Effective Council - Administrator Relationships and Communications

July 31, 2021

Be a Resource

- <u>New County Council Member Orientation</u> - Copy of the Budget and a Resource Manual with the Oath of Office, an Org. Chart, an Emergency Contact List, the Strategic Plan, etc.

  Goal: Equip new council members with the resources and information to be success.

- <u>Council Packets</u> - Executive Summary called CC Memo, cover sheet, and supporting documents

  Goal: Equip Council with good information and help them make sound decisions.

Be Honest

- Tell the truth and if you don't know the answer, say that and get the answer.
- Know what you are talking about or have a subject matter expert.

  Goal: This establishes credibility with council and citizens.

Be a Good Listener and an Honest Broker

- Listen and understand the needs of County Council and the community.
- Understand the things that the County Administrator can do with and without a vote of County Council.

  Goal: Achieve mutual gains solutions (Win – Win solutions) and develop and maintain relationships. Don't win the battle and lose the war.

Be the First with the Most

- If possible, inform County Council and the public about issues or problems first.
- Don't let them get the story from other sources that provide inaccurate information.
- Be selective. Some information is germane to a council district, but other information is important to the whole county and should be shared with all members.

Be a Team, Work Together and Share Credit

- Most important things are accomplished by teamwork.
- DON'T MAKE SAUSAGE IN PUBLIC. MOST PEOPLE LIKE TO EAT SAUSAGE, BUT NO ONE WANTS TO SEE IT MADE.

  Goal: Resolve issues privately that can be resolved privately.

- TO THE VILLAGE WE ARE ALL IDIOTS. Public confidence in "THE GOVERNMENT" has been eroded. Don't add to that with unnecessary criticism of others in government.

  Goal: Remember and practice the T.E.A.M. Concept – **Together Everyone Accomplishes the Mission.** It's **council and staff** not council vs. staff.