**TEAM AGREEMENT TEMPLATE & GUIDELINES**

**For**

**CAB330 Group 23**

**Prepared by:**

***Donghyeon Kim n9967273***

***Jack Teys n9996532***

***Vladislav Kireyev n9897810***

***20/10/2018***

# 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 ***CAB330 Group 23*** project to meet the client’s requirements and timeframes. | | |
| Student number & name | Signature | Date |
| 1. Donghyeon Kim | DK | 20/10/2018 |
| 1. Jack Teys | JT | 20/10/2018 |
| 1. Vladislav Kireyev | VK | 20/10/2018 |

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# Document Change History

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| --- | --- | --- | --- |
| **Revision Number** | **Date of Issue** | **Author(s)** | **Brief Description of Change** |
| *1.0* | *09/10/2018* | *VK* | The Team agreement is created |
| 2.0 | 20/10/2018 | DK, JT, VK | The Peer Appraisal is complete |

***Instructions: You should 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 Group 23 who are a team of students in Cab330.

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 CAB330 Group 23project. In this way the agreement provides a communication tool and contract between team members and their teaching team regarding their obligations, responsibilities, activities and grades 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

The team has agreed to hold a physical meeting every Wednesdays before a tutorial and hold regular communication over the slack channel.

+ The communication will be to check each other’s progress and help each other no matter what role they are.

+ This is required to ensure collaboration and active communication of ideas / opinions.

- This will help progress and complete the project on the given timeline schedule, to not cram all the workload in the last few weeks and provide good quality.

The team WILL not discriminate each team member and treat each other with respect.

+ The team members will listen to each other, will not tolerate physical abuse and abusive language and also respect every member’s opinions and cause domination or discrimination over other team members.

+ When there are conflicts or arguments, team members should resolve it without any disruptive actions.

- This will avoid all discrimination and will not be tolerated in the group.

The team will set weekly tasks to each members AFTER it is discussed by ALL members in the group.

+ Workload will be equally distributed and if a team member disagrees with the workload, it will be discussed and re-evaluated.

+ When team finalises with a decision it will consider ALL member’s opinions.

All team members will strive their best to complete their given tasks within the timeframe.

+ This is to ensure every member participates regularly to avoid any conflicts.

## Non-Compliance

Examples of the minor non-compliances defined by the team and associated rules:

+ Not appearing at the physical meetings

- If one cannot attend these physical meetings, they should alert the team beforehand with a reasonable reason and discuss how they can make up for the absence.

+ Not completing their work on the given time frame.

- It is important to ensure all work is done by the set time frame, reasons are, it will affect the team’s morale if somebody in the team has not completed their task and also another teammate may depend on the other teammate to progress further into the project and his performance will be affected by the others.

Examples of the major non-compliances defined by the team and associated rules:

+ Discriminating and not treating each individual team members with respect.

- Discrimination and disrespectful behaviours should never be tolerated in any environment

+ Refusing to communicate with the team

- Communication is the key success to achieving high marks and functioning as a team, if even one person refuses to communicate it will cause conflict and disrupting the team’s performance as one.

## Dispute Resolution & Conflict Management

\* Not appearing at the Physical meetings

+ The team members who have missed on the physical meeting should contact the slack channel to find out information they’ve missed and also show their given task through git or slack channel.

\* Not completing their work on the given time frame.

+ The team members should state a valid reason for incompletion of the task and how to compensate for the breach of the agreement.

\* Discriminating and not treating each individual team members with respect.

+ The breaching team member will be spoken by the team members, and if the team member refuses to cooperate they will be contacted by the tutor and actions will be taken (e.g. being removed from the group).

\* Refusing to communicate with the team

+ The breaching team member will be spoken by the team members, and try to resolve the issue between team members (if applicable) or if the team member refuses to communicate and cooperate, he will be warned, and if continued, notified to the tutor.

## Peer Appraisal

***<Assign an individual mark to each member of your group (including self-appraisal), based on the contribution you perceive each to have made to the group's work.***

***A major contributor would receive a mark higher than the group mark and a lesser contributor would receive a lower mark. The total marks cannot be more than the total assigned marks.>***

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| --- | --- | --- | --- |
|  | **Donghyeon Kim** | **Jack Teys** | **Vladislav Kireyev** |
| **Donghyeon Kim** | 8.3 | 8.3 | 8.3 |
| **Jack Teys** | 8.3 | 8.3 | 8.3 |
| **Vladislav Kireyev** | 8.3 | 8.3 | 8.3 |

# All team members have been distributed with equal amount of work.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Group 23***.*** This team agreement will apply for the duration of the CAB330 Group 23***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team Group 23will implement the principles, processes and management activities described. This team agreement will be used in marks distribution if there is dispute in a team.

# References

QUT (2016). *ITB002 IT Professional Studies: Week 1 document.*

QUT (2016). *ITB002 IT Professional Studies: Team Process Management Requirements.*

# 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 INB342 and INN342 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.

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 re-allocating 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.