

A Guide to Writing your Team's Charter Statement



*A guide that serves to direct and
motivate your team in its pursuit of
future goals.*

Effective Team Characteristics

Effective team characteristics are important to know and understand. Some characteristics of effective teams are as follows:

Team Members:

- ◆ Share a common identity
- ◆ Have common goals and objectives
- ◆ Share common leadership
- ◆ Share successes and failures
- ◆ Cooperate and collaborate
- ◆ Have membership roles

Teams:

- ◆ Are comprised of diverse people
- ◆ Make decisions effectively

Team Purpose

A team's purpose is defined by its team charter. A team's charter is defined as something that the team intends to do. It is the object for which the team exists as determined by the team leader and team members. It is a clearly stated purpose that serves to direct and motivate the team in its pursuit of its goals.

Eight Criteria for Effective Charter Statements:

1. Inspirational
2. Clear and challenging
3. Differentiating
4. Stable but constantly challenging
5. Beacons and controls
6. Empowering
7. Future oriented
8. Clear and concise

To help your team clearly understand its purpose use the Team Purpose Worksheet on page 6 as a resource.

The Team Charter

Effective teams are driven by an inspiring Team Charter that must support the organization's vision. The charter statement is best expressed in written format stating the team's intended direction.

A clearly articulated team charter provides the foundation for developing goals and action plans that will assist the team in reaching its desired outcomes. The team charter statement must contain three key elements:

- ◆ What does the team do?
- ◆ For whom does the team perform its functions?
- ◆ How does the team go about doing its job?

Formulate your Team Charter Statement:

1. What does your team do?

2. For whom do you perform your function?

3. How does your team go about doing the work?

Writing a Team Charter Statement

What does the team do?

This element defines the purpose of the team. It specifies what the team does, the nature of the team's business, and why the team exists. It must be determined unanimously by all team members, otherwise the team will unravel and eventually fall apart.

For whom does the team perform the function?

This element defines who the primary customer is that the team serves. It identifies who will receive the benefits of the team's output. There should be interaction with the identified "customer" and discussion about how the team can meet the "customer's" needs.

Sample Team Charter Statement:

The ABC Team

We are the ABC team formed to provide quality information technology support to all customers, concentrating our resources on regional branches, and our efforts on exceeding customer expectations.

Team Purpose Worksheet

Complete the following statements individually and discuss.

1. The purpose for this team's existence is:

2. Our task as a team is to:

3. We will be successful as a team if we do:
