

Hello, everybody. I'm Jen Butler, and, I am the managing director of Absolute Gems. Absolute Gems is a governance and executive management service organization. Primarily, we do, board secretarial work. I've got around just under thirty years experience in governance and as being a board secretary.

And, that spends at the current point just under thirty boards from all different sectors and industries, which I love doing right the way through the the top of New Zealand to the bottom of New Zealand in Invercargill, and the UK, Canada, and, one now in Australia.

So that's a little bit about me, and I'm really excited to be here and to talk to you about taking your board into a board portal.

Danica.

Danica.

Thanks, Jen, and tina kato katoa, everyone.

My name is Danica McLean, and for the last seven years, I've run board administration services, which a lot like Jean, provides bespoke governance support for boards, trusts, and committees across all industries.

Yep. Exactly like Jean said, we we go on and we look after the minutes and take away that governance pain point for you and all of the administration.

Hello. I'm Helen Fennelton. I'm actually a professional director and board chair, but I also run a training and consulting company directly where we work with boards and exec teams to actually, train them in AI, working with their board, tech executive teams, and helping them actually adopt the complexity that is AI as we transition into this new world.

Super excited for today.

Great. Let's kick into it. Over to you, Jen.

Today, we're going to be talking to you about the differences in board portals, the things that you need to know about board portals before you make the decision, how to set up a board portal, and how to make sure your board, taken on the journey into a board portal. So for the next couple of slides, I'm gonna hand over to our expert, Helen.

Thanks so much, Jen.

I just thought it'd be really helpful context before we kick off into the the what and how of a board portal to actually just elevate the conversation and talk about the why.

So I'm very much talking from the board's perspective, and if you are a company secretary, these are the arguments you need to be talking to your board about why you should be moving.

And for me, the most important one is actually about security risk. So I don't know how many boards I've sat on, particularly when I was working in the not for profit space and on smaller boards where people are emailing documents around to each other, which can so easily be, corrupted or, you know, if you've got any sort of cyber attack on you as an individual board director, you are so much risk with email and also, no security around there. So your board is actually communicating really your board papers, your information, detailed conversations, all via Gmail or Yahoo or whatever you've got. Really not a safe way to be having those conversations.

And so from a Boardpool's perspective, you're actually getting that end to end encryption.

So it is, certainly with BoardPro, all the boards that I'm on that use it, we've got multifactor authentication, which aligns with the organization's MFA, policy.

All our documents we know are securely encrypted, and we've also got that audit trail in place so we can see what's happening and who's getting access to it. So just from a security perspective and particularly in a world where cyber is still in the sort of the top five or six issues that boards are concerned about, making sure that you're just eliminating that security risk is so critically important.

Just moving on to the next one.

I don't know again about you guys, but if you are on boards, board members travel all the time. They're not necessarily going to be in the place that the board is. So, for example, I sit on a board in Wellington, and if they want an approval, the fact that I can actually just click and approve that from Auckland where I'm based, I don't actually have to go down and sign a physical piece of paper. Or if the bank wants a piece a document for something if they're changing anything that they need, you can just do it all online. It's just so simple and easy.

Another thing for me is around version control. So so often, the exec team will want to just update something about one of the papers. And if you've got an old version of it, you're not actually getting that notification that it's changed, that it's updated. Being able to just click into the board pack and know that you've got the latest version of the papers is just really, really critical, and also being able to just get that automated follow-up.

So, actually, we'll talk about this a bit later, but making sure that you've got all those automations set up so you do get notified when things are changing in the board pack is really important. And as I said at the beginning, wherever you are in the world or in the country, you can just click on and access it. And then finally from me, if we just jump onto the final slide, just this intelligent boardroom piece. So one of the funnily enough, we were in a board meeting a couple of weeks ago, and we were talking about BoardPro and the fact that you can actually with BoardPro, you can actually put your comments directly into the part of the page where you need it even if you've got a keyboard rather than a pencil to scribble onto it.

But you can actually scribble your notes onto it, and then if you don't think it's relevant during the board meeting, you can just erase them and you haven't got that sort of that digital trail of them.

Being able to search through the documents and find something. So if you're trying to remember a conversation that you had in a board meeting three or four months ago, you can just go and search for it and find that really, really quickly and easily rather than going through reams of paper or a SharePoint or something like that.

