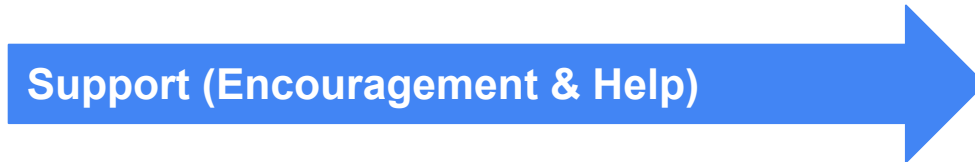


Rules & Expectations

**Congratulations,
You're Hired**

**High Expectations &
Lots of Support**







Neglected Leadership: Irresponsible	



Control (Discipline & Rules)

Neglected Leadership: Irresponsible	Indulgent Leadership: Permissive

Support (Encouragement & Help)

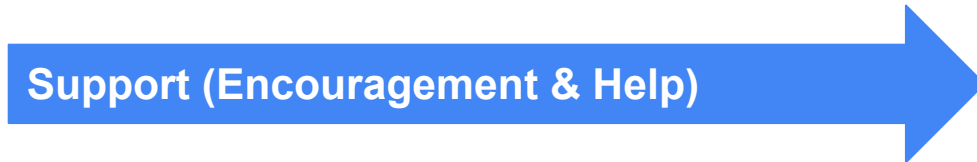


Punished Leadership: Authoritarian	
Neglected Leadership: Irresponsible	Indulgent Leadership: Permissive





<p>Punished</p> <p>Leadership: Authoritarian</p>	<p>Empowered</p> <p>Leadership: High Expectations</p>
<p>Neglected</p> <p>Leadership: Irresponsible</p>	<p>Indulgent</p> <p>Leadership: Permissive</p>



Control (Discipline & Rules)

Punished Leadership: Authoritarian	Empowered Leadership: High Expectations
Neglected Leadership: Irresponsible	Indulgent Leadership: Permissive

Support (Encouragement & Help)



Rules & Expectations

Expectations: Do's

- Show respect and courtesy **yourself**
- Show respect and courtesy to **each other**
- Show respect and courtesy to **building and facilities**
- Show respect, courtesy, and honor to **instructors and staff**
- Show respect and courtesy to **other members of the Make School community**
- Fulfill all your commitments **punctually** and **positively**

Expectations: Don't's

- Do not show disrespect to yourself, other students, instructors and staff, members of the Make School community, or the building and facilities.
- Do not break any laws
- Do not bring these to Make School:
 - Alcohol
 - Illegal Drugs (inside or outside your bodies)
 - Firearms or Weapons

**The world is run
by those who
show up**

DO NOT No-Call-No-Show

- The sessions of courses you are signed up for
- Meetings you make and plan to attend
- Monthly Field Trips (minor field trips are optional)
- Monthly Major Speaker (minor speakers are optional)

No Excuses Necessary

****It is not necessary to provide excuses after for being late or no-call-no-shows.****

Acceptable Reasons

- Family
- Severe Illness
- Job Interviews (only in Q3)

Unacceptable Reasons

- BART is late/delayed
- Alarm didn't go off
- Already have mastered the content of a session

Communication Standards

You **MUST** respond to all emails and slacks (from anyone) that ask a question or ask for your action.

Timeline:

- Slack - same day
- Email - 24 hours

Recommendation: Respond to email Email & Slack at the end of the day.

