

Respectfully Attending to Each Other (NORMS)

- *To set the stage and shift or frame our thinking and feelings as individuals and as members of a team (e.g., Are we in tune with ourselves, are we aware of the influence or impact we have on other members of our team?).*

Embrace your full humanness/ afford it onto others

Attend respectfully to self-care...

- To the best of your ability, limit any disruptions or distractions
- Be present
- Be mindful of how you are feeling
- Cultivate a willingness to consider new or differing ideas
- Lean into discomfort & assume good will
- *Treat others as **you** would like to be treated*
- *Treat others as **they** would like to be treated*
- *Treat others as **they would like YOU** to treat them*
- Should a disagreement or conflict arise follow the EC conflict resolution process.

“The privilege of listening...”

When listening...

- Suspend judgment and listen with compassion
- Listen to understand
- Give full attention to the speaker & to what is being said
- Understand the feelings behind the words
- Be sensitive to the emotions being expressed
- Honor the speaker’s cultural way of communicating

“The honor of speaking...”

Before speaking or responding...

- Suspend judgement
- Be mindful of the manner in which you are communicating & the emotions you may be emitting.
- Be mindful of your pace & tone
- Consider the [ladder of inference](#)
 - What did you hear (e.g., I heard you saying or I’m hearing...)?
 - What did it make you think (e.g. .What you said makes me think...)?
- What would you like others to consider that hasn’t already been stated?
- Be mindful of your air time

Attending to how we meet with each other (Meeting Norms)

- *To set the stage and shift or frame our thinking and feelings as individuals and as participants in a process (e.g., what needs to be done, who is doing it, how is it being done, by when...).*

Before the meeting begins:

- Make and share an agenda
- Check video and sound
- Open any documents needed for reference
- Open the chat box

At the beginning of the meeting:

- Start on time
- Recognize each other's presence
- confirm meeting roles

During the meeting *in addition to existing norms:*

- Put your own microphone on mute when not speaking
- Use chat box to flag the facilitator (may not be necessary in groups of 5 or smaller)
- Use chat box to share links or other resources related to discussion; notetaker copies these into notes as needed

To close the meeting:

- Be clear about and assign next steps
- Assign meeting roles
- Provide space for observer to share findings
- Review notes as a team
- Schedule follow up meeting
- End on time

Meeting Roles:

Facilitator:

The facilitator manages the meeting process. This person works with the team before the meeting to create the agenda. During the meeting, they guide the group through the agenda and discussion, ensures everyone has the opportunity to participate, and keeps the discussion productive. If asking participants to complete a task or respond to a question, the facilitator

ensures participants have the proper amount of time to process and respond. However, the facilitator does not necessarily need to respond to every comment or question.

Friend of the facilitator:

The friend of the facilitator monitors both the facilitator's pace and the group's response. They ensure that everyone's questions and concerns are being recognized, and provide an order and a space for the questions or concerns to be addressed. They keep track of the line of people who want to speak and call on them in the order of the line. *May not be needed in groups of 5 or smaller (team decides).*

Notetaker:

The notetaker records key decisions, insights, action items, and other results.

Timekeeper:

The timekeeper ensures that all time limits are respected, including time for discussions, breaks, presentations, and ensuring everyone is adhering to the agenda and begins and ends on time.

Observer:

The observer monitors the group's agreed upon norms. They provide feedback to the group to support them to adhere to the norms. They observe a particular norm throughout the meeting and follow up with the team at the end of the meeting to share how the group adhered to it.