

TEAM AGREEMENT GUIDELINES

For

Data55

Version 0.1 (DRAFT)

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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 <i>IFB299 Group</i> project to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
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Tutor Approval		

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1 Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Data55 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 *IFB299 Group* 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.

2 Team Agreement

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

2.1 Team Principles and Processes

1. Principle (what): Produce a high quality project on time
 - a. Rationale (why):
 - i. To improve the GPA of all project members
 - ii. To ensure all project members have a high degree of knowledge and understanding of the course work
 - iii. To ensure that work is not handed in late
 - b. Operation Processes (how):
 - i. Follow the project criteria and deliverables accurately
 - ii. Ensure constant team communication through weekly meetings either virtually or in person and during workshops
 - iii. Ensure that everyone is aware of work deadlines
2. Principle (what): Collaboration between group members
 - a. Rationale (why):
 - i. To ensure every team member has input throughout the project
 - ii. To help out struggling team members
 - iii. To gain different opinions on all aspects of the project
 - b. Operational Processes (how):
 - i. Each member's project work will be kept where others can view and offer their advice
 - ii. Struggling members should ask for help or opinions where needed
 - iii. During team meetings the team will ensure that we're all on the same page in regards to that week's work
3. Principle (what): Quick and efficient management of differences of opinions and conflicts
 - a. Rationale (why):
 - i. Members with conflicting views could damage team relations or sabotage team work previously completed
 - ii. A conflicted team cannot work efficiently or complete project work on time and to a high standard
 - b. Operational Processes (how):
 - i. Team members with different opinions should speak up and the team will listen
 - ii. The team will vote on conflicting views; a simple majority will decide on the direction of such views

4. Principle (what): A team member cannot meet his/her assigned task(s) on time
 - a. Rationale (why):
 - i. Failure to meet deadlines can result in a low quality of work and drop of overall grade
 - ii. Failure to meet deadline can result in the stalling of other aspects of the project
 - b. Operational Processes (how):
 - i. Extra team members will be assigned to that member's work to ensure it is completed before the deadline
5. Principle (what): Group work is not to an acceptable quality
 - a. Rationale (why):
 - i. Low quality work can reduce overall grade received
 - ii. Low quality work can affect the whole project making the team unable to achieve our goals
 - b. Operational processes (how):
 - i. Every piece of work should be proof read by other team members
 - ii. Team members should actively look over others work as it is being completed to catch mistakes early
 - iii. Struggling team members should ask for help

2.2 Non-Compliance

Record your team's agreed definitions of minor non-compliance (not meeting or breaching agreed team agreement conditions and team commitments in a way that may adversely affect the project) here. Illustrate your definitions by providing relevant examples.

The team has agreed that the following are examples of minor non-compliance:

- Not taking on constructive criticism
- Refusing to ask for help when struggling with work
- Not cooperating with other team members or insulting team members
- Missing designated meetings without explanation

Record your team's agreed definitions of major non-compliance (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. Illustrate your definitions by providing relevant examples.

The team has agreed that the following are examples of major non-compliance:

- Sabotaging the team project or other team members work
- Failing to actively contribute throughout the project
- Refusing to participate and collaborate with other group members
- Consistent minor non-compliance issues

2.3 Dispute Resolution & Conflict Management

Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members.

State how your team has agreed to deal with or manage minor breaches of this Agreement.

Minor non-compliance will mainly be dealt with in the form of warnings until the point at which it becomes major non-compliance. An example of this would be insulting or disrupting the workflow of other members of the team, the offending team member will be warned and asked to stop until such time in which the team decides to escalate this matter into a major breach.

State how your team has agreed to deal with or manage major breaches of this Agreement.

Major non-compliance will result in expulsion from the group. None of the work done up till that point is allowed to be copied or used by the breaching party. An example of this would be not contributing to the team work, the offending team member will be asked to contribute more or ask for help. Should the offending team member not contribute that member will be expelled from the team.

3. Conclusion

This document has articulated the high level and operational processes agreed to by Data55. This team agreement will apply for the duration of the IFB299 Group Project. To meet the objectives of the project and demonstrate their abilities as IT professionals, team Data55 will implement the principles, processes and management activities described.

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 IFB299, 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.