

Sample “Norms” for an Effective Meeting



1) What ever is said here, stays here

- This is needed to build trust and to promote honesty

2) Treat each other with respect

- This is essential to help control any “bullies” in the group who may be present

3) It’s OK to disagree, but also provide a possible solution

- Rule 2 will help with rule 3
- Make suggestions, not complaints

4) Start on time and end on time... or early!

- This shows respect for each person’s personal life and/or job

5) Be 100% prepared and fully engaged

- no cell phones unless absolutely needed

6) No defensiveness. “It’s only information”

- don’t make it, or don’t take it personal

7) One conversation at a time

- No interrupting or talking over the top of each other

8) Listen fully

- Listen to understand, not merely to “respond”
- Only respond after you understand
- Listen with your eyes and your ears

9) No meetings after the meeting

- If another person starts this type of conversation after a meeting, remind them of the norm we all agreed to and ask them to bring it up at the next meeting

10) Whatever solution we come up with, we will all support it

- Though we might not all agree, we agree that we will not undermine the determined solution