



BOARD MEETING AGENDA SUBMITTAL

MEETING DATE:

ITEM SUBMITTED BY:

SUBMITTAL PREPARED BY:

AGENDA ITEM:

RECOMMENDED ACTION

BACKGROUND

ATTACHMENTS

FINANCIAL IMPACTS

Groveland Community Services District

Board of Directors DRAFT Norms for Effective Deliberations

December 11, 2018

THE BOARD OF DIRECTORS OF THE GROVELAND COMMUNITY SERVICES DISTRICT AGREE TO:

Relationship Norms



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- *Create an environment that promotes respect and appreciation (never dismiss/devalue others)*
 - *Listen openly, trying to really hear what other people are saying*
 - *Ask probing - not challenging - questions to further understanding and gain knowledge*
 - *Address process, not personalities*
 - *Use "I" messages (no blame)*
 - *Look for common ground/build consensus*
 - *Each be responsible for the success of the meeting (participate equally)*
 - *Maintain appropriate body language*
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Capacity Norms



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- *Hire sufficiently qualified personnel to meet the needs of the District*
 - *Expand education for the Board and staff*
 - *Expect creative decisionmaking*
 - *Maintain a high level of service and responsiveness by adhering to a policy of updating technology and resources*
 - *Ensure a cooperative and open work and Board meeting environment*
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Process Norms



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- *Be committed to the mission of the District*
 - *Monitor and respond to the changing needs of the community*
 - *Address and resolve policy issues, and set priorities*
 - *Maintain confidentiality (builds trust)*
 - *Work toward the future - learning from the past*
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Communication Norms



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- *Request information through the General Manager*
 - *Be respectful of staff time and priorities when requesting information*
 - *Paraphrase for understanding*
 - *Be accurate and brief*
 - *Actively listen*
 - *Not guess if we aren't certain of the answer*
 - *Understand that we will not know every aspect of daily District operations*
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