

LHEIDLI T'ENNEH - MAIN BAND OFFICE

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Lheidli T'enneh

Lheidli T'enneh Nation Leadership and Staff Teambuilding and Planning Session

October 22-23, 2012



ZANDRA ROSS
LEADERSHIP GROUP

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Introduction

The Leadership and staff came together in Prince George on October 22 and 23, 2012 for the Lheidli T'enneh Leadership and Staff Teambuilding and Planning Session held at the Civic Centre. The purpose of the session was to provide an opportunity for teambuilding, getting to know each other better and undertaking a planning exercise. Zandra Ross of the Zandra Ross Leadership Group facilitated the session.

Expectations

Participants were asked what they hoped to get from the two-day session, with the caveat that they had not seen the agenda until the first day of the session.

- Direction achieved
- Set 5 year plans
- Know more about what everyone is doing
- Unified work team
- Work closer together
- Learn/participate
- Understand the plan
- Knowledge about departments
- Communication/open
- Teambuilding/roles
- Melding strategic plan with logic models
- Get to know each other better
- Be on the same page
- Building trust

Our Ideal Community

Participants were divided into smaller groups and asked to describe their ideal community, what could be done as a team to get us closer to this vision and what characteristics would team members have to exhibit to create the ideal community.

Group One

1) What does our ideal community look like?

- Prosperous
- No more fighting, conflicts in the community
- More positivity
- More supportive community

- Everyone feels valued
- Productivity
- Youth participating in more sports
- More communication/information
- Aware of its history
- Safe
- Cleaner appearance/well maintained
- Better tolerance for difference
- Harmonious
- Strong leadership/direction
- Togetherness
- Respectfulness
- Stronger sense of culture/tradition
- Strong sense of direction (personal community)
- Supportive
- Sharing leadership/responsibility
- Forgiving

2) What can we do together as a team to get us closer to this vision?

- Showing/teaching/practicing respect.
- A common approach/consistent
- Getting people together safely and respectfully more often.
- Better understanding of each other
- Keeping an open mind when dealing with other people and their circumstances.

3) Who do we need?

- Everyone!!!!

Group Two

Our Ideal Community

- Fuel Station with a store and restaurant
- Paved Roads
- New Administration Building
- Bus Service
- Networking
- Community Centre
- Bingo Hall
- Recreation
- Health Centre

- Exam room
- Room to hold meetings/appointments
- Healing centre
- Hospice house
- Safe house
- Fire Protection and fire hall
- Nice Yards
- Healthy Families
- Drug and alcohol free
- Daycare
- Bridge
- Driving
- Walking
- Church is useable
- Cooperation and sharing info
- Communication
- Set goals
- Delivering on promises
- Shelters
 - Women
 - Men
- Hope, trust and working as a complete team
- Educated Community
 - Higher graduation rates
 - Training

Group Three

What does our ideal community look like?

- Community
- Prosperous
- Growing engagement
- Not afraid to take risks
- Moving forward
- Team
- Cohesiveness
- Information sharing
- Learning – seeing things for the better
- Working together

- Enhanced schooling opportunities
- Creating opportunities for all to participate in the work/regional and global economy
- Equality – we are one community
- Get away from on/off reserve as we are Lheidli T’enneh
- Systemic social issues that still remain present (drinking, drugs/addiction)
- Ability to sit down with each other
- Acceptance/responsibility for people to readily move forward
- More opportunities for us to simply meet up
- Shouldn’t be any secrets to be shared to the entire community
- Ask question
- Listen
- Be open
- Take pride in our community – home and outside of cleanliness
- Paved roads
- Housing – making them safe by compliance and up to code
- Community infrastructure
 - New community hall that will host our events. More exciting to have our own place.
- Daycare/childcare provider/services
- Transportation barriers overcome
- Earn trust
- Deliver

Group Four

Ideal Community

- Supportive, sharing informed, self-sufficient, community volunteering, comfortable home (security), positive morale, well-balanced, progressive, prosperous.
- Community hall with Bridge access
- On-reserve sports, school programs, gym, various use rooms – multipurpose, cultural camp, guiding, rafting, outfitting, kid’s activities with elders, community activities.

What do we need to do as a team?

