Topics, techniques and best practices to improve governance and management of associations, chambers and nonprofit organizations. Presented by Bob Harris, CAE, chairman of NonProfitCenter.com, instructor, author and certified association executive.

**Board’s Roles & Responsibilities**
- Making a Difference
- The 10 Responsibilities
- Three Legal Perspectives
- Being “Great, not just Good”
- Governance or Management?
- A Governing Model
- Structure – Complexity
- Unique Terminology
- Run Like a Business
- Partnership with the CEO

**Protecting the Organization – Risk Mgmt.**
- Apparent Authority
- Antitrust Avoidance
- Volunteer Immunity, Insurance
- Auditing, Audit Committee
- Sarbanes Oxley Act

**Goals and the Strategic Plan**
- Mission & Vision Statements
- Purpose and Value of Planning
- Realistic Planning Process
- Appoint a “Plan Champion”
- Goals and the BHAG

**Challenges, Issues, Values**
- Diversity, Revenue, ROI, Workforce, Competition, Collaboration, Technology, Transparency, etc.

**Board Tools**
- Bylaws; Articles of Incorporation
- Policies and Procedures

**Workforce and Staffing**
- Relationships, Ethics
- Professional Development

**Finances**
- Reading the Financial Report, UBIT
- Focus on New Revenue Sources

**Committees**
- Charging Committees-When
- Standing or Task Force
- Accountability
- Board Development Committee
- Committee Reports-Authority

**Board Orientation**
- Process, Frequency
- The Leadership Manual
- Commitment Form
- A Word about Confidentiality

**Meetings of the Board**
- Agenda Development – Notice
- Utilizing a Consent Agenda
- Minutes and Notes
- Rules of Order
- Room Set-Ups; Handouts

**Membership, Retention, Benefits**
- The Golden Handcuff
- “Treat them Like Customers, Engage them Like Members”
- Franchise Model for Efficiency
- The Benefits Portfolio
- Communications, Technology