

## Three simple team-working rules

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There are three relatively simple team working rules that I stick to within the office, and if you are in a team with me I expect you to adhere to them too.

These aren't just rules I just get team members to use, I do them myself as well, and I believe they make a massive difference to a team's ability to work well together as a cohesive unit.

### **1. Asking questions is always ok**

If something in a brief is not clear, or you need more information about a job/ticket, then please ask as soon as possible. Guessing at something and potentially doing the wrong thing, or doing nothing, because you didn't ask is not ok. There is no such thing as a stupid question.

### **2. Communicate about your tasks**

Keeping the right people informed of the status of tasks is key. Let people know when something is done. Remember, something's not done until you reported it done. Whatever you need to do, whether it is just an email to me or to the client, or closing a ticket, do it. The task is only done, or the 'break' fixed when whoever needed it done knows about it.

### **3. Give me fair warning**

As soon as you think an important deadline will likely be missed, warn me. If you tell me early enough, as the situation is evolving then we can usually figure something out. If you come to me at the arrival of the deadline that you just missed, that's not ok. Whether it is a workload issue, or a project scheduling issue, warn people early and they can do something about it. Warn them late and you are in problems that require compromises and workarounds to get out of.

What rules do you have in the office that you think give you an edge?