

Bluff Country Co-op Board Meeting Minutes

Monday, August 13, 2018

6:00 pm – 8:30 pm

Bluff Country Co-op Community Room

Attendees: Dawn Schreiber, General Manager, Melissa Gordon, Administrative Assistant, Deb Pelowski

Board Members Present: Jenn Baechle, Coleen Bremer, Eileen Hanson, Donna Kamman, Aurea Osgood, Johanna Rupprecht

Board Members Absent: Rachel Kimman, Chris Livingston

Board Members Tardy: Ann Lichliter

TOPIC	DESCRIPTION	ACTION/OUTCOME		
		Yay	Nay	Abstain
Task Review from June Meeting	<ul style="list-style-type: none"> • All tasks completed. 			
Review July Minutes	<ul style="list-style-type: none"> • No discussion. • Donna motioned to approve the June minutes. Jenn seconded. 	5	0	1
Board Strategic Work: a. Bylaw Changes Discussion b. Board Readings c. August Reading & Prep for Retreat – Art of Powerful Questions d. Board Recruitme	<ul style="list-style-type: none"> • By-law changes <ul style="list-style-type: none"> ○ Met with lawyer. Changes regarding staff members serving on the board and the VP description are simple, but membership is not. Aurea posted on Drive a document to help us navigate the changes. ○ The changes should not impact any action already taken regarding our community fund. ○ We will postpone the by-law changes to 2019. In the meantime, a task force of Ann, Aurea, Dawn, and Chris will meet to go through the policies to make sure the by-laws and policies are consistent. • Article: “Culture Conducive to Governance as Leadership” <ul style="list-style-type: none"> ○ Important idea from the reading: moving from problem-solving to problem-finding <ul style="list-style-type: none"> ▪ One approach to making this move is to use the Principles and Ends to conduct a gap analysis. We continue to ask why until we cannot ask any 			

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more whys.

- While it's tempting to go right to problem-solving, we need to clarify the question first, otherwise the solution may not be the right one. For example, with the by-law change, we have slowed down to take a step back and examine it more carefully.
- One strategy we used to use was pre-vote, where everyone would go around the table and give an opinion before voting.
- Be wary of pre-canned solutions.
- We don't know what we don't know. We should identify who we could be interacting with in order to understand the problems out there. Is it staff? People in the community? What would it look like if we did this?
 - Several years ago there was a board/staff social. This year, November 5-9 is the store's biannual training blitz. The board could host a training.
 - What type data could the board collect from the staff? What do you hear at the registers about ways we can improve?
 - Dawn will email Jenn regarding how the board can be involved in the training blitz.
- We could address certain topics on a regular basis to be proactive.
- We could reach out to other co-ops.
 - Ann will reach out to Menomonie to get their feedback.
- Listen with the ear for what the problem is.
- Review our goals in light of the problems.
- Add a column to the agenda to contextualize the topic.
 - How is this topic connected to something else?
 - Is there historical context we should know?
 - Why are we talking about this? Is this informational, or are we making a decision?

- Article: "The Art of Powerful Questions"

	<ul style="list-style-type: none"> ○ Important question from the reading: What is the single most important question the board and management need to address in the next 12-18 months? ○ How can we discover what the big questions are? <ul style="list-style-type: none"> ▪ There is a strategic process to identify the big questions: Exhibit 5.1: Board Sense-Making and Action. This listed several questions the board should ask before making a decision. ▪ At the next board retreat we will practice this strategy using our by-law changes as the topic. Ann will talk to Leslie about getting this on the retreat agenda. ○ It's a great article for everyday life. ○ "What could a good board also be?" is a nice question to consider. The framework of possibility rather than problem is inspiring. ○ How do we encourage dissent? How do we get differing opinions? Appoint a devil's advocate? It's sometimes hard to know the other side. ● Board Recruitment <ul style="list-style-type: none"> ○ Four names came up: Yogesh, Margaret Trott, Kris Troska, Teri Hanson. ○ Membership Outreach Committee will meet on Tuesday and will schedule the next meet and greet and contact the owners listed above 			
<p>Committee Updates/ Progress Toward 5-Year Goals</p>	<ul style="list-style-type: none"> ● Board Development <ul style="list-style-type: none"> ○ We are working on new materials for the board orientation binder. ○ We will introduce e-voting at this year's AMM. <ul style="list-style-type: none"> ▪ Owners can vote electronically or via paper ballots at the AMM. ▪ We will also publish the link for voting electronically on the AMM invitation so owners can vote in advance. Additionally, we have scheduled two times during the week leading up to the AMM for board members to be in the store to help owners with e-voting. ○ We discussed the fall retreat. ○ The next call with Leslie is Thursday, August 16, at 1:30 pm. ● Membership Outreach <ul style="list-style-type: none"> ○ We gave Melissa feedback on other co-op websites. 			

