

Operating Agreements on how Fountain Hills Technical Advisory Committee Members Will Work Together

How will the team deal with conflict, i.e. how will team members let each other know when work is not being done the way they would like it to be ?

- These issues will be discussed and resolved at the weekly TAC Meeting.
- It is okay to disagree with one another...that is how synergy occurs.
- If issues occur in between meetings, Tim will be the “point person” for problem resolution. Tim will inform the TAC team members of these resolutions as they occur.

How will the team members communicate with one another effectively?

- Team should send all communications through Phillip Blackerby and cc: Shaunna and others as appropriate. Phillip will ensure that the appropriate team members are cc'd.
- Team members will not speak for those who are not in attendance.

How will the team make decisions?

- The team will build consensus when making decisions, i.e. hear each others' thoughts before making a final decision so that everyone can “live with and support” the final decision.
- Tim will make final decisions when necessary.

Role Clarification

Project Manager's (Phillip's) role

Manage the project schedule (and volunteers?)

Subcommittees (designated TAC members to oversee each intervention)

- Janice: Market Research: Focus Groups/Survey
- Peggy/Henry: Youth Visioning Institute
- Mike: Communications
- Bob/Jim: Speakers' Bureau
- Roger Riggert (Bob will talk to him): Town Halls
- Phillip/Lynne will work with each subcommittee to design intervention which they will in turn facilitate.

Action items

- Phillip/Lynne will meet with Peggy/Henry to design Youth Visioning Institute
- Janice will organize and update SWOT to give to Tim for CAD.
- Make sure to summarize all action items at the end of each meeting and revisit them at the beginning of the next meeting.
- Make sure to get on the November 8 calendar for “work” session with Town Council.

Observations by Facilitator

- ❑ Although sub-committees will work outside the TAC Meetings on their topics, it is important to discuss their processes and designs with the entire TAC team in order to make sure that the best process is developed (as witnessed by the change in process with the Speakers' Bureau after the TAC dialogue at the last meeting, *i.e.*, team decided not to use the SWOT.)
- ❑ It's important that the Town Manager and the Project Manager keep the rest of the TAC team updated on their decisions/discussions that they make/have between TAC meetings so that everyone is "on the same page," *i.e.*, the Project Manager may be assigned a task that another TAC team member felt he/she was supposed to do, or the Project Manager may assume that a TAC team member is doing a task that he/she did not know was to be done.
- ❑ Watch for "scope creep" due to enthusiasm for the project or "hand shake" decisions among a few TAC team members. These decisions may impact resource allocation and deadlines adversely.
- ❑ It's important to delineate clearly the role of the Communications Consultant *vs.* the role of Project Manager; overlap may result in redundancy and confusion.