

## **Communication Ground Rules**

NELD, Class of 2003  
Created October 2, 2002

1. Communicate respectfully, honestly, sincerely, openly, courteously, and sensitively.
2. Support and encourage others. Ensure that all have the opportunity to speak and contribute. Be willing to work with anyone and everyone.
3. Be open to, explore, and value differences of opinion and perspective; but feel free to disagree.
4. Attend to body language.
5. Use language that everyone can understand (e.g., define acronyms).
6. Encourage people to ask clarifying questions.
7. Be an angels' advocate: rather than finding fault with the other, look for ways to build on the other's ideas.
8. Be present. Attend to the other. Be right here right not.
9. Give timely, specific, honest feedback.
10. Be responsive and timely in communications with others between sessions.
11. Be sensitive to the emotional sensibilities and communication preferences of others – modify your approach accordingly.
12. Be skeptical but not cynical. Challenge one another's ideas – push back.
13. Maintain appropriate confidentiality.
14. Take some risks to learn.
15. Show optimism and a positive approach.
16. Use humor when appropriate.
17. Be on time.
18. Be open to give and receive constructive feedback. Reduce defensiveness.
19. Be prepared. Plan communications. Think before speaking.
20. Communicate directly – don't triangulate.
21. Listen without interrupting.
22. Volunteer – take the leadership role.