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Welcome!

**9 Steps to an Effective Board Meeting**

# 9 Steps to an Effective Board Meeting

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# Board Meetings

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# Our Goal

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- Conduct ONE HOUR Board Meetings (or less)
- Accomplish everything you planned
- Board and Owners are all satisfied

# Managers Wisdom

## 9 steps to an Effective Board Meeting

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1. Preparation
2. Have the right equipment
3. Establish time limits
4. Declare the ground rules
5. Follow the agenda
6. Let members speak
7. Robert's Rules within Reason
8. Don't Criticize, Condemn or Complain
9. Minutes are not Transcripts

### Manager's Wisdom – 9 Steps to an Effective Board Meeting

Monday, July, 14th 2014 in [Announcements](#), [Condo, HOA, Management](#), [Staff](#) by [FAN](#)



During one of Campbell's recent Manager's Meetings we had our managers break and discuss some important "How to" topics in property management. One of the topics was "How to Run an Effective Board Meeting." Below is a synopsis of the prevailing opinion among the managers.

This will be an ongoing series, where we share best practices, as defined by our managers who average over 12 years' experience in property management.

Here is what they told us about how to run an effective board meeting:

1. **Preparation.** Make sure board packages are sent out well in advance, so that Board Members will have ample time to review. Make sure that your Board has a full understanding of the issues being discussed and that they are able to clearly articulate their position. If an issue is not on the agenda, a brief discussion between the Meeting Chair and the Property Manager before the meeting can make for a much smoother meeting.
2. **Have the right equipment.** If the size of the meeting requires microphones, make sure they are available. If Board Members are teleconferencing in or joining via video, make sure the equipment is available.
3. **Establish time limits.** Board members, committee chairs and members should all have time limits when they speak to move things along and avoid excessively long meetings.
4. **Declare the ground rules.** Before the meeting starts, the Meeting Chair should remind everyone regarding the ground rules.

# Florida Association News Blog

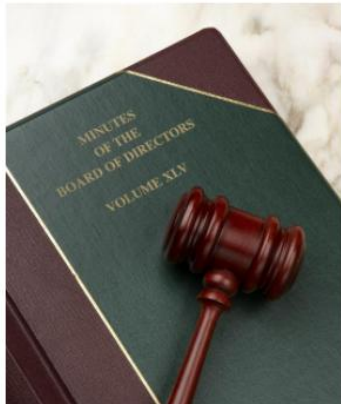
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## Manager's Wisdom – 9 Steps to an Effective Board Meeting

Monday, July, 14th 2014 in *Announcements, Condo, HOA, Management, Staff* by *FAN*



During one of Campbell's recent Manager's Meetings we had our managers break into small groups



1. **Preparation.** Make sure board packages are sent out well in advance, so that Directors and Officers will have ample time to review. Make sure that your Board has a full understanding of the issues being discussed and that they are able to clearly articulate their position. If this is not the case, then the issues should not be on the agenda. A brief discussion between the Meeting Chair and the

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# 1. Lack of Preparation

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- Agenda
  - Clearly Defined
  - Ready to Vote
- Board Package
  - Supporting information available
    - Well Organized
    - Minutes
    - Financials
    - Proposals & Analysis
    - Other Reports
  - 2+ Days in Advance



## 2. I can't hear you I can't see you

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### Right Setup and Equipment

- U or V shaped Board Seating
- Proper Speaker Phone and/or Speakers
- Use a Gavel
- Consider Projector for Complex Topics



