



CAMERON PARK COMMUNITY SERVICES DISTRICT

**Board Workshop
February 11, 2023**

Robert Bendorf, County Administrator (ret.)



1

ON TAP FOR TODAY.....

- BOARD GOVERNANCE
 - ROLE OF BOARD MEMBERS
 - EFFECTIVE BOARDS
 - LEADERSHIP
- EFFECTIVE COMMUNICATION
- EXPECTATIONS FOR ALL
- PLANNING & PRIORITY SETTING
 - VALUES
 - STRATEGIC PRIORITIES AND CORE SERVICES
 - PRIORITY SETTING



2



QUICK EXERCISE

1. Pick a leader you admire (no politicians)
2. Write it down
3. Save for later



3



ROLE OF A BOARD MEMBER

What is that role? What should our focus be? How can we be most effective?

4



ROLE OF A BOARD MEMBER



5



EFFECTIVE BOARDS

- Are they complex?
- What do most have in common?
 - Shared values and mission
 - Understanding of each other
 - Coherence
 - Overall intent that is communicated to the organization
- Ultimately, you set the "High Performance" bar

PEOPLE, STRATEGY, GOVERNANCE

6



7



GREATEST BUSINESS DECISION EVER MADE!



8



9



STAY IN YOUR OWN LANE!

HAVE YOU HEARD THIS BEFORE?

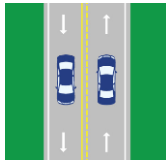
WHAT DOES IT MEAN TO YOU?

WHO DOES IT APPLY TO?

LET'S GO ON A TRIP...



10



11



LEADERSHIP – “THE BASICS”



12



GOOD LEADERSHIP TRAITS

- SETTING EXPECTATIONS (BOTH)
- SELF AWARENESS
- HUMILITY
- TELL YOUR STORY
- LOOK FOR "IT" – What others have to offer
- WORK WITH OTHERS
- INVESTING IN RELATIONSHIPS!!
- EMPATHY
- BEING ABLE TO RECOGNIZE THE RIGHT LEADER
- INVEST IN CULTURE
- ABILITY TO COMPROMISE
- TRUST OTHERS TO DO THEIR JOB

13



14



DAY TO DAY OPERATIONS: AS A BOARD MEMBER, IS IT BETTER TO BE...



OR



15

TO SUMMARIZE.....

- ROLE OF A BOARD MEMBER People, Strategy, Governance
- GREATEST BUSINESS DECISION EVER Think Different
- STAY IN YOUR OWN LANE Good advice, create with it
- LEADERSHIP Be / Set the example

"TOGETHER, YOU'RE BETTER"



16

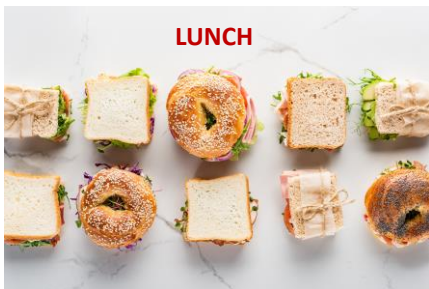


SOOOOOO.....

WHO DID YOU PICK AS A LEADER?



17



18



HOW WAS LUNCH?

- WHAT DID WE COME AWAY WITH FROM THIS MORNING?
- DID WE MISS ANYTHING?



19



EFFECTIVE COMMUNICATIONS



20



21



YIKES!!



22



EFFECTIVE COMMUNICATIONS "A FEW NUGGETS"

DARN IT!!! (not so effective)

- Judging
- Not paying attention
- Unwanted advice
- Using jargon

OKAY, THIS IS BETTER...

- Active listening
- "Clear Speak"
- Clarify if needed
- Be Empathetic
- Be Present
- Share the mic

23



SETTING OF EXPECTATIONS

Why is this important always? In particular, these days?

Overwhelmed, a lot of change, pandemic, etc.....

24



EXERCISE



25



3 X 3 X 3

- Board Expectations for the Organization (3)
- Board Expectations for the General Manager (3)
- General Manager Expectations of the Board (3)

26



PRIORITY SETTING

27



VALUES?
DO WE HAVE THEM?
IF SO, WHAT ARE THEY?



28



WHAT ARE OUR ORGANIZATIONAL VALUES?

AKA: GUIDING PRINCIPLES

29



30



STRATEGIC PRIORITIES & CORE SERVICES

PRIORITIES

- Capital Investments
- Planning for the future
- Complete outdated priority plans or shift
- Funding
 - Is it adequate / sustainable?
 - Options for effectiveness
- SEE HANDOUT

CORE SERVICES

- Ongoing contracts
- Budget / Payroll / Training
- State requirements / mandates
- Fire Services / Solid Waste / Parks
- Report completion and dissemination
- Equipment maint., repair purchase
- Meeting attendance / Preparations
- Recreation programming / facilities
- Enforcement
- Service Responses
- Program oversight / Management
- Budget

31



PRIORITY SETTING / STRATEGIC PLANNING

- Are we ready?
 - Board & Organization
- What are your
 - Mission, Vision, Values, Strategic Focus Areas
- Inward or Outward Facing (or both)
- Climate Assessment helps determine that
- Not a “check the box” exercise
- Needs to be meaningful

32



33



34



REMINDERS

- REMEMBER WHAT IT MEANS TO BE PART OF A TEAM
- IT'S NEVER ABOUT ONE PERSON!**
- KEEP IT SIMPLE
- A COMMON SET OF VALUES, AND KNOWING THEM, ARE KEY TO SUCCESS

35



REMINDERS

- NOT EASY TO BE A LEADER
- INDIVIDUAL ACTIONS IMPACT "ALL"
- DISAPPOINT SOME, MAKE SOME HAPPY
- FOLLOWERS - JUST AS IMPORTANT AS LEADERS
- NOT ONLY WHAT YOU SAY, BUT HOW YOU SAY IT
- PEOPLE, STRATEGY, GOVERNANCE

36



"...PEOPLE DON'T BUY WHAT YOU DO, THEY BUY WHY YOU DO IT..."

Simon Sinek
