**The Adirondack Agency**

*…Rising to the Olympic Standard*

[Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Text Box Tools tab to change the formatting of the pull quote text box.]

**Mission Statement:** Our Mission is to provide a successful audit for our Clients to improve standards and workflow of the organization.

**Group Experience:** Each member of the Adirondack Agency© has a unique skill set including but not limited to interpersonal communication, public speaking, exemplary leadership, conflict mediation, brand development and loyalty to all clients. These qualities all combine to make our Agency truly *the Olympic Standard.*

**Our Staff:**

**Molly Spraker**

Co-Team Leader

Mary.spraker@live.longwood.edu

**Liz Harris**

Co-Team Leader

Elizabeth.harris2@live.longwood.edu

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**Nicole Haskins**

Director of Research

Nicole.haskins@live.longwood.edu

540.819.1410

**Tara Carr**

Traffic Manager

Tara.carr@live.longwood.edu

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**Neal Stava**

Technical Writer

Neal.stava@live.longwood.edu

**Team Contract:**

The following contract is a guideline for group member performance. It can be edited at any time with the consent of the entire group. Please read carefully and sign.

* **Mandatory Meetings:**
* Meeting Times: Every Monday at 10 a.m.
* Location: Greenwood Library (with The Café as a backup location)
* Everyone is expected to attend
* 24 hr. notice is necessary for the inability to attend a meeting (with the exception of emergencies). Please contact Tara with this information via e-mail
* Everyone must come to each meeting prepared and with the proper materials, including the Team Notebook, in order to conduct an effective meeting
* We will use our meeting time effectively and stay on task
* Feel free to bring treats!
* **Group Member Responsibilities:**
* I will complete my assigned work to the best of my ability and pass it on to Neal on the assigned date
* I will take responsibility for the work assigned to my position and complete it in a timely manner
* I will consider this project a priority

Each member is to withhold the responsibilities of their own position. Positions were chosen by each member on Monday, September 7, 2009.

**Group Member Self Evaluations:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Temperament type** | **Strengths** | **Weaknesses** |
| Elizabeth Harris | Artisan | -Focus on the here and now  -Realistic  -Optimistic  -Ability to work well under pressure | -Competitive  -Impulsive  -Too Bold |
| Nicole Haskins | Guardian | -Dependable  -Hardworking  -Believes in law and order as well as respect for authority | -Doesn’t do well “winging it”  -Cautious about change  -Takes work too seriously |
| Neal Stava | Guardian | -uses skills to keep things running smoothly  -believes in following rules and cooperating with others  -ability to work as both a leader or team member successfully | -tends to leave some details as “understood”  -not comfortable with improvisation |
| Molly Spraker | Idealist | -Organized  -Appearance of projects  -Motivator  -Hard worker | -Procrastinator  -Can’t always say “no” to new tasks  -Low trust in group members from past experiences |
| Tara Carr | Guardian | -Dependable  -Helpful  -Hard working  -Facilitative | -Don’t like change  -Doesn’t delegate well  -Tend to take control  -Uncomfortable ‘winging it’ |

**Team Goals:**

* To achieve and maintain lasting client relationships:
* We will maintain a professional relationship with our clients. One in which they can trust us with confidentiality, keep an open communication line and trust that our knowledge will better their organization.
* To build a strong team:
* We strive to keep the lines of communication open through developing a unified and organized team. We will be dedicated to our team as well as our individual roles to better the overall strength of our team.
* To apply our knowledge to our organization:
* We wish to approach each obstacle and decision in a professional manner and utilize our knowledge of communication in order to gain the most from this experience that we can.

