

CHC Worst Case Scenario 8: You are experiencing a decline in health/ability and, as a result, have trouble participating as you have in the past. How should these changes be managed—how do you want to be approached by the CHC chair for a discussion or redirection of your efforts?

Best CHC Outcome Scenario 8: That we accept responsibility to monitor our own abilities and how changes in abilities affect our service to the CHC, as well as, our safety and the safety of others.

GROUP PARTICIPANTS

1. Pat Rousseau	Aransas CHC
2. LaJuana Newman-Leus	Wilson Co CHC Chairman
3. Marilyn Fackler	Parker County CHC and City Legend Museum
4. Pat Blair	Wharton CHC
5. Gary Hayden	Denton CHC
6. Gabriel Ozuna	Hidalgo County(volunteer)
7. Ellen Gordon	Gregg Co. CHC
8. Luis Padilla	TPWD: Buffalo Soldiers Program

1. Gather information — *What information do we need before taking action?*

- Do the bylaws address this issue [or performance-related issues]?
- Are there job descriptions that can set expectations?
- Can I use job description to help monitor my performance?
- Have you committed to work that you haven't been able to complete?
- What kinds of changes can you anticipate? Not anticipate?
- Are you comfortable discussing what you can and can't do/

2. Consider relationships — *What to keep in mind to maintain respectful relationships?*

- It's better to address behavior before there's a crisis.
- Express kindness.
- Approach with 'How can I help?' – positive/constructive rather than negative. Also proactive.
- Approach with 'Teach me how you do that' – turn it into a learning opportunity.
- Always keep in mind the institutional knowledge of person and appreciating their wisdom.
- How you handle the situation may be dependent upon your relationship with that person.
- Think about who you'd prefer deliver the message to you and how you'd prefer them to handle the situation.

3. Make a plan — *What actions should be taken to accomplish best case outcome?*

- Outline job descriptions for appointees/members to provide a standard for performance and accountability.
 - Ask for an accountability partner and be an accountability partner for that person.
 - Agree to side conversation, 'we gotta talk,' when you see signs of changes in behavior/skills
 - Agree to have this conversations in private. Not in front of others. [Unless private conversations have not been working].
 - Take time to share your knowledge with other appointees/meetings. Encourage others to share with a gentle approach like, 'teach me how you do that.'
 - It may be appropriate to add job descriptions to bylaws. [It may be best to put more general comments about performance in bylaws but handle specifics via an appointee agreement document, which can be specific to each person.]
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