And then, also, the if you've got a new director coming in, the fact that you can store all of that information in one place, it's really easy for them to go and find. And any of those critical conversations are just there, easily accessible, and just go straight onto it. So just a real high level of why from a governance perspective, having a board portal is so critical and important. I'm now gonna hand over to Jen who's gonna talk to the real practicalities of how to get this set up and what to think about. Over to you, Jen.

So can I just jump in there to say, from an administrative perspective, having a board portal saves hours and hours of time? Just having that automation and that secure, you know, one size fits all, area where everyone can access.

It's just it it saves hours and money, to have your administrative income to use one of those to distribute the board packs.

Great point.

Absolutely. And particularly, I'm so glad that you touched on inductions there, Helen, because, you know, coming onto a board, making sure that your new board members are really thoroughly well inducted before they get to their first board member board meeting.

A board portal makes that so simple and easy, and they can do it in their own time. It saves, so much time as as Danica said. So jumping into choosing the right board portal, there are so many different board portals available on the market now, and a lot of them have really good features. So you'll need to have a look at the strengths and weaknesses of each. Many of them actually allow you to do a free trial.

So I suggest if you are going to do free trials that you just put together some dummy information that you can pop into them and use it that way. Try not put your actual information into a trial unless you you want to invest that much time and and set up because otherwise, you, you know, it's wasted time if you decide that that portal is not for you. So I'm gonna talk to you a little bit about the things that I prioritize as a board secretary, and Danica will be the same, and she's gonna add some flare in there. And because while we both, do the same role, we both do things differently. We both have our own ways of doing things and, and what works for us in our experiences, particularly with the different sectors that we work with as well.

So for me, one of the key things in a board portal is the user experience.

I want it to be really simple, and I want to be able to navigate around easily and accessibly.

A lot of our directors maybe not have a level of technical literacy, that and they're maybe a little bit afraid of moving away from their ring binder folder into an online portal. So we want to make

sure that the simple the user experience is really simple, that they're not gonna be afraid by it, that they're gonna be pleasantly surprised that they can use it very easily.

I want to know that when I create agendas that I can copy these over for consistency. That's gonna do exactly what Danica said before. It's gonna save us so much time. We don't have to recreate everything. It's all in the same place, and we want to be able to have that consistent look and feel so our board members know where to look and where to find things really easily.

As Helen touched on before, I want to be able to search and find and access things really, really quickly. Not only after and in between meetings, but as a board secretary, when I'm taking the minutes, I prered the board pack so I know what's coming. But sometimes I need to check those details as the board members are speaking. So I want to be able to access the board pack at the same time as be able to take minutes. Some portals allow you to do that, others don't. So that's incredibly important to me when I'm looking for something.

Does it have good security?

It must have good security, and it must comply with your own security policies. If you don't have security policies, it's a really good idea to get some.

What's the support like?

When you're starting out a new product, a lot of things are going to be, really new to you, and you want to be able to contact someone really quickly and easily and get a good response. So for me, a chat feature on the page where I can sit and wait. And I have to say, you know, I am completely independent. Broad pro doesn't pay me.

I'm not I I don't actually get anything for promoting Broad Pro, but I have to say Broad Pro's chat feature is fantastic.

Within two minutes, someone will answer your question, point you in the direction that you need to go, and give you all of the information that you need. So that's really important to me that they do have the ability to contact support, not just for me, but also for directors. If they get into trouble and they can't get hold of me, I want to know that they have that support and that help center information there available.

The other thing that you need to consider is the ability of your board members. So, Helen, you sit on a lot of boards. Danica, you sit on a lot of boards.

What what's your take on, you know, transitioning from paper to a board portal in terms of what you might need?

Hello? Nikki, you start oh, okay. I'll I'll kick off. I think the key thing is is, as you said, there's a whole load of different directors with different skill sets. And some boards that you're on, people are on two or three different board portals already, and it's a relatively easy and quick change.

Others, it's a little bit more of a slow learning exercise. I think you're gonna go through a few of the hints and tricks to making making sure that that is a really easy transition.

But I think just tailoring it to the experience of of the individual board member, so you're not overwhelming someone who knows exactly what they're doing and maybe even using the same board portal with another board. But equally, if there's someone who isn't quite as confident, you do go do a bit more of that step by step, taking them through the process.

Danica?

Reiterate that that, you do need to hand hold some people that don't have that experience and can be a bit intimidated by the technology, especially if they're paper based directors.

