

Examples of Team Rules and Norms

1. Begin and end all meetings on time
2. Check your role, status, and rank at the door
3. Avoid finger-pointing and blaming dynamics
4. Communicate in strengths-based, solution-focused ways
5. Do not try to figure out "who said what" about needs, problems, obstacles, and barriers; focus on the accuracy of the information
6. Operate with "a no reject ethic"--every idea and perspective worth sharing needs to be heard and analyzed through team dialogue.
7. Listen intently and appreciate what other members are saying before you develop an alternative point of view.
8. Agree that there is no such thing as a stupid question and make it safe to people to question and learn.
9. Avoid "I'm right, you're wrong" dynamics; use questions and ask for alternative perspectives when you're intent on getting a co-worker to re-examine a point of view.
10. Agree that every team member has the right and the obligation to keep questioning until clarity and consensus have been achieved.
11. Agree on a "100 mile rule"--phone calls and messages, which you would not take if you were more than 100 miles from your office, are not allowed.
12. Agree that every team member has the right and the obligation to request "a time out" when potentially destructive interactions, processes, and dynamics threaten team norms, rules, trust, relationships, and productivity.
13. Agree that everyone makes mistakes, and mistakes are our friends because they pave the way for learning, development and improvement.
14. Others? (Every design team needs to rule itself by its own rules.)