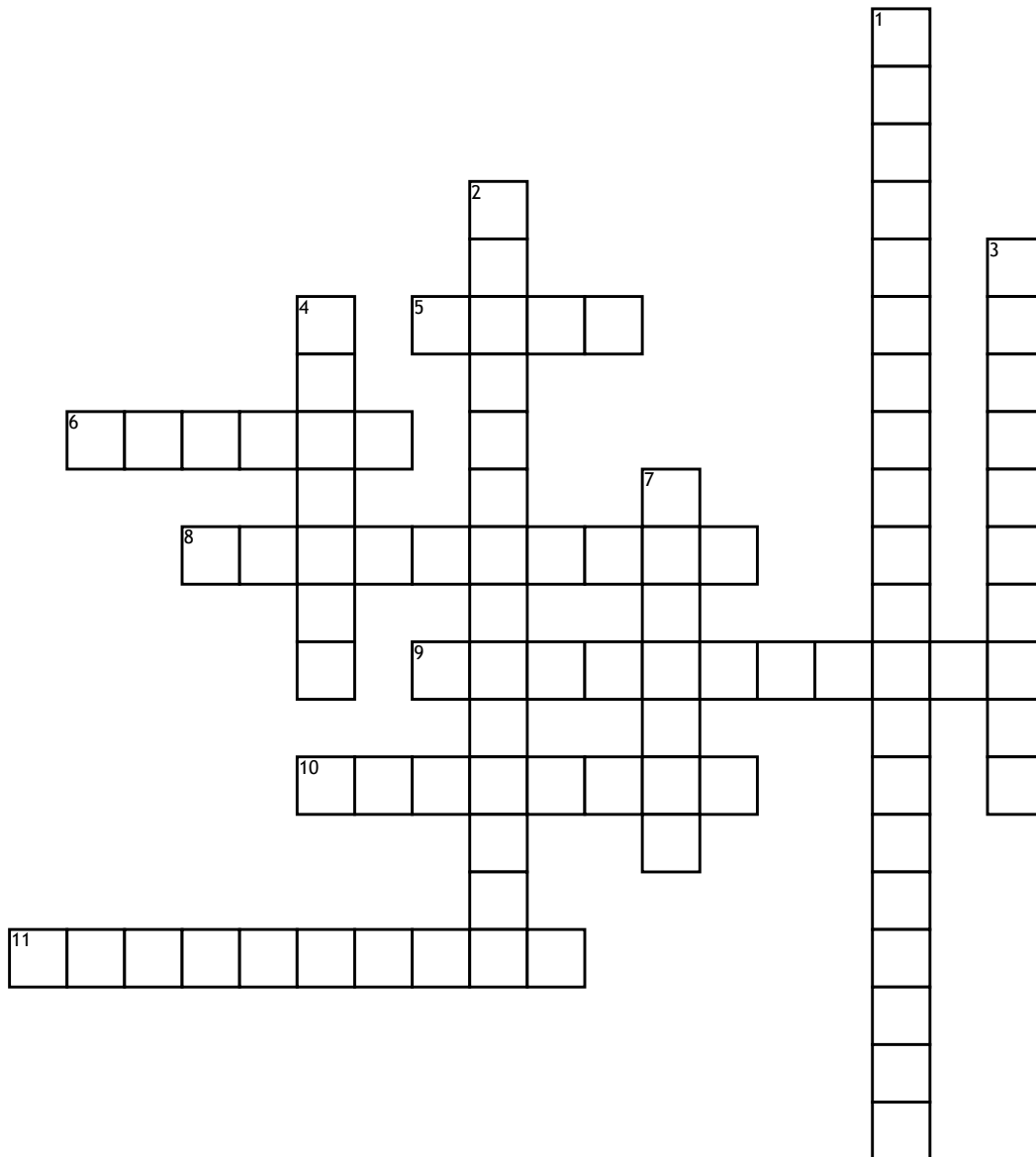


# Group Rules and Norms



## Across

5. provides ideas & information, clarifies members' understanding, critically evaluates ideas...includes feedback

6. both parties win

8. the process of establishing & maintaining a good working climate, organizing group processes, & ensuring that discussion is substantive

9. someone who conducts the process

10. when both parties lose

11. helps a group get organized and stay on track by providing agendas, recording group progress...procedures

## Down

1. appropriate when a decision needs to be made quickly and wants to take into account every member's opinion

2. the time tested method for solving problems

3. dysfunctional communication that blocks others, sabotages a healthy climate, or is self-absorbed...self-centered rather than group-oriented...detracts from effective decision making

4. focuses on creating & maintaining a constructive atmosphere that emphasizes group strengths & progress, recognizes member contributions, builds enthusiasm

7. one party wins and the other loses