**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.