
Suggestions for Using
“Norms: The Unwritten Rules of This Organization”

Objectives:

- Help potential managers learn the unwritten rules of behavior in your company

Intended Audience:

- Coaches working with potential promotees so they can teach them the “rules”
- Coachees attempting to learn the unwritten rules

Processing the Activity:

- Coachee uses the worksheet to make notes about observations.
- One-on-one discussion between coach and promotee.

Questions for Discussion:

- Use questions on the worksheet and whatever other questions the coach suggests.

Caveats and Considerations:

- It is possible for a trainer to bring coaches together and use a seminar format to collectively determine what the norms are so that all coaches in a given organization teach and reinforce the same ones.