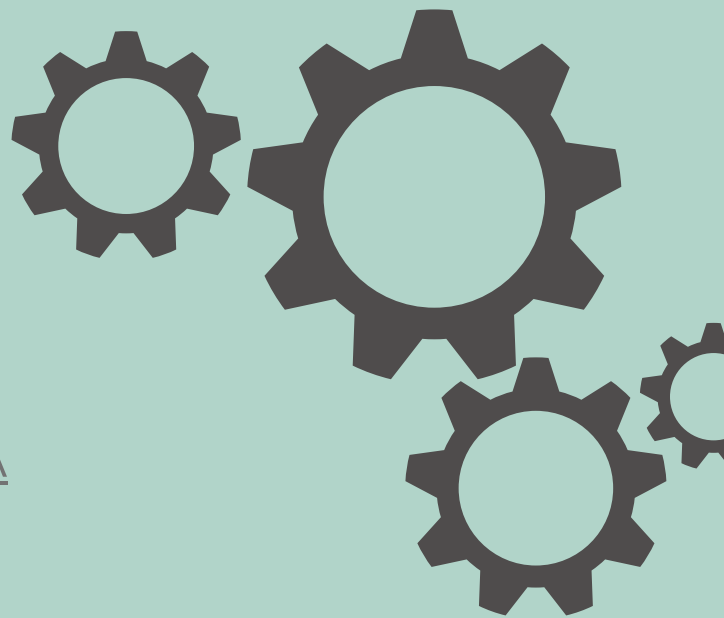


GUIDE TO CREATING A

TEAM COMMUNICATION CHARTER



[DIGITALLYWELL.CA](https://digitallywell.ca)

WHAT IS A COMMUNICATION CHARTER?

A communication charter is a formal document that outlines your team's preferred communication methods. It helps to save time and improve the focus and efficiency of both teams and individuals.

The goal is to outline the basic operating principles and procedures that govern your team, including: communication protocols (video conferencing, meetings, emails, instant messaging, etc.), mechanisms for decision making, and operating procedures.

To read about the benefits of having a communication charter for your team, click [HERE](#).



STEP-BY-STEP GUIDE TO DEVELOPING A COMMUNICATION CHARTER

1. Schedule a team meeting.

- Set a date and time that all team members can attend. Prepare an agenda to stay on track.

2. Establish purpose and goals.

- Begin the meeting by discussing the purpose and goals of the communication charter. Let the team know the charter will be a set of guidelines to help everyone communicate more effectively and efficiently. Make sure it's aligned with the overall mission of company/institution. It's meant for accountability and direction, not policing.

3. Review current communication strategies.

- Discuss what is working and what is not. What are the strengths and what are the weaknesses of the team's current methods? Brainstorm together how to improve them. This can also be done anonymously via questionnaire or survey.

4. Develop a draft.

- With the information gathered in step #3, develop a draft charter. Make sure to include specific guidelines for how the team will communicate with each other, including preferred channels, response times, and meeting protocols.

5. Get agreements from team members.

- Share the charter with the team and ask for feedback. Be open to making changes based on their input.

6. Finalize and publish.

- Once all team members have agreed to the charter, publish it in an accessible format and distribute to all members of the team.



QUESTIONS TO CONSIDER:



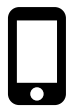
HAVE YOU COVERED ALL CHANNELS?

Be sure to cover protocols for all communication mediums. For example: email, smartphones, project software, videoconferencing, MS Teams, Slack channels, etc.



WHAT ARE THE NORMS AND EXPECTATIONS?

What are the expected behaviour norms for online communication? Are cameras on or off? How do you ensure there is active listening and no multitasking behaviours? How do you ensure everyone has a voice in a meeting?



WHAT ARE THE MOST APPROPRIATE COMMUNICATION CHANNELS?

What are the most appropriate channels for urgent vs. non-urgent messages? What are reasonable response times for each channel?



HOW WILL YOU HANDLE PRIVATE AND CONFIDENTIAL INFORMATION?

What is the plan for discussing sensitive topics, private issues and confidential information?



HAVE YOU CONSIDERED OTHER CHALLENGES?

Have you considered time zones, language barriers, and how to deal with technical issues that may arise? How will you ensure your team's accountability?



TIPS FOR SUCCESS.

Involve everyone.

Establish healthy work-life communication boundaries.

Remember, charters are a work in progress. Once you have finalized the team charter and put it into practice, be sure to revisit it often. Aim for progress, not perfection!

**Questions?
Feel free to reach out!**

Lisa@digitallywell.ca

