Jon Laing opened meeting at 1:20pm

Presentation:  David Hulings – “Conflict and Rebuilding Trust”

Highlights:
- Everyone defines trust in a different way.
- David Hulings defined conflict as something that causes you to feel unhealthy; or damages, dents, or deteriorates trust.
- When trust decreases, fear increases and can be portrayed as uncertainty, anger, or doubt.
- To get trust back after conflict, one cannot just solve the problem, but must get to the root cause of the fear. Once you have found the root cause of fear, you must give assurance so that the fear is diminished and trust comes back.
- Hulings has outlined seven catalysts that produce fear.
- Once you have determined the catalyst causing the fear, you must give assurance to restore trust. In order to give assurance, you must focus on not only WHAT you say, but HOW you say it. Hulings has outlined 12 archetypes that provides guidance on how to say things based on different personality types.
- David will have a book coming out this year that will elaborate on rebuilding a culture of trust after a conflict.

Communications:
  a. Next Meeting – September 13, 2019 (Have a great summer!)
  b. MSBO events
     2. July 17: Certified Pool Operator’s Course, MSBO, Lansing
     4. August 14: Back to School Workshop, Webinar or MHSAA, East Lansing
     5. September 12: School Finance Services Committee, Treetops Resort, Gaylord

Regular Business:
  a. Approval of the May 14, 2019 Meeting Minutes: http://www.msbo.org/central-michigan-regional-group

Participation & Cooperation - Our Key to Success
Roundtable Discussion:
  a. CMSBO Summer Outing Info – Lansing Lugnuts, Thursday, June 27, 2019. Tickets will be available for pickup at will call before the gates open at 6:00pm.
  b. CMSBO Leadership Opportunity - Secretary position open
  c. CMSBO Meetings and MSBO Conference Ideas
  d. Cheryl Wald – Happy Retirement!
  e. Meeting Prize Winner – Eastwood Towne Center Gift card – Glenna MacDonald
  f. End of Year Prize Winner – Yeti & Eastwood Towne Center Gift card – Rick Jenson
  g. David Huling Book Giveaway – Lori Schomisch & Nancy Rasinske

Adjournment: Meeting Adjourned at 2:51PM