**Norms**

[www.googleimage.com](http://www.googleimage.com)

One thing is clear: Having clear norms gives teams a huge advantage. A key to effective teams is involving all members in establishing norms, and then holding everyone accountable to what they have agreed upon.”

-Lencione, *Overcoming the Five Dysfunctions of a Team: A Field Guide for Leaders, Managers, and Facilitators (2005).*

* Essential for all teams.
* Phrased positively.
* Reviewed in EVERY meeting.
* Include a “norm” check at the end of each meeting.

Simple Norm Procedures

* Have all the team members write down a few things that make them crazy in meetings.
* Phrase them positively.
* Share together and have teams collaboratively choose 5 that they agree to abide by.
* \*Norm violations, what will happen?
* \*You need to confront those that are not following the norms.