Objective
To review overall strategies; clarify goals; strengthen board communications and
effectiveness.

Agenda
7:45 to 8:30  Breakfast Available
8:30 to 10:00 Welcome
  Setting the Stage:
  ▪ Best Practices of Successful Boards
  ▪ High Performance: Four Quadrants
  ▪ Innovative Leadership Principals
10:00 to 10:15 Break
10:15 to 11:15 Strategic Overview (See Handout)
  ▪ Our Vision, Mission, Goals and Challenges
  ▪ What are the Key Goals and Metrics for 2018?
11:15 to 12:30 Discussions:
  ▪ What do we need to START doing to be at our best?
  ▪ What do we need to STOP doing to be at our best?
  ▪ What do we need to CONTINUE doing to be at our best?
  ▪ What is PREVENTING us from being at our best?

Pre-Assignment: Review below topics and come prepared with one
or two suggestions for each:

1. Creating a corporate culture that is entrepreneurial and focused on
   outstanding customer service
2. Strengthening our marketing and communications plan
3. Educating, motivating and tracking how board members can help
   develop business
4. Building the Executive Team
5. Addressing Succession
6. Making Board Meetings Productive, Participatory and Strategic
7. Improving Board Communications
8. Other Issues and Key Concerns: What Are We Missing?

12:30 to 1:30 Lunch
1:30 to 2:30 Creating an Action Plan for Board Engagement
  ▪ Where Are We Now? Where Do We Want to Go?
  ▪ How Do We Get There?

2:30 to close Summary and Final Comments