

MINUTES OF THE COMMUNITY ENGAGEMENT TASK FORCE, IN SPECIAL MEETING OF MONDAY, MARCH 21, 2022 AT 5:30 PM, PUBLIC SAFETY BUILDING, CONFERENCE ROOM C116, 75 E CIVIC CENTER DRIVE, GILBERT, ARIZONA

MEMBERS PRESENT: Iya Affo; Chris Curley; Katie Hackett; Amy Holstein; Alexandra Rodriguez; Javier Rodriguez; Christine Sabel; Sean Warren; Heather Watts; Suzanne Lunt, Alternate; Bus Obayomi, Alternate

MEMBERS ABSENT: None

STAFF PRESENT: Council Liaison Kathy Tilque, Staff Liaison Melanie Dykstra, Assistant Town Manager Leah Hubbard-Rhineheimer, Assistant to the Town Manager Allyna Bay, and Assistant Fire Chief Rob Duggan

GUESTS PRESENT: Jim Haydon and Kari Sleezer of Board Developer

CALL TO ORDER

Deputy Town Clerk Martinez called the meeting to order at 5:30 p.m.

PLEDGE OF ALLEGIANCE

Council Liaison Tilque led the Pledge of Allegiance.

ROLL CALL

Staff Liaison Dykstra called roll and declared a quorum present.

INTRODUCTIONS

Council Liaison Tilque asked those present who were members of the Task Force to introduce themselves. Assistant Fire Chief Duggan and Assistant to the Town Manger Bay introduced themselves. Assistant Town Manager Hubbard-Rhineheimer thanked Allyna Bay for her work with the creation of the task force.

COMMUNICATIONS FROM CITIZENS

None.

AGENDA ITEMS

1. Consider approval of the minutes of the March 7, 2022 meeting

A MOTION was made by Member Warren, seconded by Member Affo to approve the minutes of the March 7, 2022 meeting. *Motion carried 9-0.*

2. Reflections on Meeting # 1

Council Liaison Tilque asked the Task Force members to break into small groups to briefly discuss the top thing gained or top lesson learned from the presentation and exercises from the StrengthsFinder Training Session provided by JW Rayhons of Joshua Development, LLC during the initial Task Force meeting of March 7, 2022. She then asked if one spokesperson from each group would share what their group discussed. Member Watts noted that first impressions were not always accurate and discussed how the “living your true self” exercise demonstrated how untrue statements weakened one’s strength. Members Hackett and J. Rodriguez said it was fun and the exercise helped the members to get to know each other quickly. Member Affo stated it was an eclectic group of people. Member Warren stated everyone had a unique story and that identifying uniqueness helped them to work together better. Member Holstein noted the affirmations at the end of the training and related it to people in the group coming together for the same cause and wanting to make a difference.

3. Presentation – Dominance, Influence, Steadiness, and Conscientiousness (DiSC) Training

Councilmember Tilque introduced Jim Haydon, CEO and founder of Board Developer, and Kari Sleezer, Director of Organizational Development and Account Executive of Board Developer. Mr. Haydon and Ms. Sleezer shared a grid of the Team’s strengths and a summary of the Task Force members from assessments provided to them prior to the meeting. They provided tools and tricks with the Task Force members on being better communicators, resolving and preventing conflicts, building stronger teams, motivating, reducing stress levels, and learning keys to self-improvement. Ms. Sleezer stated, “people are different, but people are predictably different.”

Mr. Haydon and Ms. Sleezer highlighted the Dominance, Influence, Steadiness, and Conscientiousness (DiSC) principles. They summarized the four categories of “D”, with characteristics that included being direct, determined, forceful, independent, and ambitious; “I”, with characteristics that included being impulsive, inspiring, influencing, enthusiastic, and talkative; “C”, with characteristics that included

being contemplative, careful, creative, correct, concise, and compliant; and “S”, with characteristics that included being stable, supportive, systematic, reliable, relaxed, and modest. Mr. Haydon discussed the average percentages of people who fell into each category and then discussed which of the categories the Task Force members were in. He said that those in the “D” category liked the bottom line and were typically fast paced, while those in the “I” category lead with charm and heart and often cried at movies. He added that most of the world’s population were in the “S” category and liked details and predictability, while those in the “C” category were task oriented.

Member Affo asked how culture affected the results, to which Mr. Haydon said culture affected it greatly. He said that most of that was part of your upbringing and most of that did not change, but as an adult one would form their own identity as well. Ms. Sleezer emphasized the importance of culture, noting some of their clients for a company in Asia were mostly all in the “C” category.

Alternate Obayomi stated he took the assessment many years ago, but after taking it again years later, his result was exactly the same. Ms. Sleezer noted that was common, but stated that people do change and have to adapt based on aspects such as moving or major life events.

