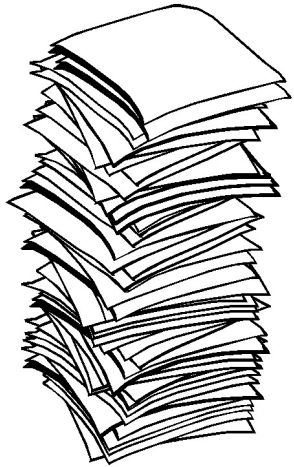# Team Contract Workshop

Presented by:
The Individual & Team Performance Lab

ITP METRICS

"A verbal contract isn't worth the paper it's written on."

- Sam Goldwyn

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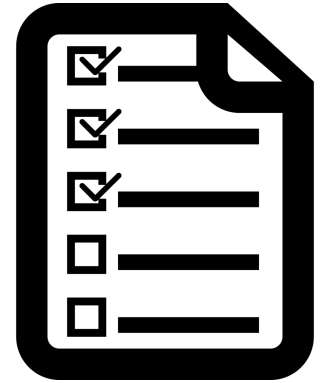
What is it?

A team contract outlines the agreed upon operating procedures and team norms.

Contract Levels

A. Expectations

B. Communication

C. Meetings

D. Conflict & Decisions

E. Stress Management

F. Breaches & Penalties

A. Expectations

"Expectation, without agreement, is just premeditated resentment"

– *adapted from Paul Hardy*

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Project Expectations

Goals, Quality, & Acceptable Outcome(s)

Cs get degrees, but Cs may not be good enough for everyone. Does this project mean the same to everyone in team? What is an acceptable quality of work? Does everyone want the same outcome?

i. **Project**   ii. Member   iii. Role

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Project Expectations

Team & Individual Deadlines

How will you monitor project deadlines and milestones?
How do you make sure that individuals are meeting their deadlines?

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Project Expectations

Contribution Equity

If you haven't experienced a social loafer, it might be you. How will you divide the work? How do you ensure everyone is contributing equally? What will you do if there is inequality?

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Member Expectations

Level of Effort & Standard of Work

Discuss as a team what your other priorities are. Is everyone on the same page about how much effort should be given to this project?

i. Project   **ii. Member**   iii. Role

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Member Expectations

Weekly Time Commitment

Considering everyone's priorities discussed previously, what is an acceptable amount of time that each member is expected to spend?

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Member Expectations

Academic Integrity & Honesty Policies

Why risk it? Plagiarism, pirating, false reports, and improper or missing citations, are bad practice. These could result in serious punishments for individuals and teams.

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Role Expectations

Titles & Descriptions

Role clarity is key to team effectiveness. Who is responsible for what (*e.g., Leader, Technical Lead, Organizer*)? What tasks is each role accountable for?
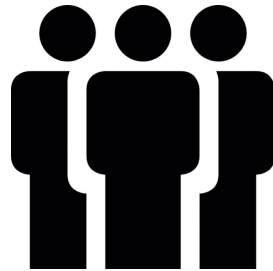
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Role Expectations

Assignment

Roles can be flexible or be assigned to more than one individual, but should always have one accountable person. Are the roles fair?

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B. Communication

"The single biggest problem in communication is the illusion that it has taken place"

– George Bernard Shaw

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Communication Medium

How do you want to communicate? Email? Text?
Facebook Messenger? Google Drive?

i. Medium   ii. Timelines   iii. Conduct

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Communication Timelines

Acceptable Hours & Responses

Team members can work different hours (e.g., 9-5, night owls, etc.). When does everyone like to work? What is acceptable for reaching out and expecting responses? How soon do you expect a response?

i. Medium   **ii. Timelines**   iii. Conduct

Communication Conduct

How do you want team members to communication within the team (i.e., between members)? Outside of the team (e.g., instructors, mentors, TA)?

i. Medium   ii. Timelines   **iii. Conduct**

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C. Meetings

"A meeting is an event at which the minutes are kept and hours are lost"

– Unknown

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Scheduling

When will you meet? Set a scheduled time, change it if you need to or cancel it if you don't need it, but at the very least you will always have a time set aside you can get together.

i. **Scheduling**   ii. Involvement   iii. Attendance/Notice

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Involvement

Meetings are not effective if only one person is participating or prepared. How will the team ensure participation? How should team members prepare for meetings?
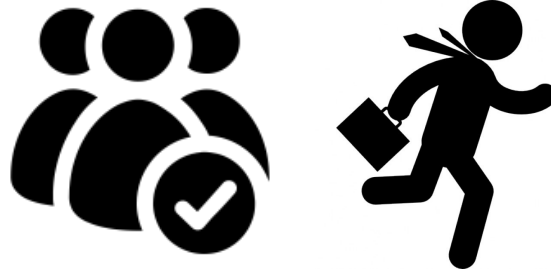
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Attendance & Notice

Life happens. Unexpected events come up. But how should team members deal with unexpected events when it conflicts with a meeting?

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D. Conflict & Decisions

"Peace is not the absence of conflict, but the ability to cope with it."

– *Dorothy Thomas*

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Code of Conduct

Conflict can create negative emotions, which can make it difficult to conduct yourself appropriately. But that is no excuse to not be respectful or professional.

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Initial, Escalation & Resolution

Conflicts can escalate quickly. What steps should to take to de-escalate and resolve a conflict? Who do you trust to make a ruling decision if it can't be resolved?
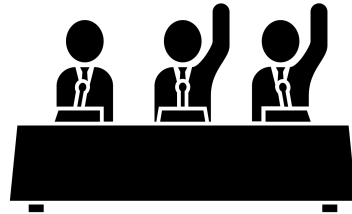
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Decision Making

When you vote majority, someone loses. If someone is not on board with an idea or plan, you could be missing something. Integrate when possible and outline how you can do that. Is there someone you all respect & trust to be a decision judge?

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E. Stress Management

"There is no health without mental health."

– David Satcher

Monitoring & Assistance

Each member should have a plan to reduce stress, manage workloads, and prevent burnout. If the plan is not effective, you should be able to find a social support with your team. When in doubt, ask.

i. Monitoring/Assistance   ii. Resources

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Resources

There is a mental health crisis on campuses where Canadian students feel hopeless, depressed and even suicidal (*Macleans, 2012*). As a team you can support one another but you should be aware of other resources available to students.

F. Breaches & Penalties

"People with good intentions make promises but people with good character keep them."

– *Unknown*

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Breaches

Someone broke the contract, now what? Outline a procedure of how to respectfully make the team member aware of a breach, she/he may not be aware. What happens if he/she does it again?

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Penalties

Three strikes and you're out! What are the consequences for breaching the contract? How many times do you need to break it before you're penalized?

i. Breaches   **ii. Penalties**

Declaration

If you like it, put a signature on it. Signing shows agreement and adds accountability.

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IF YOU WANT TO GO FAST, GO ALONE.

IF YOU WANT TO GO FAR, GO TOGETHER.

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THANK YOU

Contact Tom O'Neill with any comments or suggestions

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