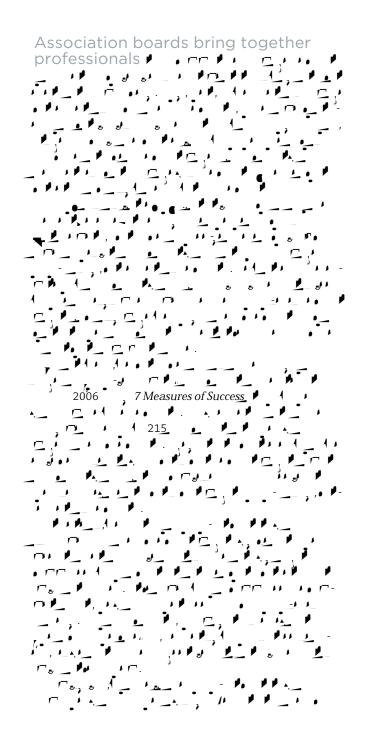
High-quality, strategic decisions on an association board don't happen the same way they do in for-profit organizations. A first-of-its-kind study shows that association boards that succeed in strategic decision making face personal conflict head-on, rather than discouraging it.

By Ma k T. Engle, FASAE, CAE



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