

Team Norms

Sample Email



Team,

As we continue navigating the blended work model, it's important that we establish and regularly revisit our shared team norms that will help guide our communication, collaboration, and culture. I've set aside this time for us to discuss our norms and come to agreements on how we can best work together.

To prepare for the meeting, please look at the attached agenda and the questions that I've listed below. Spend some time considering your answers so that you can contribute to the discussion.

Also, because this is such an important conversation, we are holding this meeting in person. This is an important discussion, and being together will make a difference in building team inclusion.

Collaboration:

1. Which work activities are most effective in an office / base environment versus remote work?
2. How will you be intentional about collaboration regardless of location?
3. How much notice do we give for required in person attendance?
4. What are our expectations for meetings with a blended audience?
5. How will we guard against "proximity bias" in our blended team?

Communication:

1. How will we communicate our in-office / remote schedules?
2. What are expected response times for email, IM, etc.?
3. What channels are preferred for various communication? (Email, IM, Teams Call, Teams Post, Yammer, etc.)
4. What guidelines will make our meetings most effective?
5. How should meetings be scheduled? When can you "schedule over" a teammate's calendar conflict?
6. How can we ensure our team has enough focused (non-meeting) time?
7. How will we use existing tools (e.g. Outlook Calendar) to capture vacation / out-of-office time?

Culture:

1. How do we want to build and foster psychological safety and inclusion on our team?
2. What do we do if there is conflict about whether an interaction needs to be in-person?
3. How will we cultivate and maintain a healthy environment for providing feedback?
4. What behaviors will help us build an inclusive culture?
5. How will disagreements / conflict be raised and resolved?
6. What social connections are important to us and how will we maintain them?
7. What technology should we leverage or try to maintain culture / connection?
8. How do we want to recognize / celebrate individual and team successes?



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