

University College of the North (UCN) in partnership with Randi Salamanowicz Co. is excited to offer

## **Basic Rules of Governance Series 2 – Meeting Follow-Up (Forms part of 12 Series of Workshops)**

### **Train Remotely - Attend **VIRTUAL** Classes with a Live Instructor**

Registered students will take these workshops from their home or workspace. This series will be delivered over 4 sessions. Students will not attend at one of our UCN campuses or centres. Handouts and meeting login information will be emailed to registered students by the facilitator. Students must have a laptop with reliable internet capable of connecting to Zoom with use of microphone and video. Students do not need Series 1 in order to enroll in Series 2.

**DATES:** Students must attend all 4 sessions (14 hours) to complete Series 2.

Each session will run from 5:30 pm – 9:00 pm (3.5 hours)

- Session 1- Wednesday, May 25, 2022
- Session 2: Thursday, May 26, 2022
- Session 3: Wednesday, June 1, 2022
- Session 4: Thursday, June 2, 2022

**COST:** \$300.00 (plus \$15.00 GST) payable upon registration

**SERIES 2- MEETING FOLLOW-UP** (EXT.1752 TP41) This course will provide participants with the basic skills needed to carry out duties/tasks following Council/Board/Committee meetings which includes preparing meeting minutes and what to do once the meeting is over. Participants will also receive training in basic filing.

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### **REGISTER TODAY:**

**Phone: 1.866.627.8500 (Ext 3) or 1.204.627.8500 Or Email: [ceregistration@ucn.ca](mailto:ceregistration@ucn.ca)**

The fee must accompany the registration form in order for your seat to be held. Pay by cash, check, Purchase Order, ATI, TAN, MasterCard/Visa. Series are subject to cancellation due to insufficient enrolment.

Refund Policy: 100% refund will be issued if series is cancelled by UCN. If student wishes to withdraw, a refund will be issued providing the voluntary withdrawal form is submitted to UCN 5 business days prior to first day of class.

**Deadline to register and pay is Friday, May 20, 2022 by 12:00pm**

Registration form must be submitted for registration to be processed.

**The Registration form can be found at [ucn.ca/cis](http://ucn.ca/cis)**

Further information and a complete listing of all 12 Series can be found below or at [ucn.ca/cis](http://ucn.ca/cis)

## Basic Rules of Governance: A Series of Workshops

This series of workshops is designed to expand on skills and knowledge of those working in a governance setting. Participants will learn basic skills needed to efficiently and effectively carry out day to day office operations which include meeting preparations, basic knowledge on office administration and preparing correspondence and follow up for Boards, Committees and Councils.

**Series Groupings:** There are 12 series of workshops to choose from. Workshops will be delivered in the series provided or can be customized to meet your community needs. Each series of workshops do not have to be taken in any particular order.

**Community/Organization Delivery:** If you would like a series of workshops delivered to your organization please contact Shelly Bulycz at 204.627.8104 or 204.620.2799 or via email at [sbulycz@ucn.ca](mailto:sbulycz@ucn.ca) for further information.

<p><b><u>Series 1: Preparing for Meetings (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Agenda Preparation</li><li>➤ How to Prepare Back Up Information for Agenda Items</li><li>➤ Preparing Motions / Resolutions</li></ul> <p><b><u>Series 2: Meeting Follow-up (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Preparing Meeting Minutes</li><li>➤ How to do Follow Up to a Meeting</li><li>➤ Basic Filing</li></ul> <p><b><u>Series 3: By-Laws, Policies &amp; Procedures (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Preparing By-Laws</li><li>➤ Preparing Policies / Procedures</li></ul> <p><b><u>Series 4: Basic Writing Skills (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Basic Letter Writing</li><li>➤ Email Etiquette</li><li>➤ Creating Forms</li></ul> <p><b><u>Series 5: Preparing Agreements &amp; Briefs (7 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Basic Agreement Preparation</li><li>➤ Preparing Briefs</li></ul> <p><b><u>Series 6: Understanding FIPPA &amp; Conflict of Interest (7 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Freedom of Information &amp; Protection of Privacy Act (FIPPA)</li><li>➤ Conflict of Interest</li></ul>	<p><b><u>Series 7: Contract Negotiations &amp; Employment Law (7 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Contract Negotiations – Outside Parties &amp; Employment Contracts</li><li>➤ Employment Law</li></ul> <p><b><u>Series 8: Interpersonal &amp; Communication Skills (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Customer Service Etiquette</li><li>➤ Telephone Etiquette</li><li>➤ Conflict Resolution – Working with Difficult Individuals</li></ul> <p><b><u>Series 9: Basic Financials (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Bank Reconciliations</li><li>➤ Understanding &amp; Preparing Financial Statements</li><li>➤ Budget Preparation</li></ul> <p><b><u>Series 10: Strategic Planning (7 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Strategic Planning</li></ul> <p><b><u>Series 11: Elections/Orientation for Councils &amp; Boards (14 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ Elections</li><li>➤ New Council / Board Member Orientation</li></ul> <p><b><u>Series 12: How To Assist Your Chair (7 hours)</u></b></p> <ul style="list-style-type: none"><li>➤ How to Assist Your Chair when Conducting Meetings – Understanding Your Role</li><li>➤ Roberts Rules of Order</li></ul>
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# Basic Rules of Governance: A Series Workshops

