Defining the guideposts for maximizing collaboration and cooperation

### Description
This exercise allows a diverse group of innovators to build a charter they will employ for effective team work, based on their own experience, as well as insights from Google and expectations from the management team.

### Suggested time
60 minutes

### Level of difficulty
Low

### Materials needed
Mural board or flip chart paper

### Steps

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<table>
<thead>
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<tbody>
<tr>
<td>1</td>
<td>Define the workings of a great team</td>
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<tr>
<td>2</td>
<td>Identify your team’s most productive conditions</td>
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<tr>
<td>3</td>
<td>Set the rules of collaboration</td>
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<td>4</td>
<td>Think about Psychological Safety</td>
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<tr>
<td>5</td>
<td>Craft your team charter</td>
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Check how we used this in WFP-X: https://app.mural.co/t/wfpx20daressalaam8404/m/wfpx20daressalaam8404/1597360331538/98e307763ce4b3991cc47ff2e6b6daea5aec43
What makes a great team?

**Your task in this step**

For 5 mins, note down on sticky notes thoughts and experiences about what makes a team work well together. One thought per sticky. Next, for 5 mins, note down thoughts and experiences about what makes teamwork fail to thrive. Finally, for 5 mins, we will read out your thoughts and discuss.

<table>
<thead>
<tr>
<th>What worked well</th>
<th>What didn't work</th>
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Fill the tool task sheet

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WFP Innovation Accelerator

Innovation Accelerator

World Food Programme

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Tool 2/ Designing how to work together
Defining the guideposts for maximizing collaboration and cooperation

Steps

**STEP 1**
Define the workings of a great team

**STEP 2**
Identify your team’s most productive conditions

**STEP 3**
Set the rules of collaboration

**STEP 4**
Think about Psychological Safety

**STEP 5**
Craft your team charter

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WFP Innovation Accelerator | Phase 1 Toolkit Start
What helps you to do your best work?

**Your task in this step**

For 5 mins, note down on sticky notes thoughts and experiences about what helps you do your best work. One thought per sticky. Next, for 5 mins, note down thoughts and experiences about what gets in the way of you doing your best work. Finally, for 5 mins, we will read out your thoughts and discuss.

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**Suggested time**

10 minutes
Let’s make our team great!

**Your task in this step**
How can we create the best working environment for this team? Let’s co-design some rules, behaviours and ways of working to ensure we can all do our best work. 5 mins for each section, then 10 mins to align, reduce and agree on the Team Charter below.

<table>
<thead>
<tr>
<th>Behaviours</th>
<th>Rules</th>
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Google know about teams

Much of the work done at Google, and in many organizations, is done collaboratively by teams. The team is the molecular unit where real production happens, where innovative ideas are conceived and tested, and where employees experience most of their work. But it's also where interpersonal issues, ill-suited skill sets, and unclear group goals can hinder productivity and cause friction.

Following the success of Google’s Project Oxygen research where the People Analytics team studied what makes a great manager, Google researchers applied a similar method to discover the secrets of effective teams at Google. Code-named Project Aristotle - a tribute to Aristotle’s quote, "the whole is greater than the sum of its parts" (as the Google researchers believed employees can do more working together than alone) - the goal was to answer the question: “What makes a team effective at Google?”.

**Steps**

1. **Define the workings of a great team**
   - Psychological Safety
     - Team members feel safe to take risks and be vulnerable in front of each other.
   - Dependability
     - Team members get things done on time and meet Google’s high bar for excellence.
   - Structure & Clarity
     - Team members have clear roles, plans, and goals.
   - Meaning
     - Work is personally important to team members.
   - Impact
     - Team members think their work matters and creates change.

**Source:**
https://rework.withgoogle.com/print/guides/5721312655835136/
Expectations for WFP-X innovators

**Suggested time**

5 minutes

1. Participate in all scheduled sessions - we need your contributions!

2. Show up on time, every time.

3. Prepare your space - ensure a quiet location with sufficient and stable bandwidth (800kbps/1.0Mbps).

4. Be engaged - close other applications, turn your camera and mic on, speak up, ask questions, comment, contribute.

5. Embrace divergent ideas and respect the opinions of your colleagues.

6. At the same time, do not be afraid to challenge ideas as well as challenging your own assumptions.

7. Finally, enjoy yourself!
Let’s make our Team Charter

**Your task in this step**
Based on the previous steps, and what you have learnt from Google, generate up to 8 practices to form your team charter: the commitment you make to each other on how you operate as a team.

**Suggested time**
15 minutes

**Fill the tool task sheet**

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<th>7</th>
<th>8</th>
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</thead>
<tbody>
<tr>
<td>Example: Listen to each other</td>
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