

Team Norms

Sample Document



Collaboration:

In-Office Collaboration:

- All team members are required in the office for:
 - All Hands Meetings.
 - Touchpoint conversations.
 - Project kick-offs and close-outs.
 - New employee welcome days.
 - Mandatory team training.
 - Monthly safety meeting.
 - Others to be determined by business need.
- Employees are responsible for their own schedule, but should be in the office at least three days per week.
- Your in-office days should be noted on your calendar.
- Your in-office days may need to be adjusted based on team / project needs.
- If you need someone to be in the office for a meeting / project, give at least 1 weeks notice.
- If possible, schedule a regular cadence of in person project meetings, so all employees can plan their schedules accordingly.
- All in-office meetings should also include a Teams link, so that remote team members can participate.
- If spontaneous brainstorming / meetings take place in office, record notes and loop in remote team members via Teams or email.
- Do not make team/project decisions with in-office colleagues without getting input from remote colleagues first.

Remote Work Collaboration:

- Utilize video as default for meetings to encourage engagement and effective communication.
- Keep regular "office" hours when working remotely so that teammates can contact you as needed.
- Send an IM before calling someone on Teams to see if they are available.
- Consider the channel (IM, email, Teams call) that would be best for the request / question / comment that you need to make. Typically, a call or IM would be used for items that require an immediate response.

Meetings:

- For group meetings, leader should send purpose, timing, agenda in advance. If there will be items to discuss, send ahead of time so all styles will be more likely to contribute to the discussion.
- Start and end meetings on time.
- Avoid scheduling meetings during the lunch hour (12-1), and during Wednesday mornings (PIT stop Wednesdays!)
- Try to keep meetings to 50 minutes or 25 minutes, to give people time to transition.

Technology / Office 365:

- Use OneNote, Planner, Lists for project planning with a team. You can also request a new Teams channel or create a channel as needed.
- Use OneDrive to save / share all documents.
- Do not save documents to your own PC.
- Do not email versions of documents, use OneDrive.

Communication:

Email:

- Emails should be acknowledged as quickly as possible, even if full responses take longer to provide.
- Avoid using email for more complex issues, questions, or concerns. Use Teams calls or a phone call for emotionally charged topics as well. Ask for a meeting / phone call when needed.
- Assume positive intent in all communication forms.

Calendar:

- Always keep your calendar up to date. Assume that it will be used for scheduling.
- Make limited details available to our work team. (Not just “free / busy.”)
- When blocking time for project work, note it as “working time: [project name].”
- Block travel time to and from meetings for safety!
- Check people’s calendar before scheduling meetings. (Always use the scheduling assistant.)
- For vacation time, make sure you’ve blocked it as “out of office” on your calendar.

Culture:

Inclusivity:

- As comfortable, take part in team community conversations.
- Participation in monthly team potlucks is encouraged.
- Prioritize weekly “coffee chats” to stay connected and engaged with colleagues. (Both virtual and in office.)

Healthy Conflict:

- Assume positive intent in difficult conversations / feedback.
- When giving feedback, ask questions to understand and give the “why” behind feedback.
- Get to know teammates’ styles so feedback can be tailored.
- Be willing to confront others as needed when norms are broken. (Don’t sweep issues under the rug!)
- Escalate to leadership if going directly to the colleague was unsuccessful.

Team Norms Last Updated: _____



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