

BUCKS COUNTY CONSORTIUM

Thursday, March 3, 2005

Meeting Minutes

A meeting of the Bucks County Consortium was held at New Britain Township on March 3, 2005. The following individuals were present:

Charles Barrett, Commerce Bank
Vivian Bell, Warrington Township
Eileen Bradley, Wrightstown Township
John Boyle, Newtown Township
John Cornelius, New Britain Township
John Cornell, East Rockhill Township
David Drye, Chalfont Borough
Frank Farry, Middletown Township
Tom Harwood, Newtown Township
Tom Hough, Hough & Associates
Ryan Ingham, Hough & Associates
Daniel Kerr, West Rockhill Township
Rick Lee, Delaware Valley Insurance Trust
Ann Linn, Delaware Valley Insurance Trust
Daniel Olpere, Perkasio Borough
Bob Pellegrino, Newtown Township
Richard Sabol, Upper Southampton Township
Stephen Sechriest, Richland Township
Judi Smith, Warminster Township
Jacob Stone, Stone Associates, Inc.
Elizabeth Sunday, Plumstead Township
Jeffrey Vey, Milford Township
Paul Williams, Dublin Borough

Preliminary Remarks

Jeffrey Vey called the meeting to order, announced the morning's agenda, and thanked New Britain Township for sponsoring the March meeting of the Bucks County Consortium.

Approval of Minutes

A motion was made by Daniel Olpere, and seconded by John Cornelius, to approve the *Minutes of February 3, 2005*. Motion carried.

Treasurer's Report

The Treasurer's Report for February was presented. Vivian Bell stated that the current balance is greater than \$18,000 and that all 2005 dues have been paid. A motion was made by Daniel Olpere, and seconded by Daniel Kerr, to approve the Treasurer's Report for February. Motion carried.

Presentation: "Dealing With Difficult People"

Jacob Stone, of Stone Associates presented the topic of 'Dealing with Difficult People'. He stated that an individual "can be considered to be difficult person only if his or her difficult behavior is present over a long period of time (several years or more), and with many different people in many different situations. To be considered difficult or having a personality disorder the behavior must be a durable element of the person's functioning".

Jacob Stone presented a handout titled "An Algorithm for Dealing with Difficult People". In the handout he outlined seven ways to proceed in difficult dealings. These are as follows:

- Determine if the person fits the criteria of difficult as described above.
- If the person is truly difficult determine the possible costs and benefits of trying to make the person less difficult for you.
- Figure out the precise behaviors that you find difficult.
- Evaluate the possible benefits of direct discussion with the individual about his/her behaviors.
- Work to disrupt the interaction that the person has found to be so useful.
- If you are the person's supervisors you may be in a position to make changed behavior a requirement of his or her position.
- Don't get hostile.
- If you see an opportunity to suggest that the person speak with a counselor, make the suggestion.

Jacob Stone discussed several of these in detail.

Jacob Stone also presented the handout 'Fourteen Guidelines for Dealing with "Difficult" Supervision Tasks'. His fourteen guidelines are as follows:

- Be absolutely sure that every piece of negative information that you are going to deliver is completely supported by objective data.
- To the extent possible, balance the negative information with positive, so that the employee will not see the negative data as a global condemnation.
- Don't hesitate to tell the individual about the magnitude of the problem as you perceive it.
- Seek to have the employee paraphrase back to you the key elements of what you have said.
- Don't let the employee deflect the discussion to other employees, personal issues, etc.
- Don't allow yourself to be put on the defensive.
- Don't allow comparisons to other employees.
- When the meeting is completed, end it.

- Don't be intimidated by threats to appeal your evaluation to the next level of management.
- Express to the employee your hope that he or she will be able to resolve the concerns.
- "Model" calm behavior.
- If the person is too agitated to participate meaningfully in the meeting ... reschedule it for the next day or so.
- Keep safe.
- Try not to worry too much that the other person won't like you after the discussion.

Jacob Stone discussed several, but not all of these guidelines.

The membership asked questions about changing personal views of the world, the impact of nature and nurture on personality, enabling behaviors, etc. Bob Pellegrino stated that Stone Associates, Inc. has been used by Newtown Township for the psychological testing of new employees. He also stated that it has been very helpful, particularly with the hiring of police officers.

Membership: Warminster Municipal Authority

Richard Sabol reported that the Warminster Municipal Authority's application is in order. A motion was made by Daniel Olpere, seconded by John Cornelius, to accept the membership of Warminster Municipal Authority. All members were in agreement, and membership status was granted.

Old & New Business

Daniel Olpere discussed third party electrical inspections and how that responsibility could be regionalized. Jeffrey Vey and Stephen Sechriest discussed standard procedures for electrical inspectors, and Daniel Kerr stated that a master code inspector could be available to speak at a future Consortium meeting. The membership discussed the topic, and a conclusion was reached that it would be placed on a future agenda.

Judi Smith asked about police contract details, and the membership discussed several police contract issues including post-retirement benefits.

Website Development

Jeffrey Vey reported that some police contracts are available at www.milfordtownship.org/PoliceContracts.html. Jeff Vey discussed future improvements to web based Consortium information, and asked that members e-mail contracts for placement on the site. Also, he asked that up to \$200 be spent to register a domain name. Daniel Olpere made a motion to spend up to \$200 for domain name registration. John Cornell seconded the motion, and the motion carried.

The following membership committees were formed: Legislative to be chaired by Dan Olpere, Training to be chaired by Stephanie Mason, Public Safety to be chaired by Gail Weniger, and Capital Improvements to be chaired by Jeffrey Vey.

Adjourn

Judi Smith volunteered Warminster Township as the location for the April meeting. Jeffrey Vey discussed the topic for the next meeting

Dan Kerr made a motion, seconded by Robert Pellegrino to adjourn the March meeting of the Bucks County Consortium @ 10:50AM. Motion carried.

Respectfully submitted,
