**TEAM AGREEMENT GUIDELINES**

**For**

***MGSD Technology***

***Version 1***

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**Prepared for:**

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***31/7/2012***

# 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 Solar Power Calculator project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| 1. ***Gia Luan Mach 07337248*** |  | *31/7/2012* |
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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 MGSD Technology who are a team of students in INB372 or INN372 Agile Software 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 Solar Power Calculator 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; and
* dispute resolution and conflict management processes.

# Team Agreement

## Team Principles and Processes

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| **Principle** | **Team members will respect each other.** |
| **Rationale** | Disrespect and dispute will cause conflict in the team. |
| **Operational processes** | * During the meeting, only use English. * No cursing. * Take other’s advice and opinions into consideration. * Avoid interrupting when others are having conversations. * Don’t make jokes about other team members. |

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| **Principle** | **Team members will contribute equally to tasks.** |
| **Rationale** | A feeling of unfairness toward the project will lead to a negative outcome. |
| **Operational processes** | * All tasks of the project should be distributed equally. * All team members should take an active part in meetings. * The tasks should be finished on time. |

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| **Principle** | **Team members will work together and cooperate well.** |
| **Rationale** | Good cooperation can make a team more effective and productive. |
| **Operational processes** | * Team members should support and help each other with their tasks. * Team members should prepare and report the problems they encountered when carrying out tasks. * Think actively and creatively during meetings, and share your own ideas with others. |

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| **Principle** | **Team members will make full use of the meeting time.** |
| **Rationale** | Meeting time is important for solving problems and reporting task progress. |
| **Operational processes** | * Being fully prepared before the meetings: take the piece of the work and questions of the tasks to the meetings. * Arrive at meetings on time. Inform team members before the meeting if you will be late or absent from the meetings. * Do not always talk or do something irrelevant to the project during meetings. * Avoid unnecessary conflict in the meeting. |

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| **Principle** | **Team members will keep in contact and report their work procedures regularly.** |
| **Rationale** | Team work will fall apart if team members do not know the working processes of other members. |
| **Operational processes** | * The team leader will make a meeting schedule and give it to the team. * Team members will attend the meetings or online group discussions according to the meeting schedule. * If any problems arise, team members will contact others for advice and help. |

## Non-Compliance

**Minor non-compliance:**

* Disregard the team principles and operational processes. This is when a team member clearly breaches the team principles stated in the team agreement. For example:
* The team member interrupts another member when they are talking.
* The team member ignores the advice or opinions of others in the discussions.
* The team member talks to other members in a rude way which makes others angry or annoyed.
* The team member being late for the meetings.
* The team member does not finish their work on time, or contribute to the project.
* Wasting the meeting time. For example:
* The team member talks excessively about something which is irrelevant to the project.
* The team member drinks and has snacks all the time during the meetings.
* The team member goes to the meeting without preparing. Such as their questions and report of their work.
* Do not contribute enough to the project. For example:
* The team member does not play an active part in discussions at the meeting.
* The team member does not help other members when they come to them with a problem.
* The team member does not put effort into the work.
* Being absent from the meetings. For example:
* The team member does not arrive at the meeting, and does not inform any of the team members ahead of the meetings.
* The team member does not pick up their phone when other members call.
* Lack of communication while performing the task. For example:
* The team member does not contact other members.
* The team member never participates in blackboard discussions or Group Discussion Board page to talk about the task.
* The team member ignores the team leader and conflict manager. For example:
* The team member does not do the work as the team leader asked, or ignores the conflict manager when conflict arises.

**Major non-compliance:**

* No communication with other members. For example:
* The team member never or seldom joins the discussions in the meetings for two weeks.
* The team member never or seldom reports their task progress at the meetings and discussions on blackboard for three times.
* No contribution to the project. For example:
* The team member does not do any work for one week.
* The team member does not come up with any opinions or advice of the project during the meeting time for one week.

## Dispute Resolution & Conflict Management

Team members will account major and minor breaches of this agreement. Therefore, members have to negotiate and manage with problems. For the minor breaches of this agreement, it should be dealt with communication. The team leader will give warnings to team members after negotiation with them. Formally, team member who gets a warning will talk about the reason for breach to the conflict manager.

**Managing minor breaches of the agreement**

1. Once you get a first minor warning, you should talk with conflict manager.
2. Once you get a second minor warning, you should talk with team leader.
3. Once you get a third minor warning, you should talk with team members with tutor in the consultation.

**Managing major breaches of this agreement**

1. Once you get a first major warning, you should fill in the form, which is attached.
2. Once you get a second major warning, you must talk with tutor with teammembers.

**Attention form**

**Warning**

* Which policy did you break down?
* Describe the reason
* What will you do to improve yourself after receiving the warning?

Signature

# 3. Conclusion

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