

# OUR TEAM NORMS

## Protocols for team meetings:

- Frequency:
- Location:
- Process:
- Start with...
- End with...

## How we will ensure everyone's ideas are heard...

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...
- Type here...

## Behavior that will help us work together:

- Type here
- Type here
- Type here
- Type here
- Type here

## Communication between meetings

- Use email when...
- Use text when...
- Use a phone call when...
- Use MS Teams when...
- Share documents via...
- Have a meeting when...
- When in doubt...

## Steps we will take when conflict occurs...

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...
- Type here...

## Our team goals...

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...

## How we will team for success...

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...
- Type here...

## TEAM MEMBERS

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...
- Type here...



# OUR TEAM NORMS

## EXAMPLE

### TEAM MEMBERS

- Type here...
- Type here...
- Type here...
- Type here...
- Type here...
- Type here...

#### Protocols for team meetings:

- Frequency: **Twice a week / Tues&Th**
- Location: **MS Teams**
- Process:
  - **What's on your plate?**
  - **Support needs**
  - **Suggestions for...**
- Start with...
  - **Check in word/leadership updates**
- End with...
  - **Review parking lot**
  - **Confirm next steps**
  - **Clarify who is doing what**
  - **Check out word**

#### Communication between meetings

- Use email when...**share news or updates**
- Use text when... **urgent request or quick update**
- Use a phone call when... **perceived conflict or dialogue needed**
- Use MS Teams when...**need help or advice**
- Share documents via... **MS teams**
- Have a meeting when... **dialogue needed with 2 or more people**
- When in doubt...**pick up the phone... ask!**

#### Our team goals...

- **Become a high-performing, learning team**
- **Align our goals to meet organization needs**
- **Ensure customer satisfaction**
- **Customize solutions**

#### How we will ensure everyone's ideas are heard...

- **Use a "go-around"**
- **Notice when someone has not spoken up**

#### Steps we will take when conflict occurs...

- **Pause**
- **Assume noble intent**
- **Ask for clarification**
- **Go back to our norms**
- **Offer feedback**

#### Behavior that will help us work together:

- **If you can advance, advance**
- **Fail fast**
- **Take time to learn**
- **Ask for help when you need it**
- **Be generous with your time and knowledge**
- **If you have the idea, you kick it off**
- **We share work**
- **We take time to check in**

#### How we will team for success...

- **Use automation when possible**
- **Avoid duplicating efforts**
- **Have a lead and a back-up**
- **Make a list of our strengths**
- **Assign back-ups who want to learn**
- **Invite feedback before finalizing**

