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