**Task #3**

1) What to do to get the task accomplished and the team members’ satisfaction high?

In order to achieve good performance and a high level of satisfaction in the team, the members should spend time to get to know each other’s strengths and preferences, agree on a set of ground rules to maintain a good working environment, use a facilitator to organize the tasks and achieve better productivity, as well as to help resolve conflicts that may arise between the members, and finally, it is necessary to keep good communication to ensure everybody’s satisfaction.

2) Answer all the questions in the Work Norms, Facilitator Norms, Communication Norms using your own words and your own.

**Work Norms**: Work will be distributed depending on how complex and time consuming the task is. The deadlines will be set by coordinator and approved by all the team members at the beginning of the assignment. If someone doesn’t follow through on his/her commitment, then the person will be given a warning; if this behavior continues or the task is not completed within the agreed time, then another group member will take over that task and the person that did not do their part will receive a grade proportional to the amount of work he/she provided. Work will be reviewed by all members before the final submission of the assignment to guarantee it meets everybody’s expectations. If team members were to have different opinions or work habits, then those will be discussed between all the team members, and the style that benefits the team the most and that the majority of members agree on will be the one that everyone will follow.

**Facilitator Norms**: Yes, we will because facilitator has the most important sets of skills like group leaders who sets a perfect goal how to finish the project. Facilitator is chosen by draw out opinions and ideas of the group members. If there is other member in-group who have the same ability like facilitator then definitely rotate the position so everyone get a chance. Facilitation focuses on how people participate in the process of learning or planning, not just on what gets achieved.

**Communication Norms**: For communication, we will all rely on the GSU email platform and a GroupMe group to set up meeting times and let know other team members of any changes.

3) As a team, select two cases out of the four mentioned in Handling Difficult Behavior. (use your own words and your own context).

**Too Quiet**: If there were to be a quiet, shy or uninvolved person in the group, the rest of the members will make efforts to include him or her in the conversation and help them understand how important their contributions are to the project.

**Complains**: If a member complains a lot, the rest of the members will set time aside to listen to the contributions and try to make that person feel more comfortable, as well as to make modifications in the case that the complaint was legitimate.

4) When making decisions, If the team is having trouble reaching consensus, what should you do?(use your own words and your own context).

If the team is having trouble reaching consensus, the members would vote to select the more popular action plans and discard the rest. The team will work with those thought a list of pros and cons or, if it is possible, we will try to combine the plans to adopt the idea that works in the best interest of the group. If there still were to be more than one possible plan to follow, the decision will be made based on majority of votes.

5) What should you do if person may reach a decision more quickly than others and pressure people to move on before it is a good idea to do so?

In the case someone was inclined to make rushed decisions, the other team members can control the situation by questioning if the team is ready to move on to the next task, if there are any other factors to review before jumping to a decision, and finally, if anyone needs a moment evaluate any more factors before moving on.

6) What happens if most people on the team want to get an “A” on the assignment, but another person decides that a “B” will be acceptable?

If most people of the team aim for an “A” but someone is not willing to work hard enough to achieve it because they consider a lower grade to suffice, then the team will talk to the person to try to convince him or her to perform according to the standards that the majority of the team agreed on, otherwise his or her work will be revised and improved if necessary by another member, and that person will lose a percentage of the grade according to the extra amount of work that was needed to properly complete her task.