



NORM SETTING PROTOCOL

This protocol is designed to support the co-development of group norms that support positive and effective communication and collaboration. This protocol may be used when the team is establishing new meetings or procedures and should be revisited as their needs evolve.

Participants

Roles: Facilitator, Notetaker, Timekeeper

Group Size: 2-15

Time: 20-25 minutes

Materials

In-person:

- Shared notetaking: poster paper and markers
- Individual notetaking: paper, pens, and pencils

Virtual: Share notetaking materials and screen sharing

Instructions for Use

- 1. Independent Write.** Invite participants to independently write a list of norms that they believe support positive and productive meetings. (3 mins)
- 2. Share.** Invite participants to each share one norm at a time while documenting in a shared notetaking space. Consider using a tally mark to note norms that more than one person had on their list. Ensure participants continue to contribute until all norms have been exhausted. (3- 5 mins)
- 3. Clarify.** Ask clarifying questions to ensure that participants arrive at a shared understanding of each of the norms. (2-5 mins)
- 4. Consolidate.** If the list is more than ten norms, invite the group to identify some that may be combined. Consider pointing out the norms that were suggested by multiple people to support prioritizing if that supports further consolidation. (2-5 mins)
- 5. Refine.** Asks the group to identify any norms that may be challenging to follow. For each challenging norm identified, invite a discussion to determine if the norm will be removed, trialed for an interim period, or adopted. (2 mins)
- 6. Practice.** Formalize the list of norms and utilize them in a meeting. Invite meeting participants to review the norms and select one they would like to focus on for the duration of the meeting. At the end of the meeting, invite participants to reflect on how the norms worked for them.