

Team Purpose

Lead the overall organization to achieve the primary strategic goal each year.

Team Boundaries

We are first accountable to this team, it's known as the First Team. We hold each other accountable to our agreements and expectations. Each of us leads our teams in alignment to the interests and objectives of Starlink.

Team Decision-Making

Organizational

- President has veto ability. End of discussion, move on.
- Quorum is full team - 1. More than 1 missing is not a quorum. But members can still meet to work through issues and stay informed.
- 2/3rd majority (6 of 8, or 5 of 7)
- Both sides need to be heard in discussions.

Functional

- The leader of the functional domain gets veto power.

Team Norms

If there are any issues with associates, you go to the functional leader first before taking it to the first team or the associate directly (unless it's a breach of the code of conduct)

It's ok to bring up personal names if you addressed it prior with the Leadership Team member outside of that meeting.

We take responsibility for the performance of our managers.

If one of us has two asterisks on a to-do, we immediately ask "do you need help?"

Everyone has the right and responsibility to be heard, all opinions matter.

We continually question how we are operating to seek improvement.



SAMPLE TEAM CHARTER

It's unacceptable to bring the same issue up 3 times in a row.

Rubric scoring is recommended but not mandatory.

Everything within the first team is confidential and stays within the first team unless specifically agreed to take the message outside the team.

We don't throw team members under the bus on any occasion.

We commit to providing feedback to each other.

It's expected that you'll be actively engaged in discussions during the meeting.

We have a shared commitment to follow-up and follow-thru.

We attend all Scaling Up Weekly Meetings unless we have PTO or a major client issue or opportunity.

Be open and receptive to new ideas and suggestions.

It's not ok to change dates on to-dos, if it's late it's late. Discuss why it's late and how to get it on track or eliminate the to-do.

Culture starts with this team, and it's our job to exemplify Starling's core values.

Meeting duration and section time is not flexible.

If one member is remote, we are all remote. We want to avoid hybrid meetings.

The person who started a working doc closes the working doc and circles back with the team. Each comment should be replied to and closed once the doc is completed.

We understand the difference between being Accountable and Responsible. We don't use the word "Owner" for it creates confusion.

Team Commitments

We care about our teammates. Our teammates' well-being and overall



SAMPLE TEAM CHARTER

performance are critical to the functioning of our team.

We commit to looking at IDS issues the day before the weekly meeting.

Come prepared to meetings and/or admit that you haven't prepared. It's better to say you aren't prepared and own it, than it is to fake it.

It's ok to bring up persons names if you addressed it with the Leadership Team member outside of the upcoming meeting when you want to mention them.

Live the core processes. You follow the documentation and are pursuing a Kaizen, continuous improvement mindset.

We commit to a regular review of our functional accountabilities.

The first team commits to standards higher than the base Starlink core values.

We commit to the work necessary to be or get on the same page.

[T.A.G.S to define problems](#) (symptoms -> problems -> root cause)

We openly acknowledge and own our failures.

Saying no to a request or saying yes to a later date are acceptable responses to requests.

Keep the commitments you make.

During meetings, we commit to keeping our camera on at all times, with full attention, and mute is off unless necessary (background noise, eating, sneezing/coughing, etc.).

When considering qualitative vs quantitative discussions, work on understanding the opposite position to your defaults. Ex: A member who likes quantitative, data-driven results will make an effort to consider the qualitative position.

Give attention and presence as if we were in the same physical room.

Don't ignore issues or become apathetic.



Team Attributes

- #1 - Get Shit Done
- #2 - Authenticity
- #3 - Respect
- #4 - Honesty / Keep team honest

Others include intellectual capacity, caring, courage, responsibility, consistent delivery, reliability, positive attitude, process-focused, confidence and competency, common sense, grounded and stable, empathetic, high self-awareness, humility.

Team Agreements on Communication

Anyone can raise a flag but the domain owner is best equipped to dig deeper and report back to the team.

Give critical feedback in person in a 1 to 1 format, then have a follow-up after giving feedback so the receiver has time to process the information.

For urgent and important issues, try reaching out over text then a phone call.
For important but non-urgent issues use Slack or Teams DMs

For more context after reaching out, add notes to email.

Team Outputs

EBDITA, Rocks, Goals, Strategy, Financial Plan, Building Infrastructure, Stability for associates, De-hassling

Team Inclusion

What does it mean to be part of this team?

Inclusion is ultimately up to the President, however the guiding principles include:

- Living the core values and going beyond.
- Diversity of perspective.
- Considerable responsibility in the organization.
- Demonstrated excellent leadership skills.
- Must report to President .



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- Must stay active in meeting participation and communicate thoughts.
- They must pull their own weight.

Team Processes

Communicate with cascading messages, write it out, functional leader cascades the message to their team how they'd like, within a week.
Follow-up with written messages communicated to their teams.

Signatures

President _____ Date _____

CFO _____ Date _____

COO _____ Date _____

CRO _____ Date _____

CTO _____ Date _____

