**Communication Protocols**

Have you ever worked in a group or team that actively used communication protocols?  Instead, you may be wishing a group you are participating in used this type of guide to help team members communicate effectively.  These protocols are basically guidelines that prevent conflict, misunderstanding, errors, and other issues that challenge the overall success of any working group.  They are co-created among the group, thereby creating commitment and accountability.

The International Ombudsman Association has a blog in which the ombudspersons in the Colleges/Universities section were offering sound advice for academic departments, research teams, etc., and I have provided the articles for you, below.  The first is a description of how protocols work, and the other two are sample partnership agreements:  one by the NIH, and another by the UMN.  I hope you find them helpful as you are in the full swing of another academic year.

Longer description of the need + protocol ideas:

<http://www.campus-adr.org/CMHER/print/hoover4_1.pdf>

Two sample of partnership agreements:

<https://ombudsman.nih.gov/partnerAgree.html>

<http://www.sos.umn.edu/assets/pdf/IntellectualProperty.pdf>

Sincerely,

Kristine Paranica

NDSU Ombuds

701.231.5114

Library 20C

*Call me for an appointment*