And it can be really helpful to have a champion around the board table.

Sometimes an independent director who's used board software on another board to sit on can lead the charge and kind of destigmatize, the product and show that it's actually quite user friendly and not a scary thing.

And then just having someone like an administrator to be there to kind of go, have you got everything you need?

Do you want some help going through the new pack? Being able to get on a call with them and kind of actually walk them through the new process.

And, you know, I'm I'm a bit kinder.

Maybe then, Jean, I do, kinder. Maybe then, Jean, I do, tend to let people print a pack when it's their first meeting and they're a bit worried about using the new system and now they'll have both this screen and their little paper pack there, for security.

Yep. I do think it's really helpful, though, if you do stress, again, from a governance perspective, you you are stressing that governance lens. So this is actually about security, regulatory compliance, governance best practice, then the board members are more likely to respond to that than this is really efficient for the company secretary because depending on that individual, they'll go, oh, that's fantastic news, or, I don't really care about the company secretary. This is about me. So you can if you can position it with a lens that they're going to respond to, so security and regulatory compliance, you're much more likely to get them going on the journey.

Yeah. And some older directors may have no clue. Sorry. I'm completely stereotyping here. Around, you know, security, cybersecurity, and the risks.

So, you know, being able to explain that to them if they've been doing something the same way for fifty years, it, you know, needs to start with a conversation around the why.

Product. You've tried a few. You've found which one you wanna do. You sign up and then what?

Okay. So we're going to now do some of the practicalities of setting it up because I think it's really important to set it up well, set it up once, and get it going right. Particularly as the question, when you've got somebody who's a little bit hesitant of moving away from what they know and what they're comfortable with on the paper into a board portal, You want to make that transition as seamless and as easy and you want to make them feel that they've accomplished something. You want to make them feel like they know what they're doing.

So depending on your organization and who's invited to your meetings, you wanna make sure that your board members have the right level of access.

I, as Danica alluded to earlier, am quite strict and that I don't like my executive team to be able to edit my minutes, because they are the board's minutes, and the board should be responsible for them. So making sure that you have those right security settings in place from the get go and people understand that is really important.

I also think that having two administrators is a really good thing because if one's not available, then at least you've got the other one as backup. Although with BoardPro, it's really simple. A simple check, and the team will help you.

Diligent, not quite as easy because they've got an administration style team, which you have to contact through email. They do have a online support. You can ring them up, but it does take a little bit longer just in the way that they, they bill.

So it's a little bit difficult. Stellar Library, similar sort of thing, and a few other portals that I work with. But, I I definitely recommend having at least two administrators.

Now Tanika alluded to this as well. I like to start as I mean to go on and I turn off printing of the board pack and forwarding and sharing.

This is again it's a security reason and it's why have a dog and bark too. You've gone to an electronic portal. Now is a fantastic time to move that mindset forward. Move it into a digital electronic error.

Get them to do it the way that they are going to do it going forward. They'll soon get used to it. They won't like it, but they will get used to it. Now I have to I have to confess a little secret here, Danica.

I am a little bit soft on my chairs, and I will I will print an agenda for them to have next to them at times, but I don't allow them to print the entire board pack.

And if they ask me that question, can I print the board pack? I will say give me fifteen minutes of your time and I'll show you a way better way to do it. And I'll walk them through the annotations and show them how to be how to use their Boardpack online.

Most of the time Oh, sorry, Jen.

Go ahead. As a as a director, what's your experience with moving fellow directors from a paper based medium to a board portal?

To be fair, every time I've done it, and we've done it with two boards moving on to board pro just in the last six months, it's very much been a board decision.

So it's not been the company secretary or the CEO or somebody trying to drag us along. We've had the conversation. We've talked about why we need to do it, and therefore, everyone's been on board. I have to say I've never been on a board where people can't, navigate IT relatively easily and quickly. So I was slightly bemused by that comment earlier. But the one point I would actually make building on what you just said, Jen, as a board chair and as a committee chair, I always want the agenda printed.

For me, being able to have that at the side and time keep to that to make sure the conversations are staying on track and I'm keeping the meeting to time is actually really important for me. So I I'm glad that you're kind with your chairs, and you let them actually print the agenda. It's the only bit I ever print, but I always print it.

Yes.

It is.

It's really important.

