

September 18, 2024

Not Your Average Team Agreement: How to Create More Meaningful Rules of Engagement

Deb Filipiak, Internal Consultant

Office of Strategic Consulting



What we will do today

- Group dynamics and how agreements can help us
- Examples of agreements
- Process for creating agreements
- Q&A

A Usual Set of Agreements

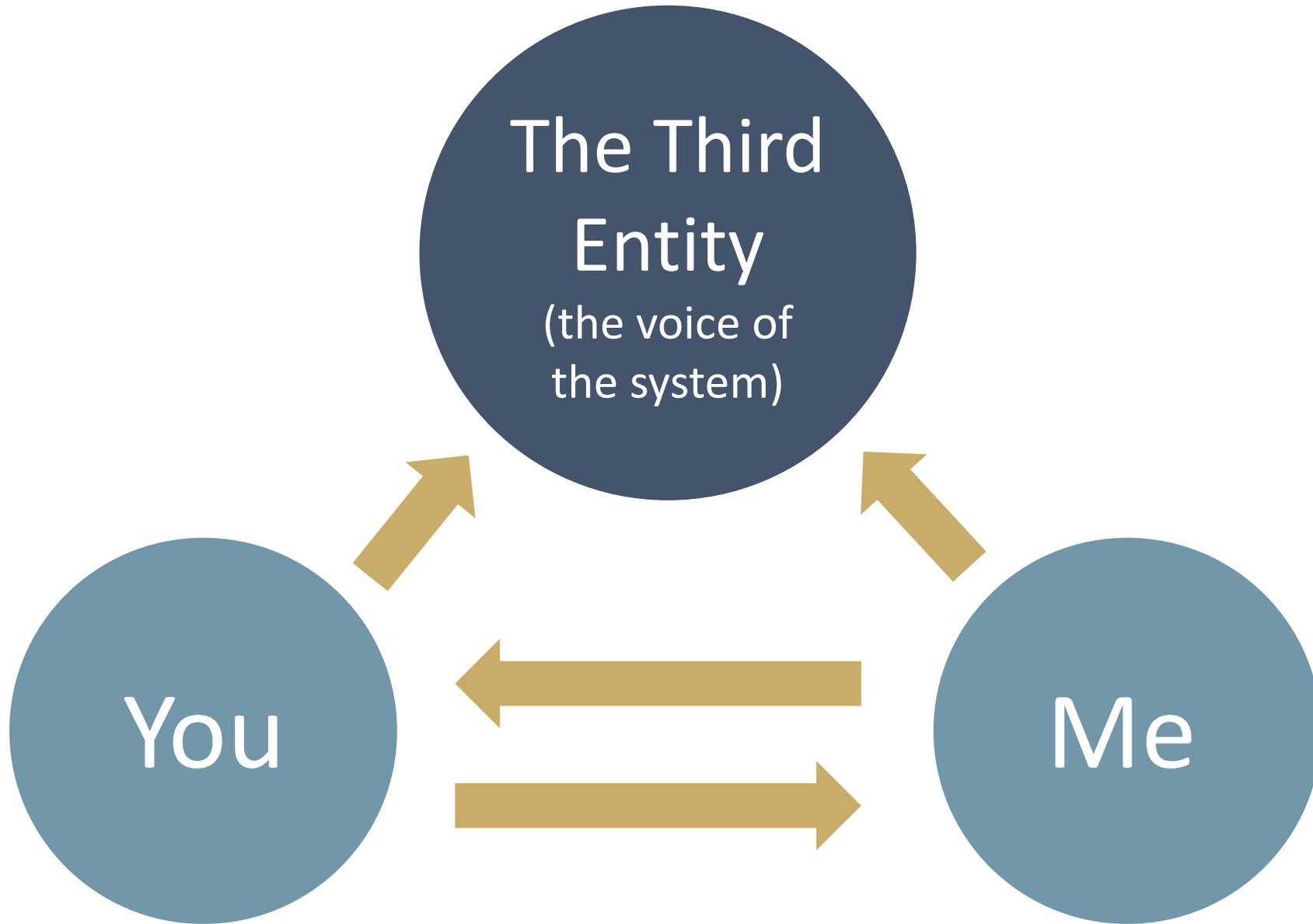
- Monitor airtime
- Listen actively
- Start and end on time
- Put phones away
- What said here stays here, what's learned here leaves here