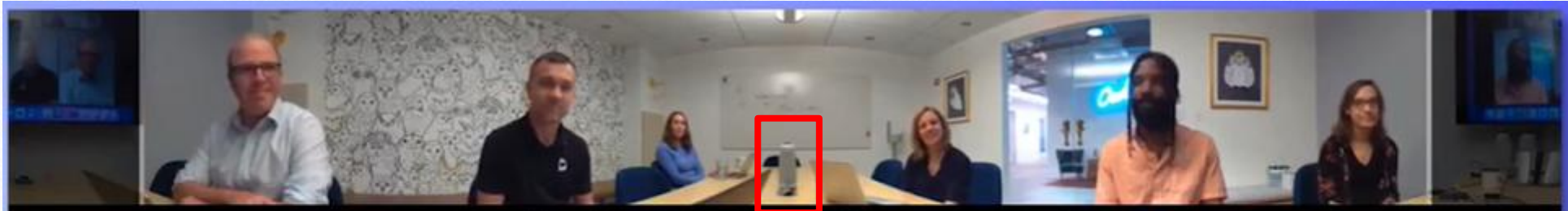
# Virtual Meeting Considerations

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- Video-Conferencing
- Conference Calls
- Right Hardware



**OWL**



# Zoom / Virtual Meeting Blog Posts

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- [Considering Hosting Virtual Meetings? Look No Further!](#)
- [Looking for a Virtual Meeting Option for Your Community Association?](#)
- [Hosting Virtual Meetings via Zoom | What You Need to Know](#)
- [How to Hold Hybrid Zoom Board Meetings](#)
  
- [www.readfan.org](http://www.readfan.org)

# 3. Discussions Take Too Long

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- Only Discuss Items you are prepared to vote upon
- Gain consensus in advance
- “Call the Question”



# 4. Unruly Owners and Board Members

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- Establish the Ground Rules
  - Board Meetings are for Board Decisions
  - Owners have rights to:
    - Attend, Observe and Listen
    - Speak on Agenda Items when called upon
- Explain the Rules in Advance of Meeting
- Include the Rules on the Agenda

## Board Meeting Purpose and Protocol

Reminder, this is a Board Meeting, not a Members Meeting. Members have a right to listen and observe so they can understand the decisions the Board is making and why they are making these decisions. Members have a right to speak as follows:

1. Board Members will discuss an agenda items (topic) as required. Before any action is taken on a topic, the Meeting Chair will ask if there are any member comments or questions. After being recognized by the Chair, a Member may speak for up to 3 minutes on a topic. Any Member that chooses to speak will be required to state their name and address. Members may be recognized to speak for an additional 1 minute on the same topic at the discretion of the Chair.
2. At the conclusion of the meeting, Members may speak for up to 1 minute on any matter when recognized by the Chair. The Chair has the right to end comments on a topic if comments become repetitive. The Chair has the right to no longer recognize any Members after 30 minutes.
3. Members that speak without being recognized will be warned once. If a member speaks for a second time without being recognized, they will be asked to leave the meeting. If a member refuses to leave, or if multiple members are speaking without recognition, the Chair may choose to end the meeting immediately and reconvene at the late date.

# 5. Staying on the Agenda

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A. Follow Agenda

B. Don't Deviate

C. See Step A.



# Policy for Establishing Agenda

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1. The President or his/her designee, working with the Manager, will set the agenda for board meetings.
2. The President will send a draft agenda to the board for their review.
3. Other directors and officers of the board can make suggestions to the president regarding the agenda.
4. The President is under no obligation to add, change or delete anything on the agenda based on feedback from the other directors and officers, except for items that were previously agreed by the board to be on the agenda (see point 5.) or items that may be required by law to be on the agenda.
5. Board members can make a motion to add an item to the next meeting agenda at the conclusion of the “New Business” portion of a board meeting.

