

**Exercise #2:**  
**Team (“Rules-of-Behavior”) Contract**  
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**Course:** BUS 302  
**Title:** *The Gateway Experience* (3 units)

“The greater the loyalty of a group toward the group, the greater is the motivation among the members to achieve the goals of the group, and the greater the probability that the group will achieve its goals.”

---Rensis Likert (1903-1981)

**Goal:**

This goal of this exercise is to make express and explicit a team’s understanding of the engagement and commitment necessary to succeed in BUS 302.

**Objective:**

Academic success in BUS 302 is a proxy for professional success in an organization. While some aspects of organizational life are general and assumed, the achievement of many important but complex aspects of organizational life, including performance evaluation, decision-making rules, conflict resolution approaches, communication norms, and miscellaneous other aspects is best done with a collaborative, written artifact.

**Exercise Details:**

*This exercise requires face-to-face interaction by all team members and it cannot and must not be done via Skype, text, phone, email, or similar electronic means.* Failure of the entire team to meet face-to-face and participate in this exercise will result in a team score of *zero*.

The ideas for rules below are not intended to be exhaustive with respect to the provisions that can be included in the team’s Rules of Behavior. Also, no informal “contract”, even one intended to be highly specific, can ever fully cover every potential detail, interaction, circumstance, or situation among humans. Additionally, a team can modify its contract throughout the semester as needed. The main issue with the contract throughout the semester will be to actually enforce its provisions as needed, including using it as a basis for informal discussion regarding a team member’s performance on specific issues and using it as part of the formal evaluation of a team member’s overall performance in class.

**Report:**

Each team will be required to submit a written report (a “contract”) that includes the following:

1. A brief introductory paragraph stating that all members of the team participated in the exercise, and perhaps a synopsis of the location and duration of the exercise.

2. Policy re: attendance at meetings and tardiness:
  - Day and time for regular team meetings
  - Expectations regarding attendance at team meetings
  - Consequences for missing meetings and/or coming late
3. Communications:
  - Method(s) team members will use to communicate with each other
  - Procedures to follow in case of an emergency
  - Expectations regarding the time period within which team members will respond to team communications, etc.
4. Handling Team Conflicts:
  - Procedure(s) that will be used to handle any conflicts
5. Making Decisions:
  - Discussion procedures and voting rules
6. Understanding Team member Performance:
  - How the team will document poor or under-achieving performance
  - How the team will discuss weak performance with a team member to encourage performance improvement
  - How the team will assign a point penalty, as needed, to encourage performance improvement
7. Team Contact Person:
  - Appoint one team member to be the person who will contact the instructor on behalf of the team
8. Names and Signatures:
  - The report needs to include all team members' names and be signed by all team members

**Length:**

This essay is to be no less than one-and-one-half pages in length and no more than five full pages in length. Other relevant formatting requirements (“style guide”) are linked from the course web page:

<http://ocw.smithw.org/bus302/writingrequirements.pdf>

Recall also that for all written assignments in this course, language use, grammar, and sundry mechanics matter. Practice and demonstrate this ability early in class.