

CNSOPB BEHAVIOURAL NORMS

DECISION MAKING

- All people directly affected in a decision making process are expected to bring their point of view forward, to express their agreement and disagreement in a professional manner, and to make sure they have a chance to speak and to be heard. Once the decision is made, they are expected to support the decision's implementation.
- Management will strive to include all appropriate staff during a decision making process
- Informed silence means acceptance
- Management will strive to explain to all affected people the reasons a decision was made.

MEETINGS

- The chairperson starts meetings on time and strives to end them within the agreed time.
- All arrive on time, prepared to participate actively
- All remain focused on the purpose and/or on the agenda.
- Information needed is provided to all members sufficiently ahead of time to prepare for the meeting.
- Presenters should be ready when called upon.
- During all meetings, we act in a professional manner and support CNSOPB policy.

ISSUE RAISING

- It is the responsibility of all members to raise issues that they believe are affecting the unit's performance.
- Respect confidentiality.
- Listen actively and speak openly.

SKILL & KNOWLEDGE

- If you have it, share it. If you need it or want it, seek it.
- Be willing to share skills to make our group successful.

ACCOUNTABILITY

- Be positive and energized about your work
- Promote an enjoyable workplace.
- Be professional, express your concerns if you have them; once decisions are made, get behind them and let go of your disagreement.
- Consider cost implications to the Board of your actions and proposals
- Once you have accepted responsibility and accountability, be responsible and accountable.

COMMUNICATION

- Communicate openly, honestly and respectfully.
- Provide and receive positive feedback and treat critical feedback as constructive.
- Try to understand individuals and accept other people's ideas and points of view.
- Notify all people affected when you are out of the office.

ASSIGNMENTS

- Complete assignments as per commitment and due date.
- Continue to assess priorities and keep others involved when due dates need to be adjusted.
- People should be able to have growth-oriented projects.
- Make accurate measurements and keep good records to track our achievements.
- Combine information into an accurate, visual record of our progress.
- Celebrate our successes together. Clarify lessons learned from our failures, when an assignment is complete.
- Form cross functional teams whenever possible.