**TEAM AGREEMENT GUIDELINES**

**For**

***ATC***

***Version 0.1***

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***21/02/2018***

# 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 Music School project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| Harriet Smith – n8750459 |  | *21/02/2018* |
|  |  | *21/02/2018* |
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|  |  | *21/02/2018* |
|  |  |  |
|  |  |  |
| Tutor Approval |  | *21/02/2018* |

***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 ACT 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 Pinelands Music School 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.

**Expected Meetings:**

**Daily Scrums:**

* Fridays | Time: TBA (~3:00pm) | Duration: 15 minutes
* Sunday | Time: TBA (~3:00pm)

These times and dates have been proposed as they occur 2 days after the tutorial class and 1 day before a common deadline (send work 2 days before workshop). This will allow time to understand where the is at with the current sprint and what needs to be done to be able to meet the sprint deadlines.

**Tutorial Meetings:**

* Wednesday | Time: 6:00pm | Duration: 2 hours

These are mandatory

**Adhoc Meetings:**

These will be conducted when the team feels it is necessary. If certain members need to meet up to collaborate or express concerns, minutes will be taken and shared with the entire team.

## Team Principles and Processes

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 others ideas, avoid abusive language, try not to dominate the other team members, etc.

Principle: All team members will user their skill set to the best of their ability to deliver an acceptable standard of work.

Rationale: Allow all team members to succed and achieve the best possible outcome and grade.

Operational Processes:

* Complete tasks by specified deadlines
* Complete tasks to the best of their ability
* Be present at SCRUM meetings
* Provide relevant input during SCRUM meetings

Principle: Attend all meetings (unless under special circumstances)

Rationale: Ensure work flow can be maintained and effective collaboration and issue raising can be addressed.

Operational Processes:

* Attend all workshops on time and for the entire duration
* If a team member is unable to attend, provide reasoning so that the rest of the team understands the situation and can adapt to cover any potential issues
* If a team member is unable to attend, provide any critical notes that may impact the work going forward at the meeting
* Ensure that all team members are ready to work throughout the duration of the meeting
* Ensure all daily scrums are attended, if not send details through to the team

Principle: All ideas and opinions will be considered

Rationale: Each team member has a different personality and way of thinking. It is important to understand this and ensure all points raised are considered.

Operational Processes:

* Let each member speak without interruption
* Never shut down a point but provide rationale and come to a majority based consensus based on the value each opinion provides
* Never be rude about someone’s idea/opinion – ideas (even silly ones) can develop into great ideas

Principle: Complete assigned work to the best of your ability

Rationale: A plan (even a short-term plan) will collapse if a team member does not complete their assigned work.

Operational Processes:

* Agree to the work assigned, ensuring complete understanding of what is involved
* Ensure that the team is updated on progress – both ahead or behind
* Do not complete work at the least minute- ensure there is ample time to complete the work to a high standard
* If in doubt about your work standard or are confused about the work to do – do not hesitate to ask!

Principle: Raise issues/risks early

Rationale: Identifying issues early will allow for early prevention and quicker resolve.

Operational Processes:

* No disrespect (of any type) will be tolerated if an issue occurs
* Using Slack (the chosen messaging platform) inform team members at the soonest possible time
* Outline as much information as possible who it involves, what it involves, why it has occurred, possible solutions (if any)
* If there are any risks that may arise, notify as soon as these are identified to provide early recognition to potentially find ways around to mitigate the risk

***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 others ideas,   + avoid abusive language,   + try not to dominate the other team members,   + give equal speaking time to all members |

## 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.***

In the event that a team member is found to be non-compliant by not meeting or breaching agreed team agreement conditions and team commitments, the team member will be issued with a verbal warning to rectify their misconduct. If their misconduct is not rectified the member will be expelled from the team.

Non-compliance should be brought to the attention of the team through team discussions at a team meeting.

An example of minor non-compliance may be a team members inability to complete tasks by specified deadlines.

An example of major non-compliance may be a team member repeated inability to complete tasks by specified deadlines.

**Minor Breach**

A minor breach is defined as a team member causing an unnecessary obstacle. It will not greatly impact the teams progress or culture, but it will cause an inconvenience that will cost extra time and effort to overcome.

A minor breach may including one of the following:

* Not attending Daily Scrums
* Not raising issues as soon as they are noticed
* Late to meetings without valid reason
* Breaching any of the principles partially
* Not responding to important team messages in a timely manner (< 2days)

***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.***

**Major Breach**

A major breach is defined as a team member causing a large disruption in the team flow. This will take a much larger amount of energy and effort to rectify the issue and will divert the plan off the agreed upon timeline.

A major breach may include one of the following:

* Not attending main meetings
* Not completing work without valid reason
* Breaching any of the principles entirely
* Constantly breaching minor offenses
* Not responding to important team messages at all (> 2days)

## 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.***

Minor breaches are define as not to fully disrupt the flow. The team leader at the time should notify in a non-aggressive fashion that they have concerns about how the team member is acting. The scrum master should also reiterate the importance of team work and compliance within the agile system to ensure that the team member understands the importance of their role.

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

In parallel with the minor breach handling, a similar approach will be taken. A chat will be held by a single member of the team so that the conflicting member is aware of the actions and consequences they are causing. If at the next daily scrum no progress has been made in the attitude of the team member, a group meeting will be held to reiterate the growing concerns of the entire team. In the case that this does not improve the situation, contact will be made with the tutor to escalate the issue.

Adaption of the end marks dedicated to team behaviour will occur to ensure that the complying team members are not disadvantaged by the non-complying member(s).

# 3. Conclusion

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

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.