**TEAM AGREEMENT GUIDELINES**

**For**

***Team Rocket***

***Team Number: 83***

**Prepared by:**

***Eliot Wilson N9175504***

***Sebastian Sherry N9161350***

***J-Mari Zen N9439919***

***Kaelan Reece N8880778***

***William Minazzo N9173439***

***Oliver Johnson N9168079***

**Prepared for:**

***Tutor Name***

Dr. Venkat Venkatachalam

Date:

***30/07/2016***

# 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 *Parking Permits and Violations* project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| 1. ***Eliot Wilson N9175504*** |  |  |
| 1. ***Sebastian Sherry N9161350*** |  |  |
| 1. ***J-Mari Zen N9439919*** |  |  |
| 1. ***Kaelan Reece N8880778*** |  |  |
| 1. ***William Minazzo N9173439*** |  |  |
| 1. ***Oliver Johnson N9168079*** |  |  |
| Tutor Approval |  |  |

Table of Contents

[Sign-off and Approvals ii](#_Toc299977981)

[1 Introduction 1](#_Toc299977982)

[2 Team Agreement 1](#_Toc299977983)

[2.1 Team Principles and Processes 1](#_Toc299977984)

[2.2 Non-Compliance 1](#_Toc299977985)

[2.3 Dispute Resolution & Conflict Management 1](#_Toc299977986)

[3. Conclusion 1](#_Toc299977987)

[References 1](#_Toc299977988)

[Appendix – Team Agreement Guidelines 1](#_Toc299977989)

[Possible Topics for Agreement Principles 1](#_Toc299977990)

[Communication and Operational Process Topics 1](#_Toc299977991)

[Defining Major and Minor Non-Compliance 1](#_Toc299977992)

[Penalties for Major and Minor Non-Compliance 1](#_Toc299977993)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Team Rocket 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 *Parking Permits and Violations* 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

Principles of Behaviour: Be respectful to others

Rational: To facilitate a healthy environment that produces positive results.

Operational and Communication Processes:

To avoid inappropriate language.

Each team member has an opportunity to speak.

No teaming up or dominating another’s opinion.

Principle of Behaviour: To review workload whenever possible

Rational: To ensure that workload is divided fairly among the team

Operational and Communication Processes:

Division of workload will be discussed and agreed on by the team.

Team members speak up if they consider their workload unfair.

If the discussion of the workload cannot occur during a team member then it will be discussed and agreed on via alternate communication means, e.g. email, online chat, etc.

Principle of Behaviour: To communicate workload issues when they occur.

Rational: To ensure that work is done by the deadline.

Operational and Communication Processes:

TO discuss among the team, the issue and how to solve it.

Communicate issues at **least two days** before the deadline.

Reallocate work if necessary, along it also adheres to the Review Workload Principle.

Principle of Behaviour: To communicate effectively as clients to our developer team (Team 84)

Rational: To ensure a healthy relationship between teams

Operation and Communication Processes:

Precise and proactive responses

Communication in and out of workshop (e.g. email, chat etc.)

Active listening

Principle of Behaviour: For each team member to appear at a team meeting

Rational: To ensure the team works efficiently and that every team member is up to date with every latest issue, updates, etc.

Operation and Communication Processes:

Team meetings occur at least once a week.

Roles are issued at the beginning of every team meeting.

If a team member cannot appear at a team meeting session, then they must contact the group about the **absence at least a day before the meeting** so either the meeting will be rescheduled or under special circumstance and/or consideration be exempt and contacted later.

## Non-Compliance

Minor non-compliance definitions

Absent from Team Meeting

Example: A team member does not appear at the meeting and makes no effort to contact the group about their absence at least a day before the group meeting.

Major non-compliance definitions

Plagiarism

Example: A team member not producing original work instead copying and using work not their own. Plagiarism is against the rules of QUT and will adversely affect team work and performance if a team member is found Plagiarising material.

Abuse

Example: Team members verbally or physically abusing other team members because they have different opinions, etc.

Freeloading

Example: A team member not making an effort to contribute to the team’s work.

Missing Project Deadlines

Example: A team member fails to deliver their workload by the deadline in which their work is due. This adversely affects the team’s performance and work on the project greatly.

## Dispute Resolution & Conflict Management

Team members absent without prior explanation will be contacted after the team meeting is done. If this continues marks will be deducted from them. If a team member does not attend a meeting three times (without prior explanation) in succession, the tutor will be notified.

The tutor will be notified if team members are found of Plagiarising and/or missing deadlines. Any team members freeloading will be warned once, if team members continue to freeload our tutor will be notified of this infraction.

The team will try and calm down any team member verbal abusing other team members and remind them that this kind of behaviour is unacceptable. Hence a warning will be given. If this abuse continues then the tutor will be notified of this infraction. Physical abuse of any type will not be accepted and the penalty is teaching staff (e.g. tutor) being notified of this infraction and the authorities contacted.

# 3. Conclusion

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

# References

# 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.