



Future Solutioners

Taking Steps to Your Future Success

Team Charter

OILS 554	Dr. Oleksandr Tkachenko	October 19, 2020
Team Name Team Slogan	Future Solutioners "Taking Steps to Your Future Success"	
Team Purpose	This team has been formed to complete OILS 554 team assignments. Our overall objectives are to master the course material related to this project and to demonstrate that mastery through our final report and presentation. We are also committed to working effectively as a team, by monitoring our process effectiveness, following through on commitments, and helping one another to learn.	
Duration and Time Commitment	October 12, 2020 – December 6, 2020 Time commitments on assignments will vary based on need.	
Goals	<ol style="list-style-type: none"> 1. Strive to meet the learning objectives set forth in each case study assignment. 2. Cooperate to perform exceptionally on all assignments and strive to achieve an A grade by producing graduate level work with respect to ideas and contributions. 3. Continually improve to fulfill team's highest potential. 4. Conduct efficient team meetings by encouraging participation. 5. Create a comfortable learning environment by supporting and respecting each member's views background, culture, and beliefs. 6. Be excited about the opportunity to leverage everyone's strengths for the good of the team. 	
Members	Christine McCarthy Chavez Mary Phibbs Krista Rundiks	
Meeting Norms	<ol style="list-style-type: none"> 1. We will set a time to have team meetings and touch base throughout the weeks during the course timeframe. 2. Our dedicated time to meet will be before noon on Sunday mornings. 3. Team members are open to meet before noon on Saturday's and Monday evenings after 6pm as well. 4. If the project requires additional meetings, those will be agreed upon through email or text messaging. 	

Working Norms	<p>We strive to have efficient team meetings and produce high quality work. To do so, all team members should adhere to the norms:</p> <ol style="list-style-type: none"> 1. Assignments are unofficially due two days prior to the official deadline. 2. Team members will contribute evenly to all assignments and post draft content to MS Teams. 3. After we finish our part of the work, we will come together to review and decide on a final submission.
Feedback / Managing Conflict	<ol style="list-style-type: none"> 1. Our team will utilize a virtual meeting through MS Teams to discuss project finalization, determine how each team member is feeling, and try to arrive at a suitable solution for all. 2. When there are differences of opinion, each party will have the option to make a case for their version of the product through a round robin meeting style. 3. If the conflict persists, we will ask for outside counsel starting with our instructor for troubleshooting tips.
Desired End Result	<ol style="list-style-type: none"> 1. To utilize new skills and refine existing ones while meeting all assignment timelines. 2. After completing the required coursework, the end grade will reflect a job done well.
Deliverable	<ol style="list-style-type: none"> 1. Case study reviews will be submitted on or before the deadline indicated. 2. Each case study will include two specific points from the textbook/articles/ regarding the topic. It will also include relating new and old information. 3. Case studies will be presented professionally.
Supporting Resources / Links	<ol style="list-style-type: none"> 1. Dr. Oleksandr Tkachenko as needed. 2. End of semester peer review. 3. Microsoft Teams <p>Books</p> <ol style="list-style-type: none"> 1. *Block, P. (2011). Flawless consulting: A guide to getting your expertise used (3rd ed.). San Francisco, CA: Jossey-Bass/Pfeiffer. (Block) 2. Designing Solutions for Your Business Problems: A Structured Process for Managers and Consultants Betty Vandenbosch 3. The McKinsey Mind: Understanding and Implementing the Problem-solving Tools and Management Techniques of the World's Top Strategic Consulting Firm <u>Rasiel, Ethan M.</u>

Communication Norms

1. All members will make sure to reply to text messages and e-mails.
2. We will send detailed information by using Microsoft Teams so that all members can easily view and edit documents and post questions and answers.
3. Reminders and emergency issues will be sent through text messages.
4. Team Leaders for each assignment are listed below and will correlate with the class schedule:

Team Charter: Krista
Case study 1.1: Christine
Case study 1.2: Mary
Case study 2.1: Krista
Case study 2.2: Christine
Case study 2.3: Mary
Case study 2.4: Krista
Case study 2.5 (Consulting Report): All Team Members, We Will Decide that Week

The EQualizers Team Charter

“You got it, we can solve it!”

