



All a-Board!

The Purpose, People, and Process of CAA Boards

3. Process: Who says what goes?

Discussion Guide

Length: 9:06”

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Video Summary

Tonya is a new CAA board member who has just received a whistleblower complaint from a CAA employee. Follow her journey as she discovers the key aspects of a CAA’s board operations—how the board communicates and makes decisions, the board’s role in developing organizational policies, and the framework governing board actions.

Learning Objectives

After watching this video, participants will be able to:

- Identify appropriate procedures for bringing a new matter to the board’s attention
- Describe how information flows from the board to CAA staff and vice versa
- Use standing and ad hoc committees to facilitate board decision-making
- Understand the board’s role in developing CAA policies

Using the Video Effectively

Suggestions for how to use this video include:

1. Ask board members to watch the video on their own, and at a board meeting, facilitate a discussion of individual members’ reflections or responses to the questions below.
2. Show the video during a board meeting and facilitate a discussion of the questions below.
3. Show the videos as part of a larger board orientation or training process and facilitate a discussion of the questions below.
4. If showing this video to a group, consider pausing the video for discussion at certain key points (such as 2:21”, 3:04”, 3:37”, 4:47”, and 6:04”). Doing so may help to engage viewers more fully. At each key point, ask the group (1) how the character should proceed or (2) whether the group agrees with the character’s initial course of action, and why or why not.

Suggested Discussion Questions

1. What did you take away from watching this video?
2. Why is it important that the board act as a whole body, rather than as individual members?
3. Why is it important to establish that communication between the board and CAA staff should flow through the board chair and executive director?

4. Does your board have the capacity and knowledge to respond to new issues like the one Tonya brings up in the video?
5. How does your board use standing and ad-hoc committees?
6. How can your board collaborate with the CAA's staff more effectively to keep policies and procedures updated?