Project Management
Topic 2.1
Establish Team Norms
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
• 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