

## Checklist of questions to help jumpstart your own virtual team charter

***Start by picking just a few of the most crucial questions for your own team, and discuss more questions later on (but not too much later!). And keep in mind: As project teams move through different phases, the answers may change over time, so plan to revisit the questions periodically.***

- ✓ In what areas do we most need governing principles to help us communicate and collaborate most effectively? (e.g., making decisions, escalating issues, resolving conflict, etc.)
- ✓ What exactly is each member responsible for? (e.g. tasks, deliverables, projects, activities)
- ✓ Where do members' responsibilities intersect, if at all? Where are the lines blurry?
- ✓ Where are handoffs most needed, and at what point?
- ✓ What's the best way to communicate as a team, and under what circumstances? (e.g. in what cases do we use real-time conversations, versus instant messaging, email, team portal, etc.)
- ✓ What do we need from each other to get our work done? (e.g., certain types of information, ideas, input, approvals, content review, validation, brainstorming, resource-sharing, etc.)
- ✓ What do we need from our leader to get our work done? (e.g., feedback and other types of communication, clear direction, turnaround times, financial resources, approvals, shared resources, back-up support, training, mentoring, connections to the "right people," etc.)
- ✓ How responsive does each team member need to be to others, and under what conditions?
- ✓ How do we define success as a team, apart from meeting project goals? (e.g., ability to collaborate, sharing of relevant knowledge, offering mutual support, asking for help, demonstrating trust and trustworthiness, sharing lessons learned, etc.)
- ✓ How will we know we're succeeding, and who's responsible for keeping track?
- ✓ How do we work together to get back on track?
- ✓ What processes will enable successful collaboration? Which processes do we need to streamline, modify, or opt out of?
- ✓ How do we capture and share knowledge, including lessons learned?
- ✓ What else do we need to agree on right up front?