**TEAM AGREEMENT GUIDELINES**

**For**

***Team 36***

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***24/7/2017***

# 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 ***Smart City Project*** to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| ***Kyle Tristan Dela Cruz 09710094*** | *../../Desktop/sig2.jpg* | *26/07/17* |
| ***Joseph D’Astuto 09726136*** | *../../Desktop/sig1.png* | *26/07/17* |
| ***Rohil Uttamsingh 09740881*** | *../../Desktop/20424779_10211350901222869_529870168_o.jpg* | *26/07/17* |
| ***Lachlan Feeney 09729186*** | *../../Desktop/IMG_0659.jpg* | *26/07/17* |
| Tutor Approval |  |  |

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Team 36 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 ***Smart City*** 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

Principal: Showing respect and demonstrating sufficient effort

Rationale: Cultivating good, professional relationships to excel in the team project at hand

Operational processes:

* Listening to other members
* Avoid malicious conduct and treat each other respectfully
* Put in the required effort for each assigned activity

Principal: Achieve a GPA of 6/7

Rationale: Will maintain good GPA

Operational processes:

* Put in required quality and effort to achieve grade

Principal: Consensus is achieved amongst group members

Rationale: This will ensure everyone understands and is working towards the same end goal

Operational processes:

* Vote on conflicts
* Ensure discussion
* Once a decision is made and agreed upon by majority it is expected that everyone accepts the decision

Principal: Communication is constant and in depth

Rationale: this will keep everyone up to date with everything that is going on

Operational processes:

* Facebook will be used for online communication
* Responses are expected within 24 hours
* Everyone is expected to attend meetings in person and communicate what they have done
* 24 hour notice is needed if you cannot attend a meeting

Principal: Work must be set and shown at meetings

Rationale: This ensures everyone agrees on the workload and knows what they are doing

Operational processes:

* Work load is determined at every meeting per project plan
* Work not being completed on time is unacceptable unless there was prior notice
* Roughly equal work load will be set at meetings

## Non-Compliance

Principal: Showing respect and demonstrating sufficient effort

Minor breach: Respect is not shown to members of the team e.g. A team member insults other members or is not acting professionally.

Major breach: Severe disrespect towards other team members e.g. A team member engages in constant personal attacks against another member

Principal: Achieve a GPA of 6/7

Minor breach: Work is not at the quality or standard to achieve a 6/7 e.g. A team member is producing poor quality work

Major breach: Work is not being produced at all e.g. A team member is constant showing up to meetings without completed work

Principal: Consensus is achieved amongst group members

Minor breach: Refusal to complete agreed upon work e.g. Consensus is made on a decision and a team member refuses to accept the decision

Major breach: Constant refusal to complete agreed upon work and failure to engage in any discussion e.g. A team member completes zero agreed upon work

Principal: Communication is constant and in depth

Minor breach: Failure to let others know of unavailability / doesn’t communicate with team e.g. A team member doesn’t show up to meeting without letting anyone know they cannot attend

Major breach: No communication with team members e.g. A team member is no longer contactable at all.

Principal: Work must be set and shown at meetings

Minor breach: Work is not completed by an agreed upon set date e.g. Work was set to be completed by next meeting and it is not done.

Major breach: Work is constantly never completed e.g. A team member never completes assigned work at least 3 times in a row.

## Dispute Resolution & Conflict Management

Minor conflicts and disputes:

To resolve conflicts and disputes after a minor breach of the agreement, the transgressor will be warned about their behaviour. If they begin to behave appropriately, then the team will carry on as usual. If the transgressor is non-compliant due to their circumstances, the team can organise to work around their situation. If the transgressor accumulates several minor breaches and fails to change their behaviour, then the group can decide on whether to deal with the situation as a major conflict or dispute.

Major disputes:

To resolve major disputes after a major breach of the agreement, the team will meet to discuss how marks will be reallocated. In the case of persistent or very severe breaches of the contract, the transgressor may be sacked from the group.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Team 36***.*** This team agreement will apply for the duration of the ***Smart City project.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, Team 36will implement the principles, processes and management activities described.

# References

# 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.