

OPERATIONAL NORMS

- Trust and respect the members of the team and their opinions.
- Your most creative thinking is needed; not sharing is withholding good ideas from the group.
- Bird-walks take the time of the whole group.
- Confront ideas, not people. (use “I” messages)
- No personal attacks.
- Honor time by starting on time, staying on task, and agreeing when more time is needed.
- Sidebars distract from the work of the group. No other work will be done during the meeting (i.e. correcting papers, etc.)
- Evaluate each session.
- Consistency in reporting. (We will list what we have agreed to and information that is ready to be released.)
- Attendance is required and staff will be responsible to uphold the agreements reached and the information provided.