

PEG Agreement

Rules of Operation: How we Share Information

- Establish and maintain effective communication channels
 - In person, e-mails, internet
- Conduct Effective Meetings
 - Consistent meetings that start and end on time w/agenda and minutes from previous meeting
 - We share information in advance
 - Establish and follow a meeting protocol
 - Use an agenda
 - Follow best practices vs worst practices
 - One person talks at a time
 - Use a Meeting Leadership/Facilitator responsibilities
 - Be respectful, don't interrupt, listen
 - Try to be succinct
 - Document and communicate decisions

How we Make Decisions

- Have we followed our information sharing rules?
- Fact based & data driven
- Refer discussions to our overall goals
- Dialog, within time limits, try to reach consensus
- Consensus is group decision without strong dissent
- If necessary vote
- Record decisions... pro and cons, dissenting opinion
- When information dictates revisit decision then explore dissenting position and others

How we resolve conflict

- Be Respectful
- Do we have all of the information that we need? If not, table the issue and/or send it to a workgroup
- Use a step by step process
 1. Member identifies there is a conflict
 2. Facilitator directs group to "take a break"
 3. Participants think about what you're hearing and saying
 4. We reconvene and each member calmly re-states what his/her views are; Present viewpoint as objectively as possible... careful of tone
 5. We identifies similarities and differences; Listen to opposing views
 6. We decide if it can be resolved here and now
 7. If not, then we assign a team to clarify and present issues at next meeting