

HIGH FUNCTIONING LOCAL GOVERNMENTS RESULT IN SOLID RISK MANAGEMENT PRACTICES

Patty Mulvihill, LOC Executive Director



Agenda



ROLES AND
RESPONSIBILITIES



RISK EXPOSURES &
REPERCUSSIONS



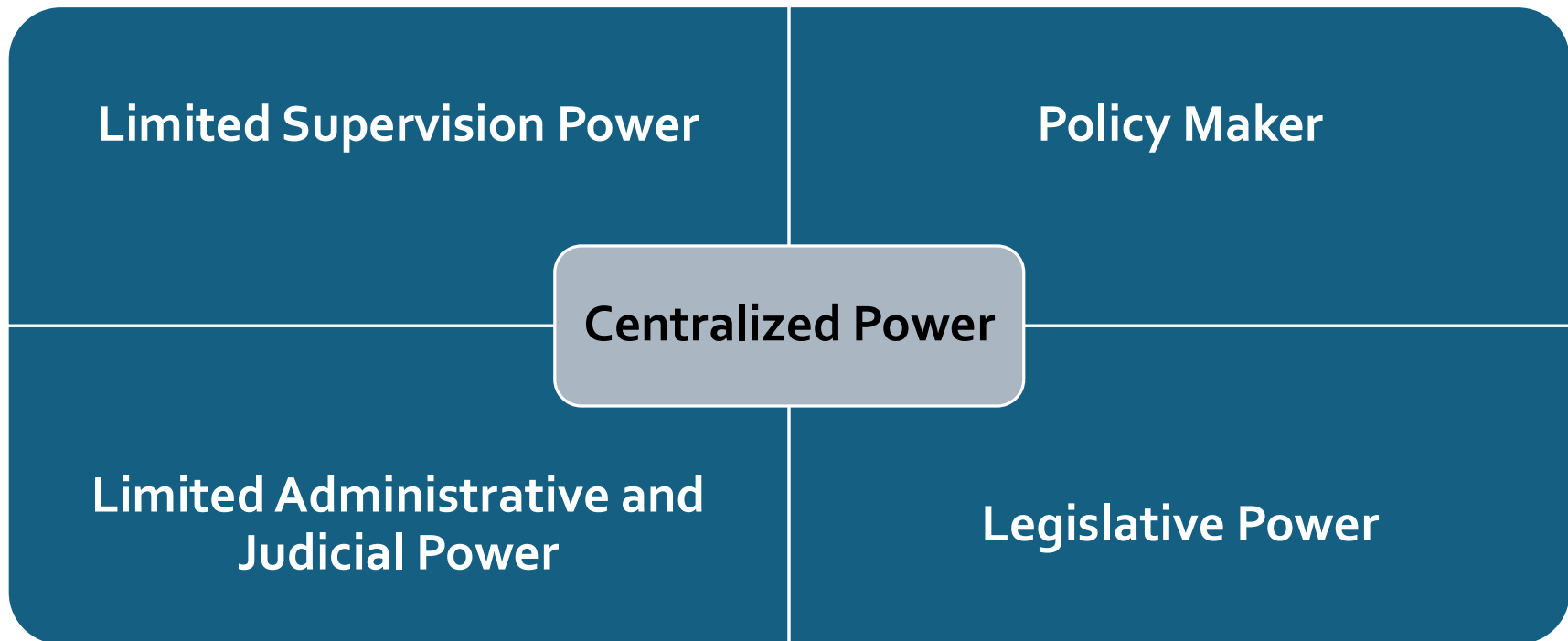
COMMUNICATION IS
KEY

ROLES & RESPONSIBILITIES





Governing Body



Public Face

- Community & Public Facing Events
- Government's Spokesperson

Presiding Officer

