**Sample Team Norms or Guidelines**

* + Treat each other with dignity and respect.
	+ Transparency: avoid hidden agendas.
	+ Be genuine with each other about ideas, challenges, and feelings.
	+ [Trust each other](http://humanresources.about.com/od/workrelationships/a/trust_rules.htm). Have confidence that issues discussed will be kept in confidence.
	+ Managers will open up a space in which people have information and are comfortable asking for what they need.
	+ Team members will practice a consistent commitment to sharing all the information they have. Share the complete information that you have up front.
	+ [Listen first to understand](http://humanresources.about.com/od/listening/g/listening.htm), and don’t be dismissive of the input received when we listen.
	+ Practice being open-minded.
	+ Don’t be defensive with your colleagues.
	+ Rather than searching for the guilty, give your colleagues the benefit of the doubt; have a clean slate process.
	+ Support each other - don't throw each other under the bus.
	+ Avoid territoriality; think instead of the overall good for the company, our employees, and our customers.
	+ The discussion of issues, ideas, and direction will not become a personal attack or return to haunt you in the future.
	+ Managers are open, communicative, and authentic with each other and their teams.
	+ It's okay to not know the right answer and to admit it. The team can find the answer.
	+ Problems are presented in a way that promotes mutual discussion and resolution.
	+ It is safe to be wrong as a manager. Thoughtful decision making is expected.
	+ Own the whole implementation of the product, not just your little piece; recognize that you are part of something larger than yourself. Be responsible to own the whole picture.
	+ Practice and experience humility - each of us may not have all the answers.
	+ If you commit to doing something – do it. Be accountable and responsible to the team.
	+ It is okay to be the messenger with bad news. You can expect a problem solving approach, not recrimination.
	+ Promise to come prepared to your meetings and projects so that you demonstrate value and respect for the time and convenience of others.
	+ Strive to continuously improve and achieve the team's strategic goals. Don't let ineffective relationships and interactions sabotage the team's work.