

## **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