Working Agreements and Team Norms - Example

# Team: Velocity Builders (Agile Project - Mobile Banking App)

## Communication Norms

- Daily standup at 9:00 AM, no longer than 15 minutes.

- Use Slack for quick updates, respond within 24 hours.

- Cameras on during sprint reviews and retrospectives.

- Important discussions captured in Confluence for visibility.

## Decision-Making Norms

- Aim for consensus; if unresolved, Product Owner makes final call on backlog priorities.

- Technical decisions made by the team; consult SME if needed.

- Use ‘fist of five’ voting for major process changes.

## Collaboration Norms

- Pair programming encouraged at least twice per sprint.

- Share knowledge in weekly learning sessions (30 minutes).

- Rotate demo presentation responsibilities across team members.

- Support team members learning new tools or skills.

## Conflict Resolution Norms

- Address conflicts directly and respectfully, focusing on issues not people.

- If conflict persists, raise it in the retrospective.

- Escalate unresolved issues to Scrum Master, then PO if needed.

## Quality Norms

- Definition of Ready: User story must have acceptance criteria and estimate.

- Definition of Done: Code reviewed, tested, integrated, documented, and accepted by PO.

- No work considered done unless it meets DoD.

## Meeting Norms

- Be on time; notify team if late or absent.

- Come prepared with updates or materials.

- Respect timeboxes; park issues for later if needed.