**TEAM AGREEMENT GUIDELINES**

**For**

***Team 33 Work In Progress***

***Version 0.1 (DRAFT)***

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**Prepared for:**

***Tutor Name:***

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***Date: 28/ 7/2016***

# 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 ***Music School*** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| 1. ***Edward Doherty – N8874417*** |  |  |
| 1. ***Nathaniel Marshall – n9157972*** |  |  |
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|  |  |  |
| Tutor Approval |  |  |

***Instructions: You may use this template to plan and discuss your team agreement by substituting and adding your own ideas and text wherever there are italics throughout the document.***

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# Introduction

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

## Team Principles and Processes

|  |
| --- |
| * Principle (What): Respect others ideas * Rationale (why): Discouraging ideas can lead to possible discouragement altogether which leads to an unhealthy team environment. * Operational processes (How) * Listen to each idea. * Do not apply negative connotations to that idea. * Try finding a way to incorporate the idea. * Speak politely and do not use discouraging language when addressing that idea. |
| * Principle (What): aim for each piece of work to have the qualities of a high distinction. * Rationale (why): Because the group’s goal from the beginning was to gain a high distinction. * Operational processes (How) * Re-read work. * Ask for another’s opinion. * Look at the criteria. * Take a break then look at it again. |
| * Principle (What): If a dispute breaks becomes unmanageable by the team? * Rationale (why): Because if something happens and cannot be resolved this may jeopardise the projects success. * Operational processes (How) * Try to resolve it. * Document conversations and refer to work distribution plan. * Notify someone higher up (in this case tutor). |
| * Principle (What): will be done about work distribution? * Rationale (why): Because if work is not distributed then contribution levels will be spread out in an unfair manner. * Operational processes (How) * Document what needs to be done. * Break down the project. * Decide on which person is best fit for that particular role. * Assign a recommended date of completion. |
| * Principle (What): if the team cannot reach consensus in regards to an idea? * Rationale (why): Because if consensus issues arise the project comes to a halt and cannot be completed. * Operational processes (How) * See if both ideas are a possibility. * Try and rationalise each weighing out pros an cons. * Look at risks of each through risk management techniques. * Use these results to determine which will best fit the goals. |
| * Principle (What): Aim for constant communication. * Rationale (why): Because communication is key to the team succeeding and achieving the goals set. * Operational processes (How) * Reply when seen. * Replying later is still better then not replying at all. * Schedule regular times to have videoconferences. |
| * Principle (What): Communication will take place via social email, social media and via video conference. * Rationale (why): Because otherwise it is difficult for commuters to be there in person. * Operational processes (How) * Make sure to make a time for video conferencing. * When making a time to conference be sure to be ready when that time arises. * Set reminders so that these scheduled video conferences are not forgotten. * Remind each other regularly of conferences and to communicate. |
| * Principle (What): What is an acceptable response time in regards to email, facebook or general response. * Rationale (why): Because if this is not set then it is difficult to be able to communicate and not when communication is acceptable. * Operational process (How) * The reasonable communication response rate is considered to be around 3 days, unless extenuating circumstances occur. * Document date of communication start and regulate the time for response. * If communication response rate is not met then this will have to be followed up. |
| * Principle (What): What will be done to ensure that an action within the project is acknowledged. * Rationale (why): Because this may lead to confusion when looking at what still needs to be undertaken. * Operational process (How) * A list of actions will be created outlining what needs to be done. * When these actions are completed that will be ticked of for ease of tracking. * If a task was meant to be ticked of then it can be seen that the task will be looked at and then ticked off. |

## 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.***

In terms of minor non-compliance these are failure to act according to the aforementioned agreed requirements, but not in a large scale (Dictionary.com, ND). Listed below is a list of definitions of how some of these rules can be considered minor non-compliance.

Not replying for 3days once will become a minor non-compliance issue, however if this happens more then once it will become more serious. This is because it is not a large issue if this is only once and a reason has been given.

Not producing work that is considered of a high distinction is minor non-compliance and can be edited at a later date, as this work may be a draft or may just need minor alterations. As long as that person has tried there best then this is not an issue, as well the work may just need a fresh perspective.

