

Working ZAP Ground Rules

Be on time and present

Everyone participates, no one dominates

Help us stay on track

One speaker at a time

Listen and ask questions to understand and seek clarification

Own your perspective (use “I” messages)

Focus on the process

Separate people from the problem

Be “all in” – actively and transparently engaged

Give freely of your experiences and knowledge

Actively agree only if it makes sense to do so

Keep an open mind