

Service Improvement Team Meeting Ground Rules

- Arrive prepared
- Arrive on time
- Notify chairperson if you are not able to attend and who will represent you
 - Notify chairperson if you know you will be arriving late
- Stay focused on the meeting topic
 - Mobile phones and Blackberries off
- Listen as an ally – build on ideas without criticizing
- Don't dominate the conversation
- Share your ideas and participate
 - Silence means consent
- One person speak at a time
- No side conversations
- After meeting is over, group speaks with one voice
- Follow through on commitments made