

## **ISO of COSA Safe Communications Procedures**

*These guidelines are a requirement of service at the ISO level. If any member violates these guidelines, they may be given a warning. If they continue to violate the guidelines, they may be removed from their service position. Service is a privilege, not a right.*

**We use the spiritual principles set forth in the COSA Traditions.**

**We begin each meeting with the Serenity Prayer.**

“God, grant us the serenity to accept the things we cannot change, the courage to change the things we can, and the wisdom to know the difference.”

**We read Tradition Two.**

“For our group purpose there is but one ultimate authority, a loving God as expressed in our group conscience. Our leaders are but trusted servants; they do not govern.”

**We read the *Guidelines for Safe Communications*, which are:**

1. We respect others and ourselves in the group by using the safety guidelines.
2. We use “I” or “we” statements. We avoid blaming and shaming, button pushing, case building and the taking or sharing of another person’s inventory.
3. We practice active listening, especially when in formal Board meetings.
4. We respectfully allow others to have the floor. We do not interrupt others.
5. We remain present when others are addressing the Board (e.g., giving committee reports).
6. We take responsibility for attending to our personal needs by taking self-care breaks, and scheduling longer breaks through group conscience.
7. We agree that one person at a time has the floor.
8. We wait until the speaker is finished, before raising our hands or if by phone, asking to be recognized by the Chair to speak.
9. We ask for clarity and use mirror feedback if we are uncertain about what the speaker is saying.
10. We avoid triangulating with others by practicing direct communication.
11. We say what we mean, mean what we say, and we do not say it meanly. When we say how we feel, what we think, and what we like or dislike, we use care and concern for the relationships within our Board and committees.
12. We accept that we will have disagreements.
13. We accept that there are many right answers.
14. We speak in polite voices. We do not use yelling, intimidation or sarcasm.
15. We agree to keep our language clean.
16. We table issues when emotions run high, for a period, beginning with one hour, or until the next ISO Board meeting.
17. We commit to return to discussion of tabled issues at a specific mutually acceptable time.
18. We own our responsibility for our own feelings and triggers. We contain ourselves.
19. We respect the limits of our job descriptions, the rotation of service roles, and any service term limits.
20. We agree that all of us are equally responsible for the relationships within the Board and service committees.
21. We agree to show up, speak our truths, and then, turn over the outcomes to our HP as expressed in our group conscience.