

Virtual Team Charter Template

A team charter defines how a team works together, makes decisions, and achieves its goals. For virtual or hybrid teams, it provides structure, clarity, and accountability across time zones and digital platforms.

1. Purpose of This Tool

- ☐ Establish shared expectations for remote collaboration.
- ☐ Clarify team mission, goals, and ways of working.
- ☐ Strengthen trust, accountability, and communication.
- ☐ Support new team members in understanding norms and values.
- ☐ Reduce confusion and misalignment caused by distance.

Tip: A well-crafted team charter acts as a guide for consistent collaboration and decision-making.

2. Team Overview

Field	Details
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Team Name	
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Department / Function	
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Team Leader	
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Members	
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Time Zones Covered	
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Date Created	
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Review Frequency	
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- ☐ Record key information for context and reference.

Tip: Include all permanent and part-time contributors to ensure inclusivity.

3. Team Mission and Objectives

Statement	Description
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Mission Statement	Why the team exists and what it aims to achieve.
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Primary Objectives	Clear, measurable goals aligned with organisational strategy.
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Success Measures	KPIs or outcomes that define success.
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☐ Keep objectives specific and achievable.

Tip: Revisit goals regularly to maintain focus and alignment.

4. Roles and Responsibilities

Role	Name	Key Responsibilities	Backup / Support
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Team Leader			
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Deputy / Co-Lead			
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Project Manager			
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Technical Lead			
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Communications Lead			
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Team Member(s)			
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☐ Ensure every team member understands their responsibilities.

Tip: Use this section to avoid duplication or unclear ownership.

5. Communication Standards

Channel	Purpose	Frequency	Owner Notes
Video Calls (Zoom / Teams)	Collaboration and decision-making	Weekly	
Messaging (Slack / Teams Chat)	Quick updates and coordination	Daily	
Email	Formal communication or documentation	As needed	
Project Management Tool	Task tracking and reporting	Ongoing	

☐ Document how communication will flow across tools.

Tip: Clarity about communication prevents overload and confusion.

6. Meeting Framework

Meeting Type	Purpose	Frequency	Duration	Participants
Team Check-In	Progress updates and collaboration	Weekly	45 mins	All team members
Leadership Sync	Strategy and alignment	Fortnightly	30 mins	Team leads
1:1 Meetings	Feedback and support	Fortnightly	30 mins	Leader & individual
Retrospective / Review	Process improvement	Monthly	60 mins	Entire team

☐ Set predictable rhythms for engagement and follow-up.

Tip: Shorter, focused meetings work best for virtual teams.

7. Collaboration and Tools

Function	Tool	Purpose	Owner Notes
Task Management	Trello / Asana / Monday	Track progress and deadlines	
Document Storage	OneDrive / Google Drive	Store shared files securely	
Communication	Teams / Slack / Zoom	Connect and collaborate	
Knowledge Base	Notion / Confluence	Centralise resources and guides	

☐ Agree on a consistent toolset to streamline teamwork.

Tip: Keep tool use simple - fewer tools used well are better than many used poorly.

8. Team Values and Behavioural Agreements

Value	Example Behaviour
Respect	Listen without interrupting; value diverse views.
Accountability	Deliver on commitments and own outcomes.
Transparency	Share updates, even when work is delayed.
Flexibility	Adapt to time zones and individual needs.
Collaboration	Seek input before making key decisions.

☐ Discuss and agree values together to ensure buy-in.

Tip: Values only matter when translated into daily behaviour.

9. Decision-Making and Escalation

Decision Type Decision-Maker Input Required Escalation Path

Operational	Team Leader	Team input	Direct to project sponsor
Strategic	Senior Leadership	Team leads	Executive review
Technical	Technical Lead	Subject experts	Steering group

☐ Clarify who decides what to avoid delays or confusion.

Tip: Transparency about decision ownership prevents conflict.

10. Conflict Resolution and Feedback

Step	Action	Description
1. Direct Discussion	Encourage open conversation between involved parties.	Resolve early and privately.
2. Team Mediation	Invite a neutral team member to facilitate.	Maintain trust and fairness.
3. Leadership Support	Escalate only if internal efforts fail.	Ensure objectivity.

☐ Agree on these steps to manage disputes constructively.

Tip: Feedback is a gift - keep it factual, kind, and action-focused.

11. Working Hours and Availability

Time Zone	Typical Working Hours	Shared Core Hours	Notes
UK	9:00–17:00	11:00–15:00	
Europe	8:00–16:00	11:00–15:00	
North America	8:00–16:00 EST	11:00–15:00 UK overlap	

☐ Define shared hours for collaboration while respecting flexibility.

Tip: Remote work succeeds when expectations about availability are clear.

12. Review and Continuous Improvement

Review Area	Frequency	Owner	Next Review Date
Team Objectives	Quarterly	Team Leader	
Communication & Tools	Bi-annually	Collaboration Lead	
Team Values	Annually	All Team Members	
Charter Re-Approval	Annually	Leadership Team	

☐ Keep the charter live - review it regularly and update as the team evolves.

Tip: Continuous review ensures alignment and relevance.

13. Sign-Off

Name	Role	Signature	Date
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☐ Have all team members sign the charter to show commitment.

Tip: Formal sign-off reinforces accountability and shared ownership.

How to Use This Template

Complete this charter collaboratively during the team's first meeting or reset workshop. Use it as a reference for onboarding, performance discussions, and conflict resolution. Combine it with the Remote Team Communication Guide and Team Dynamics Assessment for a full virtual collaboration toolkit.

Notes