

## SETTING NORMS FOR COLLABORATIVE WORK

*Norms are ways of working together that help groups be more thoughtful and productive. They fall into two categories: procedural and interpersonal. Once norms have been established, it is important that the entire group, not just the facilitator, takes responsibility for making sure that the norms are respected, and for redirecting the group when they are not. Norms can change and evolve as the group develops and matures.*

### AREAS TO CONSIDER WHEN SETTING NORMS

**Logistics:** meeting time, place, duration, and frequency

**Timeliness:** start time, finish time, lateness, and attendance

**Courtesy:** listening, interruptions, equal participation, dealing with disagreements, respect, empathy, and sharing the workload

**Decision making Process:** How will we make decision? Reach agreements? How will we show agreement?

**Workload Assignment:** How will work be assigned? How will conflicts with existing workloads be settled?

**Setting Priorities:** How will we discharge responsibility for on-time completion and equal distribution?

**Enforcement of Norms:** How will we make sure the norms are followed?