### MANAGEMENT PRACTICE CODES

- Apology
- Be enthusiastic
- Be friendly
- Be timely
- Body language
- Build community
- Coaching
- Connection
- Facilitate
- Humor
- Make time

<table>
<thead>
<tr>
<th>Clear expectations</th>
<th>Information flow</th>
<th>Local interaction strategies</th>
<th>Classification (system parameter)</th>
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</thead>
<tbody>
<tr>
<td>Email</td>
<td>Involved</td>
<td>a) Be approachable</td>
<td></td>
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<tr>
<td>Explanation</td>
<td>Involvedment</td>
<td>b) Pitch in</td>
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<tr>
<td>Fax</td>
<td>Let them tell me</td>
<td>c) Seek assistance</td>
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<tr>
<td>Get report</td>
<td>Let them vent</td>
<td>d) Reciprocate</td>
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<tr>
<td>Give information</td>
<td>Listening</td>
<td>e) Show appreciation</td>
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<td>Give report</td>
<td>Memo</td>
<td>f) Give respect</td>
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<tr>
<td>Information accuracy</td>
<td>Emissary for administrator</td>
<td>g) Give praise</td>
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<td>h) Say thank you</td>
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<td></td>
<td>i) Coach/mentor</td>
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</table>

### SOCIAL INTERACTION

- Apology
- Be enthusiastic
- Be friendly
- Be timely
- Body language
- Build community
- Coaching
- Connection
- Facilitate
- Humor
- Make time

### EXCHANGE INFORMATION

- Non Face to Face
- Participation in decisions
- Posted
- Reports
- Rumors
- Suggestion box
- Verify meaning
- Written notes

### CONNECT

- a) Listen
- b) Give or share information
- c) Receive information
- d) Explain
- e) Verify meaning

### EXCHANGE INFORMATION

- Advocate
- Argue-constructive
- Asking questions
- Brainstorming
- Change mental models
- Confronts

### COGNITIVE DIVERSITY

- Advocate
- Argue-constructive
- Asking questions
- Brainstorming
- Change mental models
- Confronts

- Direct observation
- Feedback (give/receive)
- Framing/Reframing
- Interpretation/labeling
- Make suggestion
- Pay attention

- Persuade
- Sensemaking
- Sensitivity
- Stand up to supervisor
- Suggest alternatives
- Testing the waters