- Clarify roles and responsibilities
- Structure a plan
- Help people get jobs
- Do your part
- Communicate/share vision with community
- Organize activities
- Source finances
- Economic development officer
- Empowered, so we can empower others

- Community leadership
- Unified approach
- Be accountable
- Accept lines of authority (do what you are told)
- Clear communication

Stages of Team Development

The participants were led through Bruce Tuckman's theory, Stages of Team Development. The stages include forming, storming, norming and performing. Participants were also asked to describe the characteristics of ineffective and effective teams they had been a part of it and how it made them feel.

Characteristics of Ineffective Teams

- Frustrating
- Sad/emotional
- Negative
- Anxious
- Unhealthy
- Disillusioning
- Desperate
- Level of embarrassment
- No flexibility or too much
- No self esteem
- Shame
- Pressure (\$)
- Chaos – pulling different directions
- Not listening
- Dysfunction
- Lose focus
- Secrecy
- No control
- Not working together
- Superficial communication

Characteristics of Effective Teams

- Good communication
 - Role clarity
 - Comfortable talking to each other
- Good plan
- Enjoyable/relaxing
- Sharp skills
- Buy in
- Sense of mission
- Security/stable/solid
- Build on each other's ideas
- Common understanding
- Strong leadership

Jason Morgan, Executive Director Update

- Provided a briefing note and verbal update
- Needs/ideas
 - Departmental laptops
 - Work from home/offsite
 - Look for money or sponsorship
 - Enhanced internet capacity
 - TELUS expanding to Southside in next 2 years; no plan for north
 - ABC communication
- Norman – community engagement coordinator for Treaty
- Need a consistent community newsletter
 - Could include monthly staff reports or a modified version
 - Need a larger font – elders
 - Send copy of Sugarcane newsletter to Jason
 - Monthly
- Social development table
 - Education
 - What does increase support for off-reserve look like/mean?
 - AANDC funding is for on-reserve
 - Recognizing off-reserve members
 - May use own source revenue
- Off-reserve supports
 - Develop a resource book that includes social service contacts In BC
 - Friendship Centres
 - Training and employment

- Tutoring
- Identifying needs; brainstorm ideas
- Off-reserve access to services in Prince George; partnerships with agencies
 - Urban office
- Training and employment services for off-reserve
- Dress code – behaviour, hygiene, appearance, personal conduct
 - Inform the staff of what it looks like
 - Need to make clients/members comfortable; don't overdress
 - Dress for the situation
- Lheidli T'enneh Nation jackets/dress shirts
 - Look presentable for meetings
 - Need to be careful after hours
 - We have developed branding – use it.

Conclusion

The Lheidli T'enneh Leadership and Staff Teambuilding and Planning Session provided an opportunity for leadership and staff to get to know each other in a fun, interactive environment. Team development is a vital part of the healthy relationship between the leadership and staff of any organization. Another important factor is the cultivation of an environment of high emotional intelligence, which refers to the ability to recognize and manage emotions, in yourself and in other people. The term 'emotional intelligence' comes from psychologists John Mayer and Peter Salovey. In 1990 they proposed a model of emotional intelligence as **"a set of skills hypothesized to contribute to the accurate appraisal and expression of emotion in oneself and in others, the effective regulation of emotion in self and others, and the use of feelings to motivate, plan and achieve in one's life."**

Throughout the two-day session, the Lheidli T'enneh Leadership and Staff team showed a great amount of emotional intelligence and a desire to work together for the success of the Nation. I would highly encourage that team building is revisited again in the future and that professional development i.e. interpersonal skills, communication, leadership, etc., is undertaken so that everyone continues the momentum built from the session.

