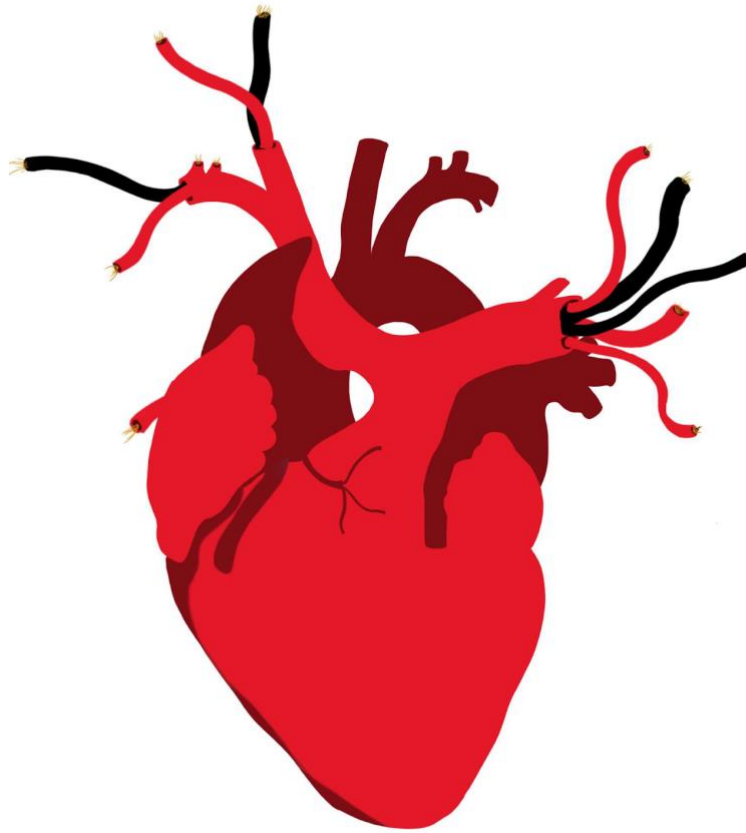Heart Bytes

Team Document 4: Conflict Resolution Plan

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How the team handles individuals who do not perform.

If a team member is not performing up to the standard of the team, the team will first talk with the individual team member during a meeting to let the team member know that they are falling behind the tasks. The team will also inform the guilty party that if they do not start contributing their name will be taken off of all future deliverables. If the team member continues to delay their work, the team will inform Professor Severinghaus and take further action regarding the issue.

How no-shows and tardiness will be handled.

If a team member consistently shows up late or calls off to meetings, the rest of the team members will have a conversation with the guilty party. The reason for tardiness will be discussed and a new time in which all the members can meet without conflict will be determined. For no-shows, the guilty party will then be caught up, and new work will be assigned to them for missing a meeting.

How personal conflicts will be resolved.

When a personal conflict occurs within the team, a team meeting will be called so that the can team members can discuss their issues until a reasonable solution has been found. In order to limit personal conflicts, the team will occasionally hold casual meetings to watch a movie or have a meal together, so that good team bonding can occur. The team will also meet frequently and keep constant lines of communication in order to limit conflicts.

Design Conflicts

Whenever a conflict comes up within the team regarding a design decision, the team will review the requirements for the project and then take a vote to decide a solution. The procedures for voting are listed in Team Document 1: Bylaws. All parties must respect the outcome of the vote, even if it is unfavorable to a specific party.