



# THE 1<sup>ST</sup> GROUND RULE FOR *Successful* INTERACTIONS

R

*Responsive*

Deliver results. Don't confuse activity with results.  
Practice accountability. Hold yourself accountable first, others second.  
Right wrongs. Apologize. Don't rationalize or justify and don't cover-up.  
Get better. Continuously improve.

E

*Etiquette*

Demonstrate respect to everybody regardless of their status or station  
Attack the problem, not the people.  
Respect the views of others.  
Avoid distractions.

S

*Synergy*

Work together to achieve something greater than the sum of its parts.  
Cooperate with one another.  
Teamwork will produce an overall better result than if each person within the group were working toward the same goal individually.

P

*Plan*

Be prepared.  
Be on time, stay focused and keep on task.  
Prioritize.  
Develop objectives and reassessment points.  
Keep commitments.

E

*Engage*

Create transparency by declaring your intentions (don't hide your agenda or motives).  
Be constructive; constructive, honest debate is desirable.  
Confront reality. Take things head on rather than let them fester (respectful conflict is ok, passive resistance is not).

C

*Communicate*

Dialogue is preferred, monologue is not.  
Listen first with an intention to understand and not to contradict.  
One person speaks at a time.  
Talk straight, tell the truth, and use simple language.  
Clarify expectations of others.

T

*Trust*

Assume good intentions.  
Extend trust to others; this brings out the best in them and builds reciprocity.  
Be free to speak your mind without fear of reprisal.  
Show loyalty. Speak about people as if they were present.