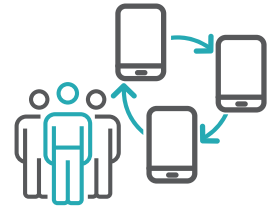


VIRTUAL TEAM CHARTER GUIDELINES



MISSION AND VISION



Clearly outline the team's objectives and purpose. Begin with a statement in one or two sentences about what the team is expected to do.

ROLES AND RESPONSIBILITIES



Establish roles and responsibilities among team members. What are the various roles that team members will take on to support team success?

TEAM VALUES



Choose values that support the purpose of your team, not just values that reflect individual team members' personal preferences. That said, team values shouldn't be in direct conflict with your personal values.

SKILLS AND KNOWLEDGE INVENTORY



Identify the skills and knowledge areas that members bring to the team. Team members can also identify any skills or knowledge areas they would like to develop.

OPERATIONS



Outline the basic operating principles and procedures that govern your team, including:

- communication protocols (video-conferencing, meetings, emails, instant messaging, etc.)
- standard operating procedures and file management
- mechanisms for decision making

CONFLICT RESOLUTION MECHANISMS



Discuss and agree beforehand on how to deal constructively with conflicts. This will help ensure an optimal functioning team during challenging times.

TIPS FOR SUCCESS



- Build your charter early on when your new team is forming
- Explain why the charter is important, to obtain everyone's buy-in
- Build the team charter together
- Ensure your charter is accessible to everyone on the team
- Consider the charter as evolving; review quarterly or as needed
- Use the charter for accountability and direction—never for policing