

TEAM AGREEMENTS ABOUT NORMS

TEAM NORMS

It is very important for a team to reach agreements on their norms. Each person needs to be part of the creation, definition and understanding of the behaviours and accountabilities that form the culture of the team. Norms are meaningless unless all team members buy into and live them. Holding conversations about team norms allows each person to express their understanding of how to live into the behaviours, clarifying their understanding and commitment, to demonstrate their responsibility to uphold them.

The following list and examples are intended as a guide for conversation, for teams who are developing norms. Some of the items may not be applicable, however we encourage you to go through each of the items to determine how it might (or might not) apply to your team.

TOPIC	HOW THIS MIGHT LOOK/SOUND
<p>TEAM RECONNECTION, WELLBEING & CLIMATE</p> <ul style="list-style-type: none">• What kind of climate do we want in our team? And how can we build it?• How will the team take care of itself? And how will we support each other?• How will we recognize and celebrate our team members' successes?• How will we create a strong sense of inclusion?	<ul style="list-style-type: none">▫ We will take opportunities to get to know each other.▫ We will make time to enjoy each other's company.▫ We want to create feelings of Belonging and Fun!▫ We will practice self-care▫ We can share candidly - Open, Honest, and Straight from the Heart.▫ We can listen with our hearts and minds.
<p>COMMUNICATION</p> <ul style="list-style-type: none">• How will team members communicate outside of meetings?• How will conflict be identified and resolved?• How will we give each other feedback?• How will the team measure their performance?	<ul style="list-style-type: none">▫ We agree to use the shared files for documentation and MS Teams for fun chats & shares▫ We will assume positive intent and address "pinches" when we feel them

- How can the team select and carry out improvements in what we do?

- We agree to respectfully share and receive constructive feedback.
- We can focus on the issue and problems (not take the challenge personally)
- We know that it's OK to disagree and hold different perspectives.
- We ask questions to clarify, not to debate, and listen to understand what others are saying.

CREATIVITY & INNOVATION

- What is the team going to do to stay current and look at new ways? (Avoid getting "locked into" old ways)
- How can we continue to build our knowledge and share it?
- What do we have the opportunity to do differently now, that we couldn't imagine before?

- We will get curious and explore others' ideas and suggestions.
- We can look for ways to make new ideas work (... not for reasons they won't.)
- We can think as though there are absolutely no obstacles or rules in the way. (Take an [Appreciative](#) approach or use the [SOAR](#) model)
- We can ask for new ideas from beyond our team.

CONFIDENTIALITY

- How is confidential team information handled? (What are our individual understandings of what is confidential or private information – example: health, family etc.)
- How will we maintain confidential information?

- We will keep confidences and trust others to keep ours.
- We will avoid gossip and sharing other's confidential information
- We agree to send a text message to the team leader informing them when we are unable to attend work.
- We will follow [record keeping protocols](#) and keep ourselves accountable for appropriate storage, privacy and archiving of information.

ROLES & RESPONSIBILITIES / DECISION MAKING

- Which process will be used to make decisions, and what is the fallback in case a decision cannot be reached?
- How will work be prioritized?

- We will aim to build consensus in our decisions, if that isn't possible we will provide our views to the leader and they can make the final decision – which we will support.

- What are the general key responsibilities of each team member?
When will we step in to support and help each other?

- We will all decide and share our expectations, and work with others to achieve them.
- We share responsibility for making each meeting a success.
- We will each share the ownership for our team decisions.
- We support each other during the high volume times, even if it goes beyond our formal job duties.

TEAM MEETINGS

Team meeting norms are specific to the way in which you choose to come together for carrying out your work. You are encouraged to hold a conversation about how your team meetings will be carried out as well. Here are some topics to get you started:

Attendance/Quorum:

- Expectation for attendance (what is the priority)?
- What is the minimum number for attendance?

Timing:

- Start and end on time?
- How will items be prioritized and rescheduled?
- Use 'parking lot' to deal with side issues and concerns?

Meeting Schedule:

- How often will group meet? How long?
- Who is the primary person to handle meeting arrangements?
- What is the meeting location? (Virtual or in person?)

Agenda:

- How and when will agenda items be added? Who will create/collate the agenda?
- How and when will it be distributed? Who is responsible for circulating?
- What are the communication expectations/ground rules for meeting?

Roles & Responsibilities: (Names and expectations)

- Leader: / • Facilitator: / • Recorder: / • Members:

Group Memory:

- Format to indicate Decisions / Actions / Next steps / Who is responsible / Dates / Expectations)
- How and when are notes distributed? Who is responsible for distribution?
- How are related "parking lot" items captured or worked into future agendas?