

Create Team Norms

Activity/Fieldwork: Team norms establish specific guide posts to help a team be most effective. When they aren't intentionally created, ineffective norms sneak in. Create shared norms with your team that outline how the team wants to be together, how team members make decisions, resolve conflict, conduct meetings, etc.

Here are some tips to making the process successful.

- Schedule a meeting with your team and ask everyone to be prepared with ideas about what the team norms should be.
- During the meeting, give all team members an opportunity to speak. Keep the team talking until there is consensus around the norms.
- Keep the norms visible. Some teams like to frame them and keep them in a central area. Others prefer to post them on their weekly meeting agenda.
- Lead by example. Model the behaviors outlined in your norms. Your behaviors will set the tone for team culture.
- Hold team members accountable for their behaviors (use Feedback, Positive Discipline, Recognition, and Conflict Resolution tools as needed).

Sample Team Norms:

- ✓ Hold great meetings: Meetings should be well-planned (with an agenda), start and end on time. Only one person should speak at a time, no side bar conversations.
- ✓ Decisions will be summarized at the end of a meeting. We will also discuss the people/stakeholders with whom we will cascade the information.
- ✓ Participation. We will be prepared, present, and engaged in team meetings.
- ✓ We will go directly to each other first when we have a conflict.
- ✓ Have fun.
- ✓ When on vacation, minimal contact with work. Balance is important to us.
- ✓ Email: "To" requires action, response; "cc" is FYI.
- ✓ No hidden agenda within communications.
- ✓ Keep calendar up to date, and respect others' calendars.
- ✓ Keep each other informed and include others impacted by our discussions.
- ✓ Be genuine and vulnerable with each other about ideas, challenges, and feelings.
- ✓ Avoid territoriality and focus instead on the overall good of the team