



*The 4<sup>th</sup> Annual*

# National H♥mecare Cooperative Conference

A Project of **CDF**

# Co-op Track: Enhancing Board/Management Relations

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# Enhancing the Board/Management Relationship

NWCDC - Homecare Conference 2019



# In Small Groups . . .

- Introduce yourselves to each other
  - Name your co-op
  - Appoint a Spokesperson
  - Appoint a Notetaker
- Choose an issue in Board and Manager Relations



# Roles and Responsibilities

## BOARD

### GOVERNANCE

- Hire and Evaluate Manager
- Protect the assets of the co-op
- Create Policy

### Board Development

Yearly Board Training  
Orientation for new Members  
Interaction with other Co-ops

## MEMBER FEEDBACK

## TOGETHER

### Shared Responsibilities

- Reciprocal Communication
- Operate to the Benefit of the Members
- Ensure a Democratic Process

### Shared Outcomes

- Healthy functional relationship
  - Organizational Growth
    - Sustainability
  - Fulfillment of Mission

## MANAGEMENT

### OPERATIONS

- Lead Staff and Manage Organization
- Ensure Quality Care
- Implement Policy

### Staff Development

Training Program  
Quality Improvement  
Succession Planning

## CLIENT FEEDBACK



# Characteristics of Good Board/Management Relations

- A shared vision and a common strategy
  - Professional relationship
  - Trust and mutual respect
- A genuine interest in each other's point of view
  - A common belief that we all have the best interest of the co-op in mind.
    - A balance of influence



# Balance of Influence

Curiosity in another's perspective

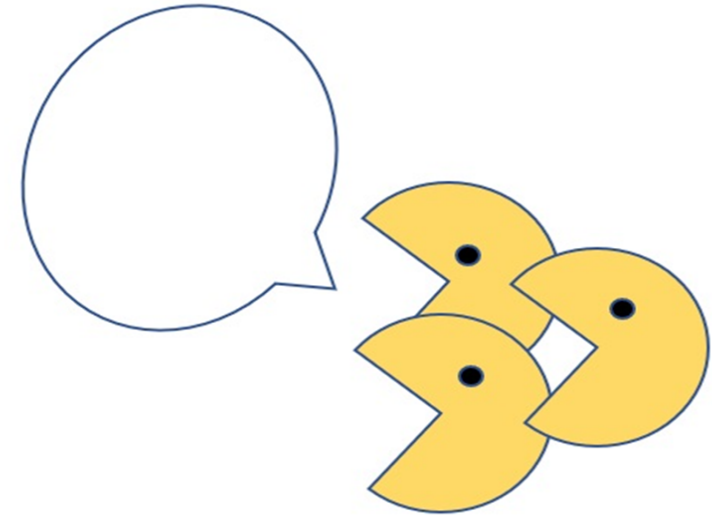
Sharing credit and criticism

Step up, Step back



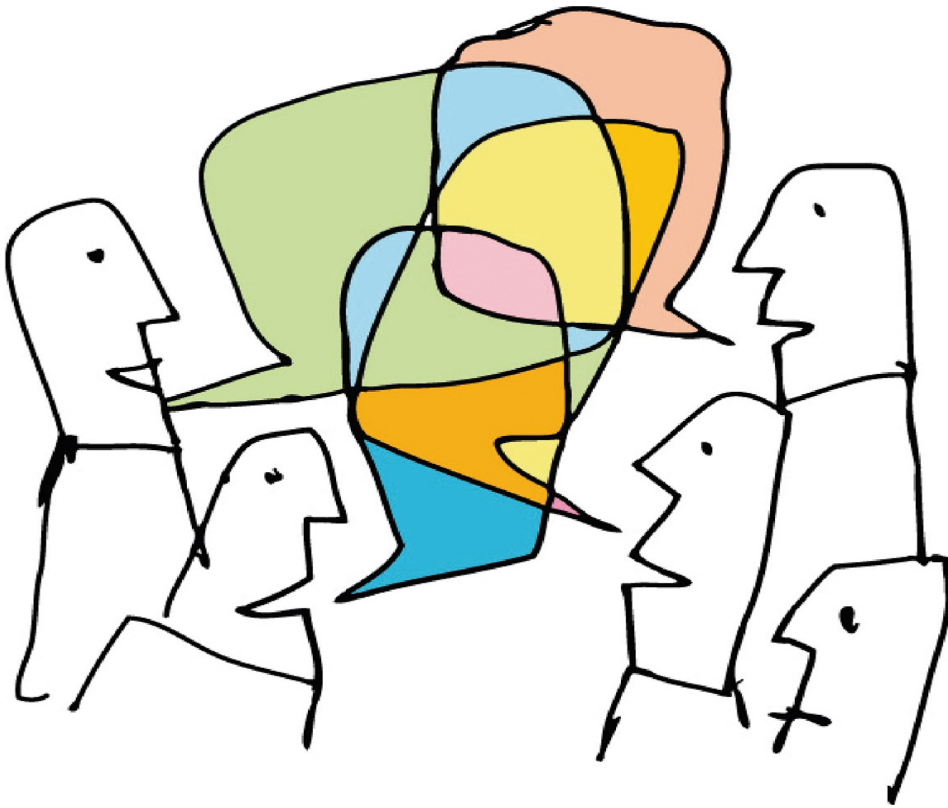
# Cooperative Communication

- Report/Monitor
- Bring your Curiosity
- Getting Comfortable with Disagreement
- Asking the “Right” Questions





# Supporting Board Members and Board Decisions



*Disagree in Private, Support in Public*



# Areas of Common Board/Management Conflict

- Favoritism
- Time Off
- Pay and Benefits
- Scheduling
- Discrimination



# In Small Groups . . .

- Your Co-op has an issue that has been brought to the Board's attention.
  - Describe the steps you will take to resolve.
- What is the role of the Board? What is the role of the Manager?
  - What resources will you use?



# THANK YOU TO OUR PARTNERS

## PREMIER PARTNER



**National Rural Utilities  
Cooperative Finance Corporation**

## GOLD PARTNERS



## SILVER PARTNERS