We have a question that's come in from David.

There's a tendency for directors to want to use the same board portal across all of their boards, which makes total sense when you think about it. Yes. How do you convince directors to accept the use of a board portal such as BoardPro over something they already use?

Yeah. I've come across this quite a lot, particularly when, BoardPro wasn't available and, and Diligent had a market share, particularly in the, government sector. And so, you know, I did have a lot of interest in that. But as soon as I put the pros and cons to the board, not just that one director or the chair, to the board and say, look at the difference in cost, look at the difference in usability and, and user experience.

Look at what what bang for buck. Look at what we get for what we pay for. It becomes a really easy decision. Okay. So we're going back to setting up your board portal. One of the things that your board portal will have regardless of which portal you choose is it will have a whole lot of default settings that are already set in place with some dummy information.

Please make sure you take that out because it can can be incredibly confusing for board members when they see this information and they don't understand what it means. So work your way through. And and as a board secretary on starting a new product that you've not used before, This is part of your training and part of your induction process to the new software as well. Work your way through absolutely everything, taking out your demo settings, making sure

you've got your board meeting addresses and locations and things in place, the quorum for making decisions.

Refer back to your shareholders agreement or your trust deed or your incorporation rules on what those decisions need to be. Make sure that they are correct. And I urge you to if your board portal has this, some of them do, some of them don't, I know BoardPro definitely does, is make sure that you have got destruction of your, notes in place. And that's just because they are discoverable.

So once the board meeting has been confirmed, the minutes of that meeting has been confirmed, BoardPro, if you've got this selected, will automatically destroy all of the notes that you've made across all of the papers. So that's always a good feature to turn on.

Now upload previous minutes and the reason I say this I know it's a little bit extra work but as a board secretary it will serve you so well because what it will do is it will give you good experience in using the product, and it will also give members the ability to try out the search functions to gain familiar familiarity.

And it also helps for things like, setting up your actions before your first meeting, setting up your interests register, and things like that. So put in I like to put in the last three board meetings.

You know, and and if you press for time, just put in the previous board meeting so that you get used to the product. You know how it works. It's also a good idea that if your organization is an audited organization, over time, you might want to put the entire financial years, minutes in the board portal and then invite your auditor with read only access to the board portal and that means you don't have to download board packs and minute packs for your auditor either.

Okay. Automations.

Danica, you are the queen of AI in automation, so I'm gonna hand this one over to you.

To be fair, I think we've got the queen of AI on the call at Helen.

I'm certainly an enthusiast.

Yeah. So from an administrator perspective, I think it's very important to speak to your chair or committee chairs and let them know that minutes, actions, board packs are gonna be coming from within the board portal now and how that's gonna look when they receive the notifications. So that's not necessarily gonna be an email from their administrator, which they, may be used to. Same with the actions. Just letting people know anyone that's gonna be assigned actions that if they're using something like board board pro, they can go into the portal themselves and update those actions.

And it captures the date of the of the update and actually adds them to the actions list that other directors can see where that's at.



Likewise, the interests register that self populates itself into the board pack. So any updates that are made automatically flow through to the next board pack. And, again, directors can go in and they can self update their interests, and it keeps a record of previous interests, the date that they were ended, as well as the new ones that are going in there. So it's completely auditable.

And annual work plan, Jean, I'm not sure how you approach that. I generally have a document that's the annual work plan, but you can generally create a work plan from scratch by going back through the previous year's papers because they're all there at a glance. So you can go in and you can see what was discussed throughout the previous year at what times and use that as a draft for your work plan going forward.

Jen, David has a question here that's just come in, about annotations.

Mhmm. He's asked, how can you retain your annotations if legal proceedings are on foot and documents, and notes must be retained? How does that work?

You slide the button to retain, and you remind the board that every annotation that they make is discoverable.

Okay? And that's the key thing there is that it is important that the board understand about discoverability and how they will be on the hook. If there is, anything in their notes that could jeopardize the due diligence or jeopardize the understanding of the board of the exact position that the board is in.

So here is a session that you can, set to automatically delete notes after a meeting.

Yes. There is. And this is what, David's saying is if you are required because you're going through a judicial process to not, destroy your notes because you are required to, because that could be construed as, as as, you know, document shredding, as deleting evidence. So if you are going through if you're already involved in or about to be involved in a judicial process, then you must keep all of your notes and not destroy them. So, yeah, you would just turn that feature off, and all the notes would be kept.

