

GREENBOOK COLLABORATION COMMITMENT: Enjoying & Sustaining the Journey
As a LEADER in the Greenbook Project, I Commit to the Following:

- Direct, timely, and honest communication with one another
 - Respectful disagreement
 - Solutions – focused discussions, NOT blameful
 - I am responsible for keeping up with meeting progress, including reading the minutes if I have missed a meeting

 - I will not waste group time re-hashing old issues
 - I will share what I learn with my delegate and respective agency leaders, including frontline workers
 - If I am committee leader, I will reach out to new people and my committee members often. I will take full responsibility for my committee and the work product(s).
 - Commitment to being open to change
 - Understand and respect that we all come from different “places”

 - “Get over ourselves” – Try not to be overly sensitive
 - Listen and ask questions to clarify if I do not understand something
 - Don’t assume everyone has the same knowledge or expertise, or has the right answer
 - Every person has a role and brings value
 - It is okay to say, “I don’t know”

 - Use basic language (no acronyms)
 - “You versus We” statements make people defensive
 - Simple and clear work products
 - Agree to disagree and still remain “we”
 - “Off-line” discussions are not helpful

 - Create a safe environment – it is okay to make mistakes
 - Nature of the work is potentially “conflictive,” but the conflict has to be dealt with constructively, not a personal attack
 - Thinking out loud should feel safe
 - Learn the language of the issues

 - Bring your sense of humor
 - No ‘third party’ conversations about someone else
 - Allow equal opportunity for contribution to the discussion
 - Willingness to voice opinion; Willingness to listen to other opinions; showing respect for differing opinions
 - Ability to make and take constructive criticisms

 - Willingness to take accountability for your own actions (or inaction); willingness to hold others accountable for their actions (or inaction)
 - Before jumping to conclusions, give others the benefit of the doubt
 - Active participation
 - Share an equal burden of the work
 - Respect and work within established lines of communication (committee structure, chair people, project staff)

 - Common responsibility for outcomes
 - Operate under “good faith” principle (we’re working together in good faith without ulterior, malicious reasons)
 - Follow-through on your commitments
 - Step up to the plate; take responsibility for the success of the projects
 - Don’t rely disproportionately on staff or other participants to do the work
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PROCESS FOR CONFLICT RESOLUTION IF THE COMMITMENT IS NOT HONORED

CONFLICT WITH A PERSON

Versus

CONFLICT BETWEEN ORGANIZATIONS

(1) RAISE THE ISSUE WITH:
The Person Responsible for Your Concerns

OR

(1) RAISE THE ISSUE WITH:
The Organization's Greenbook Delegate

-----IF NO CHANGE IN BEHAVIOR OR EXPECTATIONS HAVE NOT BEEN MET-----

(2) RAISE THE ISSUE WITH:
The Person's Supervisor

OR

(2) RAISE THE ISSUE WITH:
The Greenbook Agency's Director

-----IF NO CHANGE IN BEHAVIOR OR EXPECTATIONS HAVE NOT BEEN MET-----

**(3) EXECUTIVE COMMITTEE MEMBERS ARE OFFICIALLY NOTIFIED
VIA PROJECT CO-CHAIRS**

Assess to make final decision over corrective action plan and resolution using the principles of the following process:

Occasionally a participant's/organization's performance may fall short of the Greenbook Project's standards and/or expectations. When this occurs, Greenbook Grant leadership will take prompt, appropriate action. Corrective actions may range from an informal discussion with the participant/agency delegate about the matter to removal from the committee/project. Action taken by grant leadership in an individual case should not be assumed to establish a precedent in other circumstances. A progressive corrective action procedure will usually be followed, although in certain circumstances, depending on the severity of the situation, immediate removal from the project could result.

If the concern is directed towards a Project Co-Chair and/or their respective agency, the other Co-Chair will respond by addressing the issue with another member of the Executive Committee. If the conflict is between organizations and the organization's delegate is also the agency director, step two will be skipped.

Corrective action may include any of the following:

- (1) Leadership will speak with the participant/agency delegate about the problem and will communicate what the expectations are and what corrective action needs to be taken.
- (2) Verbal warning: Leadership will again speak with the participant in a more formal, documented manner
- (3) Written warning: Final communication of corrective action required
- (4) Suspension or removal