**Unspoken Norms Activity: Making the Invisible Visible**

Welcome!

We recommend setting aside two hours for the execution of this activity with your org/team, though a fast version can be done in an hour and 20 mins.

Steps to organize an Unspoken Norms activity for your team:

1. Watch the Unspoken Norms Instruction Videos  
   1. [Part 1](https://www.youtube.com/watch?v=ypY_Fxx7QKI) covers framing and explores the relationship between oppression, power, injustice, and invisibility -- if you’re not a beginner to these ideas, you can skim/skip around this video, but you’ll still want to watch the first 10 mins.
   2. [Part 2](https://youtu.be/xXQL1LboqDo) explains this agenda and how to use it so it’s a mandatory-watch!
2. Pay close attention to the **comments** in the right-hand margin of this agenda because they contain key tech instructions you’ll need to follow in order to create the different components of the activity and make sure they work properly
3. Make a copy of this agenda and customize it for your team. In order to do that, click “File” in the menu header, then select “Make a copy,” **be absolutely sure to select** **“Copy comments and suggestions”** so you can see those instructions for when you’re editing the agenda, and then click “OK”

“Every declaration of love contains an unstated list of exceptions and demands.”

**[Insert day/time/location here.]**

**Part 1: Framing, grounding, opening the space (about 15 mins)**

* Arrive
* Breathe
* Listen to “[Nothing changes without me](https://www.daniellelaporte.com/read/nothing-changes-without-me) (a poem for open, terrified hearts)”
* Framing: making the invisible visible.
  + Invisible things can be good, bad, or neutral
  + The purpose of this activity is to shed light on what is currently invisible
  + There is power in seeing what is currently in the dark
* Commitments
  + I commit to speaking the truth as clearly as I see it, and to hearing it with an open heart
  + I commit to holding the truths I learn today with tenderness, grace, and care, both now and in the future
  + I commit to honoring myself and my teammates as both fallible *and* worthy human beings, both now and in the future

**Part 2: Definitions, purpose, examples (about 20 mins)**

* Quotation at the top -- every org and even every relationship has **unwritten rules**
  + What is a norm?
    - “Something that is usual, typical, or standard.”
      * It can be a way of working and/or a commonly held belief. It can exist on our team or between two people.
  + What does it mean that it’s unstated?
    - “Not having been articulated or uttered, be it intentionally or unintentionally.:
* We want to codify/make explicit things that are working, and redesign things that are not working
* Today’s activities -- writing unspoken norms, identify the “universalizable truth” about what people need at this organization
  + Unspoken Norm [Not-Necessarily-True] Examples:
    - There is trust placed in team members to use their company cards as they see fit with wisdom and trust that they’re buying what they need. There’s neither an expectation of scarcity nor excess.
    - If I have a strong interpersonal relationship with Aleiya, the more informal power I have in the organization
    - If you need time off or are unwell or you have a personal crisis, you will be supported in taking time off even if you have to do so at the last minute
    - The model of a great team member is an extroverted person, and people who do not identify this way feel the need to adapt
  + You can explicitly NAME other people
  + Remember that you can submit positive and negative norms -- both are important for us to look at
  + You’ll be using anonymous forms to submit, and you’ll submit one response at a time
  + Questions??

**Part 3: Anonymously submit unspoken norms (about 15 mins)**

* ~7 mins -- **submit 3-5** unspoken norms to this form by **refreshing and hitting “submit” after each one**:   
   [Job Roles, Responsibilities, Training, Expectations, etc.](https://docs.google.com/forms/d/1kzLldmbIoIjeFSj1WAJIJlYqFcY5zmW0Y7C9vp-qcfs/edit?usp=sharing)
* ~7 mins -- **submit 3-5** unspoken norms to this form by **refreshing and hitting “submit” after each one**:   
   [Feedback, Conflict, and Disagreements both Professional and Personal](https://docs.google.com/forms/d/1uXYZfdfKVqeFI0zl2twi91NNZbjPcCt5PCXGWZmtrE0/edit?usp=sharing)

**Part 4: Debrief as a team (about 35 mins)**

* **11:35am - 12:10pm**
  + Read all the Unspoken Norms that were submitted
  + Debrief as a team

**Part 5: Close the activity (about 10 mins)**

* [Closing wishes](https://docs.google.com/forms/d/1NOsi9GOMrY5trMSgiZXQzipVrR0XqGAn9Vu13bKNriM/edit?usp=sharing) (folks submit unspoken norms they *wish* were the case at the organization in order to end on an aspirational/hopeful note)
* Debrief what folks said were their dream Unspoken Norms