

# THE ELEVATOR Insiders

Volume 1 Issue 5: July 2019

A newsletter buzzing about board governance and management of  
condo and not-for-profit boards.

Hi {{ contact.NAME }},

Phew, the last 6 weeks have been crazy. Both of us have too much on our plates and the Elevator was pushed to the side, but not forgotten. We're really happy with our first four issues, but as a result of our workloads, we needed to make some changes to The Elevator.

Pat has been writing two newsletters; the BoardSpace Buzz for BoardSpace customers and contributing to the Elevator; for subscribers. Bonnie, likewise, is contributing to the Elevator and extremely busy with her consulting practice. This has become too much so we're announcing the merger of the BoardSpace Buzz and the Elevator. Our combined effort will be known as the Elevator Insiders. The same great content will continue along with updates from BoardSpace. We will also be adding different types of content. The first new content is from a new podcast - more details below.

Pat Crosscombe & Bonnie Oakes Charron, Co-Editors

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## Announcing The Sidelight

**A podcast celebrating the knowledge, history, and  
magic behind condo and non-profit boards**

Pat has finally launched her podcast. The opportunity to get started presented itself by chance. Pat met a director on the board of the first high-rise condo in Canada and on the spur of the moment invited him to be interviewed for the as-yet non-existent podcast.

### **Podcast #1: With Tonis Kavand, Director at CCC #1**

Pat had a chance to catch up with a director on the board of CCC #1. It is always fun to be the first of anything and this condo does have the bragging rights to be the first high-rise condo in Canada.

[Listen to podcast](#)

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## BoardSpace Updates

### **Translation**

The BoardSpace team has been hard at work for over a month implementing the first of what will be many additional languages.

French is our first-second language with Spanish to follow. We can add any additional language requested by customers as long as we can find an editor to review the machine translation.

The first step in translating content relies on machine translation with final editing by a real person. The technology for machine translation has advanced considerably in the last few years, but it is not as accurate as we had hoped. Many odd translations were generated; here are a few of the ones that caused some chuckles.

**Date** (aka a meeting date) = Rendez-vous amoureux. Who knew BoardSpace was soooo much fun.

**Boards** = Les planches. An obvious booboo.

**The month of May** = Peut = the month of maybe

**Opera** (the browser) = Became opera the show. How could a bot know the difference?

### **Documents & Popular Tags**

The popular tags have never been popular. And very soon they will be no more. The unpopular tags will be replaced with a vastly superior way of finding documents. All tags show as options for adding tags when uploading new documents.

The next time you go looking for a document, do what you've always done but watch a list of additional tags pop up underneath the title "Related Tags." Let Pat know what you think of the new system.

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## **New Blog Posts**

### **How to make minutes SMART: Five Key Things**

#### **Minutes have an image problem, and we need to fix it.**

No one loves their minutes; no one even likes them. No one likes taking minutes. The hardest position to fill on any volunteer boards is the secretary. No one ever does anything with their minutes anyway.

An easy fix would be to get rid of them. Most boards are practically doing this already. Once the minutes are finally approved and signed, they are relegated to an official 'Minutes Book,' leather-bound, likely dusty, to rest forever on a shelf somewhere or stuffed in a banker's box and put in the basement. Electronic minutes get saved in an email inbox or cleverly hidden in a share-drive system. None of these storage systems are particularly secure or allow anyone to find the minutes easily.

[Read more](#)

### **Keys to condo board success: The best practices of successful directors**

Serving as a director can be a daunting task considering all the responsibilities involved in governing a condo corporation's affairs,

which can include making tough financial decisions. Why do some condo boards excel and others struggle? There may be lessons to glean from the best practices successful boards tend to have in common. Pat Crosscombe, founder and CEO of BoardSpace, answers: What makes a condo board successful?

[Read more](#)

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## Education

Next month at The Elevator we will be creating a special issue about board education, and the ongoing quest to learn and develop as a board director or governance professional. The Ottawa-based Strengths Performance Centre is launching a new program for the governance community - built on the concept of strengths-based development. Using the CliftonStrengths framework, clients will discover their distinctive combination of top talents - and develop ways to apply them as personal strengths in their governance role. If you aren't attending the national workshop at the [Governance Professionals of Canada conference](#) next month - you can still find out all the details on how to explore your personal strengths profile on our upcoming podcast!

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## BoardSpace needs your help!!!!

### Could you provide a testimonial for BoardSpace?

Testimonials are really important. More testimonials mean more customers and that will mean more and better development of the software. Please click on the link, it takes you to Capterra where you create a review. Thank you in advance.

[Referral](#)

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**Yours in good governance,**

Pat & Bonnie

Follow Pat on social media!



Follow Bonnie on social media!



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