

## TEAM CHARTER

Team Name: Citi Slickers

The below-signed teammates indicate agreement with the project purpose and guidelines for behavior outlined below.

Stanley Thomas, Serina Huang, Ashlee Van Driesen, Eric Chen, Louis Quartararo

### PURPOSE AND OBJECTIVE:

This team has been formed to master the course material for Management Communication (MGT2010) through team completion of the Client Communication Project. In this project, we will complete the following work:

Questions for client	Develop pitch deck
Research purpose, audience, and context	Write executive summary
Develop media/messaging strategy	Practice presentation (finalized, in full, with pitchdeck)
Visualize communication strategy	Presentation to client

Specific to our client, the challenge to be solved is: creating a communication strategy that helps Citibank clearly and persuasively share this message with potential customers.

### TEAM COMMUNICATIONS

We will use MS Teams for communications. (Required. Communications are graded.)

Team members will respond to posts (with text content or “thumbs up” acknowledgement) within: 24hr

### MEETINGS

WE AGREE TO THE FOLLOWING MEETING GUIDELINES:

- The default meeting day/time is: Thursdays 8:45pm and Saturdays 11am  
All teammates agree to reserve this day/time for team meetings as needed.
- Meetings will serve as checkpoints or strategy sessions with a targeted length of <1 hour.
- Ten-minute stand-up “check-in”s are a valid meeting option
- Meetings will have a clearly defined, stated purpose and a defined time limit that will be honored
- An agenda will be distributed at least 24 hours prior to the meeting
- Teammates will arrive on-time, at meeting time. Meetings will start and end on time.
- Teammates will strive for equal discussion contributions and will address non-equal contributions.
- All teammates will bring required work, research, or other quality contributions to every meeting.
- Three to five-minutes will be used at the end of each meeting will be used to debrief and assign next steps/tasks.
- The team has agreed that we will reach decisions by (check one) ☐ Consensus ☒ Majority Rules

### EXPECTATIONS

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## ATTENDANCE AT MEETINGS AND IN CLASS

Teammates are expected to attend and arrive on time for every meeting/in-class team session. Absences should be communicated to the team at least 1.5 hours prior to the meeting. It is the responsibility of the absent member to catch up on missed work. Don't make absences consistent. We will discuss how many times a week we will need to meet each week for the particular assignment.

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## PARTICIPATION

Full participation is expected during team meetings. **You MUST have an opinion/insight to bring value to your team.** If someone feels that another teammate isn't doing equitable/quality work, it should be addressed one-on-one, offline. If the desired change isn't achieved, the professor should be notified.

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## COURTESY AND RESPECT

Teammates will be treated with complete respect, and all opinions are valid. All teammates are expected to guide the discussion back to a productive, forward-moving state as needed.

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## QUALITY OF WORK

"Quality work" is expected. When submitting work to teammates, quality work is defined as work that is:

- Submitted to teammates in time to allow review and comment (24 hours)
- Is complete and accurate. Uses proper grammar and applies the fundamentals of strong business writing.
- Has been proofread and edited in full by the writer, and is ready for secondary team review without expectation for revisions. No teammate is obligated to review/edit any other teammates' work.
- Is the writer's self-declared "final draft," and represents work that they would confidently submit for an independent grade.
- Has complete in-text or footnote Chicago Manual of Style citations with a properly formatted bibliography.

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## POTENTIAL MEETING ROLES (ROTATE FOR EACH MEETING)

Meeting Leader (Rotate on this schedule: Eric Chen, Serina Huang, Ashlee Van Driesen, Stanlay Thomas, Louis Quartararo)

- Schedule/reserve space, and communicate to the team
- Provide an agenda to teammates at least 24 hours prior to the meeting
- Designate a notetaker, timekeeper and process monitor (descriptions below)
- Drive/conclude/summarize the discussion and task assignments with due dates

Process Monitor

- Facilitates resolution of differences of opinion.
- Ensures team adheres to meeting guidelines. Addresses issues of timeliness and contributions during meetings.

Timekeeper

- Monitors time in relation to the agenda.

Notetaker

- Records key meeting outcomes and activities
- Records task delegation and timelines for delivery
- Ensures notes are distributed following the meeting