The group discussed the different categories and how they related to each other. Mr. Haydon stated if someone had three letters in their DiSC profile, they were considered a chameleon and could add that fourth letter characteristic when needed. He discussed the highs and lows in each category and how it affected their results. He said those in the high side of the “D” category could be domineering and sometimes quick to anger, while those on the low side of “D” may be slower to anger and may be hesitant to decide or leap. He said the higher the “I”, the more talkative and quicker to apologize one may be. He continued to provide these examples as clues to help one identify the category of others, noting that understanding behaviors would help to improve communication.

Ms. Sleezer discussed the “Platinum Rule”, stating to treat people how they want to be treated, versus how you would want to be treated, with the example of not treating an “S” like a “D”. She provided examples of how to communicate with each category, such as avoiding pushing with some groups and being more direct with others. She highlighted style characteristics for the Task Force members.

Mr. Haydon and Ms. Sleezer discussed the different work styles for the group, noting the Task Force was “D” and “I” heavy, indicating a very fast paced and active group or macro group. It was noted the group would likely think more “out of the box” and liked freedom, preferring to not “get into the weeds”, rather to see “the big picture”

as a visionary group. Mr. Haydon said if the group needed to get into the details, it would be best to pass it off to a subgroup of the Task Force whose personalities fit that category. He said that “D” groups were about momentum and movement and placed high value on time, noting it would be best to start and end meetings with the group promptly. They discussed the Natural DiSC Radar Graph and said typically a company’s CEO would be the person with the highest “D” and the person to check every detail would be the highest “C” in the group. He discussed the specific results in relation the Task Force members.

Mr. Haydon and Ms. Sleezer discussed designing solutions and how to use the profiles to assign duties within the Task Force. They also discussed internal motivators among the members. Mr. Haydon said in terms of motivation, no one stood out completely; they all had the need to help as their motivation. Mr. Haydon asked if any of the members had taken the assessment before and if their results had changed since. They discussed if any of the members were surprised by the results; Member Sabel indicated she was surprised by her results.

Assistant Town Manager Hubbard-Rhineheimer shared a story about her results and how they applied to her role in the organization, noting how she used her knowledge from the assessment to help her relationship with a coworker and gain understanding.

Staff Liaison Dykstra spoke of her own results as a “D”, how she adapted to circumstances and scored differently at one time, but later scored as a “D” again; adding that she adapted to what was not natural to her. She said it was natural to work better with some people than others, but one can also learn to work with everyone; it may just take a little longer to get there.

4. Task Force Assignments & Action Items

Staff Liaison Dykstra noted the assignment would be part of laying a strong foundation and civility with learning how to work with the community. She asked the group to read the book *LEAPFROG: How to Hold a Civil Conversation in an Uncivil Era* by Janet Givens as homework, adding she hoped they would also read the book *Mastering Civility: A Manifesto for the Workplace* by Christine Porath. Both of the books were provided to the Task Force Members. Assistant Fire Chief Duggan discussed a resource template that was provided to the group stating it offered options for working together to find common ground with ways to seek to understand, not to prove a point or to get someone into a certain position. Staff Liaison Dykstra discussed the resources listed in the packet provided to the members.

FUTURE MEETING SCHEDULE AND TOPICS

Future agenda topics may be requested and compiled for a list of potential agenda topics; however, the merits or details of the items may not be discussed until placed on an agenda.

There was no discussion.

COMMUNICATIONS

Report from Council Liaison on current events.

Council Liaison Tilque asked the Task Force members to reach out to the those who may not be as comfortable speaking up, noting they would also have valuable input. She stated there may not be as much homework assigned in future meetings but discussed the importance of gaining a good foundation and being patient. She also noted the Task Force would assign a Chair and Vice Chair at the next meeting.

Report from Staff Liaisons on current events.

Council Liaison Dykstra noted there would be one additional meeting at the Public Safety Building, but then meetings would be monthly at the Southeast Regional Library. She asked the group if there was a preference on how to track responses on RSVPs for the meetings and determined they would be sent through Microsoft Outlook calendar invitations. It was noted that Gilbert Sun News did an article on the Community Engagement Task Force.

Report from Task Force Members on current events.

Member Warren noted there would be a multi-faith meeting regarding homelessness on March 31, 2022 from 11-12:30 at the Redemption Church Gilbert, located at Elliot and McQueen Roads.

Member J. Rodriguez noted the month of May was mental health awareness month and asked if anything was planned. Staff Liaison Dykstra stated she was not aware of anything but she would check with the Gilbert Digital Department. Member A. Rodriguez noted the National Alliance on Mental Illness (NAMI) may have resources or information.

ADJOURN

Council Liaison Tilque adjourned the meeting at 7:24 p.m.

ATTEST:

Kathy Tilque, Council Liaison

Melanie Dykstra, Staff Liaison