

SSFL WORKGROUP

MEETING GUIDELINES

Ground Rules

- Be progress oriented
- Participate
- Speak one at a time (avoid sidebars)
- Be concise
- Use "I" statements when expressing personal opinions
- Focus on issues not personalities
- Focus on what CAN be changed (not on what cannot be changed)
- Listen to understand (not to formulate your response for the win!)
- Draw on each others experience
- Use time-outs as needed
- Discuss history only as it contributes to progress

Facilitator Assumptions

- We are dealing with complex issues and no one person has all the answers
- Open discussions ensure informed decision making
- Managed conflict is good and stimulates creativity and innovation
- All the members of the group can contribute something to the process
- Everyone is doing the best they can with the knowledge they have now
- Blame is unproductive and dis-empowering