**TEAM AGREEMENT GUIDELINES**

**For**

***OOE***

***Version 1***

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***01/08/16***

# 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 *Parking Permits and Health Violations*project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| ***Lachlan Pond n9475095*** |  | *27/07/16* |
| ***Zhixia Zhou***  ***n9326405*** |  | *27/07/16* |
| ***Xin Tan***  ***n9325034*** |  | *27/07/16* |
| ***Kane Nicholson***  ***n8866856*** | ***C:\Users\Kane\AppData\Local\Microsoft\Windows\INetCache\Content.Word\signature.png*** | *27/07/16* |
|  |  |  |
|  |  |  |
| 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 OOE 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 *Parking Permits and Health Violations*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** | ***Rationale*** | ***Operational Processes*** |
| Communicate with all team members | A high level of communication is necessary for all group members to be on the same page and know when issues arise. | * Attend all meetings (twice a week) unless there exists a valid reason not to * Respond to queries received from other group members via Facebook or emails within an day when no assessment is due or within 2 hours when assessment is due * Ask questions/for help when unsure of something * Bring attention to issues as soon as possible |
| Complete assigned work/tasks | Assigned tasks need to be completed in order to keep the workload balanced. Failure to complete assigned tasks will either leave tasks uncompleted or force other members to take on more work. | * Complete assigned tasks unless incapable * If; unsure about, incapable of, or issues arise with assigned task, bring this up with other team members * Be willing to take on the extra work that other team members are incapable of completing |
| Medium high – high standard of work | In order to achieve a good grade overall for the subject, completed tasks need to be completed to a level matching the grade goal (6-7) | * Complete tasks to a high standard * Improve on tasks and assist other team members with tasks until everything is of acceptable quality |
| Majority rules decision making | Majority rules decision making is fair and simple | * When a decision arises that needs a consensus, the choice is determined based off which ever choice has the highest votes * In the case of a tie, the tutor can be asked to contribute a vote or a coin can be flipped |

## Non-Compliance

|  |  |
| --- | --- |
| **Minor non-compliance description** | **Minor non-compliance example** |
| Failure to correctly and consistently communicate with the team | * Not attending weekly meetings twice over a period of a month without providing valid reasons. * Not responding to questions targeted to the individual or the team as a whole within a period of 24 hours * Not making others aware of issues as they arise and instead waiting till the last minute to voice concerns |
| Poorly completing assigned tasks | * Completing tasks late * Completed tasks being of poor quality and not being up to an acceptable standard as agreed upon by the rest of the team |

|  |  |
| --- | --- |
| **Major non-compliance description** | **Major non-compliance example** |
| Failure to complete assigned tasks | * Not completing assigned tasks before deadline |

## Dispute Resolution & Conflict Management

***Plan to manage minor breaches of the agreement.***

Negative peer review in addition to a lower priority when distributing tasks. Repeated offenses may be dealt in the same manner as major agreement breaches.

***Plan to manage major breaches of the agreement.***

Very negative peer review in addition to contacting the tutor in regards to teammates lack of work/meeting attendance or removal from group for complete lack of contribution.

# 3. Conclusion

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