

H S A USA Governance Circle

Title: Governance Circle

Purpose: Circle members follow a predetermined process in which they are expected to identify gaps to achieving key objectives and propose changes to processes or roles or the creation of new roles in order to meet objectives.

Accountabilities: Role accountabilities

What role does:

- ✚ Ensures members know and follow the process to address tensions any circle may be experiencing.
 - ✚ Provides resources to learn about the roles and processes in governance and role models process.
 - ✚ Acts as a hub for communication and collaboration between circles and roles
 - ✚ When there is a perceived need for a change in purpose, roles definition (not a role assignment), accountabilities, role metrics, and expectations it is brought to it to the team meeting in the governance section.
 - ✚ Liaison with each circle lead to maintain good communication, identify gaps and opportunities.
- Role metrics (specific indicators that help team members see if the role is being performed well)
 - ✚ Governance process yields solutions to gaps in where we are to where we want to be.
 - ✚ Governance process is:
 - A tension or gap is brought to the attention of the circle
 - A proposed solution is offered
 - Round of clarifying questions
 - Round of reactions to the proposed solutions
 - Round of objections-would adopting this cause harm, objection or no objection?
 - Integration of solution by the circle lead(s) effected when the objection has been resolved (if there is an objection) and proposer confirms the tension is addressed
 - Check out
 - Maintains a decision log through the team meeting notes.
 - Tensions or gaps are brought to the agenda team for governance section of team meetings.
 - Solutions are identified and implemented.

Decision making authority: process is the decision-making authority.

H S A USA ROLE DEFINITION TEMPLATE

Title: Branding and Graphic Team (Aniko, Lori, Mary Beth)

Purpose: Ensure materials are consistent with H S A USA brand value and image

Accountabilities:

- Ensure all associates have current style guide
- Establish writing style guide
- Provide feedback for materials in development
- Establish a set of design templates for recurring activities (blog, proposals, powerpoint, etc.)
- Collect quotes and mini “aha moments” that can be branded for promotion
- Liaising with graphic designers (Julie Barclay and Adam Mileusnic) through the development phase
- Establish guidelines for determining in-house vs sourced graphics
- For in house production establish timelines and agreements
- Identify one or more reviewer for new products in development.
- Provide some instruction for those interested in
 - How to download H S A fonts,
 - Creating custom color themes in Word, PowerPoint
 - Using the master slide feature to save time when builds PowerPoint decks
 - Accessing useable images (Google, Creative Commons, H S A Image Library, consent forms)

Metrics

- Use of templates/powerpoint is consistent across all associates
- Associates are clear on their donut as it relates to design guides
- Feedback for new presentations is minimal
- Annual refresher on style guides and template resources
- We are meeting the requested timelines for turn around on feedback and production.

To learn more about role definition and allocation in self-managing teams go to:
http://www.reinventingorganizationswiki.com/Role_Definition_and_Allocation

First step:

Invite team members to help write pieces of web content

H S A USA ROLE DEFINITION TEMPLATE

- Role title (clear and aligned to our culture):
- Role purpose (A short statement that describes why this role is needed; how it will help us thrive)
- Role accountabilities (a list that defines what this role does and its decision-making authority (i.e., recommender, approver, etc)
- Role metrics (specific indicators that help team members see if the role is being performed well)

Example from “Reinventing Scale-Ups” – pg. 77

Title: Banker

Purpose: Reduce financial stress of all members of the collective, collaborators and organizations with whom we have transactions.

Accountabilities:

- Based on laws and obligations foresee financial provisions and make and document all necessary payments to the government
- Act as contact for PercoLab with the government, documenting key information, exchanges and situations.
- Emit checks, once documentation is duly completed and, if appropriate, approved
- Inform members if a difficult financial situation arises and work through it openly and collectively.

Metrics

- Financial stress of members is low – collective average rating of no more than two out of ten each month
- Payments are made within 30 days
- No penalties or interest to the government

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Contracting

H S A USA COMMUNICATIONS TEAM – Role Definition

Title: Communications

Purpose: To develop, review and update HSA USA Communications Plan. The communication plan will be utilized to create and enhance HSA USA's communication with past, present and future partners through a variety of avenues. In addition, the plan will assist with marketing practices to support growth of HSA USA clientele and encourage ongoing connections with past clientele.

Accountabilities:

- Develop HSA USA communication plan
- Review and update plan to keep it current and innovative
- Support the consistent message and content of HSA USA – content, look and feel
- Data tracking to help determine if plan is Working and what is not working to attract, increase and maintain customer base.
- Seek feedback from HSA USA associates

Metrics:

- All HSA USA associates approve of communication plan
- Execution of plan
- Increase in HSA USA connections with external parties
- Completion of mini quarterly plan reviews
- Annual review and changes to plan during annual retreat – plan evolution over time

H S A USA ROLE DEFINITION TEMPLATE

Title: International Liaison (Mary Beth*, Jamie, Aniko)

Purpose: To maintain an open loop of communication with international H S A teams.

Accountabilities:

- Ensure at least one and up to two US Associate(s) attend the monthly international calls
- Contribute to discussions about the evolution of the H S A International Liaisons as a self-managing team
- Share updates about USA and international priorities, accomplishments, opportunities to collaborate, and resources in development
- Report back to country teams about international updates

Metrics

- USA is represented on all international calls.

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