

1. Show up on time and come prepared

Be prompt in arriving to the meeting and in returning from breaks.

Be prepared to contribute to achieving the meeting goals.

Come to the meeting with a positive attitude.

2. Stay mentally and physically present

Be present, and don't attend to non-meeting business.

Listen attentively to others and don't interrupt or have side conversations.

Treat all meeting participants with the same respect you would want from them.

3. Contribute to meeting goals

Participate 100% by sharing ideas, asking questions, and contributing to discussions.

Share your unique perspectives and experience, and speak honestly.

If you state a problem or disagree with a proposal, try to offer a solution.

4. Let everyone participate

Share time so that all can participate.

Be patient when listening to others speak and do not interrupt them.

Respect each other's thinking and value everyone's contributions.

5. Listen with an open mind

Value the learning from different inputs, and listen to get smarter.

Stay open to new ways of doing things, and listen for the future to emerge.

You can respect another person's point of view without agreeing with them.

6. Think before speaking

Seek first to understand, then to be understood.

Avoid using idioms, three letter acronyms, and phrases that can be misunderstood.

It's OK to disagree, respectfully and openly, and without being disagreeable.

7. Stay on point and on time

Respect the groups' time and keep comments brief and to the point.

When a topic has been discussed fully, do not bring it back up.

Do not waste everyone's time by repeating what others have said.

8. Attack the problem, not the person

Respectfully challenge the idea, not the person.

Blame or judgment will get you further from a solution, not closer.

Honest and constructive discussions are necessary to get the best results.

9. Close decisions and follow up

Make sure decisions are supported by the group, otherwise they won't be acted on.

Note pending issues and schedule follow up meetings as needed.

Identify actions based on decisions made, and follow up actions assigned to you.

10. Record outcomes and share

Record issues discussed, decisions made, and tasks assigned.

Share meeting reports with meeting participants.

Share meeting outcomes with other stakeholders that should be kept in the loop.