Appendix A: Session Agenda

Lheidli T'enneh Nation

Leadership and Staff Teambuilding and Planning Session



OCTOBER 22, 2012

TIME	TOPIC	SPEAKER
8:30 am – 8:50 am	Opening/Introductions	
8:50 am – 9:00 am	Icebreaker	Zandra Ross, ZRLG
9:00 am – 9:30 am	Why Are We Here for the Next Two Days? <ul style="list-style-type: none">• Expectations	Zandra Group
9:30 am – 10:15 am	Stages of Team Development What's Your Role? (Handout)	Zandra
10:15 am – 10:45 am	Break	
10:45 am – 11:30 am	What Does Our Ideal Community Look Like?	Small Group Work
11:30 am – 12:00 pm	Emotional Intelligence for Leaders	Zandra
12:00 pm – 1:00 pm	LUNCH	
1:00 pm – 1:40 pm	Team Building Activity "House of Cards"	Group
1:40 pm – 2:45 pm	Emotional Intelligence for Leaders	Zandra
2:45 pm – 3:00 pm	Break	
3:00 pm – 3:30 pm	Emotional Intelligence for Leaders	Zandra
3:30 pm	Final Remarks and Introduction to Day 2	Zandra & Group

Lheidli T'enneh Nation

Leadership and Staff Teambuilding and Planning Session



OCTOBER 23, 2012

TIME	TOPIC	SPEAKER
8:30 am – 8:50 am	Icebreaker	
8:50 am – 9:30 am	What are the Technical Aspects of Doing Our Job Right?	Jason Morgan, LTN
9:30 am - 10:00 am	<i>Strategic Planning and Goal Setting</i>	<i>Zandra</i>
10:00 am – 10:15 am	<i>Break</i>	
10:15 am – 11:00 am	Strategic Goal Area #1 – Economic Development	Small Groups
11:00 am – 12:00 pm	Strategic Goal Area #2 – Community Engagement	Small Groups
12:00 pm – 1:00 pm	<i>LUNCH</i>	
1:00 pm – 1:10 pm	Icebreaker	
1:10 pm – 2:10 pm	Strategic Goal Area #3 - Governance	Small Groups
2:10 pm – 2:25 pm	<i>Break</i>	
2:25 pm – 3:25 pm	Strategic Goal Area #4 – Measuring Results	Small Groups
3:25 pm	Final Remarks/Closing	

Appendix B: Strategic Goal Areas – Small Group Work

Strategic Goal Area:

Economic Development

<p>What are the priorities we need to undertake in addition to those noted in the LTN Strategic Plan?</p>	<p>What are the activities we need to undertake to complete the projects?</p>	<p>What products or outputs will we generate or create by completing the projects?</p>	<p>What positive outcomes will occur by completing the projects?</p>
<ul style="list-style-type: none"> • More community involvement • Internal community consultation frame work • Develop a trust guideline for Lheidli • How to spend home source revenue 	<ul style="list-style-type: none"> • Lots of planning (meetings, input from membership) 	<ul style="list-style-type: none"> • Name recognition for all of the developments • Pride in our community • More member involvement (gas bar, etc.) 	<ul style="list-style-type: none"> • Healthier and prosperous community • Building a bridge between the community and the city
<ul style="list-style-type: none"> • Building an administration building by Fort George Park • Expanding IR#1 • More recognition 	<ul style="list-style-type: none"> • Discussions with city around building administration building • Marketing Lheidli T’enneh Nation 	<ul style="list-style-type: none"> • More presence within all of the organizations in Prince George 	<ul style="list-style-type: none"> • More presence within all of the organizations in Prince George
<ul style="list-style-type: none"> • Options to develop treaty lands • Gas bar by Casino • Eco tourism • Campsite at Stoner 	<ul style="list-style-type: none"> • Banners and logo’s involved instead of just greetings or acknowledgements 		
<ul style="list-style-type: none"> • Include Lheidli dialect with Branding, • Adding Lheidli name to city of Prince George sign 			
<ul style="list-style-type: none"> • Identify potential economic development opportunities on and off reserve 	<ul style="list-style-type: none"> • Secure funding to develop and complete a pre-feasibility study. • Secure funding to develop and complete a feasibility study 	<ul style="list-style-type: none"> • Develop TOR for feasibility study • Determine costs for feasibility study • Priority list for projects • Identify class D estimates for project costs • Develop basic information for project costs to develop business plans 	<ul style="list-style-type: none"> • Information for feasibility study • A document that provides strategic plan to support committee/Economic Development Officer

