

TEAM CHARTER

Purpose

The purpose of your team charter is to serve as a guidepost for tackling deliverables throughout the term. Successful charters require team members to agree on the team's purpose, decision-making process, the role of each member, and working (accountability) agreements to ensure you are performing your best individually and as a team. Once completed, the team should refer to the charter periodically to ensure compliance.

Next Steps

In the worksheet below, please meet as a team to discuss and complete the four key components of a successful team charter.

1. Purpose
2. Decision-Making Process
3. Roles and Responsibilities
4. Working Agreements

When completing each area, be mindful of your own educational, personal, and professional goals and how that manifests with those of your teammates.

Team Meetings

A team's first meeting should serve a dual purpose: getting to know one another in an enjoyable setting while undertaking the charter's critical components. Below are a few suggestions to get ideas flowing, but are certainly not limited to:

- *Support Your Local Businesses.* Team members order dinner from a local restaurant and meet on Zoom for a team charter dinner party
- *Speed Dating (minus the dates).* Coordinate Zoom breakout rooms to have brief, one-on-one conversations with each of your new teammates with some fun conversation starters at the beginning of each round. Come back to the entire group at the end and complete the team charter.

Team Charter Support

To assist you in completing the charter, the Student Services has provided examples of group norms and practices that optimize group learning and efficiency. Please let us know if you need additional support or resources navigating your charter; please let us know.

Group Norms and Team Practices

Group Norms

Below are examples of some informal guidelines of behavior and codes of conduct to consider that provide some order and conformity to learning teams and associated activities to optimize group learning and efficiency.

- Treat each other with dignity and respect
- Listen to understand, assume a noble intention, and honor differences among members
- Practice being open-minded
- When feeling defensive; express concern to peers
- Focus on the issues or ideas, not the person
- Keep your promises/commitments
- Come prepared for study group meetings
- Ensure all members get to participate; turn-taking
- Balance self-orientation/interest with other orientation/interest to build trustworthiness
- Provide feedback among members including frequency and method
- Stay engaged during meetings
- Ask open-ended questions (what, how, when, and where), limit why questions, and be curious (tell me more)
- Test assumptions: explore cultural differences that may not be explicit or obvious
- Agree on meeting guidelines, such as confidentiality, being on time, best means of communication, eliminating distractions, checking for understanding, process, and after-action feedforward

Group Practices

Below are examples of actual application of methods or actions that aid in the optimization of group learning and efficiency.

- Adhere to and reinforce agreed upon meeting guidelines
- Decide how to work together to complete assignments to ensure all members are contributing and learning content (while dividing and conquering work)
- Observe member behaviors (what is said and done) and inquire with the person rather than only interpreting behaviors
- Use a “Parking Lot” to capture topics/issues that need to be addressed at another time
- Request faculty or Program Office help for group learning or for individual members, as needed
- Keep each other informed on assignment status, unanticipated changes, and their impact
- Set a strategy to leverage the unique strengths and knowledge of each study group member
- Establish communication procedures; ask open-ended questions
- Schedule time to address issues and conflicts
- Explore impact of individual and group decisions on all members
- Follow the mission of the institution

Specifically, when selecting a decision-making process that fits group’s needs/goals, try to minimize individual biases or gaps in knowledge by deliberately choosing among the following methods:

- Command...one member decides and informs others, if minor impact
- Consult...one member decides, after asking all members to gain expertise and buy-in
- Vote...if a tie-breaker is needed, the group decides between two options with equal and passionate support. The process is practical but can minimize learning and growth.
- Delegate...subgroup decides, usually subject matter experts
- Consensus...group decides when significant and all members need to buy in and support a decision, even if not first choice
- Unanimous...all group members must agree, usually not necessary or worth the time required



Team Name (optional) and Team #:

PURPOSE

What is your team's purpose?

**DECISION-MAKING
PROCESS**

How will we make decisions? If we chose consensus, what is our contingency position should we not be able to reach consensus?

**ROLES AND
RESPONSIBILITIES**

Spell out roles and responsibilities in a clear, measurable way (e.g., leadership structure - facilitator, recorder, spokesperson, strategist).

Working Agreements

What do we need in place to do our best work together? What is our process for resolving conflict?



Ultimately, the team charter is a mechanism to develop a structure of support for collaborative learning and to achieve learning outcomes. Integrating the charter into your team's daily practice allows every member to develop the communication and deliverable skills necessary to become a successful leader.

Commitment to the Team Charter

Member Name	Signature	Date