| Not showing team members respect | Ignoring other people's ideas,  speaking over another,  being overly critical,  not taking constructive criticism |
| Missing workshops / meetings | Did not notify group they couldn’t attend, only told them 5 mins prior to meeting |
| Not communicating | Not responding to a message/email,  having issues but not asking for help,  not joining group discussion |
| Not contributing | not joining group discussion,  late work/missing deadline |

***The team’s agreed definitions of major non-compliance have been recorded here. These are examples of not******meeting or breaching agreed team agreement conditions and team commitments in a way that has a major negative impact upon the team’s success) here.***

|  |  |
| --- | --- |
| Issue | Examples |
| Not showing team members respect | Swearing or directing any kind of abusive language at other team members |
| Continuously missing workshops / meetings | Not turning up to 2 or 3 meetings in a row, not told the group why |
| Not communicating | Unable to be contacted by any method, blatantly refusing to take part in group discussion |
| No work completed | Has not completed any assigned tasks by the deadline,  work is of a very low quality (failing/only just passing) |

## Dispute Resolution & Conflict Management

***Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members. The team has agreed that the following methods will be used to resolve minor breaches of this Agreement.***

If a member misses a workshop or meeting without letting the team know in advance, they will still be assigned a task to be completed if necessary and will have to catch up at the next meeting. Team members should have completed their assigned work by the deadline agreed upon. If they are struggling to understand the task, it is up to them to ask the rest of the group for advice prior to the deadline.

The group should have an open discussion about any minor non-compliances that arise and it should be resolved quickly and fairly. If it continues to occur, group members should alert the tutor to the issue.

***Stated is how the team has agreed to deal with or manage major breaches of this Agreement.***

Any major breaches of the Agreement will be brought to the tutor if it is unresolvable within the group first. If a team member is continually disrespectful, missing meetings, deadlines or unresponsive to the point where it is affecting the teams productivity and the final project, they are at risk of the team allocating an agreed percentage of marks, or even expulsion from the group.

# 3. Conclusion

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

# References

***Team Agreement Template provided by IFB299 unit coordinator/tutors.***

# 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.