

# Measuring Board Effectiveness

Winston-Salem City Council

Tuesday, May 12, 2026



**School of  
Government**

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Initiative

*Presentation and survey administration by Colt Jensen and Rebecca Fisher-Gabbard*

# Problem Definition

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Heightened polarization and conflict



Weakened staff-board trust



Interpersonal strain



Challenges to facilitative leadership



Relationship and communication breakdowns



Interfere with effective governance and administration



Lack diagnostic tool for workplace dysfunction



# About the Diagnostic Tool

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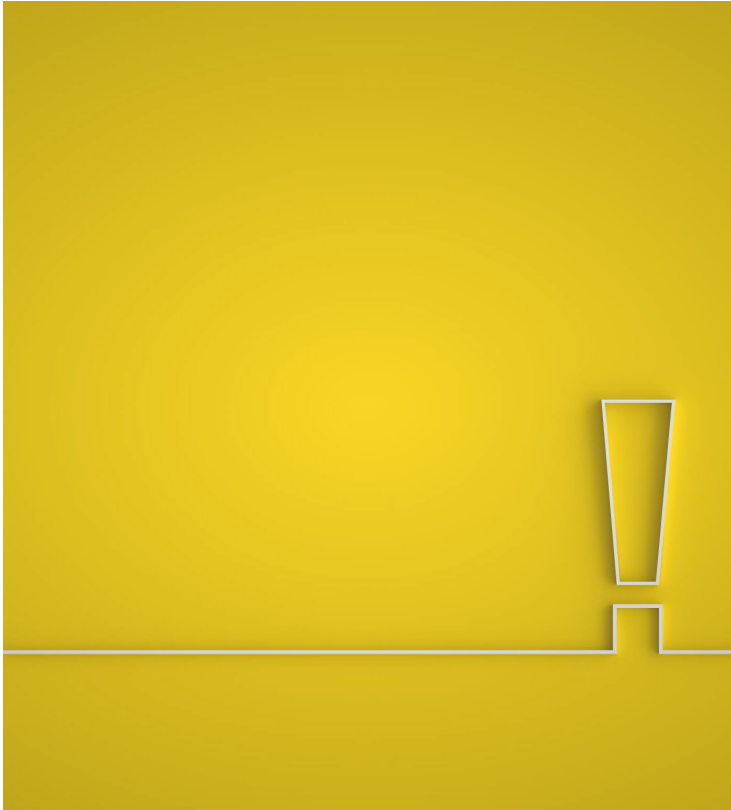


- Purpose: examine board member perceptions of board effectiveness, quality of working relationships among members, and how boards manage disagreement and deliberation
- Less than 40 questions, using 1-5 rating scale (strongly disagree to strongly agree)
- Approximately 15-20 minutes total



# Instructions for Participating

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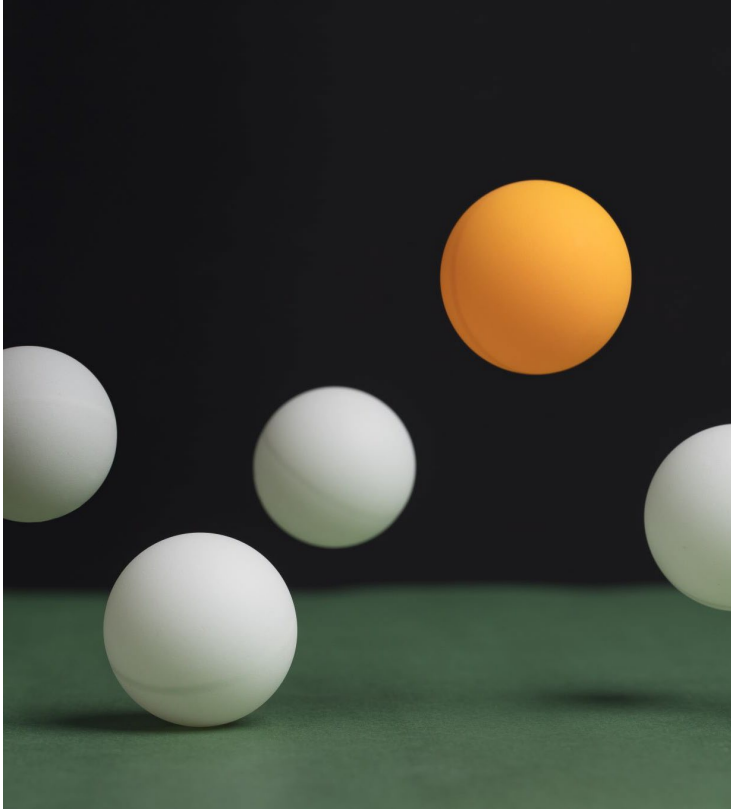


