

Setting Healthy Team Norms

Adapted from "[Restarting Teams to Restart Museums](#)," by Jennifer Martin.

Every team is different, unique in its own ways that reflect the diversity of our experiences and knowledge. However, all good teams share certain behaviors, traditions, and standards that help us contribute to making our museum great.

There are two principles to good teams: (1): everyone needs to feel they can speak up, and (2): team members need to show they are sensitive to one another's feelings.

What we need	How we know
Teams need to believe that their work is important	We each see how our work contributes to our MISSION
Teams need to feel their work is personally meaningful	Our personal MOTIVATION(S) align with what is asked of us
Teams need clear goals and defined roles	Our DECISIONS & ACTIONS are clear to everyone in the museum
Team members need to know they can depend on each other	Our TRUST of each other
Teams need psychological safety	The FREEDOM to be our best selves

How all staff behave in meetings	How leaders behave in meetings
Don't interrupt other members	Don't end a meeting until everyone has spoken
Listen and summarize what you are hearing	Encourage those who are frustrated to express their concerns
Admit when you don't know	Call out intergroup conflicts and resolve them through open discussion

