

## Meeting Norms

1. Start and end on time
2. Silence cell phones and step out of the room for important phone calls
3. Minimize 'outside' business during sessions
4. Honor commitments to the steering committee and work between meetings
5. Be willing to step up and also step back
6. Express genuine feelings concisely
7. Focus on solutions: share your concerns, but try to follow up with a proposed solution
8. Actively listen to one another's viewpoints
9. Address conflict during meetings, dealing with the issue, not the person
10. Respect one another by avoiding side conversations or interrupting when someone is speaking
11. Remember and engage remote participants
12. If discussion becomes relevant to only a few participants or to another subgroup, hold the discussion outside of the meeting to be handled by relevant parties
13. Topics outside the agenda will be documented and tabled for a later time (i.e. a future Steering Committee meeting or for the Sprint Group to discuss between meetings)
14. Decision Making Process:
  - Voting will include those present in the room and on the phone
    - For non-present members, the decision will be communicated to them after the meeting. They will have the opportunity to state whether they have MAJOR concerns with the decision. If so, the group may choose to revisit the decision. If not, the decision made during the meeting stands.
  - Every person in the room will be asked for input individually before voting for major decisions
  - Make decisions by thumbs up, thumbs down, thumbs sideways:
    - Thumbs up: vote to pass the decision, in favor of
    - Sideways thumb: won't block the decision, need clarification or are unsure
    - Thumbs down: vote to block the decision, not in favor of
  - Passage percentage
    - 65%+ thumbs up: passage
    - 65%+ thumbs down: blocked
    - Any other combination of voting will warrant additional discussion
15. Review norms at each meeting
16. Sprint group will periodically reassess meeting norm effectiveness every 6 months; add, delete, or renegotiate norms as needed