

VIRTUAL TEAM CHARTER

Team Name:

Team Member Information

Identify all team members, their location, and factors that might impact their participation in the team (schedule constraints, periods of time when they will be unavailable, limited access to certain technologies, etc.). Place the core team members above the shaded line, and other non-core expected members below.

<i>Team Member Name</i>	<i>City, Country, and Time zone</i>	<i>Factors that might impact participation in the team</i>

Instructions

What is a Team Charter?

A team charter is a document that describes how a team will work together to accomplish its task. Research has shown that team chartering positively impacts team effectiveness and helps to accelerate a team's development to higher levels of team performance. A team charter is intended to be a "living" document that the team updates, when needed, as it works together. This template includes areas of particular importance for virtual teamwork.

How to use this template?

*Using this template, your team should work collaboratively to develop one team charter document for the team. Instructions for completing each section of the team charter are included in italics. **Delete all the instructions once the document is complete before you submit it.***

All team members should participate in drafting the charter. The team should follow a process that facilitates full team participation. Team members whose names are listed on the front page of the charter are assumed to agree with and be willing to abide by its content.

Team Purpose

Provide a clear statement of the team’s common understanding of the purpose of the project and the key deliverables that will be produced.

Team Milestones

Identify any major milestones that the team must meet, or other dates that will constrain the team’s activities (e.g., due date for project proposal, final due date for the project). These dates provide the framework for future planning.

Milestone Date	Milestone Description/Deliverable

Team Roles and Responsibility

*This document is not a project plan; therefore, the roles and responsibilities in this section are **not focused on** those related to doing the actual project task (e.g., create power point, write report). Instead they refer to **roles and responsibilities required to facilitate effective functioning as a team** (e.g., organizing meetings, meeting facilitation, managing team documents, etc.).*

The need for additional roles and responsibilities may emerge as the team begins to work together, and your team should update this table accordingly. Note that more than one team member can play a role, and a role may be rotated between team members.

Be specific when describing the responsibilities associated with a role so there is total clarity on the tasks each team member is responsible for.

Role and Responsibility Description	Team Member(s) Assigned

Be sure to explicitly describe your expectations of the team leader.

Team Communication and Technology Plan

Specify how the team will communicate and, if appropriate, the technology it will use for each type of communication. Examples of general types of communication activities teams should consider are below. Note that some of these types of communications may not be applicable for your specific team, so modify the table, as needed, to include those that apply. Also, use this as an opportunity to ensure that all team members are able to use the technologies selected by the team and to provide training, if needed.

Communication Activity	Communication Plan	Software/Technology /Communication Media (include website links, access numbers/etc.)
Team meetings	<ul style="list-style-type: none"> <i>How frequently and on which day(s)/time(s) will the team regularly meet?</i> 	
Communications outside team meetings	<ul style="list-style-type: none"> <i>How will the team communicate outside live team meetings?</i> 	
Status reporting (if applicable)	<ul style="list-style-type: none"> <i>How will the team ensure that the team is on track? Will periodic status reporting be required? How frequently?</i> 	
Engagement of non-core team members	<ul style="list-style-type: none"> <i>How will the core team engage with other non-core members and how will this occur?</i> 	
Document, creation, sharing, and storage	<ul style="list-style-type: none"> <i>How will team members share documents and ensure that everyone is using the same version?</i> 	
Other team communications (if applicable)	<ul style="list-style-type: none"> <i>What other team communication tasks need to be specified in the charter?</i> 	

Team Norms

Team norms are rules of behavior. They specify how members in a team will interact, communicate, and conduct themselves as team members. Some norms are agreed to as part of the upfront team launch, but others may evolve as team members interact with each other and the need emerges for new norms or modification of existing norms. The team should initially establish norms for any aspect of working together that it believes is important for effective team functioning. A useful starting point for developing norms for your team is to think of norms that address behaviors members of the team have observed in past teams that hurt team effectiveness, and that they would like to avoid in the current team.

In this section, list the team norms that your team has developed and agreed to. These should include norms for how your team will handle conflict and how your team will make decisions.

- *Categorize norms into groups related to the same aspect of teamwork (e.g., conflict management, team decision making, team meetings, email communications) to make them easier to refer to.*
- *Be as specific as possible in describing guidelines for expected behaviors.*

Performance Management

Describe how the team will intervene when members are not meeting the expectations of the team, including adhering to the agreements in the team charter. Consider different levels of intervention, ranging from an initial intervention to more serious interventions, if the initial interventions do not work.