TEAM AGREEMENT

Project Name: Glohaven's Emergency Management Solutions - B

Client Liaison : Mashad Chowdhury
Technical Leader: Mohammed Al-surkhi
QA leader: Brendan Zapf
Scrum Manager: Jonathan Chou

A. Commitments:

As a project team we will:

1. Only agree to do work that we are qualified and capable of doing.
2. Be honest and realistic in planning and reporting project scope, schedule, staffing and cost.
3. Operate in a proactive manner, anticipating potential problems and working to prevent them before they happen.
4. Promptly notify our customer(s) and sponsor of any change that could affect them.
5. Keep other team members informed.
6. Keep proprietary information about our customers in strict confidence.
7. Focus on what is best for the project as a whole.
8. See the project through to completion.

B. Team Meeting Ground Rules: Participation

We will:

1. Keep issues that arise in meetings in confidence within the team unless otherwise indicated.

2. Be honest and open during meetings.
3. Encourage a diversity of opinions on all topics.
4. Give everyone the opportunity for equal participation.
5. Be open to new approaches and listen to new ideas.
6. Avoid placing blame when things go wrong. Instead, we will discuss the process and explore how it can be improved.

C. Team Meeting Ground Rules: Communication

We will:

1. Seek first to understand, and then to be understood.
2. Be clear and to the point.
3. Practice active, effective listening skills.
4. Keep discussions on track.

5. Use visual means such as drawings, charts, and tables to facilitate discussion.

D. Team Meeting Ground Rules: Problem Solving

We will:

1. Encourage everyone to participate.
2. Encourage all ideas (no criticism), since new concepts come from outside of our normal perceptions.
3. Build on each other's ideas.
4. Use team tools when appropriate to facilitate problem solving.
5. Whenever possible, use data to assist in problem solving.
6. Remember that solving problems is a creative process—new ideas and new understandings often result.

E. Team Meeting Ground Rules: Decision Making

We will:

1. Make decisions based on data whenever feasible.
2. Seek to find the needed information or data.
3. Discuss criteria (cost, time, impact, etc.) for making a decision before choosing an option.
4. Encourage and explore different interpretations of data.
5. Get input from the entire team before a decision is made.
6. Discuss concerns with other team members during the team meetings or privately rather than with non-team members in inappropriate ways.
7. Ask all team members if they can support a decision before the decision is made.

F. Team Meeting Ground Rules: Handling Conflict

We will:

1. Regard conflict as normal and as an opportunity for growth.
2. Seek to understand the interests and desires of each party involved before arriving at answers or solutions.
3. Choose an appropriate time and place to discuss and explore the conflict.
4. Listen openly to other points of view.
5. Repeat back to the other person what we understand and ask if it is correct.
6. Acknowledge valid points that the other person has made.
7. State our points of view and our interests in a non-judgmental and non-attacking manner.
8. Seek to find some common ground for agreement.

G. Meeting Guidelines:

1. Meetings will be held every 2 days, given normal circumstances.
2. Meetings will be called by Project Manager .
3. Agendas will be issued every 1 week in advance by
    Project Manager .
4. Meetings will be facilitated by Zoom/Discord/in-person .
5. Evaluations of meetings will be conducted every meeting.
6. The scribe will issue minutes within 2 days of the meeting.

H. Meeting Procedures:

1. Meetings will begin and end on time.
2. Team members will come to the meetings prepared.
3. Agenda items for the next meeting will be discussed at the end of each meeting.
4. Unresolved issues will be added to the Issues list.
5. Meeting tasks will be rotated among members.

Signatures: (Team members)

Mohammed Al-surkhi
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Mashad Chowdhury
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Brendan Zapf
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Jonathan Chou
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