Very good.

And in terms of I have to say I was a tiny bit nefarious with, putting in this annual work plan, automation, Danica, and sorry to throw you throw another, bus at you, Sean. But I think it would be really fantastic, when, board portals are able to incorporate automations of the annual work plan. So when you're actually pulling together your agenda, it will look at your annual work plan and say, in April, these are the things that the board is going to do from a compliance basis, or these are the things that are scheduled on the annual work plan and then automatically add them to your agenda. How good would that be?

That would be awesome.

I see we moved pretty quickly off that slide, Sean.

Yeah. Thanks, Jen. I've ordered that bus.

Okay. So, actually yeah. So, Dominique, if you explain to the webinar what the governance folder is.

Yeah. The governance folder or what's sometimes known as a resource center is a space that's accessible by all users of All Pro. You can see the security settings to see who can access them. You can actually have director only folders within those governance, folders, and you can go in there and set it up with, documents that everyone would like to have access to on the board, but you don't wanna clog up the board packs with. So that's where you would have, key governance documents like your constitution and your board charter, your committee terms of references.

You can have a policies folder in there with all of the up to date policies loaded. And then when you, put, you know, new revised approved policies in there, it'll actually replace and it'll have that audit trail again that those have been in there and they've been revised.

It's a great place to store if you're converting to a board portal, store previous board minutes and board papers going back, you know, a year or two if you want, directors to have access to those.

And, any kind of relevant reading materials that you wanna point them to for certain meetings, you can put in there so that, again, the board pack's not hundreds and hundreds of pages long.

Thanks, Danica. Really good summary of using a digital governance folder. I like to treat this like just the same way that you would, treat a folder in your SharePoint. You know, make sure that they're really tidy, really looked after, and that they do actually have clear titles of what they look like going forward.

And, again, as Danica said, stick your hand up if you enjoy reading, you know, two hundred page board packs because, my hands are firmly on my lap. And, yeah, you're shaking your head too, Helen. No. And so, it's a really useful what I love about, Diligent and BoardPro particularly is that you can actually put those four information that is really useful and good information for the board to know and understand, particularly in real time.

I have, in the agenda at the bottom of the agenda, I I have a a reading room, topic, and, it's for information only. And I can link to every one of the articles or the, board papers or information papers. I can link those back to the reading room where I've created a folder for the particular meeting so you can look down and look where those, that for information is, but it's a link that can take you there as a director if you've got the time, if you've got the understanding, or if you want further understanding you can go there, but it's not actually going to contribute to you making a decision that's required of you in the board papers.

So that's how I use that resource room really really well.

Okay where we going? Creating your first agenda.

So I'm gonna say it again. With the transition to digital, this is a fantastic way to assess your agenda and the best practice. It's a fantastic way to move your board forward. Have a look at how you put your agenda together. Have a chat with the chair. All of these things should be you and the chair working together.

Always. Okay. So, Helen, do you have you work with a few boards. Is there a particular style that you like to see? Do you like to see, you know, all of your board administration at the top of the you know, get that over and done with really quickly, or do you want to go straight into strategy and planning and then save all of that compliance stuff for the for the end? How do you like to see your board agendas?

To be fair, most of the boards that I'm on, it's a real quick run through the key admin and the actions and the minutes and stuff like that, and then we get straight into the strategic. In fact, one of the boards I'm on, we can often spend the first hour of the meeting because the actions are often about the meaty conversations that we were having last time. We'll actually spend an hour just talking through the actions because the conversation has moved on and evolved, and the landscape is moving really, really quickly. But I definitely want to spend the chunk of the board time talking about the important issues, not about signing off minutes, compliance issues.

I mean, I'm on the board of a bank. Regulatory compliance is really, really important, so we spend a lot of time on compliance issues with that one. But you you want to be making sure, and and as a board chair, that this agenda is structured to make sure, as a board, we're spending the right time having the right conversations about the right things, not getting lost in detail of stuff that should actually be for management.

Hundred percent. I often say that you should be spending seventy percent of your time on strategy and direction planning. You should be spending twenty percent of your time on compliance and ten percent of your time on board administration, and that involves even going over. I like to have a topic on my agendas that says upcoming work plan.