**Workshop Information:** Below is a breakdown of the material that will be covered during each workshop in each of the series groupings.

- **Agenda Preparation**
  - Follow the format outlined in your procedural bylaw (may need to create one)
    - Establish the actual document by creating a template which outlines what will appear on the agenda and in what order
    - Start with the Agenda name and location and date and time
    - Call to order
    - Adoption of the agenda
    - Adoption of previous minutes
    - Delegations – public presentations
    - Bylaws
    - Policies
    - Unfinished business
    - New business
    - Committee/Member reports
    - Adjournment
  - Ensure adjournment time is included along with the number of people for or against the motions
  - Ensure that only the action is included in the minutes
  - Basic minute taking skills
- **How to Prepare Back Up Information for Agenda Items**
  - Create a document which would form part of agenda items
    - Indicate date
    - Who the document is going to?
    - Who prepared the document?
    - What is the issue
    - What is the history of the issue?
    - What is the recommendation
    - Outline if it is a budget item, will it be an ongoing expense
- **Preparing Motions / Resolutions**
  - Create a form for motions or resolutions
    - Indicate date
    - Who moved/seconded the motion?
    - Outline a bit of history as to why the motion is on the table
    - Outline the action of the motion
    - Include section for /against the motion
    - Include a line for carrying the motion (signature of head)
- **Preparing Meeting Minutes**
  - Follow the format outlined in your agenda
    - Set up a form as to how minutes will appear
    - Ensure the minutes include the time the meeting was called to order, those that were present, those that were absent
    - Ensure the content of minutes is very point form and not opinions
    - Ensure there is signature spot for formal approval of the final minutes
- **How to do Follow Up to a Meeting**
  - The meeting is over? Now what??
    - Establish the priorities
    - Ensure motions are passed on to appropriate employees for follow up
    - Meet with staff to let them know results of meeting topics and follow up needed
    - Draft letters and file appropriate documents
    - Prepare minutes of the meeting
- **Basic Filing**
  - Establish a filing system that works best
    - Alphabetical by name
    - Numerical and alphanumerical
    - Digital filing options vs. hard copy filing
- **Preparing By-laws**
  - Establish a template
    - Use sections of applicable act to set up the necessary bylaws
    - Ensure you have organizational bylaws and procedural bylaws
    - Have an appropriate filing system for hard copy bylaws
    - Ensure you have bylaws in place for establishing a person in charge with signing authority
    - Know how to look through various acts and cite sections you are referencing
- **Preparing Policies & Procedures**
  - Establish a template
    - Establish categories and sub-categories for policies
    - Make the policy then align the procedure to the policy (how are you going to meet the rationale for the policy)
    - Do you have the authority to carry out the policy legally?
    - Breakdown into the following: Administration, Finance, Staff Relations, Planning and Development, Public Works, Water etc.
- **Basic Letter Writing**
  - Establish a consistent template
    - Ensure the body is presentable on a letterhead of the office

- Address the salutation
  - Include clear subject line
  - Make simple and focused letter
  - Use readable font
  - Several options to choose from; classic, direct, standard, personal business
  - State purpose of the letter in the first paragraph of the letter
  - Write the body clear and logically
  - Close the letter describing action you want them to take
  - Use a closing adequate for the letter
- **Email Etiquette**
    - Review of various rules and regulations for email etiquette
      - Clear direct subject line
      - Use professional email address
      - Use professional salutations
      - Know the person you are speaking to
      - Think twice before hitting send
      - Don't be sloppy or too friendly
      - Watch spelling, grammar and punctuation
      - Be factual and keep the message short
- **Creating Forms**
    - Review and set up various office forms
      - Complaint forms
      - Fax sheets
      - Cheque acquisition forms/purchase order forms
      - Incident report forms
      - Office supply request
      - Daily cash out sheets
      - Petty cash voucher
      - Workplace safety checklist
      - Project schedule
      - Employee evaluations
      - memos
- **Basic Agreement Preparation**
    - Establish the complexity of the agreement
      - Employment agreements
      - Collective agreements
      - Sale agreements
      - Service agreements
      - Contractor agreements
      - Lease/rental agreements
      - Payment agreements
- **Preparing Briefs**
    - Establish template for your business with overview as follows:
      - Write about the subject and its background
      - Highlight challenges
      - Describe the target audience - demographics
      - Share the deliverables
      - What is the recommendation
- What is the deadline
  - Specify your budget
  - List the stakeholders
- **Freedom of Information & Privacy Protection Act (FIPPA)**
    - Review of the public bodies covered by FIPPA
      - Outline the obligations under FIPPA
      - Review of legislation
      - Review of roles and responsibilities under the act
      - Designation of the head of the public body and establishing a privacy officer
- **Conflict of Interest**
    - Review of the Conflict of Interest Act
      - Establish guidelines for declarations
      - Create forms for declaration
      - Know difference between direct or indirect pecuniary interest
      - Know what to do if there is a conflict of interest
- **Contract Negotiations – Outside Parties & Employment Contracts**
    - Review of the public bodies covered by FIPPA
      - Outline the obligations under FIPPA
      - Review of legislation
      - Review of roles and responsibilities under the act
      - Designation of the head of the public body and establishing a privacy officer
- **Employment Law**
    - Understanding the legislation
      - Employee/employer rights under legislation
      - Review and in-depth discussion around employment legislation
      - Legal employment contracts; employee vs. contract
- **Customer Service Etiquette**
    - Engage in the rules (clearly explain)
      - Think before you speak
      - Begin every encounter on a positive note
      - Treat with empathy
      - Learn how to be professional in your responses (this is a day in itself) use the 1 step program
- **Telephone Etiquette**
    - Response is key
      - set the tone for how you will answer? Remember it's not personal
      - teach skills on how to answer the phone
      - ensure not to cut the person off
      - learn when its ok to just let them finish talking and acknowledge that they aren't

going to be ok with whatever your response is

- **Bank Reconciliations**
    - Where do we begin
      - How to reconcile your books with your account's vs what's in the bank
      - How to do a bank rec and report with online banking status
  - **Understanding & Preparing Financial Statements**
    - What's a finance statement
      - Establish an acceptable format
      - What information is your client looking for
      - How do I prepare the report?
      - What information is needed for the report
      - How often should I prepare the report
  - **Budget Preparation**
    - What information do I need to prepare a budget?
      - How often do I need to review it?
      - Do I do a quarterly report advising where we are with spending versus cash in bank
      - How do I know the difference between operating and capital accounts?
      - What is depreciation
  - **Strategic Planning**
    - How often should a strategic plan be done
      - Who participates in the strategic plan?
      - How do we conduct a strategic plan?
      - How often do we review the plan?
      - How do we ensure we stay on track with the plan?
      - What tools are needed
  - **Elections**
    - It is an election year, what now?
      - How often are elections held
      - How to appoint a returning officer and set responsibilities
      - How to budget for an election/bi election
      - Setting up a calendar to ensure you meet the timelines
      - Creating election documents/forms
      - Understanding the elections act
      - Understanding your role as the administrator
  - **New Council / Board Member Orientation**
    - You have a new council, what do they need to know?
      - Review policies and procedural guidelines
      - Review current budget
      - Set up a new council package including most recent year documents including finances and minutes
      - Discuss ongoing projects
- Review organizational chart
  - Ensure awareness of duties and responsibilities of the head of the organization and its members
- **How to Assist Your Chair During a Meeting – Understanding Your Role**
  - What can you do to assist the chair in running the meeting?
    - Review the meeting package with the Chair
    - Ensure the chair is knowledgeable on the process and order of business
    - Brief the chair on each topic of discussion
    - Be prepared to provide the Chair with backup information
- **Roberts Rules of Order**
  - How to conduct the meeting
    - How to use parliamentary proceedings
    - How to put motions on the table and amend/postpone etc.
    - Use the Roberts Rule of Order as a guideline to establish your procedural bylaw on how to operate
    - How to establish chairs and committees