

Norms and Charters

Setting Expectations for Your Group



Norms

- ✓ For successful communication to take place, group members must share rules that structure their interaction.
- ✓ The rules tell members what behavior is obligated, preferred, or prohibited.
- ✓ When talking about groups we call these "norms."
- ✓ Once established, group norms direct the group's activities.



Why bother with norms?

Lack of an agreed upon set of norms creates the potential for misunderstanding, frustration, and conflict about behavior.

We assume everyone is like us.



How do we develop norms?

- ✓ Experience in previous groups
- ✓ Based on our values and preferences
- ✓ Experiences early in the group's existence
- ✓ Critical events in the group's existence



To come up with some of your norms,
you can do this quick exercise:

I love groups and members that...

I dislike groups and members that



Use norms to create a Team Charter

- Create a purpose statement and objective
- Establish roles
- List strengths of each team member:
- Create a code of conduct
 - List acceptable behaviors
 - List unacceptable behaviors
 - List consequences when a member breaks a rule



[Click Here for a Sample Team Charter](#)

Use it and change it

- Keep your charter handy in meetings
- Updated it to deal with issues
- Have everyone in agreement with the rules

[Click Here for a Sample Team Charter](#)

