

Team operating agreement

Purpose of the Team Operating Agreement (TOA)

This agreement sets out guidelines and ground rules to help the project team work productively together. The TOA is a living document and may be updated as the need arises throughout the project. Any updates will be discussed and collectively agreed by the project team members.

Team mission

What is your team trying to achieve?

Team communications

Describe how project team members will communicate with each other.

- Include a list of all team members and their details, e.g. email and mobile numbers, and times/days that they are unavailable
- Agree a preferred communication method, e.g. Google Space, Whatsapp, Email,
- Outline where project documents will be stored and how they may be accessed
- Describe how and when meeting agendas and minutes will be distributed, and how any confidential information will be handled.



Decision-making

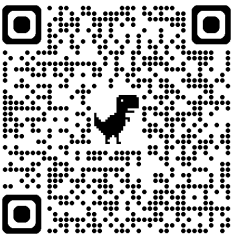
Describe how project team members will make decisions. Everyone must agree on how decisions will be made so that people can accept the outcomes and enable the project to move forward. Include guidelines for voting on decisions, how decisions will be documented, and what happens if the team cannot come to a decision.

Meetings

So much project work and decision-making happens during meetings that it is important to establish how project team meetings will work. Outline what will happen at meetings (generally). Agree how you will schedule meetings, how often they will be, who will facilitate or chair, and attendance expectations.

Etiquette

Outline expectations that the group has of how people will treat each other. The contents of this section depend largely on the culture of your group.



If things go wrong

As a team comes together, nobody wants to think that things might go wrong. However, by agreeing early what steps to take if the project runs into trouble, problems can be more easily dealt with if they arise. Consider how the team will approach issues such as perceived differences in workload, communication difficulties, missing deadlines and disagreements within the team.

Agreement

Each group member should add their name to acknowledge this agreement.

Name	Date