

# 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!

| WHAT  | WHO   |
|---|---|
| Apply customer test to all decisions                                | <ul style="list-style-type: none"> <li>• Use our people to stand in our customers' shoes</li> <li>• One person wears customer hat in SMT meetings</li> </ul>  |
| Apply people test to all decisions                                  | <ul style="list-style-type: none"> <li>• Invite employees to SMT meeting</li> <li>• Brief our teams following SMT meetings</li> <li>• Ask for feedback from teams on SMT</li> </ul>   |
| Encourage & respect each other                                      | <ul style="list-style-type: none"> <li>• Meet deadlines, if not give warning</li> <li>• Come prepared to meetings</li> <li>• Respond to emails</li> </ul>   |
| Encourage best business practice                                    | <ul style="list-style-type: none"> <li>• Return weekly absence reports on time</li> <li>• Circulate where we all are in What's Happening</li> <li>• Act as we expect other people to act</li> <li>• Understand and follow XYZ Foundation Training values.</li> </ul>                |
| Act as leaders of the whole of XYZ                                  | <ul style="list-style-type: none"> <li>• We give guidance &amp; feedback to all XYZ members</li> <li>• We ensure that we ask how decisions will impact other depts in XYZ.</li> </ul>   |
| Demonstrate the values by what we say & do                          | <ul style="list-style-type: none"> <li>• We understand each others roles &amp; responsibilities</li> <li>• Complete value forms</li> <li>• Ask for feedback &amp; demonstrate examples of values</li> <li>• Tell people why</li> </ul>  |
| Support each other to achieve a better work/home balance            | <ul style="list-style-type: none"> <li>• Take time for lunch</li> <li>• Ask other Managers why they are staying back</li> </ul>   |
| Lead by example - ensure all decisions are compliant/quality driven | <ul style="list-style-type: none"> <li>• Develop relationship with our compliance team</li> <li>• Be more proactive with our compliance team</li> <li>• Rationale for decisions should be documented. <b>Think Process!</b> Is what I'm doing documented-if not why not?</li> </ul> |