

A World That Works for Everyone

The Work and Commitment of The Boothby Institute

Groundedness in Institutions

Following is a list of administrative agreements developed over the years as we have worked with all kinds of businesses from corporations to schools and other non-profit organizations. A few of the organizations we've worked with: Central DuPage Health, The University of Maine, The Cleveland Institute of Music, The University of New England, YMCAs, 60 Public Schools, H.O.M.E (Maine's largest homeless shelter), Cleveland Trust Company.

Operating Agreements Worth Considering

1. All people including themselves will be treated with dignity, grace and loving-kindness.
2. There is an acknowledgement that we have something to learn from everyone.
3. We will seek first to understand...and then to be understood.
4. We will separate people from their behaviors, points of view or attitudes.

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5. There is a difference between being heard and being agreed with.
6. There will be no third party / gossip conversations.
7. People are encouraged to rise to their highest levels of ability and responsibility.
8. Each person is responsible for listening for “how it is” for the other person.
9. New ideas are encouraged and rewarded.
10. Risk taking is encouraged and rewarded.
11. Strive for win/win...but make a decision.
12. Decisions are made in a clear, intuitive, orderly, research-based way.
13. Assignments come with clear expectations.
14. The well-being of people comes first.

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15. Families are a priority.
16. Daily healing routines (mind, emotions, body and spirit) are a priority and are expected of all staff.
17. Honor your commitments or renegotiate before the deadline.
18. People cannot be taught, motivated or empowered. We can create an environment where people are likely to learn, be motivated and experience being empowered.
19. Intuitively listening and questioning everything is encouraged.
20. If you need/expect a person to be at a meeting, consult their calendar before scheduling the meeting.
21. If you are not at a meeting, you are responsible to make sure your point of view gets shared, to trust the decisions that are made and not to revisit or undermine those decisions. If you miss a meeting, talk with at least two people who were there and get their perspective, remembering that everyone will have a different experience.

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22. Look first for lessons learned and not for someone to blame.
23. You are accountable for having a “beginner’s mind” and for continuous learning for yourself and your staff.
24. You are responsible for clearing the debris off the playing field in all your relationships including with yourself.
25. Complaints will be directed to those who can do something about them.

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