

# GLOBAL REACH Leadership Institute



Norfolk Community Services Board  
Retreat Agenda  
20 January 2024

## **Purpose**

Norfolk Community Services Board (NCSB) retreat to define member roles and actionable objectives to facilitate effective planning, collaboration, and goal setting within the organization. Provide a focused and dedicated environment for key stakeholders to come together to discuss and strategize important aspects of the NCSB's work. Desired objectives and outcomes:

1. Definition of roles and responsibilities to ensure proper alignment with NCSB Board of Directors (BOD) and the CSB department
2. Team building activities and cohesion
3. Actionable objectives toward meeting CSB BOD goals.
4. Follow-on progress outcomes updates through Feb and Mar board meetings.
5. Generate a report on findings and corrective actions to enhance Programs and Services.

## **Agenda**

### **9:00 AM – 9:15 AM: Registration and Networking**

Welcome and Registration

Continental Breakfast and Networking

### **9:15 AM - 10:15 AM: Opening Session**

Welcome Address by CSB Leadership (Chairman)

Introduction of retreat participants (Members of BOD and CSB department)

Last Retreat Objectives and accomplishments (CSB BOD)

Overview of Retreat Objectives

### **10:15 AM – 11:45 AM: Session 1 - CSB Purpose and Goals Alignment**

Governing Ordinances (Virginia code 37.2) for CSB

Performance Contract, Mission, Vision and CSB bylaws Overview (CSB Chairman/Vice)

Presentation of Policy and Operational goals and objectives (Compliance)

Organizational structure and CSB Service Alignment (Executive Director)

### **11:45 AM – 12:15 PM: Networking Lunch (Catered)**

### **12:15 PM – 1:30 PM: Session 2 - Team Building Activities**

Collaborative Problem-Solving Activities based on Session 1 Briefs

Program Service Identification and Prioritization

### **1:30 PM – 3:00 PM: Session 3 - CSB Program Presentations/Division Head Discussions**

CSB Organizational Flow-Chart Brief (Executive Director)

7 Functions of the policy advisory board (Chairman)

Program role and function description brief (Division Heads)

**3:00 PM – 3:15 PM: Afternoon Break**

**3:15 PM – 4:00 PM:**

Programs Actionable Objectives following discussions

Cross-Functional Collaboration across divisions and CSB

**4:00 PM – 4:30 PM:**

Program Actionable Objectives and Next Steps for BOD and Department

Synthesis of Findings and Actionable Objectives for Next Board Meeting

**4:30 PM – 5:00 PM: Closing Session**

Closing Remarks by Leadership

Recognition and Acknowledgment of Contributions.

Clean-up and Restore all Furniture

**Follow On**

NCSB Board Members will communicate the outcomes of the retreat to all stakeholders at the Feb and Mar board meetings. CSB Department and the BOD will need to establish mechanisms for tracking progress. This could include regular check-ins, status reports, or a follow-up meeting schedule.

**Report**

GLI will document observations, discussions, decisions, and action plans over time. A follow-on analytical report with findings and corrective actions will be provided to stakeholders for further dissemination.

**Conclusion**

The Community Services Board (CSB) retreat is a strategic initiative that helps define roles, set actionable objectives, and establish a framework for tracking progress outcomes. By conducting a retreat dedicated to defining roles and objectives, the CSB will be able to strengthen its foundation, enhance organizational effectiveness, and better serve the needs of the community.