**TEAM AGREEMENT GUIDELINES**

**For**

***Tooting Trumpets***

**Prepared by:**

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**Prepared for:**

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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 |
| 1. ***Yu Gen Yeap***   ***n9470379*** |  | *26/02/18* |
| 1. ***Nicholas Gaffney n8618828*** |  | *26/02/18* |
| 1. ***Timothy Jebsen n9456279*** |  | *26/02/18* |
| 1. ***Jayden Dao n10003665*** |  | *26/02/18* |
|  |  |  |
|  |  |  |
| 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 Tooting Trumpets 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 *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.

## Team Principles and Processes

**Principle 1:** Aim to successfully complete the project with a high grade.

* **Rationale :** Aiming for the highest grade will require total commitment from all group members.
* **Operational Processes**
  + Communicating well with team members
  + Learning the material through lectures and tutes
  + Completing tasks early leaving time to review and check for errors or potential areas of improvement

**Principle 2:** Group members must voice out their concerns about tasks let other know if they are unsure about a task

* **Rationale :** Effective communication is essential within a team as it ensures group members understand their roles and task to be completed as well as those of others.
* **Operational Processes**
  + Communicating on facebook via messenger
  + Communicating in tutorials
  + Communicating in group meetings

**Principle 3:** Disagreements in decisions or ideas can be voted as a group on whether to proceed with them or not.

* **Rationale :** Poor decisions in a group task can negatively affect the project outcome
* **Operational Processes**
  + Politely but firmly voice out any concerns that may adversely affect the project
  + Be honest in your opinions but also respectful in disagreements

**Principle 4:** Delegate tasks evenly to group members assigning the most appropriate tasks to the most suitable group members

* **Rationale :** An uneven share of work can cause conflict within group members and furthermore members will feel more accountable for completing tasks on time if work is distributed evenly. If tasks are not assigned to the most suitable group members, results may not produce the best outcome affecting principle 1.
* **Operational Processes**
  + Discuss what tasks there are to do
  + Discuss which tasks will be appropriate for who
  + Try to predict the difficulty of tasks as well as the size of the tasks and distribute accordingly and as evenly as possible

**Principle 5:** If a task done by any group member is deemed of poor quality, other agreeing group members have the right to reject it

* **Rationale :** Members have the right to reject unsatisfactory performances as this is a group project with a shared mark.
* **Operational Processes**
  + Respectfully inform the group member(s) of an unsatisfactory completion of any tasks
  + Request the task to be repeated, fixed or completed
  + If possible help out the group member to complete his task

**Principle 6:** Any unresolved issues that cannot be dealt with by group members will be consulted by the tutor

* **Rationale :** Tutors can often help resolve issues as they have a higher level of knowledge on the topic. If the tutor cannot resolve the issue, it will be passed onto someone with higher knowledge of the topic i.e. unit coordinator
* **Operational Processes**
  + Discuss whether the issue cannot be resolved by the group members first
  + If the group members are unable to solve the issue, visit the tutor during the tutorial
  + If it is urgent or the issue cannot wait until the tutorial time slot e.g. task deadlines, send the tutor an email.

## Non-Compliance

***Minor non-compliance:***

* Not completing tasks on time without prior notice
* Not catching up after missing a group meeting
* Missing multiple meetings without prior notice
* Having a bad attitude for no reason

***Major non-compliance:***

* Refusing to do tasks agreed on by the team without a proper reason
* Multiple low commitments and poor standards after the group has already informed you as of principle 5
* Not bothering to communicate with the group at all even if they have contacted you multiple times
* Harassing or being disrespectful to other group members

## Dispute Resolution & Conflict Management

Minor breaches will be attempted to be resolved by group members themselves. If any group member feels a minor non compliance by a group member is felt they have the right to voice inform then and other group members.

Major breaches will be discussed with the tutor, a major breach depending on the severity, will result in a request to mark down the members mark after a fair discussion between the members and the tutor.

# 3. Conclusion

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

# 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.