

TDM: A PERSONAL RESPONSIBILITY

1. Believe in the group's ability to be effective
2. Be respectful and demonstrate courteous behavior to all
3. Remember the purpose and goal—to provide opportunity for family and others to participate in developing solutions
4. Watch your non-verbal messages
5. Listen and seek to understand other points of view
6. Communicate cooperative intentions
7. Recognize the family's expertise
8. Build on strengths—identify, ask about, share, encourage, compliment
9. Support the talents and abilities of others
10. Be honest, fair, specific and behaviorally descriptive in what you say
11. Know your personal biases, prejudices and “hot spots,” and control them so that they do not affect your ability to provide balanced input and leadership in the meeting.
12. Make sure that what you say is understandable to all
13. Speak directly to group members, not about individuals as if not present
14. Acknowledge and accept emotions and disagreements as natural and to be expected. Stand in the other person's shoes
15. Separate issues and concerns from the people discussing them
16. Stay open, flexible and creative. Consider the merit of each idea

17. Maintain your energy throughout the meeting