



Continuing Education Self-Assessment

Participants enrolled in the Township Governance Academy (TGA), MTA's credentialing program, may obtain 2 elective credits for successful completion of this quiz. To obtain credit, participants must answer the following 10 multiple-choice questions by circling the correct answer and receive a minimum passing score of 70 percent. The questions are based on content from the article, "Building Trust". There is no charge for MTA members to take the quiz or to obtain TGA credit.

Completed quizzes should be faxed to (517) 321-8908 or mailed to: MTA, 512 Westshire Dr., Lansing, MI 48917. MTA will notify you of your results within two weeks after receiving your quiz. **IMPORTANT:** Please keep a copy of your completed quiz in your TGA binder. For information about TGA, call (517) 321-6467, email tga@michigantownships.org, or visit www.michigantownships.org/learning/tga.

TGA Continuing Education Building Trust

NAME: _____ **TOWNSHIP & COUNTY:** _____

EMAIL ADDRESS: _____

- 1) **What can result from a lack of trust between your board and the community?**
 - a. A less active constituency
 - b. Conflict
 - c. Residents with differing agendas
 - d. Transparency
- 2) **What is the foundation of building trust?**
 - a. Listening
 - b. Having an agenda
 - c. Putting your interests first
 - d. Discussions
- 3) **How can township officials overcome their personal agendas and become more open-minded listeners?**
 - a. Come to meetings with their decisions made
 - b. Ensure residents have your phone number
 - c. Reflection and honesty about your true motivation
 - d. Have a good debate
- 4) **Which of the following is NOT a strategy for effective listening?**
 - a. Take notes
 - b. Jump right in with your response
 - c. Repeat back with the other person said
 - d. Look at the person speaking
- 5) **Why is speaking up in meetings important?**
 - a. It gets your concerns off your chest
 - b. You'll get a reputation for telling it like it is
 - c. It halts any assumption that the board makes decisions behind the scenes
 - d. No one can complain that they didn't know your reasoning
- 6) **What are basic principles of good governance to build trust?**
 - a. Publishing meeting notices according to state statutes
 - b. Starting meetings on time
 - c. Providing board members with board packets ahead of time
 - d. All of the above
- 7) **How can boards handle controversy and tension?**
 - a. Limit public comment
 - b. Practice techniques to diffuse tension
 - c. Bring in a mediator
 - d. Disregard comments from those who rarely come to meetings
- 8) **How should boards address conflict between members?**
 - a. Resolve differences immediately and work on a compromise
 - b. Avoid disagreeing with another board member's opinion
 - c. Come to an agreement on decisions outside of board meetings
 - d. Accept that public conflict is your board's method of handling issues
- 9) **When a board has made mistakes and wants to turn over a new leaf, it should:**
 - a. Gradually make subtle changes to its meetings
 - b. Hire a consultant to suggest changes
 - c. Sit down with the local media
 - d. Explain changes the public can expect at future meetings
- 10) **New officials can set a foundation of trust by:**
 - a. Understanding that knowledge of the job and its responsibilities will come in time
 - b. Waiting to make public comments in meetings until you're more comfortable
 - c. Talking to elected officials already in office
 - d. Relying on your background and common sense