

## BOARD MEMBER EXPECTATIONS

Thank you for being willing to donate your time to serve on the Colorado Funeral Directors Association's Board of Directors.

You have not joined an advisory board. We are a working board. Here are some expectations required of CFDA Board Members:

1. Members of the board of directors will conduct the business affairs of the association in good faith and with honesty, integrity, due diligence, and reasonable competence.
2. Members of the board of directors will exercise proper authority and good judgment in their dealings with association staff, suppliers, and the general public and will respond to the needs of the association's members in a responsible, respectful, and professional manner.
3. The board of directors must act at all times in the best interests of the association and not for personal or third-party gain or financial enrichment. When encountering potential conflicts of interest, board members will identify the conflict and, as required, remove themselves from all discussion and voting on the matter. *Please read #12 below.*
4. Thoroughly review the Leadership Manual as soon as possible. This manual contains important documents about the business of the association. Please contact the CFDA office if you have specific questions.
5. The CFDA Board of Directors meets at least eight (8) times during the year, frequently by teleconference or Skype, with at least two half-day, face-to-face meetings. Members will do their best to attend each meeting, with the understanding that three consecutive unexcused absences will be considered resignation from the board.
6. Members can expect meetings to be well run and productive, with a focus on decision-making rather than reporting. Agendas will be distributed 5-10 days in advance. To add items to the agenda, please contact the Executive Director at least 3 days in advance. Please come to all meetings prepared to discuss and offer input on each agenda item. *Read the 10 Tips to Be a Better Board Member.*
7. Board members commit a minimum of 2-3 hours each week in service to the association. Whether attending board or committee meetings, reviewing financial reports or meeting minutes, or making phone calls to inform and educate colleagues, board members are expected to dedicate the time and resources necessary in support of the association's mission and vision.
8. Members will accept fiduciary responsibility for the organization and will oversee its financial health and integrity. Members can expect timely, accurate, and complete financial statements to be distributed at least bi-monthly.
9. Board members will work together to identify the specific tasks needed to fulfill our Mission and Vision. Specific tasks and action steps will be assigned and deadlines are set and respected. Please do your part to help us to define and meet our goals.

10. Members will read all communications sent by and on behalf of the organization and will respond promptly to all requests for action in a timely manner. This will include RSVPs for meetings, participation in activities, as well as reporting on fulfillment of assignments.
11. Members will serve as ambassadors to fellow professionals and their community to educate others and promote our work. The organization will provide materials and training to do this job effectively.
12. If you encounter a potential conflict of interest, you will identify the conflict and remove yourself from all discussion and voting on the matter. Specifically, board members shall follow these guidelines:
  - Avoid placing (and avoid the appearance of placing) one's own self-interest or any third-party interest above that of the association; while the receipt of incidental personal or third-party benefit may necessarily flow from certain association activities, such benefit must be merely incidental to the primary benefit to the association and its purposes;
  - Do not abuse board membership by improperly using board membership or the association's staff, services, equipment, resources, or property for personal or third-party gain or pleasure; board members shall not represent to third parties that their authority as a board member extends any further than that which it actually extends;
  - Do not engage in any outside business, professional or other activities that would directly or indirectly materially adversely affect the association;
  - Do not engage in or facilitate any discriminatory or harassing behavior directed toward association staff, members, officers, directors, meeting attendees, exhibitors, advertisers, sponsors, suppliers, contractors, or others in the context of activities relating to the association;
  - Do not solicit or accept gifts, gratuities, free trips, honoraria, personal property, or any other item of value from any person or entity as a direct or indirect inducement to provide special treatment to such donor with respect to matters pertaining to the association without fully disclosing such items to the board of directors; and
  - Provide goods or services to the association as a paid vendor to the association only after full disclosure to, and advance approval by, the board, and pursuant to any related procedures adopted by the board.

CFDA strives to be the kind of organization people trust, an organization that consistently meets the needs of those we serve. Continuity in good business practices builds that trust. Join us in providing this level of care to our constituents.

**Thank you for joining us. Welcome to CFDA's Leadership Team.**

## 10 TIPS TO BE A BETTER BOARD MEMBER

1. **Board meetings are a priority; keep your appointment.** CFDA is a legal corporation and board meetings are essential for corporate compliance and conducting association business. Demonstrate to your employer and co-workers that you take your CFDA responsibilities seriously. Block the time in advance on your calendar; avoid conflicts, reschedule appointments, and postpone other tasks whenever possible. Please dedicate this time to perform your fiduciary duties.
2. **Do the research necessary to make informed decisions.** Review the agenda and supplemental documents at least 1 week before the meeting. Seek answers to your questions; gather feedback from colleagues or members about an idea; search for more information; identify potential conflicts of interest, and thoughtfully consider your positions before each meeting.
3. **BYOT – Bring Your Own Tools.** Print a copy of the meeting agenda and supplemental documents and bring with you to the meeting. The association has limited funds allocated for printing so a full packet of materials may not be provided at the meeting. Also remember to have a pen and paper for your own note-taking.
4. **Being on-time is late.** Arrive at least 5-10 minutes before the start of the meeting. Take a few minutes to visit with colleagues before finding your seat and getting settled for business.
5. **Be a good listener; don't interrupt.** If you wish to speak, raise your hand and wait until the chair grants permission to speak. On a teleconference, state your name when preparing to comment. Everyone has the opportunity for their voice to be heard.
6. **Be a thoughtful, articulate speaker.** Share your message with clarity and brevity. Long-winded explanations often steal attention from the topic of discussion.
7. **Stay focused and present during the meeting.** Cell phones, environmental noise, side conversations and gossip can be distracting for you and other board members. For a phone meeting, find a quiet space, close your office door, ask co-workers not to interrupt, and mute your phone when not speaking to limit background noise. Meetings run more efficiently when everyone remains focused on the task at hand.
8. **Beware of the devil's advocate.** It's perfectly acceptable to share an alternate perspective, but persistent negativity creates an atmosphere of conflict and mistrust. Differing opinions are to be expected; respect the opinions offered and simply agree to disagree.
9. **It's OK to ask questions.** Each person on the board contributes particular knowledge, talent and experience. You don't need to be an expert or to have all the answers. Don't be afraid to ask for clarification...you're probably not the only one with the same question.
10. **Time, Talent or Treasure.** Make a list of things that YOU personally can do to assist the organization. The work of the board exists beyond the meeting room. Jot down a few thoughts about how you personally can contribute...make some phone calls, enlist co-workers or colleagues, apply your unique skills, make a donation, enroll a sponsor. Set a target date to complete the tasks so you stay on track. Little things can make a big difference.