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CSE 170-01 Technical Teamwork
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Week 10 Prove Acorn Project Status

Discuss the principles that we have covered so far in class and how they have related to your Acorn Projects, namely:

Teamwork, Influence, Professionalism, Personality, Pressure, Motivation.

Tanner works at a call center that is focused on credit repair services. Although the pay is individualized, the team's success is more collective. The team does well when there are several people doing a little bit rather than one person getting all the right stats. This past week, Tanner noticed that he was doing really well in getting transfers over to senior agents to take care of the clients credit repair needs. He sent an email out to the team to share his successes, and give them some of the phrases that he was using to get them better calls and transfers. The following two days, Wednesday and Thursday, Tanner's coach approached him and told him that he has seen an increase in call quality through the transfers per hour and closes per hour for the entire team. Later that week, the Operations Manager for the site met with Tanner and his coach, and they talked about the successes that Tanner had seen over the phones, and created a game plan to keep things going in such a positive manner for the team. "There's a lot of things that you do that really help out the site, and it shows that you are leading by example here," was one of the things that was said in that meeting. Sam, Tanner's coach, also talked about the change in personality that he had seen in Tanner from the previous semester to now. "There were some times where you were in a slump and it would last for a couple of weeks. Now, it seems that if you get in a slump, you get out of it and it's not there the next day! That is a really good quality to have, and it helps lift the team if you are able to keep that positivity going." From there, they talked about how they could continue to keep this absolute high going for Tanner and the team, and how they could help Tanner reach his goals in getting the promotion he had been working hard to achieve for the last 4 months.

1. Teamwork: This instance takes place inside of a team setting, although it is centered around one individual. Tanner showed how by sharing his successes that he was able to help lift the team to higher successes in the site for that week.

2. Influence: Pretty similar to teamwork. When Tanner sent the team email, and then watched the stats rise because of that, he was showing how his influence on the calls can be good for the team as a whole.
3. Professionalism: This instance is in a professional setting. That setting is a work environment that is centered around credit repair services. Because of the stringiness surrounding credit, agents need to maintain a level of professionalism throughout their calls and in their interactions with coworkers and meetings.
4. Pressure: There was certainly a level of pressure that the team was facing. This particular week was the first week all month that this team had been the leaders of the site, and the company, in terms of transfers per hour and closes per hour. The previous weeks of the month the team was the least productive on the site, but still among the higher teams of the entire company.
5. Personality: Tanner showed assertiveness in addressing the situation. The personality that should be easily read is that Tanner takes the time to assess the situation, identify the problem the team is facing, and come up with a solution to the problem. By doing so, the team was able to achieve greater success because of Tanner's assertiveness,
6. Motivation: Tanner showed a couple of motivating factors. The first was an immediate need to get the team back on top. The other was a more personal factor, which was to get a promotion. The personal factor is one that he has been working on for several months, and this team instance went to showcase why he is worth promoting.

Meetings

- Meeting Minutes:
 - We met for 5 hours this week.
- Attendees
 - Anna, Jacob, Steven & Tanner
- Agenda
 - Previous Action Items
 - Return and Report
 - Goal 1 Status - 33%
 - Goal 2 Status - 33%
 - Goal 3 Status - 25%
 - Goal 4 Status - 25%
- Current plans
 - We have a come follow me session planned for this Sunday @ 3pm. That will further the progress of goal 1.
 - We have a meeting scheduled at 4:15pm on Saturday June 25th to teach one another about what we have learned this week.

- We will scout out another workshop to attend next week. That will further the progress of goal 2. This will further the progress of goal 3.
- We created a github repository for goal 4. We reached goal 4's first milestone by completing this.
- Lessons Learned:
 - We learned the benefits of being personal and not being afraid to share our opinions. What we do doesn't just affect ourselves, but it also affects the team. Our choices can reflect on how we can go about spreading our message.
 - Jacob shared about how he learned the importance of talking about your problems. Through open communication, you can realize if they are the problem or if you are actually the problem. You'll find out by the end of the conversation what the real problem is.
- Summary of assigned action items
 - Create Github Repository
 - Assigned to Jacob.
 - Lead Come Follow Me Session on June 26th
 - Assigned to Steven.
 - Scout Out Next Workshop to Attend
 - Assigned to everyone.
 - Lead Discussion for Teaching One Another
 - Assigned to Jacob.

