

THE ELEVATOR Insiders

Volume 1 Issue 6: September 2019

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

Hi {{ contact.NAME }},

Where has the summer gone? We missed a few of our coffee chats over the summer, but now that September is here and life has returned to normal, we are back to our regular routine. Pat even got up at 5:00 am on the day that we met last and baked her famous oatmeal walnut cookies.

Bonnie is recently back from the annual Governance Professionals of Canada conference. She has an update from the conference in this edition.

Pat Crosscombe & Bonnie Oakes Charron, Co-Editors

Board Education News

The annual *Governance Professionals of Canada conference* was held this summer in beautiful Quebec City. Governance practitioners came together to hear the latest trends and inspiring ideas in governance. There was a wide variety of sectors and countries represented, but the conference theme of '**Agility, Resilience and Innovation**' was clearly present throughout the educational and keynote sessions.

The Conference began with a Keynote led by Second City Works. Alumni of the famed improv company Second City took to the stage to teach governance practitioners how to use improv-based skill sets to better prepare for boardroom demands. Readers can develop their own inner Saturday Night Live-inspired communication skills by taking one of their [corporate training workshops](#).

Both the *Canadian Credit Union Association (CCUA)* and the Ottawa-based *Strengths Performance Centre* built on this theme with sessions on personal strengths and applying them in a governance role. Bonnie partnered with Antoine Carriere from the Strengths Performance Centre to offer a workshop for delegates on the CliftonStrengths framework and applying them in a governance context. The [workshop](#) examined how to leverage personal strengths and apply them to develop one's influence and presence in governance. Taking a similar but slightly different angle, the CCUA recently completed a research project with York University to identify the profile of a [top-](#)

[performing director](#). This 'Director DNA' is being used to stimulate dialogue around the development of board members, board composition, and recruitment.

On the practical side, key tips were shared around *Presenting to Boards*. Delegates heard that 'less is more' – keep powerpoint slides to 4 bullets per slide, practice ahead of time, be sure to have a purpose for the presentation, beware of acronyms, and use humour! The speaker advised attendees to watch the Board Chair for cues – looking for body language that might indicate boredom or confusion and be ready to adapt your content mid-presentation if need be. Other interesting ideas included the speed of business and how it is pushing the date for delivery of board materials ever closer to the day of the actual board meeting. A board book finalized a week ahead, a standard well-known in the industry might no longer reflect the current situation needed for decision-making. Food for thought!

Over the course of the Conference, two interesting and provocative questions were raised:

1. Should nonprofit boards have only one mandate - fundraising?
2. Is the concept of a board passé given that meeting 4-6 times a year is unrealistic for keeping up with the speed of decision-making in business today?

What do you think about these questions? Let us know.

The Sidelight: New Podcast

Podcast #2: Carleton Condominium Corporation #1 Fiftieth Anniversary

In the previous edition of the Elevator, Pat shared her first podcast with Tonis Kavand, a director on the board of CCC #1, the first high-rise condo in Canada. Pat also attended the 50th Anniversary of The Horizon and spoke with two current directors, the condo's property manager and a long-time resident who is also a former director.

[Listen to podcast](#)

BoardSpace Updates

Team BoardSpace has been hard at work adding an automated payment system that will allow customers to make payments more easily. We are using the platform of another Ottawa-based company; Fusebill for this functionality. Existing customers will have a chance to use the new system when their existing subscriptions renew.

Condo Board Magazine

Pat is really excited to have "Searching for condo board software: How to find the right board tech" in **Condo Business Magazine**. This article adds to the previous 4.

With technology moving into every aspect of our lives, it is no surprise that condominiums are following suit. As such, it can be daunting for a condo board to find software that fits their needs and their condominium community. There are lots of products on the market and deciding on the right one is a challenge. Moreover, most condominium corporations have tight operating budgets and may question how the cost of the software can be justified.

[Read more](#)

Want to help other directors?

How did you learn your job as a director? What advice would you share? Send your best tips, tools, ideas, and articles to Pat. She'll make sure that they are shared on the BoardSpace website.

Stay tuned for details in the next issue of The Elevator.

Yours in good governance,

Pat & Bonnie

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Follow Bonnie on social media!



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