

City of Lathrup Village

Workshop Summary

December 7, 2022

I. FACILITATOR OBSERVATIONS

On Wednesday, December 7, the Mayor, Council Members, City Manager, and Clerk met to discuss mutual expectations. The obvious irony in the discussions with the members of this team is that when randomly divided into three groups of two, they all came up with the same expectations of themselves and each other. Yet, they frequently disagreed in discussions regarding the exercise of the expectations. This team did an excellent job designing the roadmap to effective governing as opposed to conflict, accusations, mistrust, and ultimately not fulfilling the needs of the people of Lathrup Village. My strong hope for them and the people they represent is that they actually do what each one says they want to do. Time will tell. I realize that time limits did not permit us to go into greater depth. Nonetheless, they created a very useful road map to a positive future. These notes reflect the results of the three breakout sessions.

II. EXPECTATIONS

Expectations of the Mayor

- Running an orderly meeting (2)
- Equal dissemination of information
- Prepared for meetings (2)
- Positive representation of City and Council
- Equal respect and inclusivity (2)
- Allow all questions.
- Chief Executive Officer
- Timeliness in the running of meetings
- Move meeting forward
- Leader and Mediator
- Strong community presence
- Organize town halls

Expectations of the City Manager

- Equal dissemination of information
- Prepared for meetings, follow-through
- Neutrality and mutual respect
- Follow the Council's direction
- Interaction with residents
- Provide fully supportive documentation before decision making
- Response to questions
- Daily operations – CAO
- Prioritize
- Budget
- Hiring (HR)
- Timely responses to emails
- Strong organizational skills
- Excellent customer service
- Balance budget

Expectations of the Council Members?

- Prepared for meetings (2)
- Mutual respect, respect all residents
- Participation, do your homework
- Adhere to due dates
- Go to the City Manager for all information and CC the Mayor
- Volunteer for committees
- Bring suggestions and recommendations to the meetings
- Be solution focused
- Timeliness of submissions for agendas
- Participate during the meetings instead of sending emails afterward
- Represent the community
- Packet preparation
- Responsible and available
- Innovative
- Collaborative
- Talk to City Manager in advance

Ground Rules for Disagreement

- Pay attention – listen
- No side conversations
- Everyone has an opportunity to talk.
- Be respectful to the person speaking
- No gotcha moments
- No attacks on staff
- Be future-oriented and don't dwell in the past
- Go to the City Manager for all information and CC the Mayor
- Respect
- Breaks – recess
- Cut down on the back and forth
- Courtesy
- Council comments limits
- Listen

III. SUGGESTED NEXT STEPS

1. In the first work session, it is recommended that the discussion focuses on how to construct the work sessions and what the ground rules will be, for example, not voting on topics discussed in the work sessions on the same day. Hold a brainstorming session listing the topics for discussion in future work sessions. Identify the top two or three for the near future.
2. The Mayor and Council could use a task group approach for topics requiring deeper exploration. This approach involves the following:
 - The whole group discusses the topic in the work session without getting in the weeds—staying at the 10-15t foot level.
 - The Mayor assigns a small group to explore the topic further to come back with options, pros, cons, etc.
3. Packets are electronically distributed by the end of the workday on Thursday.
 - Supplemental/additional material might be added by the end of the workday on Friday.
 - The Manager should probably create a schedule on Monday that allows members of the Council to ask questions and get information before the meeting on Monday evening.
 - All inquiries should be directed to the Manager, not the staff.
 - Information shared with one member of the Council should be shared with everyone, including specific inquiries.
 - The Manager could experiment with providing a summary of the packet and periodically, initially ask the council members if the summary is useful or might be adjusted to meet their needs.
4. The Council did not get an opportunity to discuss all of these expectations. It is recommended that the Council take the time to discuss all of these mutual expectations. Periodically, review how you are doing in terms of meeting those expectations. Everyone agrees that each person is responsible for enforcing these mutual expectations.
5. Mold hates sunshine. Misunderstandings, half-truths, and assumptions quickly die with direct conversations regarding the issue. Holding things back from each other and only talking to friends will only further support the assumptions and the negative and create more unnecessary conflict.
6. If the Council is making an earnest effort to achieve mutual expectations, meeting with Lew Bender in two to three months will be helpful. Members do not have to be perfect in achieving these, but a unified effort will create success.
7. The Mayor, members of the Council should feel free to call me if you wish to discuss challenges as you go forward. The call will remain confidential between the two of us. Indeed I will not even share that we have talked.

Respectfully submitted:

Lewis G. Bender, Ph.D.

lewbender@aol.com 618-792-6103 (cell)

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