



COLLABORATION SUPERPOWERS

Work Together Anywhere

TEAM AGREEMENT

Each team has its own unique way of communicating and a particular combination of personality types. And just like an orchestra tunes up before a performance, or an athlete warms up before a practice, tuning our virtual team helps get everyone on the same page so we can do great things together.

[DOWNLOAD YOUR OWN TEAM AGREEMENT TEMPLATE HERE.](#)

Our team adds suggestions to the team agreement as issues arise. We resolve and incorporate all of the new suggestions at one of our review sessions.

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About the company

Collaboration Superpowers is a sole-proprietorship, registered in The Netherlands: operated and owned by Lisette Sutherland. [Company information](#).

Core CS Team

The core team is comprised of [freelancers who voluntarily choose to work together](#).

- Lisette Sutherland, Netherlands (CET/CEST) UTC +01:00/UTC +02:00
 - [What to know about working with Lisette](#)
- Mariah Quesada, Scotland (GMT/BST) UTC/UTC +01:00
 - [Working with Mariah](#)
- Tahira Shameem, India (IST) UTC +5:30
 - [Working with Tahira](#)

Super Collaborators

- Vasco Duarte, [Oikosofy](#) - Business Coach (Finland)
- Angela Sealy, [Good Karma Works](#) - Web designer (Spain)
- Alfred Boland, [Redbol](#) - Graphic designer (The Netherlands)
- Nick Jaworski, [Podcast Monster](#) - CS Podcast Producer (USA)
- Eelco Epping, [Rosier Bijl van Kan](#) - Dutch Tax Administration (The Netherlands)
- Jeremiah Cooke, [Greenback Expat Tax Services](#) - US Tax Administration (Unknown)
- Frans Sommer, [Roemspeelkarten](#) - Printed Supercards (The Netherlands)
- Sergey Kotlov, [Workshop Butler](#) - Workshop platform (Portugal)

Company values

Our personal and company values help us make decisions. As a company, we collectively value the following:

- Respect
 - We welcome diversity of age, race, religion, nationality, sexual orientations and gender identity.
 - We agree to practice kind and thoughtful communication.
 - We agree to respect the boundaries of every members working day.
 - We actively promote and practice good physical and mental health practices.
- Trust
 - We trust each other to get our work done.
- Integrity
 - We value honest and ethical business practices. We conduct our business with integrity and do not tolerate corruption, bribes, lies or theft.



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- Fun
 - We are seriously fun loving people; we don't take ourselves too seriously.
- Fairness
 - We strive to treat all of our Facilitators equally and with respect.

Personal motivators

- **Lisette** - Freedom, Relatedness, Order
 - Freedom: I love designing my own day.
 - Relatedness: Who I work with is more important to me than what I am working on.
 - Order: I come from a military family. The need for order is baked into me. I don't like chaos.
- **Mariah** - Goal, Honor, Freedom
- **Tahira** - Freedom, Goal, Relatedness

Information

(This list does not include communication channels/tools - see below)

- **Trello & Clickup** - Tasks
- **Xero** - Financial info
- **Loom** - Instructions
- **Workshop Butler** - Workshops + facilitators
- **Shopify** - Store
- **MailerLite** - Newsletter and workflow madness
- **Miro & MURAL** - whiteboarding
- **Canva** - Design files

Google drive rules

- **Team folder** (private to the team only)
- **Facilitator folder** (private to Facilitators only)
 - Handouts: only finished (non-editable) PDFs are uploaded for Facilitators.
- Files should be created and stored in the team Gdrive so that the entire team has access and does not need to request permission.

MailerLite rules

- When uploading images to MailerLite, name the images so that they are later searchable. Please rename any unnamed images as you see them over time.

Website rules

- When uploading images to the website, name the images so that they are later searchable. Please rename any unnamed images as you see them over time.



Communication

In order to stay connected and work both effectively and efficiently, we agree to practice kind and thoughtful communication that respects the boundaries of every member's working day.

We agree to speak in the Netherlands time zone (CET / CEST).

Typical working hours

People can work whenever they want, but when we discuss “working hours” amongst ourselves, we mean Monday to Friday, 9 am - 6 pm (CET / CEST).

Communication channels

- **Zoom** - Team Meetings
- **Front** - Regular communication
 - Please post information in the correct discussion thread
- **WhatsApp** - Emergencies, Weekly greetings/challenges, and weekend updates
- **Slack** - [Virtual Team Talk](#): Private group for Facilitators

Response times

With Facilitators, paying clients, and each other, we agree to respond within 24 hours. No response is expected outside of working hours.

With anyone else we use our own discretion.

Holidays and vacations

We take time off whenever we need it.

- If it's a longer vacation (1-2+ weeks), we agree to plan this with the team in the #vacation channel (Front)
- If we need to take 1 or 2 days off at the last minute, that is totally ok (and even encouraged). Just make sure the team is aware via Front or WhatsApp.

Emergencies

Communicate any emergency situations in the team WhatsApp group.



Collaboration

Team/Company goals

Tasks and projects should be aimed towards fulfilling our company goals - both long term and short term. The company goals are set in the monthly Huddles.

We agree to implement new strategies to determine whether or not we are reaching our objectives or if we need to reassess any task/projects to reach our target, and/or enhance clarity. This can be done through:

- Team retrospectives (quarterly)
- Feedback sessions (can be done in real-time, weekly meetings, or another agreed time)

Finance

- Quarterly & annual reports are expected to be submitted on time.
- Team members have permission to contact our Dutch tax consultant whenever needed.

Team meetings

- **Finance:** Tuesdays 10:00 - 10:30 CET (except during Huddle Tuesdays)
- **Monthly task planning:** 2nd Monday of the month 16:00 - 17:00 CET
- **Team Huddle (retro, metrics & planning):** 2nd Tuesday of the month 10:00 - 11:00 CET

Business coaching

- Please provide a written summary of coaching sessions in Front.
- If you want to record business coaching sessions, please [upload to the Gdrive](#).
 - Please label the file with date and short summary (i.e., "2 Jan 2022 Q1 planning")

Well-being: Caring for ourselves and each other

Good physical and mental health are important to both team and individual welfare:

- We do not work on the weekends (unless we want to)
 - If someone sends a message in Front, it is not expected that anyone else will see it.
- We take time off whenever we need it and we communicate our needs to the team.
- We are responsible for managing our own downtime and notifications.
- Meetings can always be rescheduled if someone is feeling unwell.

Things we don't agree on or need more clarity/action

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- Lisette: I would like to create a “[Scoreboard Index](#)” for our team that we review during our monthly retro/planning meetings. I’m thinking we can start tracking metrics and see how we each contribute to the company goals
- We want to develop more formal roles & responsibilities for ourselves
- We aim to develop a meaningful metrics dashboard that the team can use to show progress.
- We want to create a Delegation Board to clarify decision making processes
- What do we do if one of us is living outside of our company values?
- What do we do when there is conflict on the team?
- We are going to have a Salary Formula conversation to clarify our salaries and how they are calculated.
- What is our team anthem? (something we play when something good happens - like a sale)

Examples of other team agreements

- [GitLab Handbook](#)
- [Tropee Culture guide](#)
- [Tremendous Employee Handbook](#)
- Toptal “[Suddenly Remote Playbook](#)”