So at the moment, we're in March. For all my boards, I will have an upcoming work plan for April and or for the next board meeting. And what that does is it gives us the opportunity to say, okay. We've got review of the delegated authority's policy. We've got confirmation of the annual strategic plan, and, we've got a big discussion happening on the end of financial year. Okay.

Who's going to be responsible for reviewing the delegated authority policy? Who's going to be leading the conversation on the strategic plan and plan for that takes five minutes. It's really really short but what it does is it gives accountability. We know what's coming and who's going to be responsible for it.

A lot of the board portals will have templates that you can explore.

It opens an entire new world so definitely explore those. What do we want to do is we want to be constantly involving, we want to be using best practice and you don't know what you don't know.

So get in there, have a look, explore the templates, look and say oh that could be really interesting. Have the conversation with your chair. Do you think that this would be a valuable way for us to be doing our agendas from now on?

Tailor the agenda to suit your needs. As Helen said, in a regulatory high regulatory environment like banking or insurance or, for example, one of my forestry boards, we spend the majority of our time talking about health and safety. So really, really important to tailor the agenda to your board's needs.

Okay. Sean, have you got a few minutes? So did you want to show how you create an agenda with BoardPro, or are we gonna move straight through?

Yeah. I I think we could spare a couple of minutes just really quickly. So let me just share. I'm gonna stop sharing, and I'll reshare.

Okay. Can you see that? Mhmm.

Fantastic. Right, everybody. So this is a BoardPro dashboard.

Really quickly, you can see the last meeting that you've had in your schedule and the next meeting in your in the calendar.

Any pending documents that require a digital signature, any circular resolutions, and any outstanding actions from your directors.

To add a meeting, you simply click on the big green button, and I'm gonna call this one our May board meeting.

Excuse my typing.

It's always the way when someone's watching, Sean.

I know.

At a meeting, and then we can build the agenda from here.

So as Jen was saying, there are, a couple of ways to do this.

You can select our best practice template, which is a really good place to start if you're brand new to BoardPro, or you can use our really grunty strategic agenda template.

The third option is to clone, which is probably the most, common one, Jen, would you think? To clone an existing, meeting.

So for this for the purpose of this one, I'm gonna select the strategic agenda, and I'm gonna select build.

So on the left hand side are all the agenda items. Any of these things can be moved around to according to the, particular structure of your agenda.

So for example, we have our welcome present apologies, our interest register, confirmation of the agenda, and so on and so forth. So let's now go to this particular one here, the board briefing paper, and I'm gonna attach some documents here.

I'm gonna select five documents, and you see how quickly it is to upload those documents. We'll take PDFs, Word documents, Excel spreadsheets.

Any of these documents in the structure can be reordered depending on how important that is in the particular priority of things. Once you're ready, you can just simply publish your agenda.

And there's two options here. You can email the board pack once it's ready to go and you're confident that the pack's ready, or you can review the board pack, which is the most common way to do things. So just click on review, and we have our really nicely structured, front cover with all the correct details.

We have our index page with the documents that we uploaded, which are all hyperlinked.

So all paginated in the right structure.

We have the agenda and so on and so forth.

So that's how you build an agenda with Broadpro.

Really simple and straightforward.

The document library that, Helen and Danica was talking about is right here under documents.

So you can view every single board agenda, board pack, and minute document that you've ever had in the organization.

And it's searchable.

So you can actually for me.

Hang on. I'm just gonna stop sharing.

Report, for example, and it'll bring up all of the finance reports from that page.

Using the search function? Yeah.

Yeah.

Absolutely. I won't go into that.

Search function all the time. All the time because sometimes I'll know what the paper I'm looking for, but I can't remember which month it was actually presented in. So just a few words that, included in the title or even included in the paper and BroadPro search function will bring it up. So easy.

Right. Let's jump into training, shall we?

Yeah. Fantastic. So I think that, you know, it's really clear that once you've got your board portal set up, it's working really, really well. The first thing that you should do is have a conversation with your chair. Invite them into their share your screen with them into a in a Zoom meeting or even invite them into your office if you if they're, you know, close to you.

But much easier, show them a screen, walk them through. What you really want to make sure is that your chair is as knowledgeable about the product as you are so they feel comfortable, they'll feel confident, using the product and and its capabilities as well before you get to your first board meeting.

Helen and I, you know, do things differently. Danica and I do things differently.