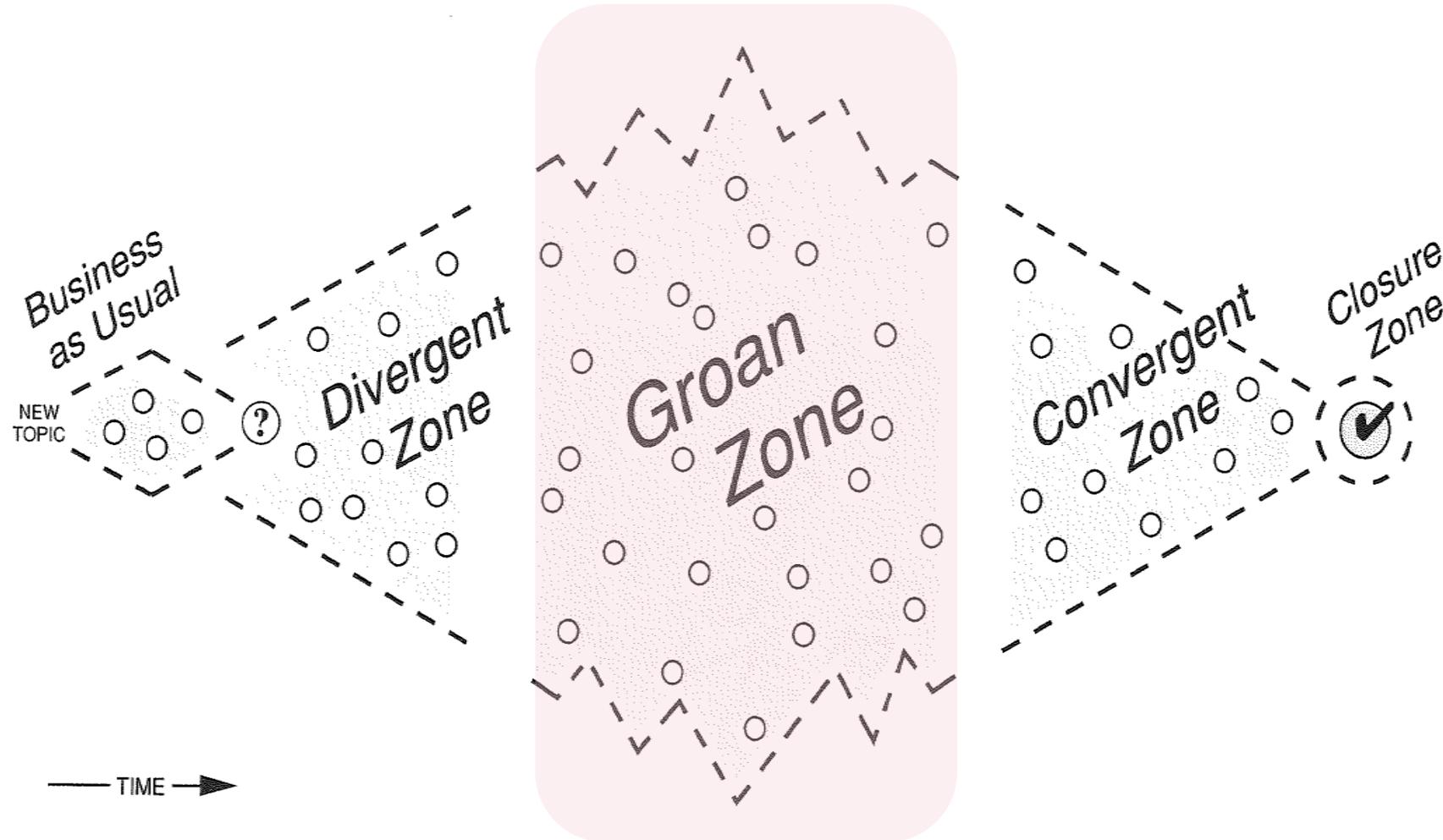


Relationship System

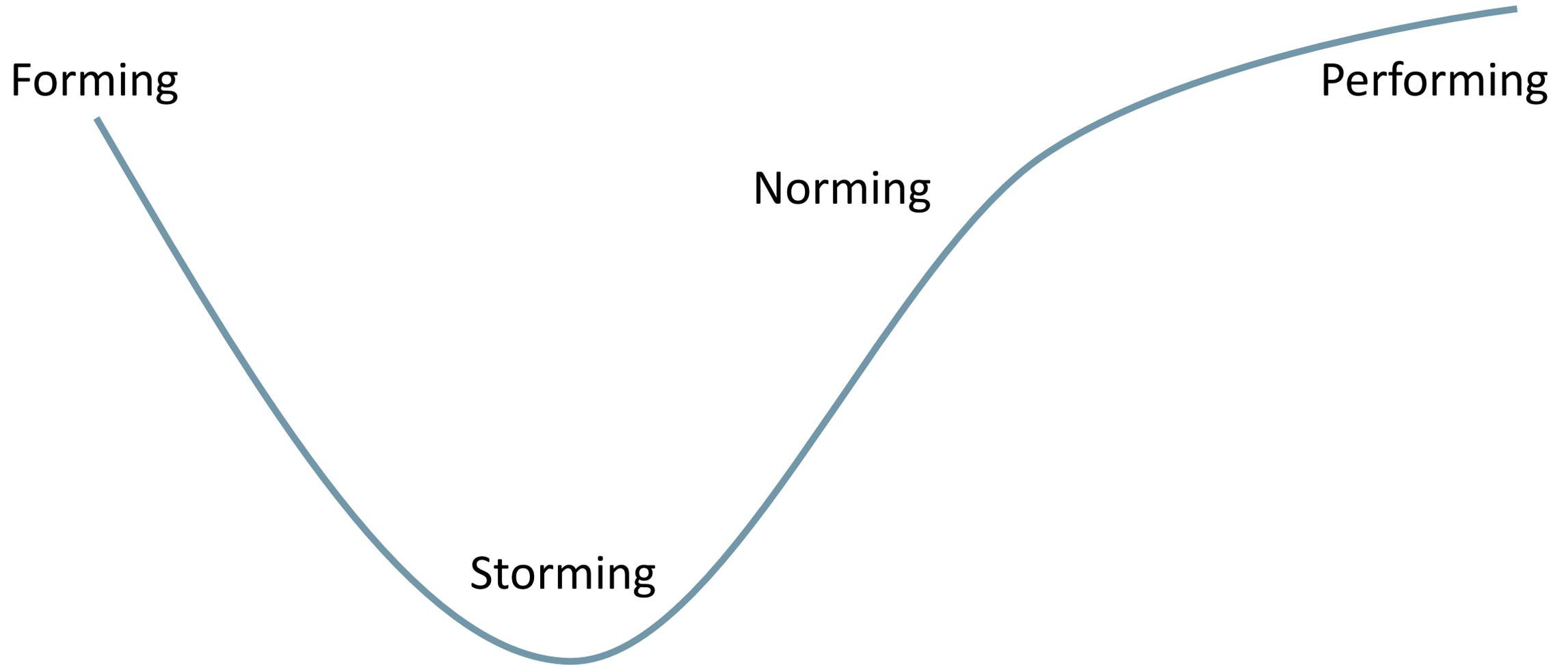
A group of interdependent entities
with a common focus or identity.



The Groan Zone



Tuckman's Model of Group Development



Research

- Positivity on a team increases productivity (Fredrickson & Losada, 2005)
- Clear conflict and decision-making protocols lead to more productive teams (Guttman, 2008)

Group Agreements

Creating a culture or atmosphere

Creating shared responsibility

It starts with you

- Not so much you want OTHERS TO DO OR BE
- Rather on HOW YOU CAN COMMIT to be for yourself and the system
- Being co-responsible for creating the culture
- What can your team or system count on from you?
- What will you each commit to for one another? How would you know you had that?

Creating the Agreements

- What is the culture, space or atmosphere you want to create in the team or partnership?
- How would you know you had that?
- How do you want it to feel? (Empowering, supportive, spacious, oppositional, vulnerable, etc.)
- What kind of culture or climate do you want to create together?
- What are the values you want to live by as a team?
- How would you know you had that?

Breakdowns

- How do you want to behave together when things get difficult, or when there is conflict?
- Who do you want to be together?
- What are the team's conflict protocols?

Behavioral Agreements

For Example:

Accountability

Punctuality

Cell phones in meetings

Handling conflicts

Making decisions

Example Agreements

- We will be intentional in creating an environment where we will each hold space for one another, and we will value both relationship and task.
- We will be human-centered and allow context to inform next steps.
