BECOME A HIGH-PERFORMING TEAM THROUGH AMAZING STAFF/COUNCIL RELATIONS

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You are now THEY!!

THEY are to blame
THEY don’t listen
THEY don’t have a clue
Who do THEY think they are?
EXPECTATION VS. REALITY
SOME CONTRIBUTING FACTORS

• The speed of government ..... 🐌

• Value of transparency 🔍

• A lot of governance happened before you were elected. Chances are you are not the first one to discuss your idea! 💡

• It is impossible to please everyone. Sometimes we must make tough/controversial decisions.

• Council sets policy and does not manage the project or implementation of programs.

• Your passion items will only come up a few times. ❤️
HOW DOES THIS ALL WORK?

There’s You (the individual)

There’s the Body (Council/Board)

There’s the Manager (& Staff)
ROLE CLARITY: Critical for a high performing organization

Understand, respect, & value the different roles
ROLE CLARITY: WE/IT ALL WORKS TOGETHER

Individual Elected
- Represent the will of people
- Advocate for what you believe

Elected Body
- Represent the combined will of the people
- Democratic decision on policy
- Ensure accountability & responsiveness
- Set the policy direction of the organization

Staff
- Implement the policy direction
- Subject Matter Experts
- Professional Training and Experience
ROLE CLARITY: WE ALL HAVE A LANE

Individual
• Have one vote. Vote!
• You are only one person operating within the body
• You are never not an Elected Official

Council
• Set policy
• Provide clear expectations
• Avoid micromanagement

Staff
• Provide neutral and factual information
• Subject matter experts
• Implement policy decision efficiently and effectively
• Avoid trying to control governing body

I perform better under strict micromanagement, said no employee ever.
BODY ACCOUNTABILITY:  
ROLE CLARITY OF INDIVIDUALS WITHIN THE BODY

• Develop meeting procedures and rules of order *
• Develop protocols for how the Council/Board will communicate/operate outside of meetings*

* Should be revisited after each election
BODY: STRATEGIC GOALS AND DIRECTION

• Set Strategic Goals
• Body must decide direction for community
• Provides clarity for community and staff
COUNCIL/BOARD GROUP DYNAMICS

- Accountability is a group responsibility
- Don’t undermine the decision of the Body
- Avoidance = dysfunction
- It is NOT staff’s role to correct behavior
- Build trust
INDIVIDUAL ACCOUNTABILITY

• Become educated (charter/laws/procedural rules)
• Read the Council packet
• Be present
• Talk to your Manager/Attorney
• Ask questions
• Your voice is equal to other Council/Board members
INDIVIDUAL STRATEGIES FOR SUCCESS: WITH THE BODY AND THE MANAGER

• Have the hard conversations
• Surprise! – You do not need to “like” each other to work together professionally
• Each Board member was independently elected
• Respect staff technical expertise while thinking outside the box
• Don’t be paralyzed by the desire for complete agreement or an inability to move beyond debate.
INDIVIDUAL STRATEGIES FOR SUCCESS:
WITH THE BOARD & THE MANAGER

• Actively listen to understand, not to know when it is your turn to talk
• Communicate appreciation publicly and be sincere
• Private admonishment/timely – be specific
• Council/Board has 3 employees – Manager, Attorney, and Municipal Judge

• Work through your Manager

• Gain Body/Manager agreement on communication protocol with other staff

• Be careful: Staff can take an elected comment as a directive

• Individual Council Members have the same role as a citizen

• Staff works for the Manager who works for the Council/Board Body and community NOT individual elected officials
STRATEGIES FOR INDIVIDUAL SUCCESS: WITH YOUR MANAGER

• One-on-one meetings
• Mistakes are allowed, we are all human
• Develop trust
• Communicate, communicate, communicate
• Don’t assume
• Make the evaluation a priority
• Role of the Body
• Do them intentionally, give support
• Remember you are a group
• Your concern may only be yours
HIGH PERFORMANCE - WHEN IT ALL CLICKS

INDIVIDUAL
- Advocacy
- Brings Ideas
- Opinions
- Open Mind

BODY
- Listens
- Makes Decisions
- Debates

MANAGER/STAFF
- Provides data
- Provides recommendations
- Implements Bodies decisions

HIGH PERFORMANCE
USE YOUR RESOURCES

- CML / NLC
- Talk with colleagues
- Attend trainings
- Ask your manager