



Shaw's Operational Norms

Note: This document was created to guide the way we work together in all places, at all times, for all purposes...professionally and respectfully

How will we maintain open and honest communication?

- ❖ We will listen first; seek first to understand
- ❖ We will enter each situation with a fresh start
- ❖ We will make our thinking as clear and visible as possible

How will we build trust in each other?

- ❖ We will honor, appreciate, and value each other
- ❖ We will follow-through
- ❖ We will match our actions with our words

How will we resolve conflict and approach problem-solving?

- ❖ We will go to the source
- ❖ We will focus on the problem, not the person
- ❖ We will seek a win-win
- ❖ When necessary, we will agree to disagree respectfully

How will we hold each other accountable to our expectations?

- ❖ We will ask each other, "What do you need from me right now?"
- ❖ We will confront behavior that is incongruous to our norms
- ❖ We will redirect conversations that have veered off path

How will we direct our focus onto our mission and goals?

- ❖ We will focus on things we can control
 - ❖ We will make decisions based on what's best for kids
 - ❖ We will emphasize the strategies that lead us to our goals
-