**Job Expectations:**

* **Co-Team Leader**
* Determine upcoming tasks and alert members of important events
* Make sure team member roles are being fulfilled successfully
* Ensure tasks are assigned
* Assist in member problem solving
* Ensure deadlines are met
* Moderate group attitudes and group cooperation
* Encourage all members to voice their opinion and thoughts
* Ensure projects are completed prior to deadline to allow time for thorough editing, review, and feedback.
* **Traffic Manager**
  + Develop agenda for meetings
  + Acts as secretary, email team group members minutes from meetings, distribute agendas at least 24 hours prior to team meetings
  + Responsible for keeping meetings productive and members on task
  + Alert members of break times
  + Paraphrase to keep discussions in progress
* **Director of Research**
* Serves as primary contact for Client
* Serves as the liaison between Team and the Client
* Arranges/Schedules interviews and meetings with Client as well as observing some of their regular meetings
* Upholds confidentiality agreement with Client
* Responsible for obtaining and securing all Client to Team documents
* **Technical Writer**
  + Create agency profile
  + Develops format and design for written report; reviews and edits final draft
  + Prepares summaries of responses to interview questions
  + Prepares initial draft for written report, based on analyses conducted by entire group—and/or assembles components written by individual team members and edits them so that they have a consistent tone and voice
  + Makes revisions to written report based upon recommendations of group

**What the Client Can Expect:**

* Professionalism at all times
* Flexibility while working for and with the company
* Feedback on what is going on
* An open mind to what the organization may want or suggest
* Change. An effective Plan that will benefit and help the specific Organization to grow in a timely fashion.

**Conflict Resolution:**

Each member is responsible for their own behaviors and work load. We hope to keep conflict to a minimal by always expecting that each member is responsible for themselves and respects other team members enough to hold that responsibility. However, if we are faced with a conflict in the productivity of a group member, the issue will be brought directly to Molly Spraker. Molly is the team leader responsible for overseeing and managing through conflict. Molly will evaluate and act as the mediator in the conflict. We will address any conflict quickly so that it does not escalate into a bigger issue. If the problem remains, documentation will be recorded in the Team Performance Appraisal. If the problem is consistent or extreme enough, the Firing Process of the Project will begin.

**Team Performance Appraisal:**

Team members will be evaluated on the following criteria:

1. Attendance and participation in group meetings
2. Quality of work
3. Communication with the group
4. Dependability- efficiency of member’s work
5. Attitude towards the group and client

**Criteria:**

1. **Attendance and participation in group meetings (20%)**
2. Without every team member being in attendance for every Adirondack meeting, it will be detrimental to the success of our audit. This project relies heavily on dependence on one another’s opinions and work, so everyone is required to attend meetings and participate.
3. Exemplary attendance is attending the meeting, being prepared, and having the assignment completed which is due.
4. Unacceptable attendance is not attending the meeting without a valid excuse to team members and the client, being unprepared, and not participating in group discussion**.**
5. **Quality of work that is presented (30%)**
6. Our goal is to produce only the best quality of work we are capable of throughout each step of the project. By doing so, we will benefit ourselves by not having to spend ample amounts of time editing work. We will strive to achieve a high degree of professionalism with our client.
7. Exemplary quality work is pre-edited, completed, and presented on time.
8. Unacceptable work is incomplete, late, not edited, or formatted improperly**.**
9. **Communication with group members (10%)**
10. It is important that every group member has a full understanding of the group’s goals and their job’s duties. It is imperative that each member is easily contacted through phone or email.
11. Exemplary communication includes keeping members updated on all team assignments, meetings, and ideas.
12. Unacceptable communication is deciding major project decisions without full consent of the entire team, meeting with the client or Dr. Stuart without group discussion.
13. **Dependability (30%)**
14. Our group’s success is fully dependable on our ability to turn items in by due dates.
15. Exemplary work is turned in before its due date to ensure time for editing.
16. Unacceptable work is turned in late, not at all, or last minute.
17. **Attitude (10%)**
18. In order to ensure our group’s success, a positive attitude and team mentality is essential.
19. Exemplary attitude is positive, helpful, motivated, energetic, and respectful of fellow opinions or ideas.
20. Unacceptable attitude is demeaning, distracted, selfish, and argumentative.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 |

Unacceptable Satisfactory Excellent

In conclusion, this team project will be a valuable learning experience in the Communication field. By following these guidelines, we will obtain experience needed to understand the importance of professionalism, efficiency, quality work and communication.

I will uphold the guidelines of this contract:

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| --- | --- | --- |
| **Name**  1. Liz Harris  2. Molly Spraker  3. Tara Carr  4. Neal Stava  5. Nicole Haskins | **Signature**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Date**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |