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COURSE BROCHURE

Team Working Agreements and Shared Accountability Training Course

12 – 16 July 2027
Amsterdam

Team Working Agreements and Shared Accountability Training Course

Ref: 1472_54635 **Date:** 12 – 16 July 2027 **Location:** Amsterdam **Fees:** 5600 GBP

Team Working Agreements and Shared Accountability is a 1-week training course for team members and supervisors who share daily work and want clear, written rules for how they cooperate, ending with a signed team working agreement. Hybrid schedules and shifting membership leave groups relying on unspoken habits. Jupiter Prime Training runs this course to make those habits explicit and owned by everyone.

Why Team Working Agreements and Shared Accountability Matter Now

Three forces push groups to write down how they cooperate: hybrid schedules, matrix structures with dual reporting lines that blur who owns a task, and short project cycles. A group with explicit norms, role boundaries and escalation routes recovers faster from friction. The course draws on Tuckman's stages of group development, the RACI responsibility matrix and psychological safety research as practical reference points.

Who Gains Most from Team Working Agreements and Shared Accountability

- Members of project and operational groups who coordinate handovers, deadlines and shared deliverables with peers
- First-line supervisors responsible for setting expectations, allocating tasks and following up on missed commitments
- Specialists who join cross-functional groups and must agree role boundaries with colleagues from other functions
- Shift and rota coordinators who keep standards consistent across rotating crews
- Newly formed group members responsible for agreeing ground rules early in a project

Intact groups gain most when a supervisor and three or four members attend together, because they can draft and test one shared agreement during the course.

Team Working Agreements and Shared Accountability Capabilities

Participants leave able to turn implicit expectations into written norms, measurable commitments and agreed routes for disagreement.

- Map role boundaries with a RACI matrix — clarifying ownership for supervisors and peers
- Design meeting, response-time and handover norms — aligning daily coordination across shifts
- Apply candid feedback and check-in routines — protecting trust between colleagues
- Build an escalation ladder for disagreements — resolving friction before it reaches management
- Weigh consent, consensus and delegated decision rules — speeding shared choices for the group

- Specify commitment tracking and review points — keeping peers answerable to one another

Key Team Working Agreements and Shared Accountability Terms

- Team working agreement — a written set of norms on communication, decisions and disagreement.
- Shared accountability — a condition in which peers, not only the supervisor, hold each other answerable for agreed commitments and standards.
- RACI matrix — a chart assigning who is Responsible, Accountable, Consulted and Informed for each task or decision.
- Psychological safety — a shared belief that members can raise concerns, admit errors or ask questions safely.
- Escalation ladder — an agreed sequence of steps for raising an unresolved disagreement, from direct conversation to supervisor involvement.
- Decision rule — the method a group agrees in advance for reaching a choice, such as consent, consensus, majority or delegated authority.

Team Working Agreements and Shared Accountability Day by Day

Day 1: Forces Shaping How Groups Cooperate

- Tuckman Stages of Group Development — Where the Group Stands Today
- Hybrid and Matrix Working Patterns — Coordination Gaps Across Locations
- Unwritten Norms Audit — Habits That Help or Hinder Cooperation
- Cost of Ambiguous Ownership — Duplicated Effort and Missed Handovers
- Working Agreement Anatomy — Sections a Usable Charter Contains

Day 2: Roles, Ownership and Trust

- RACI Matrix Construction — Ownership of Recurring Tasks and Decisions
- Role Expectation Exchange — Closing Gaps Between Assumed and Actual Duties
- Psychological Safety Indicators — Whether Members Speak Up on Risks
- Trust Equation of Credibility and Reliability — Repairing Strained Peer Relationships
- Personal Working Style Profiles — Adjusting Habits for Smoother Collaboration

Day 3: Communication and Conflict Routines

- Meeting and Response-Time Norms — Channel Choice for Urgent Versus Routine Matters
- Situation-Behaviour-Impact Feedback — Raising Concerns With a Peer Directly
- Thomas-Kilmann Conflict Modes — Choosing a Response to Task Disputes
- Escalation Ladder Design — When Disagreements Move to the Supervisor
- Handover Checklists in Logistics and Healthcare — Preventing Information Loss Between Shifts

Day 4: Shared Decisions and Peer Answerability

- Consent, Consensus and Delegated Decision Rules — Matching Method to Stakes
- Decision Log Practice — Recording Who Decided What and Why
- Commitment Tracking Boards — Visible Progress on Agreed Actions
- Peer Accountability Conversations — Addressing Missed Commitments Without Blame
- After-Action Reviews — Learning From Delivery Slips and Near Misses

Day 5: Practising the Team Working Agreement

- Role Map Refinement — Applying RACI Findings to the Charter
- Norm Drafting Simulation — Testing Communication Rules Against Live Scenarios
- Conflict Clause Rehearsal — Applying the Escalation Ladder to Case Disputes
- Review Cadence and Revision Triggers — Keeping the Agreement Current
- Signed Team Working Agreement — Final Charter Ready for Group Adoption

Applying Team Working Agreements and Shared Accountability After the Course

- Facilitate a ninety-minute session in which colleagues review the drafted charter, adjust the RACI map and sign the final version.
- Run a first after-action review after a month, checking which norms held, which were ignored and which need rewording.

Team Working Agreements and Shared Accountability Questions FAQ

What are team working agreements and shared accountability, and why do they matter now?

They are written norms a group agrees together, backed by peers holding each other answerable. They matter now because hybrid and matrix working remove informal alignment.

Which roles gain most from team working agreements and shared accountability?

Team members and first-line supervisors gain most. You benefit most when you coordinate handovers or shared deliverables with peers and when several colleagues from the same group attend together.

How does team working agreements and shared accountability training differ from a team leadership course?

It focuses on what peers agree among themselves rather than on how a manager directs a group. Every member learns to draft norms and decision rules.

What do you bring back from team working agreements and shared accountability training?

You bring back a drafted team working agreement covering roles, communication norms, decision rules and an escalation ladder. You also return with a RACI map and a review cadence.

Team Working Agreements and Shared Accountability: The Way Forward

The team working agreement first informs a simple choice: who owns which recurring task and how disagreements are raised. Supervisors and members use it in stand-ups and handovers. After its first month in use, the perspective worth revisiting is the decision rules, since groups often find that consensus slows routine choices that delegated authority could settle faster.