

- What to do to get the task accomplished and the team members' satisfaction high?
 1. Get to know other members of your group and their strengths
 2. Set ground rules
 3. Use a facilitator
 4. Keep lines of communication open
 5. Know how to avoid (or solve) common problems
- Answer all the questions in the Work Norms, Facilitator Norms, Communication Norms using your own words and your own context.

Work Norms

How will work be distributed?

-Work will be distributed by the team coordinator and at the beginning of each assignment

Who will set deadlines?

-The team coordinator will set the deadlines. The general rule will be to set deadlines so that the assignment is done four days before the due date.

What happens if someone doesn't follow through on his/her commitment (for example, misses a deadline)?

-Contact them to see what happened. If it seems like they are not going to finish their commitment, someone else will do it or the work will be divided between the remaining members. The person who failed their commitment will have points deducted.

How will the work be reviewed?

-All individual commitments will be reviewed at meetings and all members will review the work when the assignment is completed.

What happens if people have different opinions about the quality of the work?

-The group will take a vote to see what course of action to take.

What happens if people have different work habits (e.g., some people like to get assignments done right away; others work better with the pressure of a deadline).

-As long as each individual task is done by the deadline and everyone shows up to meetings, everything is fine. If a member is unreasonable about a deadline, then points will be deducted.

Facilitator Norms

Will you use a facilitator?

- A facilitator will be chosen if a problem arises that the group cannot vote on.

How will the facilitator be chosen?

-If the group cannot find a solution amongst ourselves, then we will approach an outside party such as a TA or the professor to help us resolve the problem. Otherwise we will rotate the position.

Will you rotate the position?

-Yes

What are the responsibilities of the facilitator?

-They will help make sure that everyone is doing their part and has a say.

When should communication takes place and through what medium (e.g., do some people prefer to communicate through email while others would rather talk on the phone)?

-Communication will primarily take place through Slack.

- As a team, select two cases out of the four mentioned in Handling Difficult Behavior.

Overly Talkative

If someone is talking too much, wait until they are done and direct the conversation to someone who hasn't spoken.

Too quiet

Make sure that before making a decision, everyone's opinion and comments are heard.

If a person is being too quiet, an effort to appreciate their efforts will be made.

- When making decisions, If the team is having trouble reaching consensus, what should you do? (use your own words and your own context)

-The group is having trouble reaching a consensus then voting is the next step. If voting does not help solve the problem then that is when we reach out of the group for a facilitator.

- What should you do if person may reach a decision more quickly than others and pressure people to move on before it is a good idea to do so?

-The group is to make decisions as a whole, and if a person reaches theirs more quickly than the others, they will have to wait for the others so everyone's opinion can be included.

- 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?

-As a general rule, the group is aiming for an "A". If someone does not want to put in the effort, then they will have points deducted and the rest of the group will pick up the slack when reviewing the assignment when it is declared finished.