



Observer:

1. Watch silently.
2. Use the table to record your observations.
3. Record ways that your group members used the behaviors to help make the design and ways that they could have used the Behavior Norms to improve the process.

Behavior Norms	Observations Record a tally mark each time you see the behavior.	Success Stories Describe when you saw and heard the behavior norms being used.	Opportunities to Improve Describe when you saw and heard the behavior norms not being used.
Explain by telling how.			
Listen and pay attention to what is being said.			
Help others do things for themselves.			