



Handling Drama and Difficult Board Members



Phillips Leadership and Consulting
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The person who stays calm in the face of adversity becomes the leader...

Agenda

- Act Quickly, Don't React
- Seek Advice, but Don't Gossip
- Difficult Conversations
- Use Sunlight as a Disinfectant

Act Quickly, Don't React



Example

“I can’t believe the board passed this new policy. It is gonna put me out of business. Obviously, the Board is run by the big companies and they are trying to shut down us little guys. I’m going to sue you and everyone else on the Board if you don’t put a stop to this.”

Example

When leaving the Board meeting, you notice three Board members talking at the other end of the parking lot. You can't hear what they are saying, but the discussion appears to be animated.

What do you do?

Seek advice, but don't gossip



A board member comes to you and says that they have been harassed by other members via email about a comment he made at the last Board meeting. He refuses to tell you who has been harassing him.

What to do you to fix this situation?

Difficult Conversations



General Guidelines for Difficult Conversations

- Have documentation of the problem (in writing)
- Always have in private
- If someone of the opposite sex, have someone with you to be your witness
- If it is a legal matter, consult with your counsel and have them present
- Provide a written solution or resolution

Example

A female member has confidentially complained to you that one of your Board members has been sexually harassing her at Chapter events and via email. She does not want to file charges against this person yet but will do so if the behavior does not stop.

What do you do?

Use Sunlight as a Disinfectant





Questions and Comments

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