

Management Team Meeting, 12 April 2018

Meeting Opened: 1:30pm

Chaired: Fleur Dwyer (President)

Present: Fleur Dwyer; Garry Clear; Carolyn Smith; Chris Bembrick;; Sue O’Loughlin; Nan Anderson; Barb Perry; Terry Prowse; Pam Summerell; Lindy Fisher; Jacqui Goodwin; Felicity Williams

Apologies:

1. **Welcome and opening of meeting:** Fleur

2. **Minutes from previous meetings:**

Motion: Minutes accepted as true and accurate

Moved: Fleur

Seconded: Sue

CARRIED

3. **Treasurer's Report:** (tabled).

Chris has been notified by the current cleaner that she will be resigning two (2) weeks from today. Chris to investigate Merimbula Cleaning.

Motion: That Treasurer’s Report be accepted and that the payments listed on the cashbook page be ratified and paid.

Moved: Chris

Seconded: Nan

CARRIED

Motion: To remove Jenny Jane Johnston as a signatory from all U3A accounts as she is no longer a committee member.

Moved: Sue

Seconded: Barb

CARRIED

Motion: That a new account to be operated by one signatory only, be opened to enable issue of a debit card by Horizon Credit Union. Authorised signatories are Lola Fleur Dwyer, Christopher James Bembrick and Garry John Clear (any one to sign)

Moved: Chris

Seconded: Carolyn

4. **Conversation Café:** If this management group is to do well, what has to happen?

Round 1:

- Open mindedness, acceptance; curiosity; discovery; sincerity; brevity
- Communication – channels; respect; open to listening to others
- What is doing well? Future planning
- Lots of decisions made with different viewpoints – once a decision is made we need to be behind it – unity
- Common goal; sustainable; open and transparent; supportive
- Teamwork – working together as a team

Round 2:

- Inclusive
- Succession planning
- Defined roles – general – make sure that working teams have a cross over
- People are volunteers – be respectful of this
- Which goes with which? Who does what – how do we support
- Structure of committee – good governance – where does the ball stop?
- Support those who are overwhelmed

- Communication with each other necessary
- Recognize other people's stress & accept that we can call out if we are struggling (are we not already doing this?)

Communication: We all communicate differently

- Talk rather than email
- We need effective communication
- Addressing succession planning – we need to keep a “user name & password” register
- “How to” sheets
- “Contact us” - on mobile; web & office on Friday
- **How** we do things is well defined but the **what** isn't
- How can we be joyful? Brainstorm
 - why aren't people enjoying themselves anymore?
- we each have our place in the organization
- we all have a unique style
- all of management team are well intentioned & committed
- there has been lots of positive from members since new committee
- ‘Futures Planning’ should feed our direction – length of consultation process can be an issue, particularly for PSC
- How can we help members to understand that U3A isn't just a service providing organisation?
- Helping people help themselves – you need to find out what resources other people have
- What's useful?
 - its being able to define what we do and show inclusive of everyone
 - * Communication: we need multiple lines of communication:
 - all needs to be respectful and mindful of the feeling of others and an understanding of each other's roles
- Networking with other different groups – splinter off into categories that never mingle which becomes an issue
- Succession – an interesting process
- Joy – meet as a group outside of committee meeting times
- Onwards & upwards
- Defining boundaries Is important – communicate respectfully & openly. Honesty and respectfulness sets an example for members
- interesting to consider that people have specific preferences for communication
- Communication and inclusivity – not sure what management committee wants for the rest of the year. What's on the agenda? What will we achieve?
- Already feeling included – part of things & want to do something
- We need to have the knowledge that everyone on the committee is on the same page
- Goodwill is required so that “mistakes” do matter
- Not surprised that people here are genuine, good spirited people – need to be considerate & more thoughtful of that

5. **Mind mapped roles – Terry**

6. **Discussion** re setting course fees for venues

7. **Discretionary Funding** (up to \$100) for committee members - stamps etc – useful not to make unilateral decisions

8. **Web Page – Terry**

- Back office is available on web page – click on eagle foe management team and U3A blocks for programs team

9. **Future Planning** will be moving forward with Sue, John, Garry and Suzanne from August 2017

John and Sue:

- Quite a complex organization – established groups with subsets
- Hard look at how the PSC works with management committee = to allow for each to do their best within the same field

Process:

- Committee engagement
- Member meetings initially – Taboo Topics (geographic diversity).
 - sessions begin with “Values” exercise (warm up)
 - members able to talk about issues (perhaps complaints) in a controlled environment
 - SWOT analysis
 - various other planning processes
 - first meeting of Futures Working Groups
- Futures Working Group
 - Less than confident with communications approach
 - Critical aspect of involving people, updating and letting them know results
 - Communication plan – whose job?
 - Guidance on external stakeholder involvement and engagement – internal and external points of view will be sought along with an analysis of U3A’s position in the community eg Council, educational institutions
 - Results of test groups will be sent back to the working party for analysis
- Engagement with Course leaders, Program SC, Brains Trust as well as members meetings – all using the above strategies
- Options development
- Consolidation
- Committee Agreement

Motion: That we endorse John’s proposal for Future’s Planning

Moved: Carolyn

Seconded: Terry

CARRIED

Risk analysis: Outcome may not match what management thinks

- Risk to be identified – Analysed – evaluated – treated if necessary
- How do we mitigate risk?

Thoughts on possible risks:

- Members will come up with something that is not wanted
- Negative spiral
- Nothing is resolved so people get angry
- Managing expectation in terms of outcome
- No one will participate
- Reputational risks (personal/organisational)
- John and Sue not available
- Fleur leaves
- Lack of succession
- May go through process and nothing implemented
- People feel that there are no outcomes

- Too much communication
- Process could lead to division eg PSC/Management Team
- Leave us marking time (gathered momentum might slow down)
- Under resourcing of Future's Planning Team

President

Secretary

