**Team Norms:**

As a team, we want this capstone to be a fun, yet challenging, collaborative experience in which we all help each other achieve a desirable outcome for our partner company and also for our personal and professional development.

·  **What do you want the partner to believe about us as a team?**

We would like our partner company to recognize our tenacity and intelligence emotionally and communicatively. It is also important for them to realize that we have something important to give to their business and we sincerely hope they will value our presence.

**●    What are the Core Values of our team?**

Some of the core values of our team include, but are not limited to: respect (of ourselves and our teammates/partner company), professionalism, being constructive during critiques/ helping each other to be the best we can be, and effective communication.

**●   How will these values impact our team performance?**

Each of these values will help us to get our daily tasks done in an efficient manner and allow us to deliver quality work to our partner company.

**Communication Norms:**

·  **How do we respect other’s existing communication structure while getting the information we need?**

We recognize the importance of respecting the existing communication structure of our peers and try to compromise on tools and methods that can be mutually agreeable. We will avoid texting for important topics, and will email each other about the project while keeping in mind realistic expectations about response time. (You can email me at 3am but have realistic expectations) and will also set up predefined times and methods of communicating on a need to need basis. We also strive to maintain an understanding of limits to expectations of time committed to the project, which may occasionally impact communication.

That said, we all agree to be available to each other (within reason) to the best of our ability. For some of our teammates, we recognize that responsiveness goes a long way, and to effectively communicate we must be clear and concise in sharing ideas, opinions, and in offering assistance to improve.

●    **How do we manage difference of opinion?**

In order to best manage differences of opinion, we will strive to listen to each other intently and empathetically, and voice responses and opinions in a way that is respectful and lets our teammates know their opinion and presence are valued.

**●    How will we manage conflict?**

In instances of conflict, we will vote upon a solution when applicable, and also work out each conflict on an individual basis as a group. It is important to maintain professionalism, by keeping the process internal and in check and recognizing the need for compromise when appropriate. This is important for maintaining unity throughout the production process and in order to deliver the most effective results possible.

**●    How do we solicit feedback from each other**

**and the partner?**

It is important to carve out time to solicit feedback from both our partner and each other. We may carve out an hour a week (or more if necessary) to give and receive feedback on a *bi-weekly* (?thoughts?) basis. It is our responsibility to be proactive about receiving feedback and not relying on each other or our partner company to make it happen. We will do this every week.

**How do you solicit feedback from the partner?**

Feedback from the partner will be solicited in-person to keep the relationship concrete and genuine. We will do our best to keep email feedback to a minimum. We need to be explicit in seeking feedback from our partner company representative, and make clear our need for honest, and constructive criticism so that we may better serve their needs and produce implementable work. Feedback would be specific to the person who seeks it/ to whom it most applies as per each aspect of the project. We must get them to recognize individual accomplishments as well as those resulting form team effort, but not make individual praise a priority, keeping in mind our goals to serve the partner company to the best of our ability. That said, they should know what each one of us is doing and what deliverables we are each responsible for.

**What tools can you use to manage your project team and deliverables?**

We will utilize organization databases (i.e. Asana) and information share inputs (i.e. wikki) in order to keep tabs on our progress and maintain quality of deliverables. Goggle docs may also be implemented on a need to need basis.

**How will you measure your performance?**

We will decide weekly goals and identify main priorities at the start of the week, and keep track of their progress via Asana. We will measure our performance based on whether or not we have completed weekly tasks as assigned by our partner based on pre-determined expectations, as well as compared overall against the project goals.

**In the event that the scope or focus of the project needs to be changed, what is the protocol to accomplish this?**

In the event that the scope or focus of the projects shifts, we need to manage expectations of each other and of the partner company accordingly based on time restraints and completeness of work. \*\*\*They need to understand the constraints in which we are working for them. Always managing expectations. We are all in, given our roles in the SINY and other projects we are working on. Be clear up front, if needed! Under promise and over deliver\*\*\*\*

**Mike will phrase the answer to this question. Note to Michael: Please tread lightly here. This program is primarily filled with people who are “all in”, so please try not to make them think we are unwilling to go above and beyond.**