

Establishing Norms

Category	Key Question(s)	Norm
Decision Making	How will we make decisions?	
Disagreement Conflict	How will we disagree with one another? What process will we use when there is a conflict?	
Power Influence	Who has it? On what basis? Who has access to information? Do we share knowledge?	

Interaction Support	How will we support one another? How will psychological safety, individuality, creativity, risk-taking and growth be supported?	
Communication Participation	What does silence mean?	
Problem Solving	How do we identify problems? What is our process for solving problems?	
Leadership	Who is responsible for leadership? How do we share leadership?	

Accountability	Who is responsible for what?	
Productivity	What is the expected rate/ amount of work?	
Independence Inter- dependence	When do we act or decide alone? When do we involve others?	