

TEAM PROTOCOLS AT CHICO'S

Protocols are agreed-upon ways of working within the team in areas such as conflict resolution, decision making, meetings, and the expectations of team members and the team leader. Here are 10 protocols that have been used by Chico's FAS to create great teams:

1. Be candid and straightforward.
2. Be receptive to others' viewpoints.
3. Be accountable for *your* results and behavior.
4. Hold others accountable for *their* results and behavior.
5. Let go of "stories."
6. Resolve it or let it go.
7. Do not triangulate.
8. Do not accuse in absentia.
9. Depersonalize—feedback is a business, not a personal, issue.
10. Structure decision making.