

Establish Team Norms

“Norms are part of our culture. They exist whether or not you acknowledge them. They exist whether or not you formalize them.”

Kathryn Blumsack
[*from Norms put ‘Golden Rule’ into practice, 1999*](#)

Examples of Team Norms:

- Start and end on time
- Arrive prepared
- Be an active team member
- Productively address conflict during meetings
- Listen to and hear one another’s viewpoints
- Limit ‘air’ time to ensure every member has an opportunity to be heard
- Address issues not personalities
- Consider opposing and different viewpoints
- Publicly support decisions made by the group
- Turn off cell phones
- No ‘outside’ business during sessions
- Review norms at each session
- Celebrate accomplishments
- Have fun!

Tips to establish Team Norms:

- ❖ Develop norms by consensus
- ❖ Ask team members what they need to succeed
- ❖ Periodically assess effectiveness of their use
- ❖ Add, delete, or renegotiate norms as the need arises
- ❖ Refer to norms during the session to prompt members
- ❖ Failure to abide by the norms, establishes unwritten norms
- ❖ If you add a new team member, review and update your team norms

“Every time you add a new team member, you have a new team.”

Gene Sharratt, Ph.D., Washington state educator