**Norm Creation Process**

1. Distribute five index cards to each person in the group.
2. Think of five behaviors that you consider ideal behaviors for your group.
3. Record one behavior on each card.

(Approximately 15 mins)

1. Shuffle all the cards together.
2. Turn over one card and read it out loud.
3. Discuss the meaning and implications of the norm.
4. Post the card on the wall so all can see it.
5. Continue with the remaining cards.
6. Group like cards together.

(Approximately 30 mins)

1. When all the cards have been sorted, have the team look at each group of cards and write a norm that represents the behavior.
2. Write the new norms on a large piece of paper.
3. Compare the list with the norm template.
4. Determine if any new norms need to be created.
5. Adopt the norms.

(Approximately 30 mins)

|  |  |
| --- | --- |
| **Developing Norms Template** | |
| **When Establishing Norms, Consider …** | **Proposed Norm** |
| **Time**   * When do we meet? * Will we set a beginning and ending time? * Will we start and end on time? |  |
| **Listening**   * How will we encourage listening? * How will we discourage interrupting? |  |
| **Confidentiality**   * Will the meetings be open? * Will what we say in the meeting be held in confidence? * What can be said after the meeting? |  |
| **Decision Making**   * How will we make decisions? * Will we reach decisions by consensus? * How will we deal with conflict? |  |
| **Participation**   * How will we encourage everyone’s participation? * Will we have an attendance policy? |  |
| **Expectations**   * What do we expect from members? * Are there requirements for participation? |  |
| © National Staff Development Council, 2006.  Used by permission. Do not duplicate. | |