Team Members: PhuongAnh McDevitt, Krista Rundiks, Melissa Herrera

Meeting Location, Date, and Time: Synchronous meeting via Zoom, Thursday, June 11, 2020, 7:30-9:30 PM.

1.1 Team Goals

- The team **will work together to complete** a Team Charter, Task/Skills/Tools Analysis, Project Plan, and Final Product within the scheduled deadline for each required task.
- The team **will take time to review individual contributions together** and come to a team agreement about how to combine the work into one final document.
- The team will **strive to understand and learn how to best utilize team member strengths** and preferences regarding production qualities such as writing, editing, visual graphics, presenting, etc.
- The team **wants to succeed and produce quality work** that meet the expectations of the course instructor, syllabus, and rubric.
- The team will strive to treat everyone in the group with **equal respect** and be **receptive to constructive feedback** on individual and group assignments.
- The team will agree upon **the alternation of leadership**, so everyone has an equal role throughout the semester.

1.2 Expectations for Group Participation

- Team members are expected to participate in all group synchronous meetings. However, if there are conflicts with scheduled time, **team members are expected to notify others via group text of absence at least 24-hours** in advance and suggest another appropriate time that team can meet.
- Each week someone on the team will **take a leadership role**. This individual will lead the weekly team meeting and submit the team assignment. The leadership role will rotate throughout the duration of the course in an agreed upon consecutive order stated in the charter.
- Team members will be expected to **contribute the appropriate amount of work** to produce an agreed upon and final submission for each task.
- Team members will be expected to **show up on time for agreed upon synchronous meetings**.

- If a team member is not able to complete an assigned task or does not understand the assignment, the **team member must communicate with the team** as soon as possible for assistance or guidance **before** the next synchronous meeting.
- Each team member **should be prepared to attend a scheduled meeting with their individual contributions**. If a team member **doesn't have any contributions** for the week, then the members who do will be the only ones with a final say for that item.

1.3 Team Communication

- Team members are encouraged to **be clear and precise when communicating with other team members** by utilizing different means of communication (e.g. Zoom, discussion board, or group text message).
- Team members should **utilize the group discussion board or shared document to share their individual work**. It would be a team courtesy that posts be made the day before the team meeting to give others a chance to review. Replies to peer discussion posts are not mandatory.
- If someone on the team has a **question**, they should send it on the group text or post it to the team discussion board under a Q&A thread.
- If a team member is uncomfortable with a specific task or assignment, frustrated, or other concerns, they should bring it up in the **weekly team meeting under "roadblocks or challenges"** and the team can decide how to best address.
- Team will conduct a **weekly synchronous meeting via Zoom on Thursday at 7:30 PM** and tentative weekend follow-up meeting to finalize assignments which will be agreed upon team members.

1.4 Feedback

- We will **conduct a "Round Robin"** to give every team member a chance to voice her opinions and thoughts as well as sharing independent contributions.
- The best way to provide feedback on assignments is by sharing work with all team members for review then getting acknowledgment from the team that the content meets their expectations. If corrections need to be made, the **team should provide direct feedback to the team member and come to a mutual agreement**.
- When providing feedback to the team, it is important to do it in a **professional and positive manner** that is not detrimental to team members.
- **Team leader for the week will facilitate the synchronous meeting**. Team leader of the week will ensure proper etiquettes and netiquettes from each team member as well as incorporating appropriate feedback into assignment before submission.
- The weekly meeting will **include the agenda set forth by the leader, a status check on each team members contribution** to the project, provide a chance for members to **express blockers** that affect performance, and **allow for suggestions** to help team performance.

1.5 Conflict Management

- **Team members will have a chance to express misunderstandings and frustrations in the team meeting** during the round table and on their turn for that topic. The leader for that week will have the final say in concluding the team expectations and can refer to the agreed upon charter.
- If a team member is not complying with the agreed-upon team charter or unable to amicably resolve issues, **team members will document this in their peer evaluation.**

Roles and Schedules

Assignments	Group Leader	Due Dates
Team Charter	Melissa	6/16/2020
Task /Tools/Skills Analysis	Anh	6/30/2020
Project Plan	Krista	7/7/2020
Learning Module	All team members	7/20/2020
Peer Evaluation	All team members	7/25/2020