

NABE Seminar – August 3, 2006

Effective Decision Making with Boards and Committees

- Two-Way Communication
- Inclusive Decision Making
- Reach out to Stakeholders

End Result:

- Better decisions
- Less push-back and controversy

Checklist:

- Who might be impacted by this issue?
- Do they have information/perspectives we need?
- Have we informed them of discussion?
- Should we involve them in the process and how?
- How will we communicate our progress?

Listening – A Systematic Approach

- Mail and phone call tracking and reporting
- Regular stakeholder meeting
- Appoint liaisons
- Mail surveys
- Web surveys
- Evaluations / Feedback Forms