

SITE SPECIFIC LEADERSHIP, INC.

Modules for Community Association Governance

Whether you are part of a board team, or manage an organization, it's important to know how to get the work done right. When you're asked to achieve something with the help of others, it's complex – and you spend much of your time managing relationships instead of doing the actual work. So, you will need to develop not only your new HOA governance skills, but your management skills as well.

Delegating, motivating, communicating, and understanding team dynamics are some of the key skills needed. With those skills, along with patience and a strong sense of balance, you can become a very effective Association leader and/or manager.

- 1. Getting Off to a Great Start:**
 - a. How to transition a mindset from member to director
 - b. How to look at all points of view and avoid jumping to conclusions
 - c. How to avoid common "fatal flaws"
 - d. How to build a productive relationship with management

- 2. The "Who Killed John Doe?" Scenario**
 - a. Learn Consensus Building Practices
 - b. Tap into common ground and shared experiences
 - c. Navigate the rhetoric and build great public relations
 - d. Successfully communicate to address concerns, inform members, inspire community engagement

- 3. Managing Credit and Blame, the Fuel of Work Relationships**

These two motivators determine how teams will develop and how well they will interact with each other.

 - a. Recognize the team development stages from chaos to unity
 - b. Learn volunteer engagement techniques
 - c. Learn how to create team cohesion
 - d. Use brainstorming techniques to improve performance

- 4. Core Strategies to Problem-Solve Any Situation**

Treating the symptom won't repair the deeper problem needing attention! Fix the problem and the symptom goes away. Fix the symptom and the problem comes back again and again.

 - a. Learn to recognize the difference between symptom and problem
 - b. Using critical thinking techniques to identify problems
 - c. Use the right decision-making tools and discover available options



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5. **Decision-Making Tools for the Board Room**
Making good decisions is a main leadership tasks. Making autocratic decisions won't work when team acceptance is crucial for successful outcome. The following examples will help determine the most efficient and effective means of reaching a decision:
 - a. The Four Factor Model: decision quality, team commitment, time constraints and leadership style
 - b. Using "SWOT" Analysis: what are the strengths, weaknesses, opportunities and threats to define the issue

6. **Presentation Skills for Board Directors**
 - a. A step process of creating, preparing and giving presentations
 - b. Do's and don'ts of public speaking
 - c. Tips to conduct effective meetings: town hall, annual or special
 - d. Increase confidence and capability to give effective presentations
 - e. Improve ability to speak professionally and dynamically to large audiences

7. **Pass the Board "Baton" for Succession Planning**
 - a. Planning board retreats for long range strategies
 - b. Create and maintain a culture of standards and legacy transference
 - c. Cultivate and maintain a tradition of volunteerism

8. **Special Training Module Promoting Different Thinking States of Mind**
A unique opportunity to select a scenario and experience how others in the group are thinking by engaging in each of the following mindsets:
 - a. Consider only the facts and nothing else
 - b. Gut reactions or emotional feelings without justification
 - c. Take a (logical) negative view to identify flaws, barriers, disconnects
 - d. Take a (logical) positive view to identify benefits, seek harmony
 - e. Creative thinking – brain-storming, provocative statements, investigating further, asking what if statements
 - f. Thinks about the process – the computer brain looks at how the group is thinking about the situation, analyzes and diagnoses the thinking process and gives feedback

