

## APPENDIX 2. Behaviors to Benefit the Group

### **Behaviors to Benefit the Group**

#### **Be a good Listener**

Ask for clarification about why people think or feel as they do. Never interrupt. Ask questions to clarify why the issue exists and what the goals are.

#### **Be solution Centered**

Don't just criticize; provide solutions and ideas for solving problems.

#### **Be open to outcome**

Don't come with "THE PLAN" come with "an idea". Then see where the group expands it and be open to the change. Don't own ideas; give them away to the group. Don't set limits.

#### **Look equally at all sides**

Look fairly and equally at all the pros and cons of all ideas. Ask the group for a listing of both pros and cons. When it's your idea, ask the group to list both the pros and cons.

#### **Be concise**

Think out what you are going to say before you say it and then be brief. Don't ramble; don't repeat what others have said. If you think the same as someone else who has already spoken, then simply say, "I agree with \_\_\_".

#### **Be Patient**

Ask if group members need more time. Others may need more time to understand, or need more information.

#### **Take a dose of humility**

Just because you think you have the answer does not mean it's the best answer for everyone, or that what meets your needs meets the needs of others. Ask questions to ensure the answer meets the needs of as many as needed. Be willing to examine your own prejudices and values and not apply them to others, or expect that others have the same values as you.

## APPENDIX 2 (CONTINUED).

### **Take ownership of your feelings**

If you feel unhappy, or uncomfortable say so and try to pinpoint why. Also don't forget to say you are happy or grateful as well.

### **Take a long term view**

Many decisions and proposals are learning experiences for things you have not yet done. If it does not work, you can change it later. Try things out. Experiment. Suggest trying new ideas or processes for a certain time period.

### **Learn when to let go**

Don't get hung up on small details, let the decision go forward and then examine it later to see if your misgivings were justified or not. Be willing to let the group go ahead so they can learn, even it means the group might make a mistake or two.

### **Use I statements to define your needs**

When you have things you want or need, tell the group what they are by using I statements such as "I need covered parking because I have an old car that leaks".

### **Give the reasons behind your thinking**

Whenever you state an opinion, you can add valuable information by giving others the reasons for your opinion. Be open to questions and comments about your opinions.

### **Clean up your messes**

When you say the wrong thing, or act in a way that hurts, angers or alienates others, talk later to discuss what happened and why, with those affected.

### **Do your homework**

Don't wait until the meeting to get or give information. Call people, hold small gatherings, etc. Read everything you are given closely and think about it before the meeting.