

Relationships Building with County Leaders

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Introduction



North Carolina counties are in the human services delivery business. County leaders need your informed perspectives to create effective policy and programs. Your task is to stimulate constructive and ongoing communications and involvement.

Agenda



- Who we are
- Who they are
- Who you are

Topic one

Who we are



Topic two

Who they are



Who They Are

Commissioners

- Elected representative
- Community stewards
- Part-time position, full time duties
- One of a whole

Manager

- Works at pleasure of board
- Responsible for implementing board policy
- Responsible for county performance, budget adherence, personnel welfare
- County advocate to community

County Dept. Heads

- Experts in field
- Responsible for dept. performance
- Contributes to county collective thinking, planning, execution



Why?

Why build relationships with county leaders?



Scenario 1: It's Budget Time!

**additional staffing
and county
resources are
needed**



Scenario 2: You're in the News!

And not in a
good way



Scenario 3: Your State Performance Report was just released

And it's not
good

Topic three

Who you are



Who You Are

Communicator	Collaborator	Trusted Advisor	Performer	Community Leader
<p>Keep message simple, concise, factual, timely</p> <p>Support message with facts, data but don't overwhelm</p> <p>Personalize message</p> <p>Know the ins & outs of confidentiality</p>	<p>Offer your help to other depts</p> <p>Encourage your employees' involvement</p> <p>Seek opportunities for interagency cooperation</p> <p>Take advantage of outside subject matter experts</p>	<p>Avoid surprises</p> <p>Arm your leaders with FAQs</p> <p>Sponsor tours of dept. & seek out questions</p> <p>Establish regular communication, meetings with manager</p> <p>Listen well & understand county priorities</p>	<p>Take responsibility for your agency's performance</p> <p>Expect your managers to do the same</p>	<p>Recognize & quantify contribution of services to community</p> <p>Be a role model for effective community engagement</p>

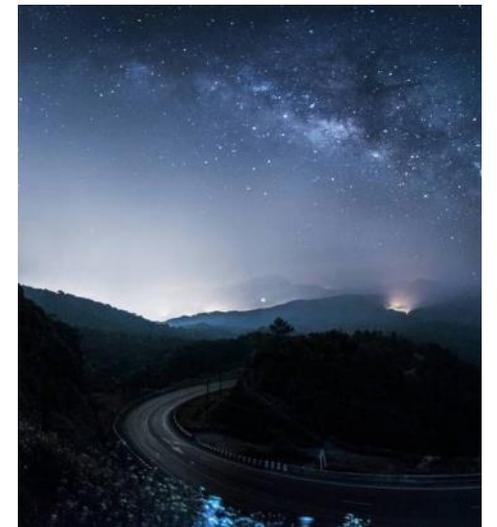
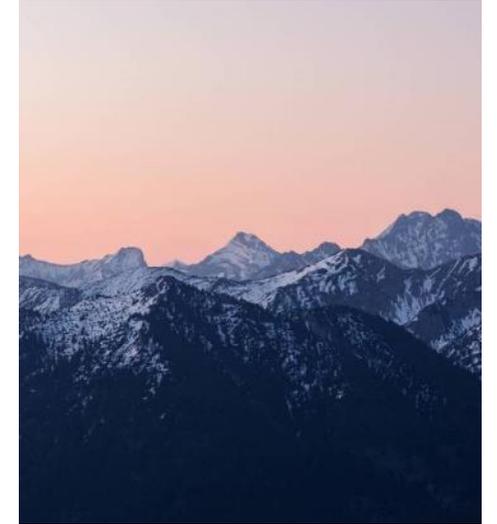
Develop communications plan to guide manager/commissioner interactions. Always have goal/agenda for your interactions.

Summary

Relationship building is an on-going process - relationships need to be there before you need them—when a crisis hits, it's too late!

You're the expert - share your knowledge

Recognize your contributions to the county—you're a big part of the whole!





**Final Questions
Thank you**

