

TEAM AGREEMENT GUIDELINES

For

Drop Tables

Version 0.1

Prepared by:







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<29/07/2016>

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 <insert project name> project to meet the client's requirements and timeframes. | | |
| Person's name & student number | Signature | Date |
| Laura Buckley |  | 01/08/2016 |
| Mathew Lye |  | 15/08/2016 |
| Christopher Martin |  | 01/08/2016 |
| Joshua Miles |  | 01/08/2016 |
| Elliot Moore |  | 01/08/2016 |
| Andrew O'Rourke |  | 01/08/2016 |
| 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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1 Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Drop Tables 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 *Package Delivery* 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.

2 Team Agreement

All team members must have participated in the formulation of this Team Agreement and are committed to abide by it.

2.1 Team Principles and Processes

Principle: Show respect to one another.

Rationale: A healthy team relationship will facilitate a higher quality of work

Operational Processes:

- listen to each other's opinions and ideas
- avoid abusive/condescending language,
- allow everyone the opportunity to talk

Principle: Majority Vote wins

Rationale: Using a majority voting system to reach consensus will result in the path of least resistance

Operational Processes:

- When a decision can't be reached a vote should be called and the majority vote will decide the next course of action

Principle: Team members will inform each other of all major progress/new information

Rationale: If everyone is in the loop it avoids misunderstandings and ensures everyone can work efficiently

Operational Process

- New information and important updates will be communicated either online through Slack or in person. These updates include;
 - A completion of a task
 - A (major) repository push
 - A difficulty/bug encountered in the code
- If a member is unable to attend a meeting, then an update will be posted to the group chat to keep everyone on the same page

Principle: Tasks will be allocated evenly and fairly across all members

Rationale: If everyone is contributing the same amount of work it puts less strain on individuals and allows for a higher quality of work through collaboration

Operational Process:

- Each week a list of tasks and required activities will be created and distributed evenly among the group members to be completed by a set date
- If a member fails to complete the task without a reasonable explanation, then their actions will be reflected on in the peer assessment

Principle: If issues cannot be resolved they will be escalated to a higher authority

Rationale: If an issue cannot be resolved internally then escalating the issue to a third party should allow for an unbiased compromise to be reached

Operational Processes:

- If an issue or internal conflict escalates to the degree where it impedes or prevents productive work then it should be brought to the attention of the teaching staff

Principle: The team representative will handle formal communications when required

Rationale: By assigning one person the task of communicating with the tutor and organizing submissions it allows one direct funnel of communication.

Operational Processes:

- It is the team representatives task to communicate with the tutor and submit any work

Principle: Everyone will complete their work to their highest possible standard

Rationale: If everyone contributes the same amount of effort and high quality the project will be more successful as a whole

Operational Processes:

- Ensure that work is done to an acceptable level of quality and meets the project's requirements
- If something is beyond your skill level or understanding, ask for help
- If you are able to assist someone with their work or help them further their understanding then offer assistance.

2.2 Non-Compliance

Minor Non-compliance:

Not meeting or breaching agreed team conditions and team commitments in a way that may adversely affect the project, such as;

- Failing to complete a non-assessed task
- Intentionally completing a task poorly
- Missing a standard meeting (not within assessment period) without prior notice or a valid reason

Major Non-compliance:

Not meeting or breaching team agreement conditions and team commitments in a way that has a major negative impact upon the team's success. Such as;

- Failing to complete an assessed task
- Intentionally completing a task poorly
- Missing a vital meeting (within assessment period) without prior notice or a valid reason

2.3 Dispute Resolution & Conflict Management

Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members.

Minor Breaches Resolution:

Depending on the severity and quantity of the breach the team member will be given a warning as well as feedback in the hope that this will discourage them from repeating the action as well as the opportunity to resolve the issue.

Major Breaches Resolution:

More critical breaches as well as repeat offenders will have their marks in the peer assessment be a reflection of their actions. The team member will be given a warning as well as feedback in the hope that this will discourage them from repeating the action as well as the opportunity to resolve the issue. If these solutions fail to result in the desired resolution, then the issue will be escalated to a third party such as the tutor or lecturer to ideally result in an amicable resolution.

3. Conclusion

This document has articulated the high level and operational processes agreed to by Drop Tables. This team agreement will apply for the duration of the Package Delivery Project. To meet the objectives of the project and demonstrate their abilities as IT professionals, team Drop Tables will 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.

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.