

- 0:00 [MUSIC] Welcome back, in this lesson, you will learn what the team working agreement is and you will create one for your team. Agile teams are diverse teams, diverse teams include different cultures, genders, etc. Because of this diversity, Agile teams tend to experience more conflict. A team working agreement resolves differences and establishes a common understanding within teams before conflicts happens. A team working agreement is a living document, it's a contract between team members to establish a common understanding of how they will work and how they will resolve. Team working agreement consists of five categories. One tools, this includes technology and communication, the section describes how the team will work together. Two, operating norms and practices, in this section you will cover rituals and ceremonies the team commits to including cadence, time, the person responsible for agendas, and minutes. Three, resolving disagreements, this section answers a question of what the team is going to do when conflict arises? When they will escalate an issue, how they will escalate the issue, and who has the final say in resolving the conflict? Four, feeling safe, safety is really important for the team to build trust, transparency, and collaboration. Your team should feel comfortable bringing up any topic. In this section, your team should identify communication channels, and the rules of engagement for discussing those topics. By including your safety section, you will demonstrate an explicit commitment to safety. Five, encouraging participation, this section creates a process for making sure every voice is heard. Some people feel comfortable speaking up while others prefer to be quiet. By establishing a clear path for participation, you'll be able to account for diversity of personalities and work styles. A prototype for completing your team working agreement is to be specific and continued to revise the document as the team continues to work together. Include the revision into the retrospective. A retrospective is a meeting at the end of the work sprint, where the team reflects on its performance, identifies opportunities for improvement, and commits to taking action.
- 2:24 Now let's talk about how to execute a team working agreement in practice.
- 2:29 Bring the team together. Give enough time. Work through each section and create safety. Start with less controversial topics, for example, the section on tools. You might find out that the easiest sections become actually pretty controversial themselves, and you will have to work through their process with the new team.
- 2:50 As a leader, you can draft a team working agreements herself for the current state of the team and see if you need to modify the template based on the current gaps you see. When you bring the team together, you will be equipped to better facilitate the conversation based on what you've discovered by completing the template yourself.
- 3:09 In the next module, you will learn about empathy maps, and how to create one for your team, I'll see you there.