**SERVICE EXPERIENCE TEAM**

**GROUND RULES**

* Show up on time and prepared.
* Participate and contribute to your fullest ability.
* Show professional courtesy to others:
  + Listen to different points of view.
  + Maintain self-esteem of all participants.
  + Listen while others are speaking.
  + Provide equal opportunity for others to speak on a topic.
  + Be positive and constructive.
* Disagreements and different ideas are ok.
* Be responsible for your own self-care:
  + Take extra breaks if needed.
  + Let the facilitator know about needs you may have.
* Limit side conversations to breaks and don’t talk over others.
* Keep cell phone on silent/vibrate/off. If you need to take a call step out of the room.
* Know that your time here is valued and the work you are doing is important.
* Have fun!