



## Sample Group Norms

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**EXHIBIT OPEN-MINDEDNESS:** listen and respect all points of view, listening harder when you disagree.

**BE ACCEPTING:** abandon judgment and assume best intentions.

**SEEK TO DISCOVER:** question your own assumptions and look for new insights.

**BE SINCERE:** speak from your heart and personal experience, using only “I” statements.

**SHARE AIRTIME:** leave time for others to share their viewpoint.

**BE AWARE THAT PARTICIPANTS REPRESENT ONLY THEMSELVES** and are not representative of their social groups.

**CHALLENGE YOURSELF TO SAY WHAT YOU REALLY MEAN:** try to communicate respectfully, but honestly; value being genuine.

**PRACTICE EMPATHY:** put yourself in the other person’s shoes.

**ACTIVELY LISTEN:** this means avoiding the desire to formulate your own response to someone while they are speaking.

**BE COMFORTABLE WITH SILENCE:** honoring periods of quiet reflection and thought make for a more meaningful conversation.

**OOPS/OUCH:** create space for participants to say if they are concerned that the impact of their words did not match the intention behind them (Oops). Likewise, create space for participants to say if they are negatively impacted by someone else’s words and would like an opportunity to share why (Ouch).

(Adapted from Sustained Dialogue Institute: [sustaineddialogue.org](http://sustaineddialogue.org))