<ul style="list-style-type: none"> Build community hall 		<ul style="list-style-type: none"> Community hall 	<ul style="list-style-type: none"> Socio-economic growth Community center & office space sustainability Improve program funding Re-invest into companies that can employ community members
<ul style="list-style-type: none"> Identify opportunities on and off reserve 			
<ul style="list-style-type: none"> Independent power projects 			<ul style="list-style-type: none"> On-reserve employment
<ul style="list-style-type: none"> Guide/Outfitter territory 		<ul style="list-style-type: none"> Supports “social outings for our partners” 	<ul style="list-style-type: none"> Build more houses
<ul style="list-style-type: none"> Archaeology company 			
<ul style="list-style-type: none"> Hire a person to lead economic development 	<ul style="list-style-type: none"> Work with other First Nations 	<ul style="list-style-type: none"> Advertise/Network 	<ul style="list-style-type: none"> Hiring and finding the best person
<ul style="list-style-type: none"> Build economic committee board 	<ul style="list-style-type: none"> Hold community meeting for input 	<ul style="list-style-type: none"> Permanent committee will be formed 	<ul style="list-style-type: none"> Great trust, transparency
<ul style="list-style-type: none"> Educating youth for Economic development 	<ul style="list-style-type: none"> Develop curriculum about economic development opportunities 	<ul style="list-style-type: none"> YouTube, Facebook/Network 	<ul style="list-style-type: none"> Having Lheidli working in community
<ul style="list-style-type: none"> Host social event for partner 	<ul style="list-style-type: none"> Social network Identifying partnerships Open house for meet and greet partners Hold conference for Lheidli 	<ul style="list-style-type: none"> More job prospects for community members Solid partnerships 	<ul style="list-style-type: none"> Prosperity Self-reliance Build self-esteem (pride) Build stronger relationships all in all
<ul style="list-style-type: none"> Hire person Partnership with industry e.g., B.C. Hydro 	<ul style="list-style-type: none"> Develop job description Develop job posting Attend meetings/networking Agreements in place to employ Lheidli members 	<ul style="list-style-type: none"> More resources/money Employment for members 	<ul style="list-style-type: none"> Opportunities for admin and community members
<ul style="list-style-type: none"> Build protocols/agreements with industry e.g., B.C. Hydro, Fortis, Mining, Logging etc. 	<ul style="list-style-type: none"> Education on the Lheidli territory – the extent Community meeting/engagement with Lheidli as a whole 	<ul style="list-style-type: none"> Information for the new person 	<ul style="list-style-type: none"> The economic person is educated.
<ul style="list-style-type: none"> Come back to the community level e.g., fuel station 	<ul style="list-style-type: none"> What are the needs of the community 	<ul style="list-style-type: none"> Employment OSR coming back to the community 	<ul style="list-style-type: none"> Healthier people – happy

<ul style="list-style-type: none"> • Working with the employment and training office • Health • Social development • Organization as a whole • Individual meeting with staff members • More staff for economic development 	<ul style="list-style-type: none"> • Capacity for on/off reserve • Life skills – healing etc. • Drug testing • Set up meetings with staff one on one 	<ul style="list-style-type: none"> • What does each department need/want • Training for back-up staff 	<ul style="list-style-type: none"> • More persons available to step in
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Strategic Goal Area:

