

Advisory Group  
Purview, Communication and Conduct  
Essentials



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# Training Agenda



The Role of Boards,  
commissions and  
advisory groups



- Communication
- Conduct & decorum
- Anti-harassment  
Training



½ hour Training



# Mayor Randy Rowse

Address Regarding the Role of Boards and  
Commissions at the City of Santa Barbara



# City Boards, Commissions and Advisory Groups

- Boards, Commission and Advisory Groups are Vital to Public Entities
- The City of Santa Barbara has 40+ Boards, Commissions and Advisory Groups
- The City Council delegates advisory and decision-making authority to various boards and commissions
- Each commission has a defined role and provides guidance within that role

# Role of Boards, Commissions and Advisory Groups



- Appointed members are representatives of the City
- Increase participation of various community interests
- Engage the community and provide advice and expertise in commission's assigned area
- Remain within the purview / authority of your commission or board





# Conduct for Boards, Commissions and Advisory Groups

- Expectation is to conduct the City's business in a professional and decorous manner
- Serve as a leader for civility and decorum
- Be welcoming of civil participation and engagement
- Prepare in advance, stick to the agenda, be respectful of other's time, don't be distracted

# Orientation Packet

## City of Santa Barbara

### Excellence in Customer Service Code of Conduct

The Mayor and City Council, appointed members of Boards and Commissions, the City's employees, and its volunteers are committed to excellence in customer service. We recognize that our customers are all who live, do business in, and visit Santa Barbara. We acknowledged that each of us has the responsibility to act according to the following core values:

#### Attentive and Understanding

I will be a careful and understanding listener. I will be open to new ideas and will explore alternatives.

#### Responsive

I will be able to provide service and will respond in an appropriate manner. I will be thorough, efficient, and prompt.

#### Fair

I will strive to be consistent and fair and will give complete and honest information and guidance.

#### Courteous and Respectful

I will be friendly and courteous. I will be respectful and understanding of others' issues and needs.

#### Knowledgeable and Solution Oriented

I will make every opportunity to learn and improve my skills and knowledge. I will use that knowledge to be resourceful and proactive in solving problems and reaching decisions. I will look for creative and workable solutions to problems.

*[Adopted by City Council on April 15, 1997]*

# Code of Conduct

## Reminders

- Address the public and staff in a respectful and patient manner
- Treat others as you would like to be treated
- Practice active and respectful listening
- Monitor your tone of voice and body language
- Make a genuine effort to listen to divergent viewpoints
- It's ok to disagree without being disagreeable





## City Policy:

- Non-Discrimination and Harassment
- Resolution NO. 93-134

### NON-DISCRIMINATION AND HARASSMENT POLICY AND EMPLOYEE COMPLAINT PROCEDURE



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**Effective September 23, 2002**

Last Updated and Issued 9/18/07

Staff Contact Names Only Updated 4/15/2013, 7/25/2014, 9/1/2015, 8/24/2017, 9/1/2018, 12/10/2018, 4/7/2021

Non-Discrimination Harassment Policy Updated 2021  
Last Updated and Issued 9/18/07

City a firmation of equality in the conduct of City business



# Avoiding Abusive Conduct

## Examples:

- Yelling
- Belittling
- Condescending Voice Tone

## The effects of Abusive Conduct are:

- Dismissiveness
- Silences others
- Intimidates
- Shames

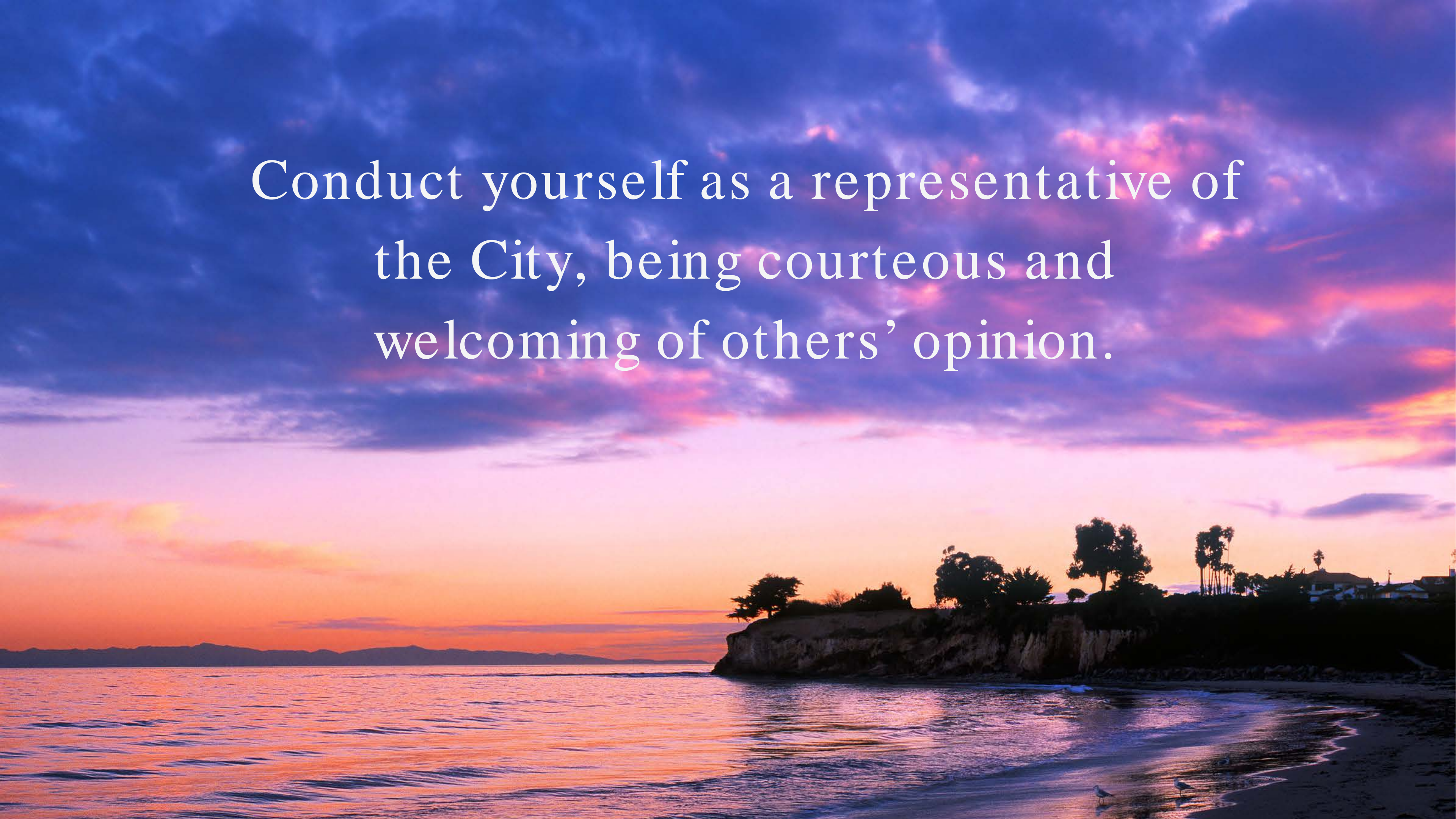
# Role of the Chair

Reminders

- Chair sets the welcoming tone to staff and the public before the board
- Chair is responsible for the order of, and to conduct the meeting in a fair and efficient manner
- Chair can call a short recess when needed due to decorum, etc.



Conduct yourself as a representative of  
the City, being courteous and  
welcoming of others' opinion.





Thank you for your service to the  
Santa Barbara Community!

