

Clarify and agree our team expectations

Shared expectations are foundational for our success. Clear expectations reduce ambiguity and create a shared understanding of what good looks like. Let’s work through our expectations around the following areas. *Note: These are not all encompassing and focus on foundational / [digital working](#) expectations.*

101's:

Category	Considerations
Timing & Location	- What times do we need to be available to work? - Where do we work? - When do we WFH and when do we work in the office?
Job basics	- What’s the dress code / uniform for this job? - Any H&S – legal – privacy guidelines I must adhere to? - What’s the process for requesting A/L? Short + long-term?
Expectations + Agreements:	



Communication:

Category	Considerations
Channels	• What channels or platforms do we have / do we use? • Standards / agreements / response expectations around: • Emails • Chats / messages / texts (Teams, Whatsapp, etc.) • Phone call • Meetings • Company intranet <i>I.e.</i> <i>When would we email vs text vs call vs talk in person?</i> <i>What's appropriate to put in the Team chat? What isn't?</i> <i>How quickly do we need to respond to [emails?] [texts?] [customers?]</i> <i>Timings: what times are appropriate to email? call? text?</i> <i>What's OIA-able?</i>
Tone	• For different channels, how casual can we be? • Are emojis OK? Text speak? • Does our organisation have brand guidelines with writing tones?
Templates	• Are there any prescribed templates - formats we must follow? • What are the FAQs for our team? Where do we find the answers?
Expectations + Agreements:	



WFH – Digital:

Category	Considerations
Calendars + Scheduling	- When are you WFH / in the office? <i>'rules' around split?</i> - What should we add into our calendars for people to see? <i>Is it normal to block out thinking/focus time? Lunch breaks?</i> - Are our calendars up to date? Do we use 'busy', 'away', or status messages clearly? - Can people book time with you directly? Are there rules around that?
Tools + Documentation	- How do we keep each other up-to-date on our work when we're WFH? <i>Task management? Stand-ups? Chat updates?</i> - Processes around version control? Are we clear on the 'latest' doc? - Feedback / commenting etiquette – <i>Do we use suggestions, tracked changes or just rewrite things?</i>
Expectations + Agreements:	



Online meetings:

Category	Considerations
Online meetings	• What are our agreements around meeting rituals: starting on time, openings, check-ins, wrap-ups + actions, ending on time. • Cameras: Is cameras on our norm? <i>When is it OK to have our cameras off?</i> • Mute vs unmute. When should we mute ourselves vs when shouldn't we be muted? • How do we eliminate/minimise distractions? • How can we show we're engaged, present and focused? <i>reactions, emojis, nodding, chat</i> • How do we share or question online? <i>Raise hands? Just jump in? Use chat? Polling tools? real-time document editing?</i> • How can we keep our meetings engaging and dynamic? • What are our agreements around documenting discussions? <i>Notes / minutes? Follow up actions? Tasks?</i>

Expectations + Agreements:

