

# Assembling a CUSP Team

## **CUSP team norms**

Strong CUSP teams share a strong team orientation. Team members believe that "Together, we are stronger." These teams also have a shared mental model of the team's mission and work together to achieve this mission.

Frameworks for team behaviors or "norms" also can make teams stronger.

## **How to use this tool**

This tool provides a set of guiding questions to consider as you develop your teams. You can work through them, writing down team member responses, or use them as discussion prompts. If you complete the table, keep the completed table somewhere team members can refer to periodically. Although we recommend using this worksheet when your team is new, you may want to revisit your team norms if you feel your team drifting. Has anything changed that might require you to adjust these to help your team be more nimble in its processes?

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## Our Team's Norms

<b>What's Our Guiding Framework?</b>	
<b>Meeting Logistics</b>	<b>Our team norms</b>
What's our schedule for regular meetings? (Will we have them the same time every month? Can we stagger some meetings on some months to encourage participation by those who might not otherwise be able to attend?)	
How will we share meeting agendas?	
How will we share meeting minutes (e.g., meeting summaries)?	
How will we remind team members about our CUSP team meetings to encourage participation?	
<b>Communication</b>	<b>Our team norms</b>
How will we ensure active, respectful listening?	
How will we discourage interrupting?	
How will we encourage new ideas for improvements from all team members?	
How will we share our stories with other teams in our organization? How will we learn their stories?	
<b>Decision-Making</b>	<b>Our team norms</b>
How will we make decisions? (For example, by consensus or majority vote?)	
How will we deal with conflicts? (Remember, constructively resolved differences can lead to creative problem solving)	

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<b>What's Our Guiding Framework?</b>	
<b>Participation</b>	<b>Our team norms</b>
How will we encourage participation at our CUSP meetings?	
Will we rotate who leads the meetings?	
How will we encourage staff to attend?	
How will we encourage staff to actively share when they do attend?	
How will we encourage participation in safety projects that develop from CUSP meetings?	
How will we recognize and celebrate participation?	
<b>Expectations</b>	<b>Our team norms</b>
Are CUSP core team members aware of expectations associated with their role?	
How do we assign follow-up actions at CUSP team meetings?	
How will we ensure that CUSP team members are mutually accountable for these actions/safety projects?	
How will we track actions/safety projects?	
How often will we check in to help project leads obtain resources or inputs they need to help their projects be successful?	
How will we ensure consistent use of CUSP tools?	
How will we measure the success of our CUSP team? Of our safety improvement projects?	