**TEAM AGREEMENT GUIDELINES**

**For**

***Group 116***

***Version 0.1 (DRAFT)***

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**Prepared for:**

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***27th July 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 Package Delivery project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
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| Tutor Approval |  |  |

Table of Contents

[Sign-off and Approvals ii](#_Toc457845611)

[1 Introduction 1](#_Toc457845612)

[2 Team Agreement 2](#_Toc457845613)

[2.1 Team Principles and Processes 2](#_Toc457845614)

[2.2 Non-Compliance 3](#_Toc457845615)

[3. Conclusion 5](#_Toc457845616)

[3 References 6](#_Toc457845617)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Group 116 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.

# Team Agreement

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

## Team Principles and Processes

**Processes:**

***Communication:***

Communication between team members shall be conducted primarily through social media conversations and e-mail. When required by the project, the team will have team meetings where the project, its specifics, progress, requirements need to be discussed in detail which cannot be achieved over the primary forms of communication or simply when a team meeting would be the most effective form of communication and discussion, such as dispute resolution.

It is of the utmost importance that any conversation reaches its intended destination as soon as possible. This is to ensure efficiency of the group and the quality of the end product. Therefore, all team members are obligated to ensure that they are up to date with the most recent communications that the group has had by regularly checking the primary forms of communication regularly. Devices should be set up where that a notification is received anytime a team member communicates with the group. If this is not possible, the group member(s) will ensure that they manually check their device(s) for communication updates on a regular basis.

***Responsibility:***

All members of the team are expected to participate in and complete any tasks assigned to them by the due date. Any unforeseen obstacles that impede task completion will be handled accordingly as they appear. Any team member who has difficulty or are unclear in regards to their assigned tasks must voice this to the other team members as soon as possible.

***Leadership:***

Leadership within the team is strictly informal. There shall be no designated team leader. Every team member has equal opportunity and an equal voice. Any and all decisions will be handled through a democratic process where each individual that voices an opinion is heard and any decisions are made as a group. The group also understands that sometimes they will have to take initiative to get the rest of the group engaged in the current conversation.

**Principles:**

* ***Show respect – To promote a healthy and professional environment which will facilitate positive team outcomes*** 
  + Don’t interrupt unnecessarily; let others finish what they are saying
  + It is ok to disagree with another team member
  + No personal attacks; we debate the ideas of the group, not the people of the group.
* ***Contribution – To promote an environment where every voice can be heard***
  + Everyone has an equal voice and valuable contribution
* ***Impediments – To promote an environment where disputes and roadblocks are resolved as efficiently as possible***
  + Solve roadblocks, impediments and disputes within the team as a team
* ***Commitments – To promote an environment where commitments are taken seriously and enforced***
  + We will be held accountable to our commitments
  + We work as a team to make a commitment and deliver on it
* ***Transparency – To promote an environment where transparency can flourish***
  + No hidden agendas
  + We will provide feedback
  + We will receive feedback
  + We will act on feedback

## Non-Compliance

***Minor non-compliance***

|  |  |  |
| --- | --- | --- |
| **Description of Unacceptable Behaviour** | **Consequence** | **Exception** |
| Missing or not responding to vital communication | If a group member does not respond to an important conversation between the group and its members within 48 hours of that conversation, he or she will be reminded about how important communication is between the group. Any further non-compliance will result in a team meeting where the issue can be discussed further. | If a group member has stated and communicated to the group that they will be absent for a period of time due to foreseen or unforeseen events, they will be exempt. Exception also applies if a group member falls unexpectedly sick or is involved in an accident that will inhibit their availability. |
| Lack of Project Commitment (With time to remedy the project) | If a group member lacks commitment to the project they will be reminded about the importance of commitment to the project. Any further lack of commitment will result in negative feedback in the peer review and possible expulsion from the group depending on the severity | Appeal process through a team meeting. |
| Slacking off | The group will review the issues and decide accordingly the observed behaviour is considered slacking or not and via a team meeting will discuss appropriate consequences. | Appeal process through a team meeting. |
| Missing a key date (With time to remedy the project) | If a group member misses and important project which is not the designated project draft or due date, they will be reminded that their work is important to the overall project and that their work is to be completed as soon as possible. Further non-compliance will be escalated to major non-compliance. | Appeal process through a team meeting. |

***Major non-compliance***

|  |  |  |
| --- | --- | --- |
| **Description of Unacceptable Behaviour** | **Consequence** | **Exception** |
| Failure to communicate with the team or respond to conversations where response is required within a week | The dispute will be relayed to the tutor and unit coordinator. The member will be expelled from the group if possible, the severity of the dispute will be detailed in peer feedback, and will accordingly be of a negative nature towards the involved party. If expelled from the group, their work will remain the property of the group and the project. | Appeal process through a team meeting with the tutor and/or unit coordinator. |
| Lack of Project Commitment (With NO time to remedy the project) | The dispute will be relayed to the tutor and unit coordinator. The member will be expelled from the group if possible, the severity of the dispute will be detailed in peer feedback, and will accordingly be of a negative nature towards the involved party. If expelled from the group, their work will remain the property of the group and the project. | Appeal process through a team meeting with the tutor and/or unit coordinator. |
| Missing a key date (With NO time to remedy the project) | The dispute will be relayed to the tutor and unit coordinator. The member will be expelled from the group if possible, the severity of the dispute will be detailed in peer feedback, and will accordingly be of a negative nature towards the involved party. If expelled from the group, their work will remain the property of the group and the project. | Appeal process through a team meeting with the tutor and/or unit coordinator. |

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Group 116***.*** This team agreement will apply for the duration of the Delivery Process***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team Group 116will implement the principles, processes and management activities described.

# References

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