

TEAM ACTIVITY: Create operating norms or ground rules for using Sococo

Creating Norms

Preparation: Before meeting with your team, review the sample norms organized here into four primary categories:

1. **Availability** – how we agree to make ourselves accessible to one another in Sococo so that we can quickly remove any blockers to getting work done
2. **Meetings** – how we agree to utilize Sococo functionality to enable productive meetings
3. **Privacy** – how we agree to respect other’s needs for privacy in both personal and shared spaces in Sococo
4. **Socializing** – how we agree to facilitate socializing in Sococo, essential for building strong personal bonds and working relationships

Estimated Time for Team Activity: 45 minutes

Directions

1. Explain that high performing teams typically create norms to establish a shared understanding of how they will work together in Sococo.
2. Introduce the four suggested categories for norms, along with sample norms for each category.
3. Break the team into smaller groups, assigning each group one to two categories of norms to discuss.
4. Give a time box of [10] minutes for each assigned category. The assignment is to come back with proposed team norms. Send the small groups to separate Sococo breakout rooms.
5. Before the allocated time box is up, pop into each breakout room to give a final x-minute(s) warning.
6. Reconvene the groups. Ask a representative from each group to share the list of norms their group proposes.
7. Compile a complete list of norms. Seek clarification so that a set of good-enough norms can be ratified by everyone.
8. Secure commitment from the team to adopt the norms for an agreed-upon period of time. Remember, less is more. There’s no need to create a long list. Norms can *and should* be adjusted over time.

Sample Team Norms

Availability

- ❖ Sign into Sococo whenever working. Without this one, the rest don't really matter.
- ❖ As a team, we welcome brief clarifying conversations to remove blockers.
- ❖ You can reach out to anyone at any time (knock, pop into their office, issue a "get") **with one exception:** we agree to respect the requests of people who have clearly set their status to indicate they do not want to be disturbed right now.
- ❖ Move your avatar to the area of our map labelled "In the Zone" for heads-down, do-not-disturb-me-now work time.
- ❖ You can also set your Busy signal to indicate do-not-disturb-me-now. Turn it off when you are available again or this signal will become ignored for you.
- ❖ Whenever you step away from your computer, move your avatar to the area of our map labelled "Away".
- ❖ Edit your status (in profile) to communicate specific schedule information, such as: *Lunch - Back @2pm ET - Text if urgent*. Edit again when you return.
- ❖ You can send a chat message to anyone at any time—even to someone who's status is set as busy or do-not-disturb-me-now.
- ❖ When you receive a chat message, reply promptly—unless you have indicated you're busy. In this case, reply as soon as you can shift your attention.

Meetings

- ❖ Everyone should sign in to Sococo individually for meetings, even when physically co-located with others.
- ❖ Meet in the "Playtrium" every day at 12pm ET for daily Standup.
- ❖ The default is video ON whenever you are speaking.
- ❖ Default for mics is OFF in large meetings to avoid broadcasting background noise. However, do turn your mic ON to laugh, give encouragement or feedback.
- ❖ For small meetings (up to four participants), everyone should turn their video ON.
- ❖ Describe your screen sharing when multiple screens are shared so people know where to look.
- ❖ It is OK (within reason) to use room chat for back channel conversation during our team meetings.

Privacy

- ❖ Close your door when your conversation is private.
- ❖ Be considerate - don't take over a shared team space for a smaller group meeting. Instead, move to a breakout room.

Socializing

- ❖ Drop by the Lounge Fridays beginning at 4pm ET to hang out.
- ❖ Move your avatar to the kitchen when you are eating lunch at your desk and open for chit chat.

When establishing norms, consider:

Availability: how we agree to make ourselves accessible to one another in Sococo to quickly remove any blockers to getting work done

- Committing to signing on to Sococo during core working hours
- Using status indicators and specific areas on our map to indicate availability

Proposed norms:

Privacy: how we agree to respect other's needs for privacy in both personal and shared spaces in Sococo

- Closing doors for private meetings
- Not talking in shared team spaces unless topic is interruption-worthy for all

Proposed norms:

Meetings: how we agree to utilize Sococo functionality to enable productive meetings

- Committing to using video, at minimum when speaking
- Using room chat for back channel conversation (or not)
- Dedicating certain rooms for Agile rituals & ceremonies

Proposed norms:

Socializing: how we agree to facilitate socializing in Sococo, essential for building strong personal bonds and working relationships

- Establishing times to hang out
- Designating areas on our map as social areas
- Encouraging casual check-ins each day

Proposed norms:
