

Senior Staff (Management) Charter

Purpose

1. Discuss technical/managerial tasks to help us improve our performance.
2. To learn what the other departments are doing and planning so we can share it with our staff.
3. To develop a consistent and shared approach to everything we do.
4. To communicate consistently, up, down, and across.
5. To develop trust, who's doing what and why and to gain support and get feedback on ideas.
6. Discuss challenges to learn and gain understanding from the experience of others.
7. To manage and coordinate the work we are doing towards strategic plan/mission.
8. Measure/celebrate success.
9. Grow the team to be able to handle crises.
10. Build or grow the team so we can build others.
11. To create a support network for each other, reconnect and strengthen our ability to work as a team.

Meeting Date

Thursdays, 8:30 – 10:30.

Tuesdays, 8:30 – 10:30 starting March 9, 2010

Team values

1. Our customers—the residents, business owners, visitors and other stakeholders of our city that make Montgomery a unique and special place to live, work and conduct business
2. Governance built on honesty, integrity, respect, initiative and involvement
3. Commitment to responsive, high quality service delivery and employees who are leaders and have a sense of ownership in the community and the services we provide
4. Decision making based on creative problem solving through open and honest communication, collaborations and commitment to excellence
5. An organization that promotes continuous improvement through the professional and personal development of our personnel
6. Our employees who are stewards of the whole, and not simply owners of their small piece of our organization

Team behaviors, expectations and responsibilities

1. Prepare for meetings in advance.
2. Equally contributing volunteers for the team by saying “How can I help?”

3. Hold myself and each other accountable to the team.
4. Challenge team members who are not engaged or uphold expectations.
5. Directly talk about issues – don't talk in code.
6. Be open-minded to ideas, courteous in my expression of ideas, accountable for actions and demonstrate a willingness to confront brutal facts.
7. Conduct follow-up on issues with team members outside of group.
8. Keep department staff informed on discussion of team so they can contribute to success of organization.
9. Use mid-level managers as communication tools/keep them in the loop. They are pseudo team members and should be an appropriate substitute and be prepared for the meeting.
10. This meeting takes priority over other things unless the conflict cannot be avoided. Give as much notice as possible for absences.
11. Realize that as an individual we set the tone for the day/meeting/etc.
12. Get to know team members on a more personal level so as to better recognize when they need help and vice versa. Enjoy our time together.
13. Facilitator should take their role seriously
14. Ask questions if you don't know/understand.
15. Reach consensus on all issues.
16. Recognize that it's all of our responsibility to behead the culture of nice.

Positive outcomes/performance

1. Common understanding.
2. Less time in Principal's Office.
3. Good communication down, up and across the organization.
4. Energetic attendance.
5. Establishment of realistic plan that can be accomplished.
6. Everyone participates with equal contribution & stewardship.
7. Consistent team function regardless of who may be absent so we feel like a team.
8. Desire to be great.
9. Celebrate successes by communicating across the organization.