Team Communication Charter

One page your team agrees on. Fill it in together in a 45-minute meeting, post it where everyone can see it, and review it every quarter. Change the suggested defaults to fit how your team works.

Team: _____ **Agreed on:** _____ **Review by:** _____

1. Where messages go

Message type	Suggested channel	Suggested response time	Our channel	Our response time
Urgent blocker	Phone or direct call	Within 1 hour		
Complex decision or conflict	Meeting or video call	Scheduled within 2 days		
Project or status update	Work management tool	Read by end of day		
Quick question	Team chat	Same business day		
Team-wide announcement	Email or pinned post	Read within 1 day		

2. Where decisions live: _____

Decision	Owner	Date	Why we decided this

3. Meeting rules

[ ] Every meeting has an agenda shared in advance
[ ] Status updates go in writing, not in meetings
[ ] One person owns notes and action items
[ ] Anyone can decline a meeting with no agenda
[ ] **Our rule:** _____

4. Feedback and recognition loop

[ ] One-on-ones at least monthly; the employee sets half the agenda
[ ] We recognize good work publicly, the same week it happens
[ ] A two-question pulse check on communication every quarter
[ ] Concerns can be raised anonymously
[ ] **Our rule:** _____

5. Signals we review every quarter

Signal	Where to find it	This quarter	Last quarter
"I get the information I need to do my job" (agree %)	Pulse survey		
Hours in recurring meetings, per person, per week	Calendar data		
Decisions reopened or work redone after a miscommunication	Retros or decision log		
Recognition moments per team member	Recognition platform or team tally		

Why write it down: in Whimsical's 2026 State of Async survey, high-performing teams were 2.7x more likely to have documented communication guidelines. Full article: vantagecircle.com/en/blog/team-communication/

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