TEAM PROCESS AND NORMS

Every team has two components that team members must pay attention to if the team is going to success. The team must pay attention to the content (or goals or outcomes expected). The team must also carefully shape and monitor the team process it uses to accomplish the goals.

Team process includes:
- How team members interact with and communicate with each other
- How the team members communicate with staff not on the team
- How team members will be responsible and accountable for moving the project forward and accomplishing the goals

These team norms or ground rules are established with all members of the team participating equally. Here are sample process norms of guidelines that a team might use to effectively conduct its business. You may use them as a starting point, but each team must generate and commit to its own team norms.

Sample Team Norms or Guidelines:
- Treat each other with dignity and respect.
- Be genuine with each other about ideas, challenges, and feelings.
- Trust each other.
- Listen first to understand.
- Show compassion and support each other.
- Be open-minded, communicative, and authentic with each other.
- Problems are presented in a way that promotes mutual discussion and resolution.
- Thoughtful decision-making.
- Practice and experience humility.
- Be accountable and responsible to the team.
- Come prepared to the meetings and training.
- Strive to continuously improve and achieve the team's strategic goals.
- Expend the effort to practice all of these norms.

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