

Conflict Management

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I. NORMS & SANCTIONS

Behavioral Norms & Expectations

Meetings and Attendance

- Meetings will be conducted once a week on Tuesdays at 9 EST, 6 PST.
- Meetings will start on time regardless of attendance. Starting late is an inconvenience to those who are ready at the start time.
- If unable to attend or will be late, send a response to the scheduled meeting through google to all group members.
- There is no penalty for being unable to attend meetings. We are all professionals with jobs and family that come first. Please do give us an update on where you are at with your assigned responsibilities in regards to the team project if you can't make the meeting.

Performance

- The project manager will delegate all team deliverables. Volunteering for specific deliverables is encouraged. Performance examples are; developing various documents (risk matrix, risk status report, qualitative prioritization, etc.), Responding to team members and project manager promptly. Providing input to all discussions.
- All work is to be accomplished in time for the project manager to have at least three days until deliverable is due.
- The project manager will accept only work that is formatted and drafted to both PMI standards and PMGT 613 course requirements. The PM and all team members will provide inputs to help the team obtain quality work.
- Team 3 are professionals and all inputs, deliverables affect the success of the team. If life/work issues, or misunderstood deliverable objectives impact team progression, that team member will inform their concerns ASAP to the project manager, who will then assist members who are (or potentially will) perform below team standards.
- The project manager has the authority to redirect any/all deliverables to other team members-only as a final solution. For example, if one team member has to been hospitalized and is unable to finish the Risk Status Report, the project manager will promptly task another team member to accomplish.
- Performance is the action of completing the assigned deliverables within the timeline of the syllabus and any agreed upon suspense dates.
- Late work needs to be communicated in advance and coordinated if help is required.
- Quality of work should be at a graduate level.

Conflict Resolution

- In order to encourage creative and positive conflict resolution, our team will give constructive feedback to any work submitted towards our team project.
- Differences of opinion and differences of perspective should lead to healthy, educated debates with thoughtful dialect supported by relevant material.

Sanction Issues

- Any issues that can't be resolved at the team level will be brought to the attention of the professor. This will occur only after a team meeting has been conducted trying to resolve the issue. Every team member will be aware of the situation and understand the issue is to be elevated.

Evaluation of Members

- Group members will share equally in the group grade unless this section specifies an alternative.
- The alternative should provide timely feedback thereby warning delinquent members and providing an opportunity for improvement.
- The evaluation should be objective, unbiased, and fair.
- The evaluation should be tied to the Behavioral Norms & Expectations section above.

II. ORGANIZATION***Organizational Structure***

- TBD

Decision Making

- Decisions will be made as a group consensus.
- This applies to all decisions that require team collaboration.
- Consensus means every team member. If a team member isn't present during the decision making process, then they will be given 2 days after notification of the decision that needs to be made to respond. If there is no response within 2 days then that member's response will be voided.
- If a consensus is not possible, final decisions will be the responsibility of the Project Manager identified above.

Organization of Meetings

- Meetings will be run by the Project Manager with a defined task and purpose for each meeting that will be emailed out each Saturday after class.
- Roles for meetings will include, Project Manager and Recorder. Roles will stay the same for the duration of the team project. If either person is unable to attend they can appoint another team member to be responsible for their duties for that meeting.
- Meetings will be maintained to a maximum of 30 min. Meetings will not last more than 1 hour.
- Meetings will be accomplished by an agenda.
- The project manager will run the weekly meetings with Sonya Slater recording the meeting minutes from the agenda.
- Team 3 has a project manager, based on group consensus and is expected to function as a leader with all authority herein.
- Team 3 Project Manager will remain in their position throughout the course dates.

References

Project Management Institute (PMI). (2004). *A guide to the project management body of knowledge (PMBOK guide)*. Newtown Square, Pa: Project Management Institute