



SUPPORTING WPI THROUGH EFFECTIVE AND EQUITABLE TEAMWORK

Tool: Team Charter

Adapted from Elisabeth (Lisa) Stoddard and Geoff Pfeifer at Worcester Polytechnic Institute, based on Joanna Wolfe's 2010 book Team Writing

Targeted Learning Outcomes:

- Equitable and Effective Teamwork

Instructions:

Write up a team agreement in the areas of communication, internal team deadlines and working styles, and rules for respect and civility.

Communication

1. Discuss how the team will communicate outside of class (e.g. group text, email, Zoom, etc.).
2. Come up with an agreement to which all members can adhere about response rate; for example, when a team member sends a message about the assignment, what is an acceptable response time from the rest of the team?

Internal Team Deadlines & Working Styles

1. Discuss where your team members are geographically located and how you will be meeting this term (i.e. via Zoom, in person, a mix)?
2. Discuss how each team member works most effectively. Do members do work best on their own, away from the group/Zoom? Or in the group/Zoom, but with headphones? With the group? In a public space (e.g. campus center) or more private space (e.g. tech suite)? What time zones are team members in?
3. Given your team's geographic locations, time zones, and preferences, consider the following questions:
 - As such, what are the expectations for how team meetings will run? (e.g. meet for 30 minutes to plan and discuss and then work on own, or meet for 2 hours to complete the work together?)

- Do members prefer to work in the morning, during the day, in the middle of the night? Do members like to have assignments completed by the deadline or ahead of the deadline?
 - If using Zoom, what are the team Zoom norms (i.e. when will team members have cameras on/off, when will they use the mute function, is it Ok if members use mobile phones for texting/scrolling during meetings)?
 - What are the expectations for getting each person's part of the project complete, with time for all members to review and edit the document or other product at least once?
4. How will the team make decisions?
 5. How will the team resolve conflicts?
 - Example: If two team members experience a conflict, the other team members will be asked to add in their opinions. If the conflict is not resolved within an hour, then we will ask an instructor to weigh in on the conflict.
 6. How will the team handle missed deadlines or poor work quality?
 - Example: If a team member misses a deadline or turns in unacceptable work, the other team members will communicate with that member with their concerns. If need be, the group will meet to resolve the issues. If the issue does not resolve, then we will ask an instructor to weigh in on the conflict.

Rules for Civility in Team Meetings and Shared Principles for Effective and Equitable Teamwork

Come up with a shared set of principles on what effective and equitable teamwork looks like. Use these to come up with rules for respect and civility.

For example: 1) no interrupting, 2) if interrupting happens, we will use a two minute timer to allow each person to speak for two minutes, to ensure everyone is heard, 3) all ideas will be written down during brainstorming sessions, 4) members will stay present during meetings, no doing other non-relevant work, games, or chatting online or on phones, etc., 5) if disagreements get heated, we will take a break.