



## Written Rules For Basic Conduct of Your Team

### Introduction

These rules have been used by many companies, e.g., HP and many others, to resolve issues with team conflict, subpar quality, low productivity etc. After training the team on these rules and creating buy-in for them, these issues were successfully addressed. For example, in the case of HP, quality soared and production levels exceeded far what they even thought was physically possible!

We have used these rules successfully in a number of companies. Many times we were told that some of these rules were broken in their organization on a daily basis! For example, rule #4 is commonly violated. In our experience, reversal of these issues is a huge accelerator of companies' success.

**Important:** Do not expect that just handing these rules to your team will work. Your team needs training on these rules, what they mean, how they are applied and why they benefit from buying into them. They need to have the opportunity to ask questions, express doubts, think it through. All of this creates the buy-in you need for these rules to truly work.

- 1) Be willing to support our purpose, values, rules and goals.
- 2) Speak with good purpose.
- 3) Acknowledge whatever is being communicated as true for the speaker at that moment. If you disagree or do not understand, ask clarifying questions.
- 4) Complete your agreements:
  - a) Make only agreements that you are willing and intend to keep.
  - b) Communicate any potential broken agreement at the first appropriate time.
  - c) Clear up any broken agreement at the first appropriate opportunity.
- 5) When something is not working, look to the system for corrections and propose a system-based solution to the person who can do something about it.
- 6) Each individual is responsible for continuously improving the organization's system.
- 7) Be effective and efficient (Optimize every event ...more with less).
- 8) Have the willingness to win and to allow others to win (win/win).
- 9) Focus on what works.
- 10) When in doubt, check your intuition.
- 11) Be responsible – no lay blame or justification.
- 12) Agree to agree.
- 13) Hold the person “innocent” until proven “guilty”.
- 14) If an upset lasts longer than 50 minutes, the upset party(s) to seek support from a neutral third party.