

# What Do Our Norms Mean?

## 1. Assume Positive Intent

- Ask yourself what intentions you're assuming about what someone else is doing or saying; be aware of your assumptions
- Give the speaker the benefit of the doubt that they are not trying to hurt you
- Activate your compassion for the speaker
- If you're hurt, seek clarification from the speaker

## 2. Be Solutions Oriented

- Think about how we can move forward to solve the problem
- If you offer a criticism, also offer a solution or different way of approaching the idea
- Share ideas—don't be shy about contributing your own

## 3. Be Unattached to Outcome

- Before we land on a decision, make sure we've thoroughly considered it from all angles and that we've identified the root causes of the problem
- Be responsive and flexible in the moment
- Always hold an inquiry stance and be open to surprises
- Also be careful that our lack of attachment doesn't mean lack of commitment; don't be afraid also to take risks
- Remember that we have a limited knowledge set and given that we don't know everything, we can't be attached to an outcome

## 4. Stay on Topic; Be Fully Present; Actively Participate

- Be seated with the group when the meeting starts
- Monitor your own airtime and remind others to monitor themselves
- Pay attention to what kinds of contributions you make (e.g., opinions, suggestions, ideas, agreements) and try to vary these
- Give time for everyone to speak and don't interrupt each other
- No side conversations—not in whispers or in writing
- Focus on the speaker, and make eye contact
- No cell phone activity and no texting unless it's an emergency

## 5. Speak Your Truth without Blame or Judgment

- Take responsibility for what you say—communicate in a way that others can hear
- Consider when and where you need to speak your truth and be mindful of the impact that this can have. But don't hold back on speaking your truths
- Be hard on ideas and soft on people
- When others speak their truths, listen to understand
- If you have a conflict with one person, deal directly with that person
- Ask for help (from a conflict mediator) if you need support