

## Why Build Key Agreements?

Building and documenting key agreements can help your work be more effective through

- Better group processes (e.g., Workshop guidelines),
- Agreed guidelines in difficult situations (e.g., Behavior expectations).

Referring back to these Agreements can be very helpful if discussions or interactions become tense or disorderly.

## 3 steps to building an agreement.

1. A **proposal** is submitted to the group
2. **Understanding and clarification** is sought
3. **Refine** proposal if needed, **accept** proposal

\*If an agreement cannot be reached on the submitted proposal, revisit and refine the proposal to see if an agreement can be reached. Find a piece of the agreement the group can actively support and start there.

Meeting **Ground Rules** are often a group's first agreement. They outline how participants will interact with each other; how decisions will be made; and help to create a safe, working environment.

## Record your agreements – no matter how big or small!

- They are your stepping stones to success
- They help remind the group of what they have committed to
- They can reduce conflict
- They are a neutral way to manage the group
- It shows the group that they can accomplish things 😊

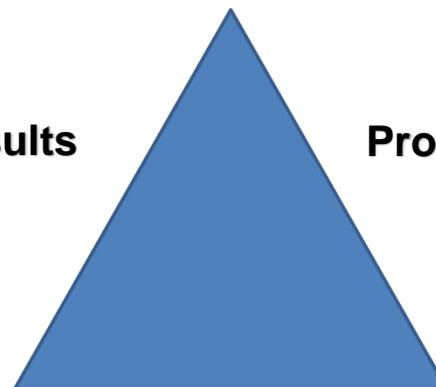


Capturing Key Agreements  
helps your work be more  
effective.

The Success Triangle requires all three sides working together and striving for balance.

**Results**

**Process**



**Relationship**

## Example Workshop Guidelines

- Involvement: Get involved.
- Put more in, get more out.
- Comments & discussion
  - Be Brief
  - Be Respectful
  - Not personal – focus on content not person
- The Facilitator has Veto power
  - Instructor can call for closure – again not personal – but must keep on track.
- Take Breaks - Revive, refresh!
- Cell phones off (or at least on silent)
- Other?



## Example Difficult Discussion Guidelines

- Listen respectfully, without interrupting.
- Listen actively and with an ear to understanding others' views. (Don't just think about what you are going to say while someone else is talking.)
- Criticize ideas, not individuals.
- Commit to learning, not debating. Comment in order to share information, not to persuade.
- Avoid blame, speculation, and inflammatory language.
- Allow everyone the chance to speak.
- Avoid assumptions about any member of the class or generalizations about social groups. Do not ask individuals to speak for their (perceived) social group.



It is important that students agree on the ground rules before discussion begins. See this page for some further examples.