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| <p style="text-align: center;">Communication Ground Rules Established by NELD, Class of 2002</p> |
| <p style="text-align: center;">May 17, 2001</p> |

1. Provide equal opportunity for all to participate.
2. Ask questions to ensure clarity.
3. Stay focused.
4. Record provocative side issues in the “Parking Lot” for later discussion.
5. Interject some humor and have some fun.
6. Speak your mind and heart freely—tell your truth.
7. Engage in all discussions and learning activities—participate—don't hold back.
8. Value disagreement as a tool for higher learning.
9. Seek first to understand the other before judging.
10. Demonstrate respect to others:
 - Show agreement through head nods
 - Maintain good eye contact (no glaring or staring)
 - Actively listen to others
 - Don't interrupt the speaker
 - Allow no side-bar conversations when others are speaking
 - Show some facial animation—smile
 - Provide support and recognition to others (applaud)
 - Maintain confidentiality
 - Raise your hand to signal your intent to speak
11. Be an angel's advocate—build on one another's ideas rather than tear one another down.
12. Be skeptical of self and others but don't be cynical.
13. Be honest with yourself and others.
14. Show sensitivity to the feelings of others.