**TEAM AGREEMENT GUIDELINES**

**For**

***Team 14***

***Version 1.0***

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***3rd of August, 2016***

# 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 ***Community Organisation*** 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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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for ***Team 14*** 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 Community Organisationproject. 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

***Below are the agreed principles of communication, behaviour and operational processes that have formed the basis of our team’s goal of being effective. These principles assist the team by ensuring that the key values and behaviours are upheld to the highest level and the team remains functional and productive.***

***Principle 1: Ensure open lines of communication and collaboration.***

*Proper communication will allow the team to resolve issues quickly and efficiently, while also ensuring the team remains on task and productive.   
How:  
 - Use appropriate tools like Facebook and Skype for team communication*

*- Collaborate on files via Google Drive*

*- Use a GitHub repository for collaborative coding work*

***Principle 2: Weekly team meetings outside of the workshop.***

*Since limited time is available for team meetings, we will endeavour to have a well organised team meeting at least once a week with a set predetermined agenda to make the most of our time.*

*How:*

*- Create a collaborative agenda for the next meeting each week and get everyone to*

*agree on it.  
 - Ensure the agenda is accessible to everyone via Google Drive*

*- Meeting times to be discussed each week to ensure all team members can attend.*

***Principle 3: Equal agreement on team decisions.****Have fair discussions about team decisions to ensure an informed decision is made each time. Encompass voting if necessary.   
How:   
 - Avoid speaking over the top of other team members  
 - Consider compromises when disagreements are reached*

*- Allow each team member to state their opinion on each decision*

***Principle 4: Equal contribution from each team member.****Creating and equal workload for each team member ensures that no team member is left with an uneven distribution of work to complete, be it no work or the majority.   
How:*

*- Use management tools such as scrum to divide up the workload.  
 - Allocate work based on the strengths of each team member*

*- Allow dynamic re-allocation of work if team members require.*

***Principle 5: No team leader role, with all team members being valued equally.****As the team has only just been introduced to each other, we decided to not create a team leader role initially.  
How:  
 - Each team member has an equal vote and voice on project decisions.   
 - The only role that has initially been devised is the communications manager, currently*

*allocated to James Irvin.* ***Principle 6: Team Disagreements will be solved amicably and respectfully.****As our team members are unfamiliar with each other, disagreements will likely occur. We will endeavour not allow these disagreements to escalate further.*

*How:*

*- Share your point of view in a non-condescending way*

*- Do not make disagreements personal*

*- Do not use offensive and/or abusive language*

## Non-Compliance

Once agreed upon project commitments have not been met by the team members, certain actions must be taken depending on how adversely it will affect the project.

**Minor Non-compliance** occurs when a team member unintentionally submits/contributes subpar work, or his or her actions negatively impact team dynamics. Through a group discussion, based on a majority decision, action on a non-compliance breach is to be decided upon. An open line of communication to the breaching team member is crucial to give them a chance to defend or apologise for their actions.   
  
 A good example of a minor non-compliance breach is when work is completed by a team member, but it does not meet the high standards of the team. In this case, the work may need to be redone by the team to meet the standard required. If this trend continues from the same team member, it may be required that work be re-assigned to that team member that is more within their skillset.

**Major Non-compliance** occurs when a team member's actions are detrimental to the quality and completeness of the team's submissions. Non- participating team members can also fall under a major breach of non-compliance. If a major breach occurs, it may be discussed as a group and brought up to the class tutor, so appropriate actions can be taken.   
  
If a team member is non-communicative, continually absent or not completely their fair share of the workload, the issue should be taken up with the class tutor as soon as possible. This is to make the tutor aware of the breach in our team to understand the affect it will have on the output of the team.   
  
Another breach that is to be considered is one where allocated work to a team member has not been completed on time. In a case like that, the team member should endeavour to complete the assigned work as soon as possible. If, however, the due date is rapidly approaching, the work may need to be reallocated to other team members to complete. This is to be decided by the team in a group discussion, like most other issues.

## Dispute Resolution & Conflict Management

*A* ***minor*** *breach of the team agreement will result in the team member receiving a warning from the rest of the team. A group discussion regarding the breach is to take place during a team meeting, as well as considering how the breach can be avoided in the future.  
  
A* ***major*** *breach of the team agreement, or a number of* ***minor*** *breaches from one individual will trigger a group discussion regarding that individual's actions, taking into account the severity of the breach, along with the contribution that team member has made to the work being completed. If it is deemed that that individual's actions pose a threat to the team dynamics or quality of work output, the issue may need to be raised with the tutor to determine the appropriate action.*

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Team 14***.*** This team agreement will apply for the duration of the Community Organisation project***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, Team 14will implement the principles, processes and management activities described.

# References

***Provide any references you have used to construct this proposal.***

# 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.