

# Rules of Engagement

Rules of Engagement	ACCOUNTABILITY: How we call it out
<ol style="list-style-type: none"> <li>1. Maintain a respectful body language, tone and volume when sharing my opinion</li> <li>2. Value the many different sources of knowledge; listening to the entire message without editorializing or interrupting</li> <li>3. Act in ways that edify the groups self-esteem</li> <li>4. Seek first to understand before being understood</li> <li>5. Be honest and explain why</li> <li>6. Always assume good intentions; give people the benefit of the doubt</li> <li>7. Look for places to agree, connect and support – it helps us to get better solution</li> <li>8. Make it a safe environment to share – no personal attacks</li> <li>9. Be willing to listen and acknowledge there are other points of view</li> <li>10. Use the “time out” gesture to call a “Time Out”</li> <li>11. Listen to the entire message, literally &amp; mentally               <ol style="list-style-type: none"> <li>a. don’t interrupt – we are modeling respectful behavior</li> <li>b. our listening implies that we care, even if we don’t agree</li> </ol> </li> <li>12. Pause/think before you speak or respond</li> <li>13. Check-in before closing the conversation</li> </ol>	<ul style="list-style-type: none"> <li>✓ Ensure all know the rules               <ul style="list-style-type: none"> <li>▪ Explain “rules of engagement” and explain they are to be held accountable</li> </ul> </li> <li>✓ Accept that you will be called out – calling out the violation of a rule is a good thing               <ul style="list-style-type: none"> <li>▪ Have individual courage &amp; accountability: be willing to be called out</li> </ul> </li> <li>✓ Call out the rule, not the person               <ul style="list-style-type: none"> <li>▪ Organize thoughts tone/words and delivers with appropriate emotion</li> <li>▪ “Identify” in a way that they can correct themselves</li> <li>▪ Be careful about calling “ticky-tacky” fouls</li> <li>▪ Talk to them in a personal, professional, positive way</li> </ul> </li> <li>✓ Forward progress is the goal. Once we call the violation, acknowledge and move on</li> <li>✓ Call “time out” &amp; table it               <ul style="list-style-type: none"> <li>▪ CSD Code gesture – Use “Time Out” hand sign</li> <li>▪ <i>“I think we’re violating rule #...”</i></li> </ul> </li> <li>✓ Ask why, don’t assume</li> </ul>