## 6. How do we control members speaking?

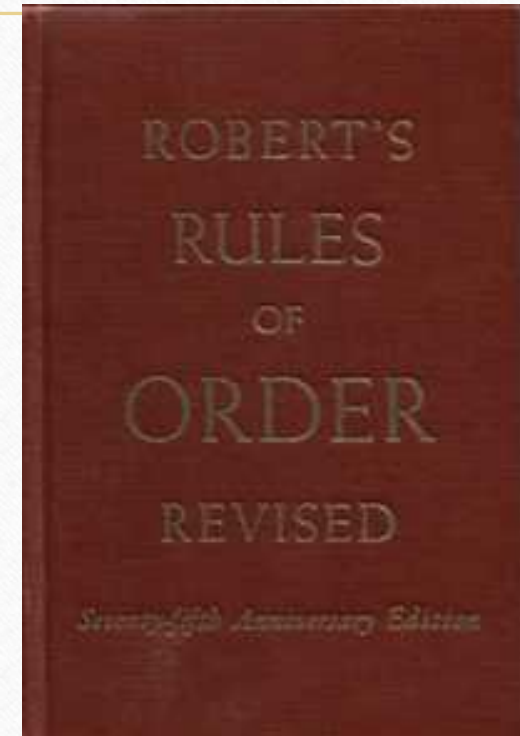
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- Members want to be heard, so listen
- If an agenda item draws a crowd, make it early
- Remind members of the rules
  - Only Agenda Items
  - 3 minutes or less
  - When called upon
  - After Board Discussion
  - Before Board Vote

## 7. How do we use Robert's Rules?

- Call Meeting to Order
- Establish a Quorum
- Approve Minutes from Prior Meeting
- Reports from Officers & Committees
- Old & New Business
- Make a motion, Second the motion and Vote
- Adjourn the Meeting



## 8. How to deal with accusations and attacks

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- DO
  - Prepare for it mentally
  - Practice a calm response
- DO NOT
  - Get upset
  - Attack Back, Argue or Debate
  - Escalate the anger

# Community Associations Institute Civility Pledge

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1. “Community” pledge to encourage all **individuals** to be “Civil”
2. Remain civil despite differences
3. Allow open discussion of differing opinions respectfully
4. Urge *ALL* residents to be engaged and informed
5. Understand Owners and Board Members: Rights and Responsibilities
6. Shared Belief that commitment to this Pledge is critical to Peaceful Living



# 9. What do we include in our Minutes?

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## DO INCLUDE:

- Restate the Agenda
- How motions were voted upon

## DO NOT INCLUDE:

- Owner or Board Member Comments
- “I want the meeting minutes to reflect” . . . .



Meeting  
Minutes

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## Meeting Minutes – Guidelines for HOAs and Condos

Thursday, January, 16th 2020 in [Announcements](#), [Condo](#), [HOA](#), [Legal](#), [Management](#) by [FAN](#)

A common question for new Board members is:

**How much detail should I include in the Minutes?**

**The short answer is LESS IS MORE!**

Why? And What does this really mean?

One of the most common complaints about Association Boards is "lack of transparency". Owners sometimes think that Board members are overly secretive and don't share enough information with owners. When new Board members join, their first instinct may be to include as much information in the Minutes as possible, so that there is complete "transparency" and owners can know exactly what transpired at the Board meeting, even if they did not attend.

This sounds like a noble goal. Unfortunately, it is very risky to do this and can expose the Association to potential lawsuits.

For example, let's say someone comments on the following:

"There are uneven areas on the sidewalk due to tree roots which could present a trip hazard"

This is relevant and something that should be dealt with, but it does not need to be in the Minutes unless there was a Motion that was voted upon related to the topic. It should become an action item for the Property Manager to address, but does not need to be in the Minutes. If someone were to trip on the sidewalk two years later, the Minutes could imply that there was a dangerous situation in the neighborhood that the Board neglected to address.

Similar issues may arise around topics like: pool safety, speeding, poor lighting and much more.

The Minutes should simply be a summary of the actions taken by the Board at the meeting:

- Accurate writing of the Motion that was voted on, and
- How each Board Member voted on each motion



### Meeting Minutes

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# Board Member Primer

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- Understanding your role and responsibilities
- How to educate yourself
  - Federal and State Laws
  - Your Documents and Rules
  - Common concepts
- Where to go for answers!

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The End

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