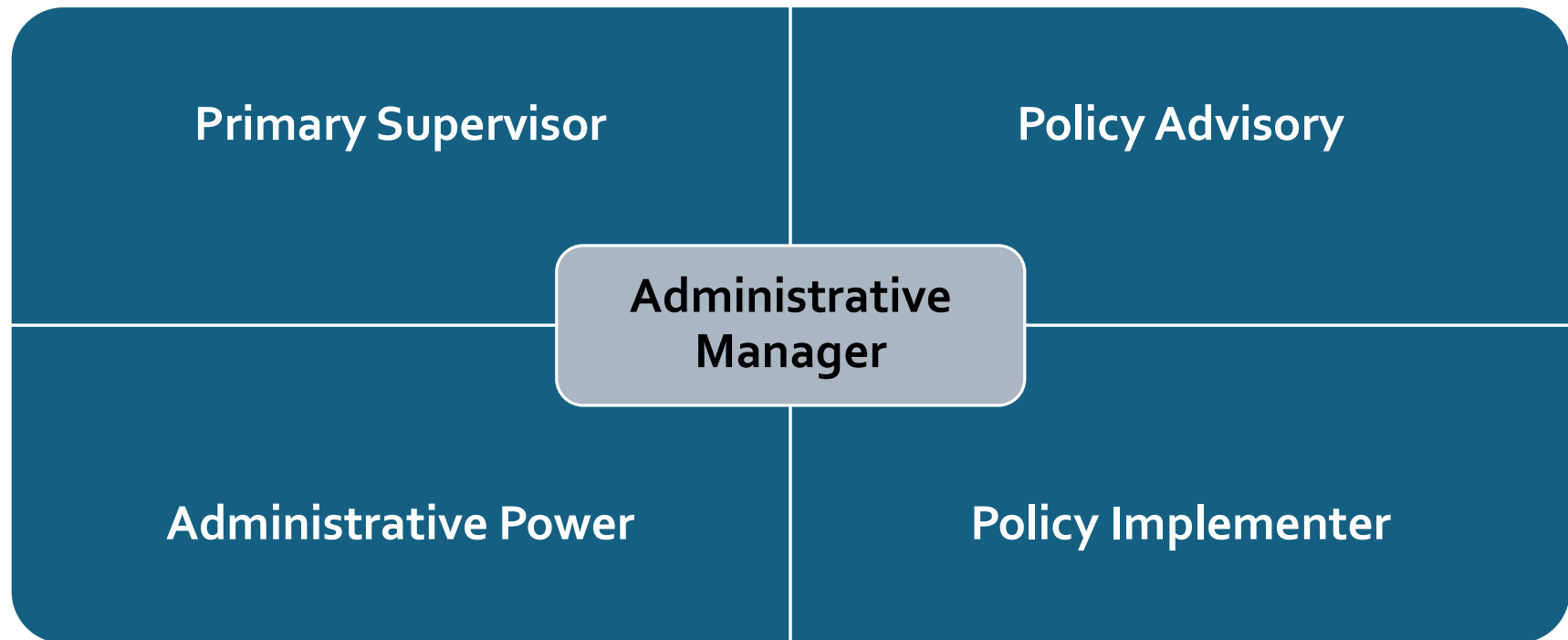
- Sets Agendas
- Maintains Order
- Signatory
- Appointment Authority

Chief Facilitator

- Amongst Governing Body
- Between Governing Body & Staff

Governing Body Leader

Chief Administrative Officer



Tips for Defining Roles & Responsibilities



Written Policies



Regular Review



**Agreed Risk
Appetite**



Training

RISK EXPOSURES & REPERCUSSIONS



What Do We Worry About?



