

GROUND RULES

- ACTIVE LISTENING
- “CALLING IN” INSTEAD OF CALLING OUT
- PROCESS – PARTICIPATE / RESPECT / OUCH- OOPS / CONFIDENTIALITY / ENGAGE WITH NEW IDEAS / SHARE – BE PRESENT / SILENCE YOUR PHONE
 - OUCH/OOPS IS SOMETHING THAT CAN BE SAID WHEN SOMEONE FEELS OFFENDED BY SOMETHING BUT WE DON’T WANT TO INTERRUPT THE SPEAKER. THE FACILITATOR WILL ACKNOWLEDGE THE “OUCH” OR “OOPS” THAT WAS SAID AND THEN AFTER THE SPEAKER IS DONE TALKING WILL ALLOW THE PERSON THAT SAID “OUCH” OR “OOPS” TO ELABORATE.
- PEMI- PLEASE EXCUSE/EDUCATE MY IGNORANCE
 - SOMETHING THAT CAN BE SAID BEFORE THE SPEAKER SAYS SOMETHING THAT THEY ARE UNSURE OF THEIR KNOWLEDGE ON.
 - SHOULD NOT BE USED AS AN EXCUSE TO MAKE AN OFFENSIVE STATEMENT.
- MAKE “I” STATEMENTS INSTEAD OF “WE” – SPEAK FOR YOURSELF
- ADDRESS THE STATEMENT NOT THE PERSON
- SNAPS
- REACTIONS