
MANAGING CHALLENGES AND CONFLICTS

REAL LIFE IN THE BOARD ROOM

ARE YOUR DISTRICT USERS/CITIZENS, BOARD,
MANAGEMENT, AND STAFF ALIGNED?



**BOARD
CHALLENGES
CONFLICTS**

Personal Agendas

History of Chaos

No Vision, Mission or Values

Human Resource Management

Funding, Financial/Fiscal Management

Staffing

**PERSONAL
AGENDAS**



PERSONAL AGENDAS

- Board Member
- Board Members, two or more
- CEO, Management, Staff
- Community Members/Patrons
- Collaborators/Cooperators

MANAGING PERSONAL AGENDAS

Expose

Define, (Good
or Bad, Benefit
District or Not)

Follow District
Process and
Policies

Discuss openly
and calmly

Deal with it

Move on

HISTORY OF CHAOS



HISTORY OF CHAOS

- Frequent Flyer, Complaints against
 - Board and/or Staff
- Hatfields and McCoys
- Failure to Understand Mission
- No Plan
- Lack of Trust
- History of Poor Decisions or Failures

MANAGING CHAOS

- Some Thrive on Chaos
- Some Fail to Recognize it.
- Establish Foundation, Policies, Procedures
- Board Practices Assessment
- Embrace Environment
- Manage, Prioritize, Tackle Big Issues if you can
- Stay Calm

VISION, MISSION, VALUES

- No Clear Vision
- Lack Understanding of Mission
- No Value Statements or Guiding Principles

VISION

- What the District strives to be.

How you want the customers to see you.

Collaborative Discussion and Decision.

MISSION

Why the District exists.

What services District provides.

- Reminds us what we do.
- Enabling Legislation (ORS).

VALUES OR GUIDING PRINCIPLES

- What your organization values.
 - Guiding Principles
 - Code of Ethics
 - Playing Rules (Rule Book)

HUMAN RESOURCE MANAGEMENT

- Lack of Personnel/HR Policies
- Lack of Training
- Failure to Follow Policies
- Failure to Share Expectations
- Performance Evaluations
- Defined Salary and Benefits

FUNDING, FINANCIAL/FISCAL MANAGEMENT

- Lack of Policy
- Understanding of Contracting and Procurement Rules
- Capital/Fiscal Plan
- Internal Controls
- Failure to Annually Review Plan/Policy
- Business Interruption Plan ??

STAFFING

- Volunteers, Dying Breed Yes/No
- Position/Job Descriptions
- Position vs. Tasks
- Management/Administration vs Operations
- Roles and Responsibilities
- Succession Planning

CRITICAL ERRORS, MISSTEPS DURING 2017

- Failure to Have Policy
- Failure to Follow Policy
- Fire, Ready, Aim Approach
- Failure to See the Train Coming
- Lack of Board Decorum, Governance
- Breakdown in Communications

LET'S BE CIVIL



ADDITIONAL QUESTIONS
THANK YOU

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