- We will collaborate in the planning and facilitation of our meetings and engage in respectful and productive ways.

More Example Agreements

- We will adopt behaviors that support effective hybrid meetings, including the use of proper equipment, tools, and methods.
- We will intentionally check-in on our agreements and structure and are open to reimagining how we are together (not written in stone).

Behavioral Agreements

- We will hold and prioritize time for staff meetings.
- We will meet twice per month. Meetings will be scheduled for 90 minutes in length.
- We will start and end on time.

Behavioral Agreements

- The first meeting of the month will be in-person; a remote option will be available for unforeseen circumstances.
- The second meeting of the month will be hybrid (participants choice); when joining remotely a 3-business day notice must be given to our administrative person.

How to Develop Group Agreements

- Assess the team's (or your supervisor's) interest in creating agreements
- Use the questions outlined in this presentation, our office can help if you would prefer
- Brainstorm responses using sticky notes, one idea per not
- Group like ideas
- Take each group of ideas, address questions, use a consensus process to determine if that is an agreement the whole group can support
- Repeat for each group
- Include agreements on your agendas
- Review agreements after a few meetings to see if any adjustments need to be made
- Continue to review agreements when a new person enters the group or periodically

Remote or Hybrid agreements

Agree on what you want to do about the following:

- When are remote or hybrid meetings allowable
- Chat
- Cameras
- Mute
- Electronic access to documents

- What kind of agreements have you made in groups you have worked with?
- What questions do you have about making agreements?