Project Management Topic 2.1 Establish Team Norms

FULCRUM *EDGE*, INC.

Creating the Environment

- An effective project team requires a cooperative environment of trust, respect and understanding.

- The first step involves establishing the rules or norms guiding team behavior.

norm

noun /nôrm/

Definition: an action binding to guide, control, or regulate the group's behavior.

Categories & Examples

Structure

Dress code
Agenda
Meeting minutes
Prompt start time
Breaks
Pagers & cellphones

Inter-personal

Respect
Trust
Equality
Openness
Honesty

Communications

Good listening skills
Good questioning skills
Builds on others' ideas

Attitude

Positive
Supportive
Risk taking
Sense of humor
Fun-loving

Value of Norms

- Defines the work environment
- Encourages proper behavior
- Reduces conflict
- Keeps team on track
- Help new members fit in quickly

Typical Class Norms Example

- ✓ Phones off or on vibrate
- ✓ Come prepared
- ✓ Speak loudly & clearly
- ✓ Be pleasant & have a nice attitude
- ✓ Do your fair share of team work
- ✓ Instructor feedback goals: 3 days Projects, 2 days Quizzes & On Line Discussion
- ✓ Be sensitive to others' concerns

- ✓ Be committed
- ✓ Be respectful
- ✓ Be creative; think outside the box
- ✓ Time management (assignments on time)
- ✓ End class on time
- ✓ Have fun!

Typical Effective Team Norms

- ✓ Be on time & prepared
- ✓ Be open & honest
- ✓ Everyone participates
- ✓ Be a good listener
- ✓ Build on others' ideas
- ✓ Follow agenda/focused
- ✓ Be optimistic & positive
- ✓ Show respect & trust
- ✓ Take risks

- ✓ No hidden agendas
- ✓ Treat others as equal
- ✓ Maintain confidentiality
- ✓ Commit to goals
- ✓ Ask questions
- ✓ Avoid sarcasm
- ✓ Sense of humor
- ✓ Follow up as promised
- ✓ Be open minded

Class Norms

Learn by Doing Project Management
Pages 26-28

Use & Maintenance

Post Prominently → **Review Regularly** → **Revise as Required** → **Use to Regulate Behavior**