Community Engagement

What are the priorities we need to undertake in addition to those noted in the LTN Strategic Plan?	What are the activities we need to undertake to complete the projects?	What products or outputs will we generate or create by completing the projects?	What positive outcomes will occur by completing the projects?
<ul style="list-style-type: none"> Develop programs for youth and elder involvement Have suggestion box for community members to give their ideas Have youth gathering/conference in “gathering hall/community center” 	<ul style="list-style-type: none"> Meeting to brainstorm ideas – info sessions, news bulletins Look at other nations and compile list of best practices Gathering information, contacting past organizations Shady Valley School 	<ul style="list-style-type: none"> Use website, social media, Facebook (groups, events), YouTube, Podcasts, Skype 	
<ul style="list-style-type: none"> Departmental themes one week per month – “education in the summer”, “fisheries” SD, have speakers and workshops 	<ul style="list-style-type: none"> Make organizations more aware of us In-house discussions with staff 		
<ul style="list-style-type: none"> Tour for City Council and Regional District of community. Rediscovery program 	<ul style="list-style-type: none"> Review other 1st nations best practices 		
<ul style="list-style-type: none"> Lejac visit. Sports involvement 	<ul style="list-style-type: none"> Staff and community go together Lheidli teams, meetings with sports organizations, UNBC, CNC 		
<ul style="list-style-type: none"> Consistent newsletter available to community members and other organization; agencies. 	<ul style="list-style-type: none"> Timeline for all staff input Updating the address list etc. How do members want to get the newsletter etc. 	<ul style="list-style-type: none"> An informed community 	<ul style="list-style-type: none"> Transparency of staff duties
<ul style="list-style-type: none"> Information session/open houses 	<ul style="list-style-type: none"> Timeline – set duties, questionnaire/survey 	<ul style="list-style-type: none"> Open door policy 	<ul style="list-style-type: none"> Transparency Information of members needs via feedback from members.
<ul style="list-style-type: none"> Community dinners – monthly 	<ul style="list-style-type: none"> Set dates Champion to organize Volunteers 	<ul style="list-style-type: none"> Reconnecting with each other in a fun setting 	<ul style="list-style-type: none"> Getting to know each other and what are the needs of the community.
<ul style="list-style-type: none"> Accessible internet services 	<ul style="list-style-type: none"> Shop around to providers to get costs etc. 	<ul style="list-style-type: none"> People have access to fast/cheap internet 	<ul style="list-style-type: none"> Tool for communication Access to the world e.g., job bank etc.

<ul style="list-style-type: none"> • Radio station 	<ul style="list-style-type: none"> • Partner with stations in town or own 	<ul style="list-style-type: none"> • Having our own broadcast 	<ul style="list-style-type: none"> • Tool for communication
<ul style="list-style-type: none"> • Giving notice of meetings (dates, etc.) • Getting the word out 	<ul style="list-style-type: none"> • Phone calls, newsletters, Facebook, word of mouth, have incentives (food, door prizes) 	<ul style="list-style-type: none"> • Good attendance • Input from community 	<ul style="list-style-type: none"> • Stronger support and understanding of direction. • Sense of identity
<ul style="list-style-type: none"> • Outreach of members outside Prince George 	<ul style="list-style-type: none"> • Liaison from youth trainees, social media, newsletters, support Aviva grant. 	<ul style="list-style-type: none"> • More interest and input for off-reserve 	<ul style="list-style-type: none"> • Everyone feels connected as community members.
<ul style="list-style-type: none"> • Improve computer access for all Lheidli T'enneh including training 	<ul style="list-style-type: none"> • Get high speed for all community members at affordable cost 	<ul style="list-style-type: none"> • 100% of community on-line 	
<ul style="list-style-type: none"> • Fundraise for getting all members together 	<ul style="list-style-type: none"> • Build up war chest for needs that come up • Coordinate and coach every region where Lheidli live • Freeloader policies 	<ul style="list-style-type: none"> • Regular community gatherings not dependent on Band funding 	
<ul style="list-style-type: none"> • Community protocol 	<ul style="list-style-type: none"> • Membership login on the website • Determine which methods to distribute i.e., website, Facebook, email 	<ul style="list-style-type: none"> • Being able to share more sensitive info with membership 	
<ul style="list-style-type: none"> • Community engagement 	<ul style="list-style-type: none"> • Monthly newsletter distributed, online • Make deadlines • Decide time commitment for developing content • Determine who will approve content 		<ul style="list-style-type: none"> • People would feel involved and have a say • Provide direction for community development <ul style="list-style-type: none"> ○ Leadership ○ Staff ○ Membership • Change people's mindset

Strategic Goal Area:

Governance

What are the priorities we need to undertake in addition to those noted in the LTN Strategic Plan?	What are the activities we need to undertake to complete the projects?	What products or outputs will we generate or create by completing the projects?	What positive outcomes will occur by completing the projects?
<ul style="list-style-type: none"> Implementation of the governance policy 	<ul style="list-style-type: none"> Draft policy out 	<ul style="list-style-type: none"> Tool for chief and council to use or governing body 	<ul style="list-style-type: none"> Accountability
<ul style="list-style-type: none"> Advisory committee Elder 50+ Youth 15-30 Other Member Adult 30-50 	<ul style="list-style-type: none"> Call out for committee members, persons 	<ul style="list-style-type: none"> We would have a body to assist with decisions/issues 	<ul style="list-style-type: none"> Community involvement
<ul style="list-style-type: none"> Job shadowing, Mentor program, Back-up person. Internal job shadowing 	<ul style="list-style-type: none"> Set timelines Set up plans for transition Develop a call list Staff meeting to plan 	<ul style="list-style-type: none"> Community capacity 	<ul style="list-style-type: none"> Employment Rest for the staff that had to go for a few days.
<ul style="list-style-type: none"> Clarify roles and responsibility of C & C Duties 	<ul style="list-style-type: none"> Communication between C & C and membership 	<ul style="list-style-type: none"> Smoother run organization 	
<ul style="list-style-type: none"> Revised constitution 	<ul style="list-style-type: none"> Mandate a committee Secure financial resources Review and incorporate the land code Property tax FSMA Utilize legal representation 		<ul style="list-style-type: none"> Completed guidance document Blueprint for Lheidli T'enneh
<ul style="list-style-type: none"> Update consultation referral process 	<ul style="list-style-type: none"> Review current process Develop policy/procedures and mechanisms Set dates for C & C for review 	<ul style="list-style-type: none"> A structured process that clearly specifies processes, timelines, data requirements or costs 	<ul style="list-style-type: none"> Transparent and reliable process to address consultation referral

<ul style="list-style-type: none"> • Genealogy 	<ul style="list-style-type: none"> • Train multiple people in family tree maker program • Train the same people in the G.I.S. software that prints the trees out. • Review current database • Add to database • Interview community members • Research external data bases, church, Hudson Bay, INAC 	<ul style="list-style-type: none"> • Updated database • Skilled work force • Historical knowledge 	<ul style="list-style-type: none"> • Stronger community identity
<ul style="list-style-type: none"> • Matriarchal and hereditary governance system 	<ul style="list-style-type: none"> • “Meeting with “Bill Poser” • Research, meetings with elders. Historical systems, Nations. • Trace the Bloodline 	<ul style="list-style-type: none"> • Revitalization plan 	<ul style="list-style-type: none"> • Identity • Pride in our nation.
<ul style="list-style-type: none"> • Promoting our language into schooling curriculum. (Municipal governments too) (Gaining credits) • Training teachers to speak language 	<ul style="list-style-type: none"> • Meeting with school board School District 57, city, UNBC, CNC 	<ul style="list-style-type: none"> • Lheidli language curriculum • Multi media education tools 	<ul style="list-style-type: none"> • More people speaking fluently. • Identity • Keeping language alive and maintaining
<ul style="list-style-type: none"> • Introduce Potlatch system. Elder’s meeting banquet “potlatch style” 	<ul style="list-style-type: none"> • Sit down with clan leaders from all nations • Research • Community resources • Interview elders and their families • Elder’s meeting discuss 	<ul style="list-style-type: none"> • Cultural revitalization • More knowledge • Better sense of tradition 	<ul style="list-style-type: none"> • History being revitalized • Community finding its identity.
<ul style="list-style-type: none"> • Jurisdictional authority 	<ul style="list-style-type: none"> • Mandate from community • Political support 	<ul style="list-style-type: none"> • Authority 	<ul style="list-style-type: none"> • Influence
<ul style="list-style-type: none"> • Pacific claims 	<ul style="list-style-type: none"> • Research, • Bring to public awareness • Community info session • Brochures • Budget 	<ul style="list-style-type: none"> • Final detailed report from lawyer • \$\$\$!!!! 	<ul style="list-style-type: none"> • Closer for community on last chapter.

