1. What to do to get the task accomplished and the team members’ satisfaction high?

Communication. Making sure that everyone is on the same page and that we are clear about what we are hoping to get out of the project and what we’re willing to contribute. The goal is to work together smoothly and make sure that everyone knows what is going on.

1. Answer all the questions in the work norms, facilitator norms, communication norms using our own words and your own context.

**Work Norms**

How will work be distributed? Everyone voluntarily chose their own assignments.

Who will set deadlines? The facilitator, with feedback from other teammates.

What happens if someone doesn’t follow through on his/her commitment? The deadlines will be set with some buffer time and, if that is used up, someone else will have to pick up the slack. We’d mention the slacking in the task sheet in order to bring it to the professor’s attention.

What happens if people have different opinions about the quality of work? Talk it out between the people who have differing opinions and try to reach a compromise. If a compromise can not be decided on, solve the issue with majority rule.

What happens if people have different work habits? As long as the work is done before/by the deadline, there is no issue.

**Facilitator Norms**

Will you use a facilitator? Yes

How will the facilitator be chosen? The facilitator will most likely be the coordinator.

Will you rotate the position? Yes

What are the responsibilities of the facilitator? They will check up on status of various tasks, make sure that all tasks are being worked on, communicate expectations to group members, set soft deadlines, conflict resolution, help set meeting times and locations.

**Communication Norms**

When should communication takes place and through what medium? We will communicate whenever necessary, including for status reports on various tasks. Communication will take place mainly through Slack and email.

**Meeting Norms**

What is everyone’s schedule? It varies

Should one person be responsible for coordinating meetings? The coordinator will be the primary organizer, but other members are welcome to call for a meeting

Do people have preference for a meeting time? Weekdays and evenings

What happens if people are late to a meeting? Nothing, if it’s occasional. Stuff happens.

What if they miss several meetings? We will work to find an alternative solution to help the other member. It’ll vary on a case by case basis.

**Consideration Norms**

Can people eat at meetings? We have no preference

Smoke? Based on location and member preference

What happens if someone is dominating the discussion? Bring attention to the discussion domination and make it known that their opinion is valued. Open discussion to everyone and encourage participation.

How can norms be changed if someone is not comfortable with what is going on in the team? We can talk about it, and if it is reasonable, we can change the norms. We want everyone to be comfortable in the group.

1. As a team, select two cases out of the four mentioned in Handling Difficult Behavior, (using your own words and your own context)
   1. **Too quiet** - Ask them their opinion if they are not contributing. Try to draw them into the conversation directly. Have a group member talk to them one on one, instead of a group setting, to see if that is what they are more comfortable with.
   2. **Complains** - We want to talk about the complaints as a group. If it seems excessive, address the root of the issue, whatever that may be.
2. When making decisions, if the team is having trouble reaching consensus, what should you do? If we have discussed it thoroughly already, go with majority rules. If there is someone with more experience pertaining to the subject, their advice may have more weight.
3. What should you do if a person reaches a decision more quickly than others and pressures other people to move on? Is it a good idea to do so? No, it is not a good idea. Just because you are first, you may not necessarily be right. It is more valuable for others to think for themselves and arrive at the answer. If they are struggling, it would help to ask what they are having trouble with.
4. What happens if most people on the team want to get an “A” on the assignment, but another person decides that a “B” will be acceptable? Try to talk to the person and make it clear that the grade is important to other members of the group. If their performance is unsatisfactory, we will take it to Professor Mussa. If it cannot be resolved after that, we will dock points in the final assignment table.