

**TEAM AGREEMENT  
For**

***MAD DEP***

**Prepared by:**

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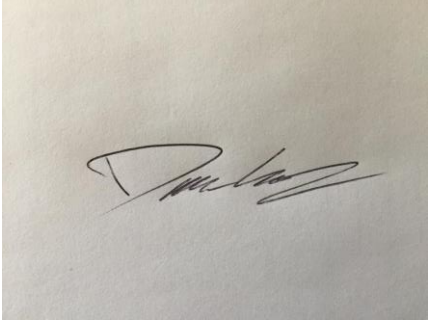
***Wednesday 29<sup>th</sup> July 2015***

## 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 **Help Desk Project** to meet the client's requirements and timeframes.

Person's name & student number	Signature	Date
<b>1. Adrian Heighway N9163387</b>		02/08/2015
<b>2. Archie Rudy Su'a N9561871</b>		02/08/2015
<b>3. Damen Cody N9146261</b>		02/08/2015
<b>4. David Hayes N8860165</b>		02/08/2015
<b>5. Emmanuel Savage N8686505</b>		02/08/2015

<b>6. Paul Stockwell N7198523</b>		02/08/2015
Tutor Approval		

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# 1 Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for **Mad Dep**, 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 **Help Desk 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.

## **2 Team Agreement**

All team members must have participated in the formulation of this Team Agreement and are committed to abide by it.

### **2.1 Team Principles and Processes**

Principle (What): Show respect for one another.

Rationale (Why): A healthy professional atmosphere will facilitate positive team outcomes.

Operational Processes (How)

- listen to each others ideas,
- avoid abusive language,
- try not to dominate the other team members,
- give equal speaking time to all members

Principle (What): Maintain a high level of communication throughout.

Rationale (Why): Enables an efficient pathway when operating within a team, to ensure everyone is included and given tasks in a mutual environment.

Operational Processes (How)

- Share contact details with each other
  - mobile numbers
  - face book
  - emails

Principle (What): Learn to work efficiently and effectively within the team.

Rationale (Why): Working efficiently allows the team to remain on top of the main task asked from the project

Operational Processes (How)

- Attend the workshops (unless have valid reason, see valid reason sec 2.2 below)
- Attend team meetings (unless have valid reason, see valid reason sec 2.2 below)
- Take part in weekly task provided by tutor and group,
- Communicate with other peers within your group
- Collaborate often
- Create a friendly and mutual environment
- Stay on top of the workload

### **2.2 Non-Compliance**

#### **MINOR NON-COMPLIANCE**

*Refers to the minimal lack of effort put into the process of the assignment affecting the group in matters that can. To be specific with the minor non-compliance this includes some of the following:*

- *Beginning to shut communications off with other team members*
- *Not doing what has been asked of them*
- *Beginning to fall behind everyone else within the group*

*However if members within the team have a valid reason (see valid reason) they may be excused and given reasonable time (which is decided by the group) to complete the tasks,*

*Minor non-compliance will lead to major non-compliance if members choose to ignore advice given by other team members.*

### **MAJOR NON-COMPLIANCE**

*Refers to the lack of effort put into the process of the assignment causing other members of the team, to pull the rest of the weight. To be specific with the major non-compliance this includes some of the following:*

- *not keeping up with the weekly tasks that are given*
- *avoiding group meetings or important conversations*
- *being dishonest about completing tasks*
- *not attending workshops (unless have a valid reason, see below)*
- *not attending group meetings (unless people have a valid reason*

### **VALID REASONS**

*Valid reasons are acceptable reasons why team members may not be able to attend the workshops or the group meetings. Reasons include the following*

- *Family commitments*
- *Illness or sickness*
- *Distressing events*
- *Work commitments*
- *Due to living more than 45 minutes away, for face to face meetings*

*If further information is needed to prove there absence, some sort of evidence may be asked from of the individual.*

## **2.3 Dispute Resolution & Conflict Management**

### **MINOR NON-COMPLIANCE**

*If the following signs are shown within a member of the group without having a valid reason, the group will provide them an official warning, in which they need to start embedding*

*themselves within the group and the project. On top of this they will be warned that a unit superior will be requested if the team member continues to ignore the following breaches made. It is only fair that each member within the team cooperates with the process of the project, so that other honest members aren't doing extra workloads just to cover that individual member whom has made the breach.*

### **MAJOR NON-COMPLIANCE**

*Unit superior will be notified of the member's lack of commitment to the team, which may have an affect on the individual's marks. This particular step only seems fair and will only be used if really necessary, as it is not fair that others should do extra work because one person isn't providing the work.*

*This could also include expulsion from the group.*

## **3. Conclusion**

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