I like I've got a two pager. It's a two pager. It talks about Boardpro, why we've gone to Boardpro, the security levels, how to set a pass word or a pass phrase, or how to use your you know, make sure that your password's incredibly different and secure before you set up your BoardPro login. And I like to send this two pager out to all of the board members so that everybody's on the same page.

And as Helen rightly said, some of these board members will just not even bother reading it because they've been using board portals or have used BoardPro before, and they know exactly what they're doing. But I like to know that I have made my expectations as the administrator and board secretary really clear, and I've actually provided that information to them. So if they come back to me and they say, well, we didn't even know you could do that. And I say, well, did you read it in the information that I sent to you?

Which the clear answer is no. But at least I've done my job.

I have a question.

Yes?

For Helen. Helen, as a director yourself Yeah. What what is the easiest way you have experienced to take your fellow directors on that journey that training journey?

To be fair, we haven't had much training. Like, when I first went into, governance, the first board that I joined had a board portal. So it was everyone else was already using it, so I just had to learn and keep up.

As you know, I'm I'm very technical and AI geek, so for me, it was pretty easy and straightforward. I think with the boards that we're just transitioning, we have definitely got a mix of skills in the boards, and it's making sure that you're having that regular communication.

I have to admit, if you sent me a two pager, I wouldn't be the person who read it. I'd I'd rather figure it out myself. But if you literally sent me something like, these are four, five things you really need to know before getting started, that's the critical thing. And the other thing for me as a director is the notifications from BoardPro to say, hey.

This new, minute's been uploaded or there's a paper that you need to sign. Making sure those, notifications are enabled really important. Because otherwise, as the company secretary, you think it's all happening and your board is all over it, and actually we might not be because we're not automatically getting those emails. So that's just that little tip for people new onto the portal.

So I know that we're gonna run out of time shortly. I I know we're gonna run out of time shortly, Sean. But I think it's really important that once once you've, sent that information out to the board about how, you know, how to the welcome email, again, including those really important things within the email and maybe your introductory two pager, which I do, is is is offer them a group training session. Schedule them so they can come in and learn with everybody. And if you find that somebody is having a little bit of trouble, offer them one to one sessions. And the question that we got asked earlier, what do you do with people that are IT un savvy? Well, you make sure that they are comfortable with the product.

Show them how easy it is. Show them how simple they can, you know, do they can use it, write them really simple notes that they can refer to. If they only have meetings once a month and they use the product once a month, chances are they're going to need refreshing. So give them a call a day or two before the meeting.

Make sure that they are actually on board and understand how to use it. Refresh them as you need to. Publish your first agenda. But please send out an email as well to say, hey.

I've published it. You should have received a notification from your board portal.

If you haven't, please let me know. Just in case it goes into spam or junk or they haven't seen it, they're not looking out for it. So just we need to make sure we take them on that journey, make sure it's easy, make sure it's accessible.

And then over the next few weeks, talk to them about short emails on how to do basic things. Ask them are they using the annotation and notes. Do they need a refresher?

Make sure that they've got clickable links in those, emails so that they're learning, they have the opportunity to learn. Sign yourself up for newsletters.

Every board portal will have a newsletter or somewhere where they're actually, sending forth all of the new things that are happening. You as a board secretary wanna be on top of that. You want to be the font of all knowledge because your board's first step of point of call will be to you.

And if you're not sure, then you can go to the the chat feature or email or find out or their, help portal and find out. But your board members are more likely to come to you and say, I don't know how that works. Can you show me I'm having trouble with and so you want to be really overcrossed the whole lot so that you can say, oh, I know that this is what you need to do.

I'm gonna jump in here, Jen, because we are out of time.

We are.

So thank you, team. Really appreciate it. Please feel free to connect with our presenters, everybody, on LinkedIn if you'd like. I'm sure the, team will look forward to your connection.

If you'd like to make contact with Helen, Danica, Jen, at a business level, then please indicate your interest on the survey at the end of the, webinar as you exit.

So you'll receive an email from me. It'll be Monday now because it's Friday here.

It'll include a copy of the transcript, a link to the the actual recording of the webinar, and a copy of the transcript. So as you leave the webinar, don't forget to complete our one minute survey to go into the draw for our gift hamper.

Thank you again everybody for your attendance today. Really appreciate it. I hope you enjoyed the session with Jen, Danica, and Helen.

Thanks everybody again. Have a great day.