

Adapted from William and Mary

Team Communication Norms Document

Team Orientation, Individual Team Member Introductions, Team Mission, Values, Roles and Communication Norms

The purpose of this exercise is for you to get to know your team and how you would like to work together.

Individual Team Member Introductions (3-5 mins. each)

Team Member	Personal Highlights	Overall Strengths	*Hot Buttons*	Your behavioral and emotional reactions under stress	What others can do to help you most when you are stressed

Add more rows for more team members

1. **Team Name & Mission Statement** –In one sentence, what do you hope to accomplish as a team (don't worry about perfection here, just the main idea)? Also, what name would you like to be referred to as a team (what name would you like to call yourselves)?

Team Name:

Mission Statement: Initial Team Roles – How will you determine who does what to get things started?

2. **Evolving Team Roles** – How might you evolve as a team to ensure all team members feel equally valued in contributing to the success of the team?
3. **Team Core Values** – What can you agree about the most important values you share in building success as a team? Quickly brainstorm and write in on the top 3 – 5 values with a concrete example of what that would look like for the team

Value	Behavioral Example or Counter Example (Please be specific)

4. **Team Communication Norms** – How do we want to communicate in different situations?

Communication Need	Agreed Means of Communication

5. **Accessibility:** What hours and days during the week do we want to agree to be generally accessible? Reachable, in case of emergencies?

6. **Turn Around Time:** What expectations should we have in terms of the frequency of checking e-mail and other group chats during the school/work week? On weekends and evenings?

7. **Team Meetings:** How often should we meet as a team? What are the expectations for meeting face to face, versus virtually?

8. **Establishing Conflict Norms and Conflict Resolution Processes**
 What norms will you establish for engaging in healthy conflict? That is, what can you all agree are acceptable or unacceptable behaviors when you'd like to a) disagree with another person's views or b) have issues with another team member's contribution to the team.

Conflict Norms:

Acceptable Behavior (in face to face, phone and email situations)	Not Acceptable Behavior (in face to face, phone and email situations)

Processes for resolving team member conflicts (note: include how you will resolve it internally within the team first):

Processes for resolving missed deadlines:

As a team, define what constitutes unacceptable work and the processes for resolving unacceptable work.

9. Contact Information: (* the preferred email and phone if > 1)

Name	Email(s)	Phone(s)	Other (Social media, group messaging)