

# **APPENDIX 3A**

## **COMMUNICATION GUIDELINES**

### **Personal Communication Guidelines For Meetings And Projects**

**Revised 1997**

- 1) Listen respectfully
  - a) Listen to UNDERSTAND the speaker's meaning
  - b) Allow the speaker to finish before you speak
  - c) Listen for common goals and points of agreement as well as disagreement
  - d) Focus on win/win solutions for mutual benefit
  - e) Conduct personal business and side conversations BEFORE or AFTER rather than during a meeting
  
- 2) Speak respectfully
  - a) Before counter-pointing, verify your understanding of the other speaker's statements and position by means such as paraphrasing
  - b) Think through how to express your message clearly, concisely, and within time limits BEFORE you start speaking.
  - c) Use "I" messages to speak for yourself and not others (e.g.. "some people...")
  - d) Identify and express agreement--points to support, rather than reasons to blame or name-call.
  - e) It's OK to disagree with a position or point, but not to attack a person's character, beliefs or presumed intentions
  
- 3) Lead/facilitate responsibly
  - a) Begin and end on time, as agreed.
  - b) Define purpose, agenda, and meeting ground rules
  - c) Encourage members to stay on task
  - d) Provide opportunity for information-sharing, summarizing, and decision-making
  - e) Attend to participation of group members with firm and tactful strategies to make sure everyone is heard
  - f) As the last agenda item, make sure that follow-up actions and responsibilities are defined and assigned.