



Member-Staff Relations Roundtable Discussion Questions

- 1) What are the most common complaints members make about communications with the staff?

- 2) What are the most common complaints staff make about how members communicate with co-op employees?

- 3) How does your co-op evaluate the staff, and how are the results of the evaluations shared with the membership?

- 4) Does your co-op have a single point of contact between staff and members? How has your co-op's system helped or harmed member-staff relationships? *(For example, some co-ops have all personnel issues go through an Executive Director and a committee of the board. Others have many points of contact.)*

- 5) Do the staff at your co-op have clear job descriptions and lists of duties? How do your members know which staff person to approach for a specific issue?

- 6) Do your members have a clear idea of how to bring a complaint about a staff member? Does your co-op have a way for staff members to raise concerns about the conduct of members or directors?

- 7) Does your co-op have a way for the Board or Personnel committee to self-evaluate the way in which they deal with Personnel issues?