

MEETING RESOURCES

A. Suggested Ground Rules

Air Traffic Control	Someone acts as the air traffic (talk) controller. Often, but not always, this is the meeting facilitator.
Holding Patterns	Only one person has the floor at one time. Those with something further to add go into “holding patterns.” This allows everyone the opportunity to have their thoughts heard, while letting the group concentrate fully on the current idea.
100% Clarity	Give complete clarity on the points being conveyed or considered.
Telegrams/Headlines	When possible, present the summary first. Tell the group the point you want to make, and then take the time you need to explain.
Heat-Seeking Missiles	Avoid the natural tendency to react defensively to new ideas and shoot them down. Consider them as if you would consider a shirt that a best friend thinks would look good on you. Consider ideas on their merits, and not their drawbacks.
Wishes	Seek to uncover “wishes” for change and innovation. They are often hidden behind frustrations. These wishes can sometimes provide the creative spark for a new approach. Behind every complaint is a commitment.
Analogies	Use analogies to the current situation, if possible, to stimulate breakthrough thinking. Use the solution to the analogy to generate possible solutions to the problem.

B. Consider the objective of each conversation; understanding or decision. Be sensitive to the unproductive extremes.

<p>Conviviality Detracts from understanding by misconstruing a safe environment for the exchange of ideas with comfort and congeniality amongst peers</p>	<p>UNDERSTANDING</p> <p>Tool: DIALOGUE</p>	<p>or</p> <p>Method: NORMS OF COLLABORATION</p>	<p>DECISION</p> <p>Tool: DISCUSSION</p>	<p>Debate Detracts from discussion when participants look for fallacies for arguing their position rather than advocating for ideas.</p>
	<p>Requires: SUSPENSION Withhold judgment. Monitor perceptions, feelings, and impulses. Step out of our skins.</p>	<p>Requires: BALCONY VIEW Maintain our skins but practice compassion and detachment to reveal group’s intention and move the work forward.</p>		

C. Seven possible norms of collaboration.

- Promoting a spirit of inquiry
- Pausing
- Paraphrasing
- Probing
- Putting ideas on the table and pulling them off
- Paying attention to self and others
- Presuming positive intentions

D. Helpful Hints.

- Practice: “I feel” versus “I think”.
- Practice: “I observed that < >. Which impacted me < >. I suggest < >.
- Refrain from hyperbole, extremes, and ether/or’s.