**TEAM AGREEMENT GUIDELINES**

**For**

***<Insert project team name>***

***Version 0.1 (DRAFT)***

**Prepared by:**

***Team Member 1 4nnnnnnn***

***Team Member 2 4nnnnnnn***

***Team Member 3 4nnnnnnn***

***Team Member 4 4nnnnnnn***

***Team Member 5 4nnnnnnn***

***Team Member 6 4nnnnnnn***

**Prepared for:**

***Practical Session***

***<insert date>***

# 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 ***<insert project name>*** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| 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 a team of students in CSSE3012 The Software Process.

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 project. In this way the agreement provides a communication tool and contract between team members and their tutors 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

***Record your team’s agreed principles of behaviour, communication and operational processes here.***

EXPLANATORY NOTES:

Principles should be high level statements that describe **what** your team considers to be the key values, beliefs and norms that contribute to an effective team environment. For example, you may adopt a principle that is “show respect for one another”.

Each principle should be accompanied by a rationale that explains **why** your team has agreed to follow the stated principle. For example, the rationale that explains the adoption of a “Respect” principle is: a healthy atmosphere will facilitate positive team outcomes.

Operational processes should show **how** the principles will be put into action or implemented and made workable by your team during the project. Examples of the operational processes associated with the Respect principle above may include: listen to each other’s ideas, avoid abusive language, try not to dominate other team members, etc.

***Refer to the Team Agreement Guidelines in the Appendix for examples and adapt (not adopt) for your team.***

***An example of how these could appear in your Team Agreement is provided below for the Respect Principle.***

|  |
| --- |
| * Principle (What): Show respect for one another. * Rationale (Why): A healthy professional atmosphere will facilitate positive team outcomes. * Operational Processes (How)   + listen to each other’s ideas,   + avoid abusive language,   + try not to dominate the other team members,   + give equal speaking time to all members |

## Meetings and Contact

***Record your team’s expectations regarding methods and regularity of contact between team members. What communication channels will you use as a team? What will be your primary communication channel and your secondary channels? What are your expectations regarding time to respond to queries?***

***How regularly will you meet as a team? Will meetings be physical or virtual? What are your regular meeting times? How much notice is required by team members to arrange ad hoc meetings?***

## Task Division

***How will task allocation be managed within your team? How will disagreements about task allocation be dealt with by the team? What expectations does the team have regarding timeliness of completion of tasks and progress updates on tasks?***

## 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.***

***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.***

## 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.***

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

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by <***insert team name>.*** This team agreement will apply for the duration of the <***insert project name>.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team <***insert team name>*** will 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.

Team members need to 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, and the penalties for such breaches.

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 a 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 teamwork.
* 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 (e.g. progress made, issues).
* Who will record the team meetings (e.g. meeting date, attendees, issues discussed, decisions, actions).
* How often team members will communicate with each other.
* How team members will communicate between meetings.
* How often team members will check their messages, email or voice mail.
* The timeframes team members will accept as reasonable to respond to messages, email or voice mail.
* 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.
* 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 2 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.