

TEAM CODE OF CONDUCT

Developed by
Centre for Language & Academic Skills (CLAS)

Every team is different, and it is important that members have an in-depth conversation about how they want to work. There are various topics that this conversation should include, like what are the shared values and norms, or which goal is being pursued. The result is then documented in a *Code of Conduct*. A Code of Conduct can help students clarify what they expect from each other and to document their team agreements. The whole team participates in the creation of the document and supports the agreements that they draw up together.

1 Group Discussion

Set aside at least 45 minutes to discuss and create a Code of Conduct for your team. The following list of topics will give you inspiration for the contents, but the document is flexible, you can add sections that you find important in your team. A Code of Conduct can also change over time, feel free to update the document throughout the project. For example, if after some time it appears that certain agreements are not realistic or applicable, then it is important to discuss this in the team and adjust the agreements if necessary.

- **Shared team values and norms:** Values are your fundamental beliefs or ideals. It is the core of what you strive for and from which your behavior is shaped. Discuss and write down your team values and corresponding behavioral norms that you would like to abide by throughout your teamwork. For example, *if one of your values is respect, corresponding norms could include showing up to meetings on time, and informing members in advance if we can't; or if openness and honesty is a value, making space for everyone to share could be a corresponding behaviour.*
- **Behavior:** How do you treat each other in the team? Consider for example, *how do you handle disagreements? What do you do if someone is late during a team meeting? When do you escalate to external parties or use them as mediators?*
- **Assignment description:** In your own words, describe what you need to do as a team in this course.
- **Target or ambition level:** What grade are you working for? Discuss personal learning goals, strengths, and skills you would like to develop, or team roles you would like to take on.
- **Planning:** How do you ensure that each team member finishes everything on time? Did you clarify who will have a final say in the final deliverable and submits it to Brightspace on behalf of the project team?
- **Commitment:** How do you determine the quality of the work your team and each individual team member does? How will you address lack of commitment? For example, *will you discuss roles and responsibilities in the team (possibly in turns) together and set aside time to review and provide feedback to each other, or select a team leader to assign responsibilities and reviewer to assess quality?*
- **Decision-making:** How do you make decisions? *By majority vote, by consensus or by selecting a leader?*
- **Dealing with conflicts:** How do you handle conflicts within the team?
- **Consequences:** What are the consequences if a participant in the team does not keep the agreements?
- **Communication:** In what ways do you communicate with each other as a team and among yourselves? Zoom, MS Teams? What information do you share via WhatsApp, e-mail, telephone?
- **Outside Collaboration:** How do you want to collaborate outside of the mandatory meetings, for example with stakeholders or other team members? How do you communicate? Do you want to have additional meetings.

Contact **Nina van den Heiligenberg** (n.j.w.m.vandenheiligenberg@tudelft.nl) for TA training or expert facilitation of activity.

2 Documentation & Submission

The code of conduct may be developed and kept updated as a shared word document. Submit your Code of Conduct in the corresponding *Brightspace Assignment* as a single .pdf file. You can submit multiple times; each subsequent submission will replace the previous one.

3 Assessment

The following guidelines provide the criteria for each of the topics outlined within the Code of Conduct. These may be discussed during a formative feedback moment with Teamwork coaches or mentors.

Even if you receive *Insufficient* for individual rubric items, this won't prevent you from passing the course.

All students who have created and submitted the single PDF file receive a pass grade.

General All sections have been filled in and all questions asked per section have been answered.

Insufficient Missing section(s).

Sufficient Everything filled in, but details missing.

Good Well structured and clear on most sections, but either too long, with unnecessary information or too short and not detailed enough for some sections.

Excellent Added enough detail to all sections without rambling to get enough points. Clear and concise.

Shared Team Values

Insufficient Repeated or not enough values

Sufficient Enough values are provided

Good Enough values, which are also clarified through a description.

Excellent Enough values, plus explanation of *why* these are important to the team.

Behavior

Insufficient Missing information or unclear agreements.

Sufficient Made some agreements on expected behavior in the team

Good Clear, realistic and well-structured goals and agreements.

Excellent Escalation plan exists for when to involve external parties (e.g., TA, academic counsellors).

Assignment Description

Insufficient Incorrect/missing information or not related to what is asked or incoherent/hard to read.

Sufficient Technically correct, but lacking detail or not well-structured.

Good Well structured and clear, but either missing some detail or too long, with unnecessary information.

Excellent All information is correct and detailed enough, without unnecessary information.

Target or ambition level

Insufficient No coherent information

Sufficient The team agrees on a target or ambition

Good The team justifies why this is a realistic goal.

Excellent The team discusses how different ambition levels among the team members are balanced.

Planning

Insufficient Missing information or unrealistic goals.

Sufficient Made some agreements on planning and handing in assignments.

Good Clear, realistic and well-structured goals and agreements.

Excellent Good, but also reflected in Git usage (e.g. issues with internal deadlines, assigning the right members to issues etc.)

Commitment

- Insufficient* Incomplete (not answered all questions) or no clear way to determine the quality.
- Sufficient* Mentions a concrete way to determine quality.
- Good* Mentions the minimum quality the team would like to see in terms of group work and chairs/minute takers.
- Excellent* Discusses how to convey the quality of group work and chairs/minute takers to each other.

Decision Making

- Insufficient* No clear agreement
- Sufficient* Agreements on how to make decisions.
- Good* Sufficient + discuss what to do if someone really doesn't agree
- Excellent* Good + discuss how to involve TA feedback/suggestions in decisions.

Dealing with Conflicts

- Insufficient* No clear agreement
- Sufficient* Agreements on how to deal with conflicts.
- Good* Sufficient + discuss what to do if it escalated
- Excellent* Good + discuss how to involve TA

Consequences

- Insufficient* No clear agreement or unrealistic expectations (e.g. we kick them out of the group)
- Sufficient* Wrote down some general consequences
- Good* Sufficient + relevant consequences (e.g. having a different consequence for being 5 minutes late vs missing an entire meeting)
- Excellent* Good + discussed scenario "other" in case a team mate does something not covered by these agreements/consequences.

Communication

- Insufficient* Incomplete (not answered all questions) or using multiple channels for exactly the same information.
- Sufficient* Have a plan for which channels to use for which information.
- Good* Sufficient + Decide when to meet next to the TA meetings.
- Excellent* Have a detailed plan for communication channels, e.g. send a weekly update to the TA when the notes have been uploaded/to keep them in the loop.

Outside Collaboration

- Insufficient* Not covered or unclear agreements
- Sufficient* Team has a loose agreement on how to work together in at least pairs.
- Good* Team agrees on a fixed slot for joint remote work
- Excellent* Team agrees on a fixed, weekly slot for physical meetings.