



# INDIANA STATE BOARD OF EDUCATION

## Establishing Education Dispute Resolution Working Group Norms

Our interactions with each other as members of this Working Group, with the collaborators, and those providing insight through public comment will be a crucial aspect of the work of this working group. The only way to develop our full capacity as an EDR Working Group is to establish and practice good interactive norms and get support and good feedback. These gatherings will be structured to do exactly that. Here is a list of norms for us to consider and iterate when considering our group conversations and interactions:

1. **Assume positive intentions.** Take the premise that everyone in the group is acting out of a desire to work toward our shared goal of helping all students learn. When followed, this norm is experienced as a silent reminder to oneself: this person wants to do well by the children and families of Indiana, too.
2. **Take an inquiry stance.** Ask questions that allow insight into a colleagues' point of view. To put this norm into practice, we can ask questions that start with, "What led you to conclude...?" "I'm hearing you say...is that correct?" and the simple but often effective, "I'm wondering what you mean by..."
3. **Ground statements in evidence.** Make a conscious effort to cite data or offer a rationale when explaining one's point of view. This is a norm that is hard to follow, and we should support each other by feeling free to ask, "What's your evidence?"
4. **Timely Responsiveness.**
5. **Communicate.** If you know you will need to miss a Working Group meeting, please let staff know.
6. **Allow for give and take.** We want to ensure that each person – whether that is a Panel member or a collaborator – has the opportunity to be heard.
7. **Address issues not personalities.**
8. **Respect the Mountain.** We should not minimize how hard the work of change and innovation is. If we are to be effective agents of change and innovation, we need to respect the difficulty of the jump, and love the terrain.