- Participation is voluntary
- Risks? Minimal: some questions about conflict and working relationships
- Benefits? Board will receive report with findings and results contribute to research that may help improve board governance across state
- Confidentiality? Data will only be reported in aggregate and names will not be recorded
- Consent



# Potential Deliverables

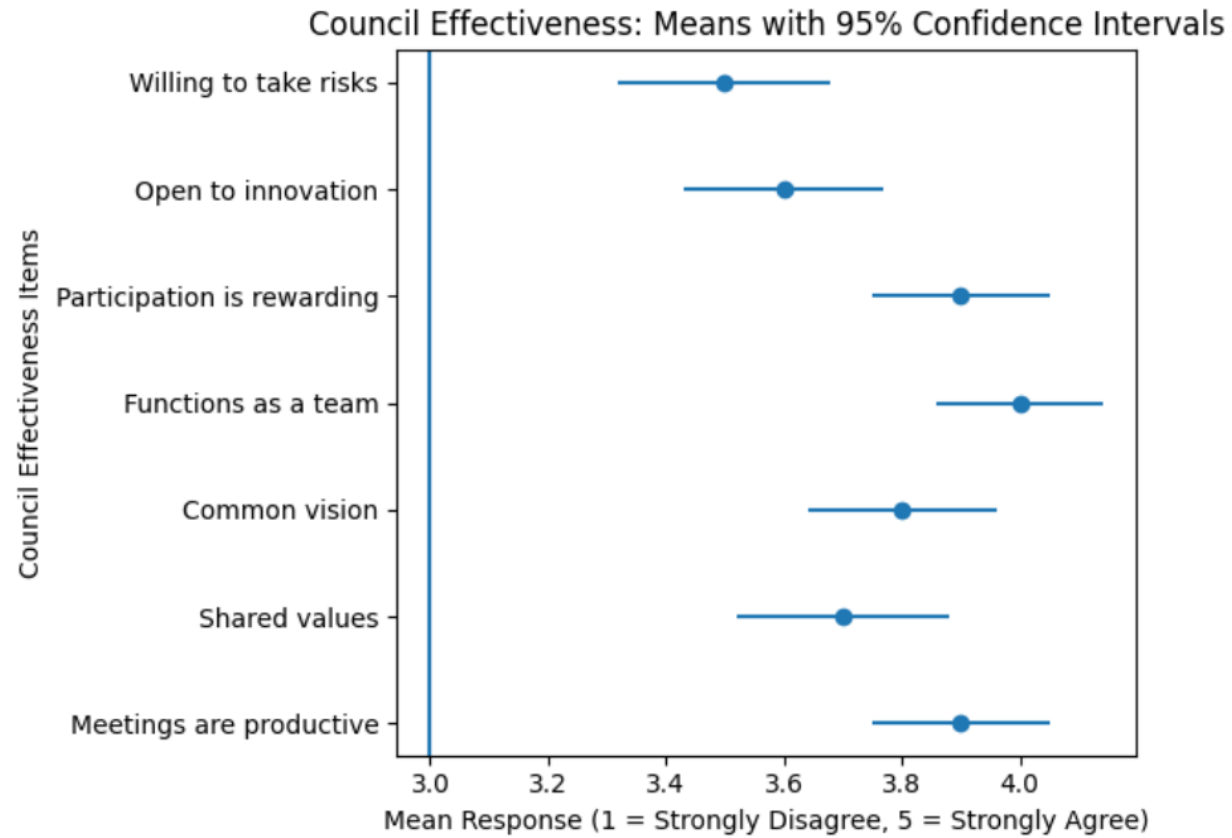
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- 1 to 2 page report of findings with practice-oriented recommendations
- Online seminar and one-day course for local elected officials and managers: "Roles & Relationships in Local Government"
- Various publications on the topic
- 360-degree evaluation tool for board performance



# Sample Assessment



# Questions?

(Followed by survey distribution)





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Thank You!



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