	<ul style="list-style-type: none"> ○ We discussed Member Appreciation Week: The free gift will be a 16-oz free soup. Additionally, board members will be in the store that week to hand out random prizes. ○ In our next meeting we will review our strategic goals. ● Social Equity <ul style="list-style-type: none"> ○ We need to recruit new members, plus next year we need an advisory committee to oversee the community fund. ○ We need a \$500 match for the October round up at the register. Johanna is looking into this. ○ Catholic Worker meal hosts: <ul style="list-style-type: none"> ▪ August: Mary Kirk ▪ September: Johanna ▪ October: Lynn Carlson ▪ November: Ann ▪ December: Ann ● AMM <ul style="list-style-type: none"> ○ We are following the task list and are on track. 			
B8 Monitoring Report	<ul style="list-style-type: none"> ● No discussion. ● Eileen motioned to approve the B8 Monitoring Report. Johanna seconded. 	7	0	0
GM Update	<ul style="list-style-type: none"> ● We saw a low number of new owners in July, but there seems to be an uptick in August. ● The living wall is not doing well in the heat. ● Our co-op has the 2nd highest sales growth of all co-ops in the country. ● Donna motioned to approve the GM Update. Coleen seconded. 	7	0	0
C7 Board Survey	<ul style="list-style-type: none"> ● We have seen consistently low responses in the survey. Do we still want to do it? <ul style="list-style-type: none"> ○ In past years, our retreats, not our monthly meetings, have focused on policies. Every other year we would review all the policies at once. In the off years we would focus on strategic planning. ○ Another idea is to have it as an education topic in January or February. ○ Board Development will consider adding this to the retreat or as an education topic. ● C7 <ul style="list-style-type: none"> ○ It was clarified that the first question was not a policy, but rather introductory text to the policy. ○ Comment: It's good that committees bring overviews 			

	<p>to the meeting.</p> <ul style="list-style-type: none"> ○ Melissa will begin a list of items to update on the policy register. The first item is: <ul style="list-style-type: none"> ▪ C7: We will carefully clearly state expectations for committees so that committee work will not conflict with the authority delegated to the GM. 			
Agenda changes comments	<ul style="list-style-type: none"> • This month the strategic discussions were held before the break. 			

TASK	RESPONSIBLE PARTY
<ul style="list-style-type: none"> • Mark your calendar for next phone call with Leslie: Thursday, August 16, 1:30pm. 	All board members
<ul style="list-style-type: none"> • By-law task force to schedule ongoing meetings to prepare by-law changes for AMM 2019. 	Ann, Aurea, Dawn, Chris
<ul style="list-style-type: none"> • Add Training Blitz to board calendar. • Email Jenn regarding how the board can be involved in the training blitz. 	Melissa Dawn
<ul style="list-style-type: none"> • Reach out to Menomonie to get their feedback on our board meeting. 	Ann
<ul style="list-style-type: none"> • Schedule next meet and greet and reach out to four owners who are interested in serving on the board: Yogesh, Margaret Trott, Kris Troska, Teri Hanson. 	Membership Outreach Committee
<ul style="list-style-type: none"> • Discuss with Leslie how to incorporate the following agenda item into the fall retreat: Using the topic of our by-law changes, have a practice session of the questioning strategy shown in exhibit 5.1 of "The Art of Powerful Questions." 	Ann
<ul style="list-style-type: none"> • Add the link for e-voting to the AMM invite. 	Melissa and Aurea
<ul style="list-style-type: none"> • Look into a \$500 match for the October round up at the register. 	Johanna
<ul style="list-style-type: none"> • Create a list of changes for the policy register, including: C7: We will carefully clearly state expectations for committees so that committee work will not conflict with the authority delegated to the GM. 	Melissa