

Figure 4.3: Creating MSCT Norms

When Establishing Norms, Consider . . .	Proposed Norm
Time • When do we meet? • Will we set beginning and ending times? • Will we start and end on time?	
Listening • How will we encourage listening? • How will we discourage interrupting?	
Confidentiality • Will what we say in the meeting be held in confidence? • What can be said after the meeting?	
Decision Making • How will we make decisions? • Are we an advisory or a decision-making body? • Will we reach decisions by consensus? • How will we deal with conflicts?	
Participation • How will we encourage everyone's participation? • Will we have an attendance policy?	