

**TEAMWORK**  
*First-Aid Kit*

# TEAM AGREEMENT

1  
**COMMUNICATION  
&  
INTERACTION**



- *How are you going to ensure good flow of information?*
- *What are your communication & interaction key principles?*

2  
**PERFORMANCE  
&  
DELIVERY**

- *How are you going to ensure that your team is performing well & delivering what is agreed & requested?*
- *What are your principles for meeting deadlines & keeping your promises?*



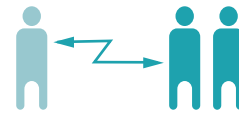
3  
**DECISION  
MAKING**



- *How are you going to make decisions?*
- *How will you ensure that each of you are aware of & committed to mutual decisions & agreements?*

4  
**CONFLICT  
RESOLUTION**

- *What will you do when a conflict emerges?*
- *How are you going to resolve conflicts?*
- *How can you solve the situations even before they become conflictual?*



5  
**SUPPORT  
&  
HELP**



- *How will you help & support each other?*
- *How help & support is requested within the team?*
- *How will you support other teams if requested?*

6  
**LEARNING  
&  
IMPROVEMENTS**

- *How will you support collective & individual learning in a team?*
- *How will you evaluate your team practices & performance?*
- *How will you make necessary changes in your team practices?*
- *How will you evaluate the appropriateness of these principles?*

7  
**POSITIVITY  
&  
FUN**



- *How will you ensure that the team atmosphere remains good throughout the course?*

8  
**RESPECT  
&  
APPRECIATION**

- *How will you ensure that all team members feel that they are respected & appreciated within the team?*



9  
**OPTIONAL  
ISSUES**



- *The team can decide possible additional principles to be agreed on*

**TEAMWORK**  
*First-Aid Kit*

# TEAM AGREEMENT - *fill in!*

1  
COMMUNICATION  
&  
INTERACTION

2  
PERFORMANCE  
&  
DELIVERY

3  
DECISION  
MAKING

4  
CONFLICT  
RESOLUTION

5  
SUPPORT  
&  
HELP

6  
LEARNING  
&  
IMPROVEMENTS

7  
POSITIVITY  
&  
FUN

8  
RESPECT  
&  
APPRECIATION

9  
OPTIONAL  
ISSUES