Escalation

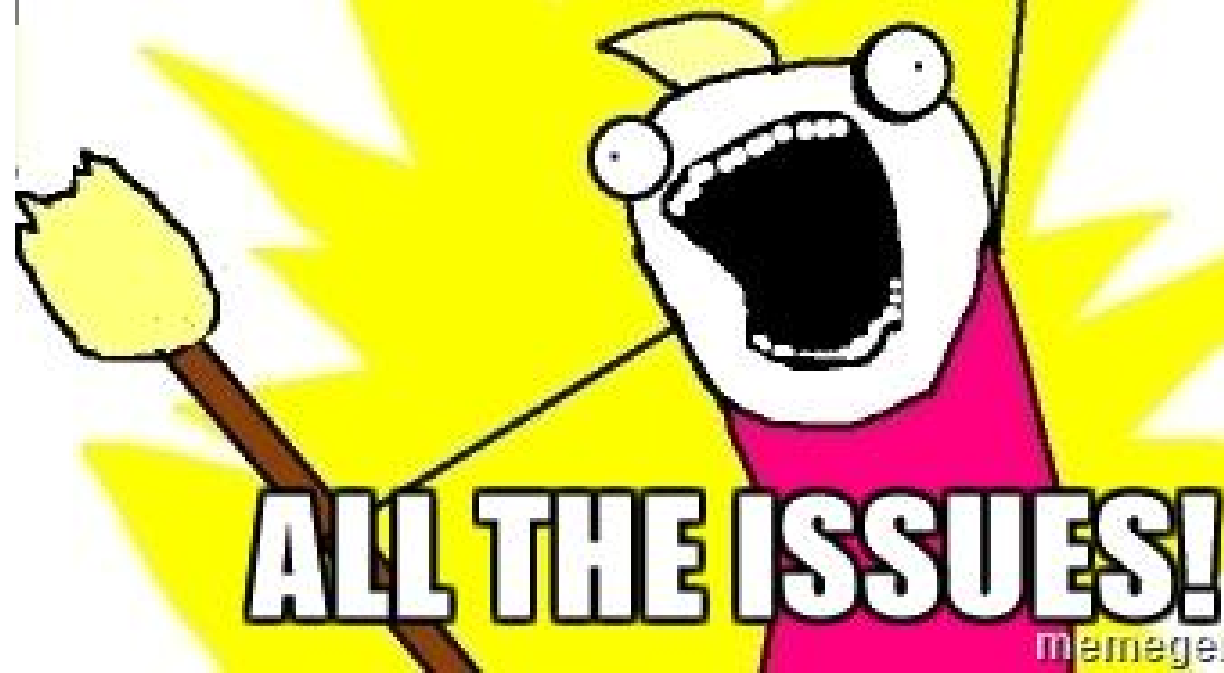
Escalation: Risks & Issues

Risks are like smelling smoke.

Issues are like seeing fire.



ESCALATE



Role Play

What if you are behind in a tutorial?

Role Play

What if you are behind in a tutorial?

- Escalate to your tutorial instructor and make a plan
- Escalate your standup instructor
- Instructors will escalate to all instructors in the instructor meeting
- Instructors will recommend a change or intervention

Role Play

What if you have a family emergency and you leave for 2 weeks?

Role Play

What if you have a family emergency and you leave for 2 weeks?

- Escalate to your tutorial and product instructors BEFORE YOU LEAVE and find out what you should do to stay on track.
- Escalate to your standup instructor and tell them the plan you made with your tutorial and product instructors.
- Standup instructor will escalate to other instructors.

Role Play

What if you are bored with what is being taught in a session?

Role Play

What if you are bored with what is being taught in a session?

- Escalate to your tutorial instructor and make a plan
- They will escalate to all instructors at the instructor meeting and the instructors will find more challenging work for you

Role Play

What if someone is playing loud music at the house and you can't sleep?

Role Play

What if someone is playing loud music at the house and you can't sleep?

- Escalate to your RA
- RA will escalate to Jay or to Sarah
- Sarah will escalate to Braus
- Braus will coordinate a restorative session with the various parties.

Diversity & Inclusion Code of Conduct

Affirming & Restoring Trust

Restorative Practice (RP)

How we prevent and fix
Disrespect and **Loss of Trust**

A set of **formal** and **informal practices** and **meetings** that fortify and restore the trust and wholeness of a community.

Control (Discipline & Rules)

Participants feel: Punished Leadership: Authoritarian	Participants feel: Empowered Leadership: High Expectations
Participants feel: Neglected Leadership: Irresponsible	Participants feel: Indulgent Leadership: Permissive

Support (Encouragement & Help)



Restorative Questions

What happened?

What were you thinking at the time?

Who was affected? How?

How have you been feeling since?

What could you have done differently?

How can people be made whole?

Role Play

You and a friend make a startup and then they claim a few months later that you are “fired” and they are taking the company in a new direction.

Role Play

You borrow someone's computer and accidentally spill a whole coffee on it. They claim you didn't have permission to take it and want you to buy them a new one. You don't have the \$\$\$ for that without going into debt on a credit card.

Role Play

One student is having a tough week, and finds out their family is having trouble and maybe they have to leave school. You miscommunicate about when to meet to pair program and they yell at you about standing them up in front of a few people.