1. What’s in a norm?

Unspoken Norms

- What’s in a norm?
- Is a norm the written and unwritten rules we use to interact with one another?
- Communication Norms: the written and unwritten rules we use to interact with one another.
- Unspoken Norms: the things we expect and how we know we should act within a group.

Leadership Practices

- Unspoken norms are the written and unwritten rules we use to interact with one another.
- Leaders need to make sure the team is clear on how conversations will be handled.
- Leaders need to make sure the team is clear on how to move through disagreement.
- Leaders need to make sure the team is clear on how to take feedback.

Questions to Reflect On

- What are helpful patterns?
- Which informal practices are important?
- Which could use another look?
- How do your team's norms impact your work?

2. Shared Agreements

Shared Agreements for Culturally Humble Leadership

- Define for Yourself
- Live the Six
- Listen to Understand
- Assume Good Intent - Honor Impact
- Intent
- What was meant by the words, action, policy?
- Impact
- How do we make others feel?
- How do we make others feel?

Impact

- What happened as a result of the words, action, policy?
- Leaders need to practice mitigating microaggressions.
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3. Preparing for Anti-Racism Conversations

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4. Resources and Links

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