<ul style="list-style-type: none">• Partnership development	<ul style="list-style-type: none">• Meet and greet• Protocol agreement• Develop template• Negotiate	<ul style="list-style-type: none">• Depending – generate jobs• Partnerships• Develop budgets• Revenue generating to build capacity	<ul style="list-style-type: none">• Alliances with purpose• Reduce dependency on INAC• Stability short term
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Strategic Goal Area:

Measuring Results

What are the priorities we need to undertake in addition to those noted in the LTN Strategic Plan?	What are the activities we need to undertake to complete the projects?	What products or outputs will we generate or create by completing the projects?	What positive outcomes will occur by completing the projects?
<ul style="list-style-type: none"> • Effective governance policies 	<ul style="list-style-type: none"> • Evaluate projects • Evaluate staff • Evaluate happiness quotient 	<ul style="list-style-type: none"> • Assessment tools and reports • Evaluate the (in) effectiveness of policies 	<ul style="list-style-type: none"> • Smoothly running organization • Harmonious workforce “less storming more norming”
<ul style="list-style-type: none"> • Good financial management 	<ul style="list-style-type: none"> • Skilled staff • Strong policies regarding budgets • Adequate and timely reporting process • Quantify own source revenue needs and budget for it 	<ul style="list-style-type: none"> • Clear understandable information for making decisions • Reduced audit risk know exactly how much O.S.R. is needed 	<ul style="list-style-type: none"> • Better decision making • Reduced audit cost and clean audit reports • Better information to determine which of the unfunded budgets we can afford
<ul style="list-style-type: none"> • Administration (evaluate) 	<ul style="list-style-type: none"> • Online surveys and in-person 	<ul style="list-style-type: none"> • Community opinion on how we are doing 	<ul style="list-style-type: none"> • Knowing what is needed for change
<ul style="list-style-type: none"> • Evaluate governance 	<ul style="list-style-type: none"> • Have an independent Lheidli group do an evaluation • Outside independent evaluator 	<ul style="list-style-type: none"> • Credible, knowledgeable assessment 	<ul style="list-style-type: none"> • Positive direction
<ul style="list-style-type: none"> • Research evaluations • How do other organizations do it • Steal/borrow their ideas 	<ul style="list-style-type: none"> • Phone calls • E-mails • Website • Face book • Generic survey/evaluation e.g. Survey Monkey 	<ul style="list-style-type: none"> • To see if we are meeting the needs of the community 	<ul style="list-style-type: none"> • To ensure we are meeting needs
<ul style="list-style-type: none"> • Regular reporting from our programs 	<ul style="list-style-type: none"> • Template (simple) monthly • To be distributed to members via newsletter quarterly/yearly • Templates • Prizes for completion 	<ul style="list-style-type: none"> • Transparency • Communication 	<ul style="list-style-type: none"> • An informed community success stories
<ul style="list-style-type: none"> • Level of attendance at band events, program events, tutor program etc. 	<ul style="list-style-type: none"> • Get the information out posting of events • Creating safe environment 	<ul style="list-style-type: none"> • Getting more persons involved 	<ul style="list-style-type: none"> • Attendance will increase
<ul style="list-style-type: none"> • More open houses 	<ul style="list-style-type: none"> • All departments working together 	<ul style="list-style-type: none"> • Community awareness 	<ul style="list-style-type: none"> • A better informed community • Staff community relations improved.

<ul style="list-style-type: none"> • Strategic and work plans posted on the website 	<ul style="list-style-type: none"> • Website update quarterly 	<ul style="list-style-type: none"> • More community involvement and awareness 	<ul style="list-style-type: none"> • We are held accountable to do it • Members will be well informed
<ul style="list-style-type: none"> • General feedback form from members after each project is complete 	<ul style="list-style-type: none"> • Develop a form • Inform members of the form • Summarize feedback “lessons learned” 	<ul style="list-style-type: none"> • Service to community • Surveys • Efficiencies • Debriefing meetings 	<ul style="list-style-type: none"> • Avoiding any pitfalls • Members feeling included • Address gaps (anything that was missed) • Next year’s priority
<ul style="list-style-type: none"> • Someone to champion tasks or portfolio for short term funding 	<ul style="list-style-type: none"> • Make sure finance is consulted • Follow finance procedures • Contracts in place, copies of agreements 	<ul style="list-style-type: none"> • No sending money back to funders • No lost opportunities 	<ul style="list-style-type: none"> • Happy funding agency • Sense of accomplishment • Transparency for community
<ul style="list-style-type: none"> • Long term training on program management 	<ul style="list-style-type: none"> • Computer software • Training 	<ul style="list-style-type: none"> • Resource tool • Create more efficiency for report writing etc. 	<ul style="list-style-type: none"> • More technically knowledgeable staff