If an action is not acknowledged this is considered to be a minor non-compliance issue as the person may have forgotten and might just have needed a little reminder. However if this happens on a regular basis then it may be considered more of a major non-compliance issue.

***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.***

Not responding for more than 3 days more than once is considered to be a major non-compliance issue. The reason for this is because if someone is unable to be contacted then it becomes difficult for them to contribute to the team, which overall puts more strain on the others within the group. Thus this is major due to the ramifications to the rest of the group.

Constantly forgetting to lodge when an action has been made can become a major non-compliance issue as it may mess up where the progression of the project. This also may mean that work needs to be checked back over to find out whether the action has been completed. As well however this may mean that work is produced more than once which therefore impacts on other aspects of the project.

Respecting others idea’s is important within teamwork as it provides a better teamwork dynamic, as this helps to minimise disputes and keeps the team flowing in a manner, which is productive. If this is not complied with it can become a large issue in terms of the project as time spent on dealing with disputes is less time spent on the project itself.

If the dispute becomes unmanageable then this creates major ramifications in terms of the team dynamic and progress on the project will come to a halt until the dispute can be resolved. As well this may require outside help from either a third party mediator, or a position, which is higher in the hierarchical chain of the organisation.

Work distribution is a major non-compliance as if this distribution is not met then team members do not know what is required of them or what needs to be done. As well if the distribution deadlines are not met then this can become an issue with the project as it will put the project behind and may end up causing it to be late in terms of the ultimate deadline.

If the team cannot reach consensus in regards to an idea than this means that progress within the project will be at a standstill. This is major due to the fact that this will impact any progress and may also damage team dynamic.

## 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.***

For minor breaches with communication, a warning will be issued in order to make sure that the person knows that if this happens on a regular basis there will be further consequences. The person will also be asked what caused this minor non-compliance issue This will then be documented and may ease the warning depending on the circumstance.

Minor breaches in regards to quality of work will be dealt with by first asking the person to have a look at the work again. Then the team will gather and go over the work together to make sure that each team member is happy with the quality of the work that is being produced.

If an action is not recorded than the person will be reminded and this will be documented, if this happens on a regular basis however this person will be warned and it will then become a major non-compliance issue.

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

# If a breach in the communication clause happens more than once then this is considered to be a major non-compliance issue. This will be dealt with by asking the person why this occurred more than once. This will then be documented and discussed with that team member about the consequences, however it will be escalated higher up in the hierarchical chain to resolve this issue.

Constantly forgetting to lodge when an action has been made more than once will be escalated to a major non-compliance issue and will then be dealt with by giving the person a warning and then if the person proceeds to forget this will lead to restricting the person from documenting this and having a change in role will resolve this.

If ideas are not respected damaging the group dynamic then this will be dealt with, within the group by talking amongst the group about the impacts of such disrespect. As well the ideas will be discussed in a manner showing positives and negatives as well as risks, in a professional manner. If this continues this will then need to be escalated to a third party.

If a dispute becomes unmanageable then it will then have to be passed on out of the control of the group as this will then need to be resolved a lot faster as discussion would not have been working.

If a person cannot meet the distribution deadlines than this will impact the project in a way in which it may be incomplete. In this event the person will be warned and given some time to complete the work. If this work is not completed by the new imposed deadline than it will be escalated to a third party and will be out of the groups control.

If the team comes to a point where a decision cannot be agreed upon then this will be first resolved within the team by going through each of the ideas and listing pro’s and con’s, however if the team cannot come to consensus after going through these ideas and deconstructing them then this will also need to be escalated to a third party.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Team 33 Work In progress. 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 Work In Progress will implement the principles, processes and management activities described.

# References

Dictionary.com. [ND*]. Non-Compliance*. retrieved in 2015 from:

<http://www.dictionary.com/browse/noncompliance>

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<http://www.inc.com/sylvia-lafair/top-10-reasons-why-teams-fail-and-what-you-can-do-to-stay-strong.html>

Smith, S. [2004] Why top business teams fail. Retrieved in 2015 from: http://actionplan.com/pdf/SidSmithart.pdf

# 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 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.