**Step 9.** Discuss how to respond to a team member who doesn't follow the norms. What is the mechanism for dealing with this situation? Ideally, the team members will take ownership of team norms, calling out inconsistencies and violations rather than expecting the team leader to police the process.

**Step 10.** Transfer the team's list of "must-do" behaviours into a document so all team members have access to it. Your team may choose to post the list of team norms electronically or in a visual presentation for quick reference.



## 10 STEPS TO ESTABLISHING TEAM NORMS

1. **THINK** of the most difficult team you've been on.
2. **WRITE** what made the experience negative.
3. **SHARE** your experience with the group.
4. **REFLECT** on the best team you've been on.
5. **COMMUNICATE** that experience to the group.
6. **DISCUSS** your positive and negative experiences.
7. **SUGGEST** successful team behaviors.
8. **DECIDE** which behaviors to commit to implementing.
9. **EXPLORE** responses for unresponsive team members.
10. **CREATE** a list of "must-do" behaviors for the team.

Center for Creative Leadership