

Expectations Workshop Results

What Council expects of the City Manager

- Carry out Council directives
 - Be Prepared; Be on time, Take notes, Have knowledge of topics, Anticipate needs of Council, Provide suggestions and options, Think outside the box, Investigate similar situations from other municipalities
- Listen to Citizens;
 - Attentive
 - Make sure they feel heard
 - Provide information
 - Filter what needs to come to Council
 - Diffuse situations
 - Keep scheduled time for citizens
 - General suggestions – wants and concerns
 - Be visible within the community
 - Attend public functions
 - Approachable
 - Treat citizens equally and fairly
- Know Ordinances and Laws – Keep up to date and know who is accountable – City Manager, Department Heads, Council, etc.
- Know Department schedules and priorities – When activities are happening. General timing. Regular communication with Departments
- Maintain relationships within Departments – Following Chain of Command
- Stay on top of City Projects; know schedules and timelines. Budget.
- Grants and Supplemental Funding; Prioritize, break down with master plan, knowledge, partnerships
- Relationships with other Municipalities; Infrastructure, Planning, Consolidation, County/State
- Reports back from different Boards and Organizations
- Economic Development;
 - Network with residents, county, state, etc.
 - Vacant Land
 - Blighted buildings
 - Build advantages and relationships
 - Give opportunities
 - Promote the City
 - Owner/buyer relationship/coordination
 - Work with the Chamber of Commerce
- Interlocal Agreements; Fire Board, Rec Council, School, Pokagen/Casino/Tribal Police, DDA, Planning.
 - Relationships
 - How does connection work?
- Promotion of the City; Educate, write our story, website, social media

- Communicate time/schedule availability
- Set Priorities; know how much can reasonably be accomplished and share with Council
- Participate
- Act legally and ethically

City Manager Expectations of Council

- Trust/Respect/Grace; Have her back, be positive, straight-forward, give the benefit of the doubt, show common courtesy, communicate
- Provide Feedback; praise publicly, criticize privately. Bring situations privately. Bring issues or concerns to the City Manager first.
- Communicate effectively – Have the conversation once Nicol starts about how she wants communication to come to her.
- Patient and Tolerant
- Don't bypass or go around – follow the chain of command
- Support Council decisions and City Manager Decisions – Come in to meetings with ideas and opinions, but leave with one decision
- Work as a team
- Get to know and build a relationship
- Provide facts and move forward
- Be engaged; take part in conversations and projects.
- Be open and forthcoming with details; ask follow up questions, be clear in communications, be forthright, give all information, don't assume
- Honesty
- Conscious of time
- Come prepared; read packets, be ready for meetings
- Use proper etiquette; professional and on time
- Listen – use active listening and have one conversation at a time
- Act legally and ethically
- Treat everyone equally and fairly

How can we be an Effective Team?

- Have one conversation
- Make one decision – support Council's decision
- Communicate openly and effectively – take responsibility for how you communicate
- Discuss ideas and concerns here
- Know each other's learning and communication styles, and strengths and weaknesses. Participate in a colors workshop.
- Give trust, respect and grace – know mistakes will happen
- Know each other as people and respecting individuals
- Work toward the same goals
- Represent ALL residents
- Seeing things through – stay focused

- Realize everything is a process
- Keep everyone updated
- Learn from mistakes and work together while doing it
- Think outside the box. Be open to new and old ideas
- Ask questions; take as a question and not an accusation. Don't jump to conclusions
- Get comfortable outside the comfort zone
- Be self-aware

What are our Ground Rules?

- Allow all Council members to express opinions and allow each other to process
- Bring concerns to the City Manager 1st – NOT related to agenda items
- Be able to ask questions without others jumping to defense. Watch tone and body language
- Public Comment Introduction/Disclaimer; 3 minutes, listen but no response, all comments at public comment, not during the agenda, follow up from the City Manager within 7 days, and collect preferred form of contact
- Active Listening
- Acknowledge the good
- Praise publicly – Criticize Privately
- Always representing Council and the City
- Be constructive
- Build each other up and help each other build self-awareness
- Be respectful
- Know how to legally interact; bcc on emails from the City to a group of Council members so there's no accidental "reply all"
- Develop communication guidelines for the City; chain of command, defining roles, how
- Don't overpromise
- Don't set each other up to fail