Summary Template:

- Goal 1:
 - Name: Group Come Follow Me
 - Influence:

	Belief	Actions
Self	□ Consciousness	□ Conduct
Group	□ Connectedness	□ Interaction
Community	□ Representation	□ Cooperation

- BYU-Idaho ILO Mission:
 - Disciple of Jesus Christ
- Values:
 - Intentional and deliberate team activity to become better disciples of Jesus Christ.
- Vision:

- We believe commitment to Christ is our number one priority as students, friends, children, and parents.
- SMART Goal:
 - Specific: We get through three Come Follow Me sessions.
 - Measurable: Determine how many people come each week, and if we finished the lesson.
 - Attainable: Our group can fit a Come Follow Me session each week into our schedules.
 - Relevant: Come Follow me is an inspired way to become a better disciple of Jesus Christ.
 - Timely: We want to complete 3 Come Follow Me sessions in three weeks.
- Milestones:
 - Have First Come Follow Me Sessions ... Incomplete
 - Have Each Team Member Lead at Least Once ... Incomplete
 - Complete all Three Come Follow Me Sessions ... Incomplete
- Goal 2:
 - Name: Establishing the Way of a Sound Thinker
 - Influence:

	Belief	Actions
Self	□Consciousness	□Conduct
Group	□Connectedness	□Interaction
Community	□Representation	□Cooperation

- BYU-Idaho ILO Mission:
 - Sound Thinkers
- Values:
 - Self-Improvement & Taking Action.
- Vision:
 - We believe that by attending strengthening seminars and conferences with a purpose, we can become sound thinkers in any situation.
- SMART Goal:
 - Specific: Attend a career fair as a group, at the same time
 - Measurable: how well have we applied what we learned together in the career fairs to our daily lives?
 - Attainable: Attend 1 or more career fairs
 - Relevant: Learning from others is essential to becoming sound thinkers
 - Timely: By the end of the semester (or this project)
- Milestones:

- Completion of first on-campus workshop... complete
- Go to another on-campus workshop... incomplete
- Apply something learned from each of the workshops in our lives... incomplete

● Goal 3:

- Name: Learn from One Another
- Influence:

	Belief	Actions
Self	□Consciousness	□Conduct
Group	□Connectedness	□Interaction
Community	□Representation	□Cooperation

- BYU-Idaho ILO Mission: Effective Communicator
- Values: Improving one's confidence in communication.
- Vision: Being confident in presentations helps one be confident in themselves.
- SMART Goal:
 - Specific: Team members will share one interesting thing that they have learned that week.
 - Measurable: The part that will be measurable is having each team member participate in the meeting. Asking questions will be the main way of measuring.
 - Attainable: Once every week, small 1 minute presentations with discussion.
 - Relevant: Presenting to the group makes it easier to then communicate openly with the group
 - Timely: Have the meeting every week.
- Milestones:
 - Have first meeting with all members present... incomplete
 - Have every team member present something at least once... incomplete

● Goal 4:

- Name: Digital BoM
- Influence:

	Belief	Actions
Self	□Consciousness	□Conduct
Group	□Connectedness	□Interaction
Community	□Representation	□Cooperation

- BYU-Idaho ILO Mission:
 - Skilled Collaborators
- Values:
 - Effective working through communication
- Vision:
 - If we work well together, we can create something better than if only one of us did so.
- SMART Goal:
 - Create a program that displays the pages of the Book of Mormon and can switch between pages by the end of the semester.
- Milestones:
 - Create a GitHub repository for the project - Complete
 - Convert the entire Book of Mormon to a series of PNGs - Complete
 - Create a program that displays a picture and can switch between them. - Incomplete
 - Mesh it all together - Incomplete