

# Team Charter

## Our team Promises, Practices, and Phrases

The Team Charter guides the way all current and future team members work together. It was informed by the following team-wide conversations:

1. **Values Check-In:** Learning how to live our Values and Behaviors
2. **Well-Being and Belonging Check-In:** Ensuring each team member feels they belong and can thrive
3. **Purpose Check-In:** Introducing our purpose—Health First—and discussing how to practice it
4. **Collaboration Check-In:** Identifying and building the partnerships we need to put Health First
5. **Impact Check-In:** Ensuring every role understands how they affect the people we serve

As we continue having these Check-Ins, we may adjust the Team Charter to reflect how we want to work as a team to put Health First. Keeping open conversation going and reflecting the agreements made along the way will make the Team Charter a powerful tool for onboarding people onto our team (as a companion to the Health First Guide and other resources), starting a new project, defining individual and team goals, and interacting with each other.

The Team Charter outlines our ways of working in three ways: Our Promises, Practices, and Phrases.

**Team Promises:** These are consistent with the Health First Guide sections and the cadence of Check-Ins. Together, they summarize the promises that Humana makes to associates.

**Team Practices:** These are the actions our teams will take to uphold the promises. They guide the way we collaborate within Humana and the way we work together as teammates. They inform the decisions we make and actions we take to put Health First in our everyday work.

**Team Phrases:** Ways of working don't live on the page. They live in the way we speak; in the way we work. So, we want to offer five short phrases you can use in the moment, as work is happening, so that we remember what we value about being a team and put it into action on our own and with our team.

TEAM PROMISES	TEAM PRACTICES	TEAM PHRASES
We live our Values and Behaviors.	We will... We will know we're successful if...	"TBD." What it means... When to use it...
We put our and our team's Health First.	We will... We will know we're successful if...	"TBD." What it means... When to use it...
We work as a caring community.	We will... We will know we're successful if...	"TBD." What it means... When to use it...
Together, we put Health First.	We will... We will know we're successful if...	"TBD." What it means... When to use it...
Each of us impacts people's lives.	We will... We will know we're successful if...	"TBD." What it means... When to use it...