Lawsuits



Retention



Financial
Expenses

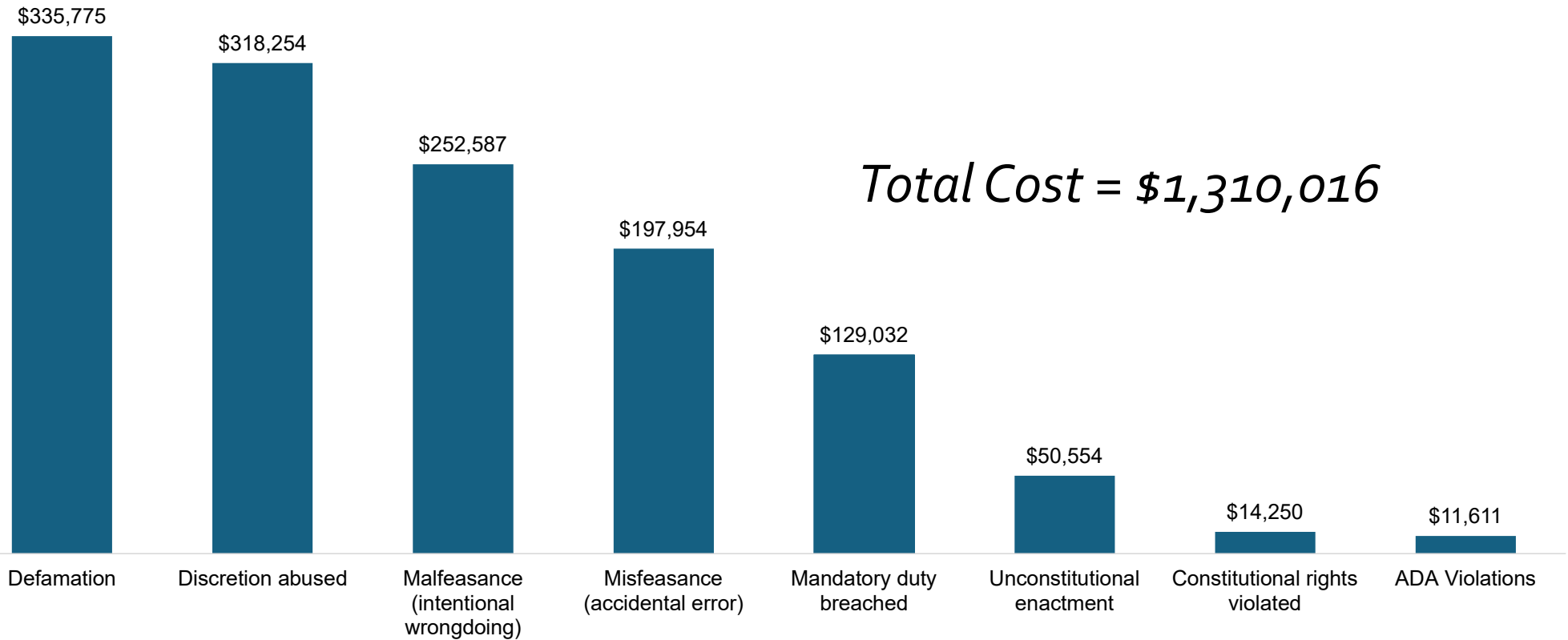


Public Trust



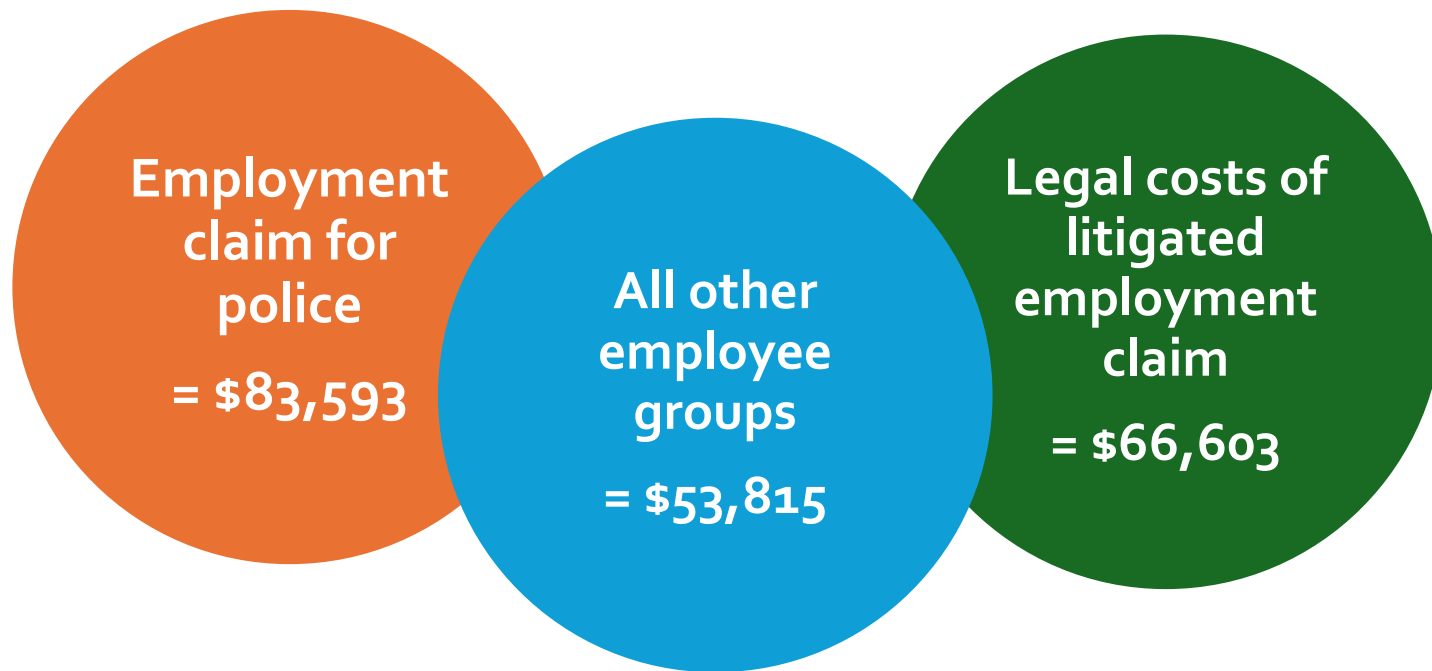
Invalidity

Claims (\$) Against Public Officials



Last 10 Fiscal Years as of November 6, 2024

"Average" Employment Claim Costs



Last 10 Fiscal Years as of November 6, 2024

Tips for Limiting Risk



Data Tracking



Offensive Plays



Training

COMMUNICATION IS KEY

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9 Ways to Improve Communication During a Conflict

1. Focus on Behaviors and not your Interpretations
2. Avoid the use of “Always” and “Never”
3. Use “I” Statements
4. Say what you want and not what you don’t want
5. Beware of non-verbal messages
6. Apologize for YOUR contribution
7. Give others a chance to speak
8. Be respectful of known triggers
9. Be mindful of any ghosts in the room



Debate

Assumes there is one right answer (and you have it)

Style is combative, attempting to prove the “other side” wrong

Listens to find flaws and counter argue

Critiques only the other position

Defends your own views at all costs

Encourages searches for differences

Creates a winner/loser & discourages further conversation

Involves no focus on feelings, often actively seeking to belittle or offend

Dialogue

- **Assumes** others have pieces of an answer & you can craft a solution together

- **Style** is collaborative, seeks to find common understanding

- **Listens** to understand

- **Critiques** all views, including your own

- **Allows** others’ thinking to improve yours

- **Encourages** search for basic agreement

- **Creates** an open end, leaving the topic open for further discussion

- **Involves** a real concern for the other, doesn’t actively seek to alienate or offend

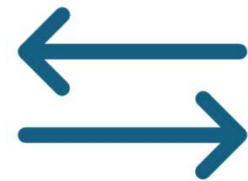
Tips for Communication



What's YOUR Role



**Communicate from
YOUR Role**



**Recognize YOUR Role
may change**



QUESTIONS/COMMENTS