

**CITY OF SHORELINE  
COUNCIL OF NEIGHBORHOODS MINUTES**

January 7, 2015  
7:00 pm

Shoreline City Hall

**COUNCIL OF NEIGHBORHOODS REPRESENTATIVES PRESENT**

Ballinger – Kevin Osborn, Stephanie Angeles

Briarcrest - Alice Keller

Echo Lake – Ellen Wood, Jeanne Monger, Nan Colton

Highland Terrace - Krista Tenney, Gillian Murphy, Fran Calhoun

Innis Arden – June Howard, Kathi Peterson, Harley O'Neil, Neale Obedin, Harry Obedin

Meridian Park – Gretchen Atkinson

North City - Mark Notermann

Parkwood - John Featherstone

Richmond Beach - Sheri Ashleman

Richmond Highlands - Pete Gerhard, Jeanne Gerhard, Lisa Surowiec, Robin McClelland, Kathy Plant, Pam Stucky

Ridgecrest – Patty Hale, Cecily Kaplan

Westminster - John Ramsdell

**CITY STAFF PRESENT:** Rob Beem, Community Services Manager; Rosie O'Brien-Ochs, Neighborhood Coordinator, Nora Smith, Neighborhood Coordinator

**I. Call to Order and Poem**

Chair June Howard called the meeting to order.

Board member Krista Tenney read a poem.

**II. Creating Conversations That Connect**

Sandy Bjorgen from IMPROV-able Results conducted a training with the goal of improving communication and networking through interactive exercises.

Ms. Bjorgen had the group practice skills that can be helpful in preparing to network in representing your neighborhood association at meetings and events. The exercises and tips were:

- **Voice warm ups** - making sounds like a singer might to warm up the voice;
- **Preparation** - what do you want to have with you to represent the neighborhood association, e.g. business card, name tag, hand outs, flyers;
- **Settle in** - put down your coat, find a seat, put your name tag on your right side which makes it easier to read, and then circulate.
- **Come early** - lots of networking and relationship building happen before and after meetings;
- **Introduce yourself** - to as many people as possible

Ms. Bjorgen then had a group do exercises to increase self awareness and practice teamwork. These exercises included:

- **1 to 20** - 20 volunteers stood in a circle without touching and with eyes closed. With no preplanning, the group counted 1 to 20 in consecutive order. Lessons: be aware of decisions you're making while interacting with someone. Is it serving you or getting in the way? Just like the exercise, focusing on each other and taking turns, that's a conversation.
- **Yes, and** - the group went around the room introducing the person before them AND themselves. Lessons: be affirming, practice active listening and reflecting back what you've heard. Try this with challenging topics!

Ms. Bjorgen had the group practice other skills, including:

- **Reunion** - make an effort to greet a variety of people, identify their concerns and figure out how to connect them to others, information.
- **Unhooking from a conversation** - to move on and connect with more people, practice unhooking. Examples: I've got to go \_\_\_\_\_, I need to go talk to \_\_\_\_\_, get back to you later (give them a business card), Thank you for spending time with me, or introduce them to another person.

Ms. Bjorgen also suggested some additional tools including:

- **3 things** - in talking with someone, find 3 things in common. Be curious!
- **Pitch/introduction** - practice a pitch for yourself/the neighborhood association. Aim for 30 seconds. Make it unusual. Try out different ideas and see what works. What makes you interesting? Who do you want to attract? Ms. Borgen gave the example of her use of being a "formerly shy person" seems to resonate with a variety of people.
- In dealing with angry people, try asking questions such as: what leads you to that conclusion how can I help you, can you give me an example?
- Read books such as Tongue Fu! How to Deflect, Disarm, and Defuse and Verbal Conflict