

## Team Charter – Potential Solution

Category	Proposed Norms and Ground Rules
Team Values	Show respect for other's opinions. Allow them the opportunity to finish their thoughts without interruption.
Communications Guidelines	Commit to replying to all urgent e- mails within 24 hours.
Decision-Making Criteria and Process	Inform the team of all management decisions impacting the project prior to execution when possible.
Conflict Resolution Process	Share thoughts and opinions without fear of repercussion.
Meeting Guidelines	Start every meeting with an agenda. Stick to the agenda.
Team Agreements	Let the team know if a commitment cannot be met before the commitment is due.