

Hybrid Work



The Team Agreements Approach / February 29, 2024

Justworks

The Team Agreement Approach

Justworks

Founded in 2012, the fastest growing HR technology platform, that helps entrepreneurs and businesses grow with confidence by giving them access to big-company benefits, automated payroll, HR tools, and compliance support — all in one place.

Headquarters: New York, NY

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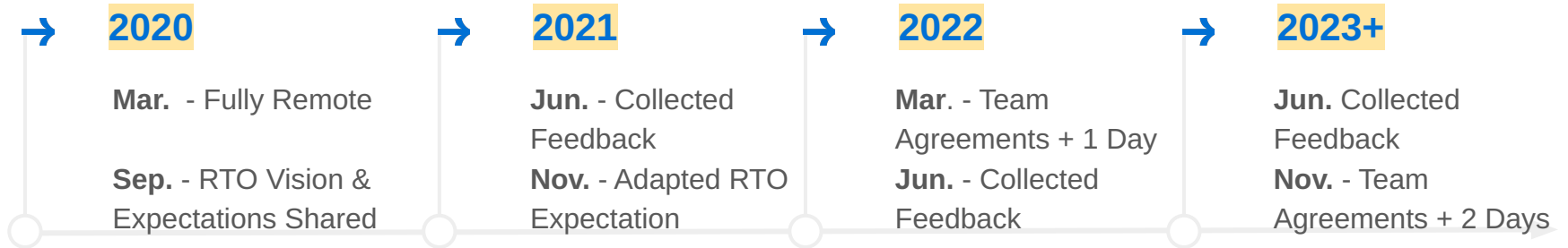
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**We take the busyness
out of running a
business and alleviate
the unknown.**

Remote to Hybrid Work Evolution

Learning as we go.

Timeline



Hybrid Team Agreement Template

Team Agreement Template

A Team Agreement is used by teams to **set expectations, establish norms, improve communication**, and increase overall **impact** for how you will **work together**, particularly in a hybrid setting. Rather than prescribe a one-size-fits-all approach, we are **empowering teams to decide for themselves** based on their situation and dynamics. We fully expect this to be iterative—think of this as a living document that will be adjusted and improved over time as your team learns what works and what doesn't. You will also need to consider how your team collaborates with other teams and stakeholders as you establish your agreement, so we will be sharing these transparently with the rest of the company to help provide that visibility.

Below are the questions we recommend you answer as a team before we officially welcome folks back to the office during March 2022.

Please make a copy of this document, finalize your agreement and then submit it via [Google Form](#). And don't forget to share the link to your agreement with future team members during their onboarding!

My Team's Golden Hours

- **What are the best hours of the day for team collaboration, standups, team syncs, etc?**
- Do we understand the hours where we can collaborate easily with our teammates or our customers, some of whom may be in other timezones?
- Do we need time zone coverage or should we be aligning work hours solely to eastern time?
- Are there certain hours where our team members have other commitments or responsibilities when we should avoid scheduling meetings?

Days of the week

- **What are the best days of the week for team collaboration, standups, team syncs, collaboration with stakeholders, etc?**
- What day(s) each week will our team be in the office?

Tools we use for communication

- What tools will we use to update each other on day to day activities? To track our projects/roadmaps/tasks? To document? [If this process is already clearly defined for your team, there is no need to reinvent the process.]
- Are there specific slack channels we use as a team that we should make sure we have notifications turned on?
- Are there certain channels of communication that we should not use during our "do not disturb" hours? Should we use delay sending features in the tools we use?
- What are our expected response times for emails, slacks, phone calls?
- How do we signal urgent matters versus something that can wait for a reply?
- What are the guidelines around cameras on or off during video calls?

How we support each other

- **What are the things we need to regularly communicate to each other (availability, work ready for review/feedback, decisions made, tasks, milestones, due dates, etc.), how and at what frequency?**
- What are the big blocks of coordinated time that should be planned in advance so that schedules can be adjusted if need be (PTO, offsites/strategic review sessions, meetings when in office participation is being requested, etc)?
- How do we celebrate birthdays, work anniversaries and other important milestones?

Our meeting norms

- **What norms do we want to adopt for our meetings to ensure they are effective?**
- Are there specific meetings where we would like the majority of the team to be in person, if possible?

Example Hybrid Team Agreement

Team Agreement - EXAMPLE

Team Name: Frontline Ops Team

Team Leader: Name

Date: March 2022

Our Golden Hours are...

- Team meetings preferred from 2p-4p to enable us to focus on key tasks in the AM.
- We should avoid scheduling team meetings after 6pm.
- We work as close to EST hours as possible.

The day(s) of the week we designate are...

- We intend to be in the office on Tuesdays to maximize in person time; additional days in the office will be left to the individual based on stakeholder needs.
- Weekly Team sync will be held on Tuesday at 11am.
- We'll go to lunch as a team the second Tuesday of each month. We'll rotate through who is in charge of picking the venue.
- Avoid Monday morning team meetings as that is reserved for onboarding new hires and letting individuals get organized for the week.
- Our managers will plan to be in the office to meet and help new hires onboard during a new hire's first day or at least at some point during the new hire's first week.
- When we have the opportunity to meet with our vendor partners, we will pursue in person meetings in order to build connections & strengthen those relationships.

Example Hybrid Team Agreement

The tools we use to communicate and how we want to communicate are...

- #FrontLineOps Slack Channel for status updates, questions, team announcements
- Additional slack channels, depending on role, include (example 1, example 2)
- All documents/policies shared in Google Drive [here]
- Slack is used when we want quicker responses (within an hour). Email or delayed slack sends are used for outside of work hours or requests with longer response times (24 hours).
- We always include a deadline for when we need actions/responses.
- If a matter is urgent we should text/call to escalate.
- We will maintain everyone on our team in our cell phone “contacts” so that we can easily reach each other when necessary, and so that we will know when it is a teammate calling.

We will support each other by...

- Sending calendar invites and using status updates to signal availability or time off.
- We will default to our team slack channel versus direct messages for announcements or updates that could benefit the broader group.
- We will share learnings and best practices proactively in our team meetings.
- We will update our direct manager each morning with key tasks/focus areas for the day.

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In our team meetings we will...

- Be fully present and come prepared.
- For in-person meetings, leave our laptops closed unless we are presenting.
- For remote meetings, change our Slack status to Do Not Disturb.
- We will have quarterly OKR reviews where we would like the majority of the team to gather, if possible. Those will be scheduled with advance notice.

Key Learnings

It is, and will continue to be a journey.

- Give guidance, **and** define what good looks like
- Promote autonomy **and** harmonize to drive accountability
- Iterate on agreements **and** proactively reevaluate outcomes
- Expect compliance **and** be empathetic and/ or flexible

Thank You!