TEAM CHARTER SAMPLES

* Be willing to stand behind the purpose, rules and goals of the team once decided.
* Speak supportively and with good purpose.
* Acknowledge whatever is being said as true for the speaker at that moment.
* Complete your agreements (responsibility).
* Make only agreements that you are willing and intend to keep.
* Communicate any potential broken agreement at the first appropriate time.
* Clear up any broken agreement at the first opportunity.
* If a problem arises, first look to the system for corrections and then communicate your solution to the person who can do something about it.
* Do not go behind people's backs with problems.
* Be effective and efficient. (Do more with less!)
* Have the willingness to win and allow others to win.
* Focus on what works.
* When in doubt check feelings and intuition.
* Agree to work toward an agreement.
* Support early, often and unconditionally
* Actively celebrate and acknowledge all wins.
* Always be willing to "do whatever it takes" to win!
* Act first and debrief later.
* Do not let personal issues stand in the way of your task..
* Clarify your own communications and verify the response.
* Be willing to do whatever it takes to support any and all team members.
* Have a willingness to stay together.
* Do not desire or seek sympathy or acknowledgment.
* Keep time agreements!

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| **WHAT** | **WHO** |
| Apply customer test to all decisions | * Use our people to stand in our customers’ shoes * One person wears customer hat in SMT meetings |
| Apply people test to all decisions | * Invite employees to SMT meeting * Brief our teams following SMT meetings * Ask for feedback from teams on SMT |
| Encourage & respect each other | * Meet deadlines, if not give warning * Come prepared to meetings * Respond to emails |
| Encourage best business practice | * Return weekly absence reports on time * Circulate where we all are in What’s Happening * Act as we expect other people to act * Understand and follow XYZ Foundation Training values. |
| Act as leaders of the whole of XYZ | * We give guidance & feedback to all XYZ members * We ensure that we ask how decisions will impact other depts in XYZ. |
| Demonstrate the values by what  we say & do | * We understand each others roles & responsibilities * Complete value forms * Ask for feedback & demonstrate examples of values * Tell people why |
| Support each other to achieve a better work/home balance | * Take time for lunch * Ask other Managers why they are staying back |
| Lead by example - ensure all decisions are compliant/quality driven | * Develop relationship with our compliance team * Be more proactive with our compliance team * Rationale for decisions should be documented. **Think Process!** Is   what I’m doing documented-if not why not? |