Discuss each of these questions and, as a group, decide on what is the most appropriate approach for your situation.

**Goals (Team Charter)**

1. **Team purpose - why does this team exist?**
   » What are the critical success factors that will translate the purpose into action?
   » What do we want to change?
   » What are our core values?
   » What gives energy and urgency to the team?

2. **Context - who are we accountable to and who do we need to connect with?**
   » Who are our clients and customers?
   » What will they gain from this work?
   » How will we engage our stakeholders?

3. **Goals - what specific outcomes will we achieve?**
   » How will the team members be engaged in the goal creation process to increase their ownership of the outcomes?
   » How will team goals be shared with the organization?
Roles

1. Which team members fill what specific roles?
   » How is that information shared across the team?
2. Which team members complete what specific processes?
   » How will expectations be discussed to avoid duplication or overlooking specific tasks?
3. What are the skills within the team?
   » What are our unique capabilities?

Process

1. Meetings
   » Has the team agreed on frequency, time, and place?
   » What is the expectation for attendance, substitutions, and quorums?
   » Who ensures that the team has the needed equipment and materials?
   » Who manages the construction of the agenda, rules for presentations, and distributes information prior to the meeting?
   » Who facilitates the meeting?
2. Decision making and problem solving
   » How are decisions made by the group?
   » What problem-solving tools and processes are used by the group?
3. Communications and follow-up from the meeting
   » What are the expectations about communications from the meeting to missing team members and the rest of the organization?
   » How are key decisions, actions, and assignments tracked and communicated to those involved?
   » Is there any formal recording process such as minutes?
   » How are action items followed up and by whom?

Interpersonal

1. The team should establish norms on how to handle:
   » Candor and trust in communications and relationships
   » Flexibility when dealing with other team members
   » Sensitivity when dealing with other team members
   » Creativity when dealing with other team members
   » How to handle conflicts with other team members