

11:30 AM – 12:45 PM

Building Stronger Boards Through Communication and Accountability

Nauset 5

This session provides housing authority leaders with practical strategies for managing disruptive or “rogue” board member behavior while maintaining professionalism, accountability, and effective governance. Participants will learn how to identify problematic patterns early, set clear boundaries, manage difficult meetings, and use communication techniques to refocus board roles and responsibilities. The session will also review formal governance tools, including civility policies, ethics procedures, censure, and other corrective actions. Attendees will leave with practical approaches to protect staff, maintain public trust, and keep board operations aligned with the agency’s mission and fiduciary responsibilities.

Moderator: Caileen Foley, Executive Director, Lexington H.A.

Presenter: Jonathan Driscoll, Esq., Managing Partner, Driscoll & Driscoll PC