

Team expectations guide to thrive as a team

What is expected from you as a team member sometimes differs from what is expected from you as an individual employee. Here is a guideline about what is expected from each team member to enhance a positive, collaborative, and thriving work environment.

Collective code of conduct

- Respectful relationships and interactions between team members are a must.
- Everyone's traits of character and needs must be considered.
- Employees are encouraged to communicate transparently about the training they need.
- Team members are expected to support and uplift each other.
- Communication must be done in the corporate language.
- Building transparent and trustful relationships is a collective goal the whole team is expected to aim at.
- DEI (Diversity, Equity, and Inclusion) initiatives are expected from all workers.
- Workers must share feedback positively and constructively with their colleagues and manager when they believe it is necessary.
- Team building initiatives are encouraged.
- Employees should feel comfortable speaking up about any discontentment or issue (burnout, missing purpose, feeling disconnected, etc.).

Performance expectations

- Customer emails must be answered within 24h.
- X leads should be created per week.
- An increase of X impressions is expected per month on our website. Our goal is to gain X followers on Instagram this month.
- Employee satisfaction score should increase by X points.
- X new developers need to be hired in the three upcoming months.
- The rollout of project X should be completed by X.

- A webinar series with an average of X participants per event must be created...
- The time invested for the monthly forecast should be reduced by X %.
- The NPS (net Promoter Score) has to be increased by X points.

Flexible work conditions

- Weekly planning needs to be shared with the rest of the team via the hybrid workspace management app is expected.
- Coming on-site at least once a week to meet with colleagues is a must.
- Team members are allowed to start and finish their day whenever they want, as soon as the tasks are done correctly and on time.
- Team members are required to work from x am to x pm every day of the week.
- The workforce's hybrid workplace technology must be used appropriately and efficiently.
- Colleagues should be notified of any changes (personal schedule, collaborative project, etc.) as soon as possible.
- Workspace booking has to be done as soon as possible to avoid scheduling conflicts when coming to the office.
- Regular and transparent communication is a must when working remotely. Remote employees can work from anywhere if it doesn't impact collaboration and their job is completed successfully and on time.
- Hybrid teams are entitled to three months of full remote work per year.

Tools and methodology guideline

- Cybersecurity standards must always be followed, especially when working outside the office.
- Software and other digital tools updates must be done when requested.
- Slack should be only used for quick updates and interactions.
- Important information should be communicated verbally as soon as possible and in written format.
- The online feedback tool is expected to be used regularly to boost collective and individual growth.
- Corporate equipment (laptops, phones, etc.) must only be used for work-related purposes.
- Final meetings for specific projects must be carried out in person.
- All documents must be available on the cloud-based system.
- Cameras during meetings need to be on (blurry backgrounds if required).
- Existing templates should be used as much as possible to gain efficiency.