

Sample Meeting Norms

- Start on time, end on time
- Stick to agenda
- Be fully present
 - Show interest
 - Participate
 - Concentrate on what is being said
- Engage in one conversation at a time
- Two before me, Four before me
- Practice is public, stories are private
- Presume positive intentions
 - Resolve problems without blaming
- Pay attention to self and others
- Pause, paraphrase, pose questions
 - If you don't understand something, ask for clarification
 - Don't jump to conclusions
 - React to ideas, not the person
- Send an acknowledgement in response to important email messages
- When you've made a commitment you can't keep, let the other members know as soon as possible
- Treat other people's issues and concerns as valid even if you don't agree with them
- Focus on the positive: what's working well, not on what's going wrong
- Agree on next meeting date

Communication roadblocks

- Directing
- Interrupting
- Judging
- Name calling
- Moralizing
- Persuading
- Ridiculing
- Warning