

CEO Peer Network Meeting – Tuesday 31 July 2018

General Notes

Amelia's Leadership tools

- Know yourself - I use the DISC tool and a free version is available here <https://www.tonyrobbins.com/disc/> - and resource yourself.
- Know others - seek first to understand. In conversations, make sure your coffee cup is empty because the other person has been too busy talking to finish theirs. I hate HR but the bit I enjoy is helping people develop and live balanced lives and grow beyond the organisation so tools like critical career reviews really help.
- Have your vision but get your team to articulate their vision that delivers the bigger one
- Develop a Teflon desk - work out how you spend your time and then review it against a skills/fun matrix so that you only do the work that is appropriate and can delegate the rest. Make sure your organisational structure has integrity against what you need to deliver.
- Serendipity - look outside your field for inspiration
- Take time for your own personal and professional development. I love the 7 habits of highly effective people.
- Feeding forward, not back.
- Celebrate the difference in teams.
- Get coaching, mentoring or anything that allows you to spend time each week on what you're doing instead of just in it.

General discussion

- What if you find it difficult to get people (staff and clients) to engage with/take ownership of the service, or volunteer to do things? The following points were raised as a result:
- It's important to lead by example and not create dependency - we need to think carefully about what we are doing.
- Subtle changes in language and throwing questions back to people can result in positive changes.
- Strategy days and allowing people to take ownership can promote independence and create buy-in from everyone.
- Having a blame free culture and trusting people can also help. We need to build a culture of respect. None of us make the best choice, just the choices we can.
- We need to understand and address the barriers to participation. People keep their head down because their experience is that if they don't it they'll end up with all the work.
- Apathy is a result of feeling disempowered. Empower people to make their choices.

Our Boards

- We need to train people in our bureaucracy and governance - it isn't something that comes naturally or appears enticing.
- What are the other ways people can feed into a board? It's important to employ members of the community.
- The team/Board should reflect the community and not necessarily be diverse for diversity's sake. Invest in the community to take on board roles and have a client forum to present at trustee meetings

Key Actions for KCSC

- Could we do some thinking around boundaries, particularly as they relate to empowering clients? How can we have conversations in a different way? (i.e. motivational interviewing techniques)
- Related to the above, could we have a strategic look at what the barriers to participation are in the community? Do we need a community development programme that addresses the dis-empowerment of local people and looks at structural inequality? Could this also empower people to participate in our governance structures or help us change the way we do things.
- Is there a way of sharing resources/building a knowledge base e.g training? Can we have a needs assessment done (I think this was in relation to resources e.g. rooms, skills etc.)
- How to increase local people on boards – is there scope for development in this area?
- Can we have Board training, particularly around finance