

## **Team Norms**

### **Communication**

- We will speak respectfully to each other
- We will listen without interrupting
- We will ask questions and validate each other's ideas even if we don't agree with them
- We will practice being open-minded and not defensive with our team members
- We will make time to discuss conflicts and create a space in which team members are comfortable asking for what they need

### **Conflict resolution and decision making**

- We will be genuine with each other about ideas, challenges, and feelings
- We will thoughtfully consider every team member's opinion
- We will try our best to come up with a shared solution
- We will trust each other that issues discussed will be kept in confidence
- We will not let the discussion of issues and ideas turn into a personal confrontation on team members

### **Accountability**

- We will hold team members accountable to the team norms in a timely and respectful manner
- We will be accountable for the implementation of solutions to clinic issues and work together as a team to get the problems resolved