

**ACTIVITY 14.4 | Norms: The Unwritten Rules of This Organization**

Directions: Take a few days to consciously observe behavior throughout the organization and then fill in your answers. Be prepared to discuss with your coach

**Dress**

What is the organizational uniform? How do people dress? Who wears suits? At what level are jackets required? Do women wear pants?

	Men	Women
Top executives		
Senior management		
Middle management		
Supervisors		
Firstline staff		
Other		

**Communicating and Addressing**

How are people addressed? (First name, title, etc.) How are people contacted? (Phone call, e-mail, BlackBerry, memo, texting, etc.)

	Men	Women
Top executives		
Senior management		
Middle management		
Supervisors		
Firstline staff		
Other		

**Employee Gatherings/Interacting**

Who interacts with whom? If there are interaction taboos, what are they? Who invites whom? How much time is spent? Is promptness valued/expected?

	Format (Where, When, Interaction)	Participants (Who, Roles)
Meetings		
Breaks		
Lunch		
After work		