

TEAM CONTRACT TEST CASES

Purpose

Effective teams create and maintain a team culture that supports enjoyable, productive achievement of team and individual goals. This exercise gives your team opportunities to test your “team-readiness” and to identify areas of concern that need to be addressed. This understanding will aid you in developing useful team operating procedures.

Learning Objectives

Upon successful completion of this exercise, you will be able to:

1. Recognize some problems that your team may encounter
2. Identify possible ways to avoid or resolve team problems
3. Identify existing communication and collaboration practices that should be used, refined, or discarded by your team to support good teamwork.

Team Test Cases

Because difficult situations arise in nearly every team, your team needs to be ready to solve a variety of problems. To begin this process, discuss the commonly occurring cases described below. After addressing the question posed, complete the attached worksheet to better understand the solution.

Case #1: Client Unavailability - Your project client is a challenge to work with. She is frequently unavailable to meet with the team and is unresponsive to queries about design selection and preferences. What should be done to ameliorate the difficulties in client-team interaction and to ensure maximum client and team satisfaction with the project?

Impacts of problem on team and project:

Possible root causes of problem:

Ways to prevent problem:

Ways to resolve problem:

Case #2: Teammate Procrastination - One of the members of your three-person team is frequently late when completing assigned tasks. When work is completed, it is done so in a rushed manner. Ignoring this team member will add significant burden

to others on the team, but waiting around for him will put the project at risk. What will jump start this underperforming team member?

Impacts of problem on team and project:

Possible root causes of problem:

Ways to prevent problem:

Ways to resolve problem:

Case #3: Member Differences - Two team members are in constant conflict about the quality of work produced. Member A is meticulous and particular about every detail of the project. His work is very good, but he proceeds very slowly. Member B is responsible and does not cut corners, but he strives to finish project work quickly by not being as meticulous. How can this difference be resolved?

Impacts of problem on team and project:

Possible root causes of problem:

Ways to prevent problem:

Ways to resolve problem:

Case #4: Member Autonomy - Several members of a design team are striking out on their own path. They are resistant to following suggestions by mentors with respect to their process, fabrication, and teamwork. When they do take part in recommended activities, it is done to "get it over with" and get back to doing things their way. What can be done to ensure that resources to the team are leveraged in a responsible manner?

Impacts of problem on team and project:

Possible root causes of problem:

Ways to prevent problem:

Ways to resolve problem: