

# CHAPTER PRESIDENT MANUAL



**MINNESOTA  
WOMEN OF TODAY**



# CHAPTER PRESIDENT MANUAL



**This manual is to remain the property of the local chapter of the Minnesota Women of Today. It is to be passed on to the incoming chapter president at the end of the current term of office. Additional manuals can be purchased through the State Store.**

**Revised 2017**



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## INTRODUCTION

As a chapter president, you have a direct responsibility to provide the wonderful opportunities of the Women of Today to each member of your chapter. In your position, you are one of the leaders of your chapter. To function effectively as a leader, there are elements of your life in which you must continually concentrate. Those elements are 1) the priorities that you set in all aspects of your life, 2) the means by which you motivate yourself and 3) the method by which you manage your time. Your consistent efforts in these areas will assure you of being the quality leader that you know you can be.

As a leader, you will be called upon to do many things. You'll be faced with some decisions that will not be easy to make. You'll be asked to settle issues that involve personalities and not just cold facts. In short, you'll be given an opportunity to see yourself perform under conditions you've probably never been under before!

Strive to keep your life in balance. The priorities that you set for your family, your job, and your Women of Today activities should always be of importance and in focus - they will all be competing for your attention this year.

Involve your family in whatever Women of Today activities you can. It's important that they see what you do when you are away from them.

You should let your immediate supervisor know of your Women of Today office and what your responsibilities will entail. You might be surprised that most employers view civic involvement by their employees as a very positive quality. Discuss with your employer some of the reasons you took on this responsibility and how this experience can benefit you as a person. During the year, share with your employer some of the things that are happening because of your participation.

The importance of setting and maintaining your personal priorities cannot be over-emphasized. You will succeed if you do, and will probably fail if you don't. It's really that simple! It is our sincere hope that you will never be forced to place so much emphasis on one of these that it excludes the others. But there will be times when the emphasis will have to be shifted temporarily.

In closing, the best possible assurance you can have that you will not be asked to put forth more than you are able to, is having a strong Board. If you take your responsibility seriously and train leaders who help share the responsibility, then not only will your year be better, but so will the next one!

## **A PRESIDENT'S TEN FUNDAMENTALS FOR A SOUND WOMEN OF TODAY ORGANIZATION**

1. Plan the Calendar Year. What gets done right if you don't have a plan? Put direction in your chapter; decide on what areas you would like to make an impact. Use a survey to discover your chapter members' priorities and desires.
2. Plan a Yearly Budget. Plan according to your expected income. If you have an annual budget from last year, that is a good place to start. Review all your income and expense accounts to see what should be adjusted. Add or delete items. If you don't have an existing budget, you can start by listing all of your activities and projects and putting an estimated income and expense figure alongside each.
3. Define the Duties of Chapter Officers and Program Managers. Include this in your bylaws and policies. Let them know what you expect from them. See that they receive an orientation.
4. Orientate New Members. The more they know and understand, the more they will participate. Assign them a big sister to help them over the rough spots and see that they get to meetings.
5. Recruit New Members. More members mean less work and lots of new ideas. Offer this wonderful organization to the millions of women everywhere. There is a lot yet to be done in our communities and more hands will get it done sooner.
6. Recognize Officers and Program Managers. Everyone needs to know they are appreciated -- verbalize this appreciation.
7. Plan Well-Organized Meetings. Use an agenda and follow it. Include icebreakers and programs. Keep meetings informative but fun. Keep them short!
8. Use a Local Publication. Chapter newsletters are a great tool for getting the message out to the membership. Encourage members to use it for reports. Use it as a membership tool.
9. Keep Records and Recognition for Projects. Keep a good record of your projects and activities and have members use project report outlines. This will help with planning future projects to review what worked and what changes are needed to improve the outcome.
10. Participate in All Areas: District, State and National. These areas provide us with many new and exciting areas in which to be involved. Pick and choose those that your chapter would enjoy. These areas offer you a great deal of training. Take advantage of these services; your dues are paying for them.



## THE HOW TO'S FOR A SUCCESSFUL YEAR

These tips are not in any particular order but all are vital for a successful and fulfilling year.

1. Review and update your chapter bylaws and policies.
2. Locate your Articles of Incorporation.
3. Make sure your chapter has a tax identification number.
4. Fill all program manager and project chairperson positions.
5. Generate board spirit and good will.
6. Make sure officers understand their positions.
7. Put out a monthly newsletter.
8. Make sure officers attend a district and/or state orientation.
9. Make sure the needs of your community are identified.
10. Survey your chapter for interests and concerns.
11. Write down your goals.
12. Develop a membership retention program and a recruitment program.
13. Plan social activities.
14. Set up a meaningful recognition program.
15. Send thank you notes and cards often.
16. Keep good records and encourage project reports for all projects.
17. Plan programs at your meetings and use your state and district officers.
18. Use a printed agenda for all meetings.
19. Read all officer and chairperson manuals.
20. Understand the dues billing system.
21. Learn about district, state and national programs.
22. Learn about your district director and state program managers.
23. See that the programming team fills out reports on your chapter's activities.
24. Plan an effective public relations program.
25. Keep accurate financial records.
26. Send newsletter to district chapters, District Director, and State President.
27. Maintain a book of minutes.
28. Confront non-performing officers early and firmly.
29. Utilize the SUCCESS system for planning and complete it at end of each trimester to recognize the chapter's achievements.
30. Publicize in the NEWSLET.
31. Extend a chapter.
32. Make sure your family understands your commitment and is willing to share it with you. Make sure YOU understand your commitment.
33. Look for someone to talk to – the District Director, other district chapter presidents, state president.
34. Keep a positive attitude.
35. Make decisions.
36. Keep a list of "THINGS TO DO TODAY" and update daily.
37. Keep in contact with your District Director.
38. Set an example for your chapter members to follow.

# WHO WILL DETERMINE THE SUCCESS OF THIS YEAR? YOU!

## TAKE ADVANTAGE OF WHAT IS OFFERED. . .USE YOUR RESOURCES!

Like an individual, your chapter cannot be successful without the assistance and expertise of others. You, as chapter president, have all the resources available to you to accomplish anything you desire. Remember, a good manager uses all the resources at his/her disposal. Here are some of the resources available to you:

- I. **LOTS** - Local Officer Training School (LOTS) is held each year in early May. This is a time when current state officers and special guests plan a full day of training and inspiration designed to get local officers off to a strong, enthusiastic start in their leadership positions. General members are welcome to attend and will leave excited and educated. This training session is highly recommended!
  
- II. **Your Executive Council** - These are the people in the state organization who have been elected or appointed to serve you. They are always ready and willing to offer assistance, whether in the form of making presentations, conducting training or orientations, helping with membership recruitment, or just being a listening ear!
  - A. **Your District Director**: Is a person with whom you will have the most contact and is there to help you, as a chapter president, grow in leadership ability and to assist you and your chapter however you need. Be sure to let them know how they can help you. They will visit your chapter at least twice. Ask for feedback and advice.
  
  - B. **Your State Program Managers**: These are excellent resource people with expertise in specific programming areas. They may also have the background to help you with other areas as well. Utilize them for programs or forums, for suggestions to participate in a certain area, to answer questions or to just share the good news about what your chapter is doing in that area.
  
  - C. **Your State Staff**: These are also excellent resource people. Although they are serving you in a specific position, they always come to that position with a wide background of experience. As officers they are there to serve you; don't hesitate to call them!

- D. Chapter Service Center: This is an excellent resource center. The Chapter Service Center is just what it says, a place that offers services for the chapters. The primary purpose is to serve as an information source to the members of the organization and the public. The Executive Director, who is the only paid employee of the Minnesota Women of Today, manages the office. The individual in this position continues to serve from one year to the next.

The Executive Director works with the chapters on things such as membership, hosting conventions, insurance, and maintenance of files and forms. As all annual files of our organization are maintained at the office, they are able to answer questions or will refer you to the individual that can help you. Use your Chapter Service Center.

The office hours are:

Monday, Wednesday, Thursday

12:00 p.m. to 5:00 p.m.

Tuesday

3:00 p.m. to 8:00 p.m.

The office address is:

Minnesota Women of Today

PO Box 44242

Eden Prairie, MN 55344

The contact information is:

Phone: (952) 406-8578

Fax: (952) 906-7664

Email: [csc@mnwt.org](mailto:csc@mnwt.org) (Note: Women of Today business only)

- III. **Manuals:** Manuals serve as an excellent way to get ideas for projects, tools to help run your chapter effectively, and information to train your members. New or revised manuals are included in your Chapter Information Packet (CIP) and should be kept together and passed on to the next chapter president, appropriate officer or local program manager. These manuals have been written and revised exclusively for use by Minnesota Women of Today chapters and its members. Some manuals may be available online at mnwt.org and others may be purchased through the State Store. Personal Enrichment video courses can be rented through the Chapter Service Center.
- A. **Extensions Manual** – gives guidelines on extending a new chapter; can be obtained from the Extensions Director mnwt.org homepage.
  - B. **Gold Team Manual** – gives guidelines for working with chapters in need of improvements with chapter management and membership; distributed to GOLD team members and executive council members; additional copies can be obtained from the Chapter Management Vice President’s mnwt.org homepage.
  - C. **Local Officer Manuals** – includes job descriptions for all local officers. (president, vice president, state delegate, secretary, treasurer)
  - E. **Local Program and District Program Managers** – includes job descriptions and helpful information when holding the position of program manager.
  - F. **Membership** – includes information on recruitment, orientation and activation.
  - G. **Outstanding Awards Manual** – includes guidelines on competition and entry requirements for Outstanding Young Adult, Outstanding Person with Developmental Challenges and Women Who Impact awards; can be obtained from mnwt.org.
  - H. **Programming Area Manuals** – includes helpful information for activities in specific programming areas.
  - P. **Personal Enrichment:** There are a number of Personal Enrichment (PE) courses available to chapters through the Living & Learning programming area. Most courses are delivered by video and with participant materials for those attending. These can be rented from the Chapter Service Center. Additionally, there are Booklet PE courses that may be purchased for all participants through the State Store or Chapter Service Center. For a current listing of all available PE courses, please see the Living & Learning State Program Manager homepage on mnwt.org or the Book of Forms.
  - Q. **State Plan of Action:** Contains current state staff plans of action; directories of state program managers, district directors, local chapters including presidents and state delegates, and Key Women; state Bylaws and Policies; history of the Minnesota Women of Today; and various procedures and policies pertaining to the organization.

- IV. **US Women of Today Materials:** There are a number of resources available from the US Women of Today that may be useful for your chapter. The US President sends out a newsletter twice a year with information. Additional information is also available on the USWT website at [uswomenoftoday.org](http://uswomenoftoday.org). You can find a link to this in the Resources section of [mnwt.org](http://mnwt.org).
- IV. **Your Community:** Reaching out to people in your community is an excellent way to show support for your local community. By having these local people visit your meetings, you have the opportunity to promote your own chapter and to build a good working relationship with those close to home! Some resources in your community include:
- A. Elected officials
  - B. Local business people
  - C. Other civic organizations
  - D. Religious Institutions
  - E. State and Federal agencies

## "PAPERWORK" AND THE PRESIDENT

Paperwork, often a "dirty" word, can more positively be described as **record keeping and communication** -- both are vital to the success in any organization. As we become involved in more activities, it is increasingly difficult to maintain an accurate record of details in our minds. We must set up systems to record and file information so we are able to find it at a later time if needed. Communicating important facts to others in the organization is also important. The Women of Today organization has a wealth of resources available to help you and your chapter grow in membership, run successful projects and develop your individual leadership skills. We can respond to your needs if you keep us informed. Following are some explanations of the record keeping and communication you will be involved with as chapter president.

- A. Set up a filing system – Many of these items may be retained electronically. You will want to make sure your successor has access to these documents. If items are only available as a hard copy, consider scanning an electronic version or make sure to pass along. These are some things you will want to retain:
1. Chapter newsletters
  2. Meeting agendas - general meeting and board meeting, if applicable
  3. Meeting minutes - general meeting and board meeting, if applicable
  4. Correspondence you have written (always retain a copy)
  5. Copies of all newspaper articles, posters, public service announcements, etc. that your chapter does
  6. Reports you complete
  7. Copies of any nomination forms (such as pin, etc.) you have submitted
  8. District newsletter
  9. Letters from your District Director
  10. All correspondence that you receive (except for "junk mail")
  11. Chapter Mailings (available on mnwt.org)
  12. State NEWSLETs (available on mnwt.org)
  13. Membership roster with trimester your members are due (be sure your membership vice president also has a copy)

Example repositories for electronic storage are USB thumb drives or online storage like google drive or dropbox.

- B. As president it is helpful to keep track of what is going on in your chapter. Having things written down really helps you see what is going on and who is doing what. You may want to design "record keeping" sheets or a notebook to keep track of members and their activities. There is a sample form in the R&R manual that could be used.

- C. The following is a list of the paperwork that you will be responsible for completing or delegating to someone else:
  - 1. President Monthly Report
  - 2. District Report (typically a verbal report given at the district meeting though this will vary from district to district; check with your DD)
  - 3. Pin/Medallion nomination forms
  - 4. SUCCESS system
  - 5. President's Mid-Year and Year-End Individual Entry
- D. If you are now having a panic attack - don't. You do not have to do all of this alone. You can have other board members assist you in keeping track of all the information. Your board meeting is an excellent time to go over things. If you feel that you just can't do the paperwork for whatever reason, then get someone to help you or delegate some of it out. You are responsible for it, but that doesn't mean you have to do it all by yourself.

## CHAPTER PRESIDENT FAST START

The first step to a successful and enjoyable year as chapter president is to start out in the right direction. The "Fast Start" program outlines the very important planning and chapter management activities, which encourage healthy chapters. Complete as many items as possible. Those presidents verifying completion by July 15 to their District Director will be recognized at the Fall State convention. Give yourself an advantage and participate in the "Fast Start" program. You will receive the Chapter President Fast Start form when you attend LOTS. Following is a sample, which includes many of the items, which will be included on your president's fast start.

1. Attend or hold a local officer's training in your chapter. (Provide a brief description of information covered.)
2. Attend LOTS or district orientation. (Two or more officers required to attend.)
3. Hold a training session for local program managers.
4. Describe three membership ideas (from the membership manual or m-events found on the mnwt.org website as a starting point) you will try this year. (Send to district director).
5. Establish measurable goals in the following areas and write how you will achieve them.
  - a. Membership (consider activation, retention, recruitment)
  - b. Programming (consider diversity, fundraising, certification)
  - c. Meetings (consider increasing attendance, adding fun, improving efficiency)
  - d. Two additional goals in addition to the above. Could consider goals for community visibility (consider public relations, significant projects for or contributions to the community) and more personal goals about what you would like to accomplish during the year.
6. Develop a yearly calendar of events planning for projects in the following areas.
  - a. Ways and Means
  - b. M-Events/Recruiting
  - c. Community/Service
  - d. Fellowship/Gathering/Socials
  - e. Personal Growth/PEP Course
7. Compile a chapter handbook (sometimes called a POA) to be handed out to each member.
8. Work with other chapter officers to develop a chapter budget. (Review Treasurer Manual for helpful hints)



9. Use a printed agenda at meetings. (Send copy to district director.)
10. Publish a monthly chapter newsletter. (Send copy to district director.)
11. Submit first trimester dues postmarked by July 15<sup>th</sup>. This is the EARLY BIRD DEADLINE. (This will be verified by the Chapter Service Center.)
12. Hold, or have scheduled, an m-event any time first trimester. (Provide the date and an agenda or invitation. If it is scheduled after July 15, provide the agenda or invitation being sent out to prospective members.)
13. Submit May and June monthly reports to the district director by the due date. (District director will verify.)

One or two additional requirements may be added at the discretion of the State President.

**ALL VERIFICATION IS TO BE SENT TO YOUR DISTRICT DIRECTOR  
BY JULY 15**

Copies of all information that verifies completion must be included. All items must be DATED. Your district director will verify attendance at district meeting/orientation. LOTS chairperson will verify LOTS attendance.

## **PRESIDENT'S MONTHLY REPORT**

The purpose of the president's monthly report is to keep your district director and other state officers updated about your chapter so they can best serve you. This is an excellent method of record keeping for you. At mid-year and/or year-end, chapter presidents are encouraged to write an individual entry. The information on these reports will be of great help to you. These reports can help you in evaluating your chapter and its needs. Sometimes we don't realize things until we stop and write them down.

Your monthly reports are important so please take the time to fill them out each month. This report is designed to be short and not be time consuming. You can fill some out after your chapter meeting. If you really can't stand the thought of doing it at all, ask one of your board members to assist you. Your district director will appreciate receiving your report by the first of each month.

The following explanation will guide you in completing your President's Monthly Report. Please check with your district director if you have questions. Note: A sample President's Monthly Report is included for your reference.

### **MEMBERSHIP**

Chapter Base (May 1): Record the starting membership at the beginning of the year. Add or subtract any transfers in or out of the chapter from/to another MNWT chapter.

Membership Today: Current membership when completing the report. Add in new members who joined during the trimester. Non-renewing members are not subtracted until the end of the trimester.

New Member Adds this month: Write in the number, if any.

What is your goal for new member adds this trimester? Check your growth plan to see how you are doing on your goals. Indicate how many you plan to sign and the number of prospective you are currently working with.

Orientations Held: Complete chart.

What steps have you taken to activate members? List some things that your chapter has done or plans to do that will aid in activation.

Number of projected renewals this trimester: (for reports for May, September, and January) Take the time at the beginning of each trimester to see who is due. Estimate how many will renew out of the total due.

Reasons for non-renewals: Be specific when you list why those members did not renew.

What steps have you taken to retain members? List some things that your chapter has done or plans to do that will aid in retention.

### **MEETINGS**

Board meeting: Number attending: Write in the number of officers, members and guests.

General membership meeting: Number attending: Write in the number of

officers, members and guests.

Program: List any programs, speakers, or forums held at your meeting.

### **EVENTS HELD**

List any events held, the location, number of members attending and number of guests attending.

### **AWARDS**

These should include any awards given by you, as president. Include to whom and what it was for such as member of the month, outstanding local program manager (LPM) of the trimester, etc.

### **TRAVEL**

Include any travel to other chapters, district, state or national functions. These can be meetings, events or projects. List the date, event, place and mileage, and who attended.

### **UPCOMING EVENTS**

List any projects, socials, etc. for the next 2 months.

### **UPCOMING TRAVEL**

List any planned travel to other chapters, district, state or national functions for the next 2 months.

### **CONCERNS**

List any chapter internal conflicts or problems. Be honest. All chapters can have problems and conflicts. Don't look at it as a reflection on you. No one can help you if they are not aware of the problem. We are here to help. Do you have any concerns about your chapter's ability to Recruit, Orientate, Activate or Retain members? Share your concerns about how your chapter is recruiting, orientating, and activating new members and retaining current members.

What can executive council and/or staff members do to assist you? These people are here to help you so please give any ideas of how they could assist. A visit? Help on a project? Advice? Assistance with paperwork?

Do you have any questions or concerns in the programming area? Do you feel your chapter is involved in too few or too many of the programming areas? Do you understand how to utilize the state program managers and the other resources available in programming?

Do you have questions, ideas or concerns that you would like to see brought to Future Directions? The Future Directions committee reviews and studies any issues or proposals brought from state staff, executive council or the general membership. This may be an existing situation or a new idea.

We'd like to hear from you too.

Other Comments, Concerns or Requests: This space is for anything else you would like to share, good or bad, that is not addressed on this form.

## **Local President Monthly Report – Sample Copy**

*Please type or print – Due to your District Director postmarked by the last day of each month.*

Print Name *Suzie Que* Date *5/30/yy*  
Chapter *Anytown Women of Today* District *99*  
Address *123 Any Street, Anoka MN 55422*  
Email Phone *763-555-5555*

### **Membership**

**Chapter Base (May 1) 12 Membership Today 15**

**Recruitment** New Member Adds this month 1

What is your goal for new member adds this trimester? 4 (only complete on May, September and January reports)

### **Orientations Held**

Date	Type	# of Members Attended	# of Guests Attended
7/23	New Member	3	1
7/31	Women of Today History	20	0

### **Activation**

What steps have you taken to activate members? *Orientations*

### **Retention**

Number of projected renewals this trimester 3/4 (i.e., 2/4 renewals; provide names of renewals if known)

*(Complete this information only on the May, September, and January reports)*

Reasons for non-renewals: *Moved out of state*

What steps have you taken to retain members? *Renewal ceremony;*

### **Meetings Held**

	Program	# of Members Attended	# of Guests Attended
Board		5	0
General	Women of Today history	9	3

### **Events Held**

List projects, socials, orientations, speakers, etc. held.

Date	Event & Location	# of Members Attended	# of Guests Attended
7/3	July 4 social	10	3
7/15	Kid's Chalk Party	5	20

## Awards

List awards given by you, as president, to whom and why.

Date	Award	Presented To	Reason
7/8	Member of Month	Judy	Outstanding service

## Travel

List any travel during the past month to other chapters, district, state, and/or national functions, meetings or events.

Date	Event	Location	# of Members Attended
6/20	District Orientation	Anoka	3

## Upcoming Events

List upcoming projects, socials, orientations, speakers, programs, etc., for the next two months

Date	Event	Location
8/20	Summer Brat Sale	Anoka
9/15	Fall State	Duluth

## Upcoming Travel

Date	Event	Location	Reason
9/15	Fall State	Duluth	convention

## Concerns

List any chapter internal conflicts or problems. Please explain.

*The same people keep showing up at our planning meetings and training. How do we get the others to come?*

Do you have any concerns about your chapter's ability to Recruit, Orientate, Activate or Retain members?

What can executive council and/or staff members do to assist you?

*I am looking for some new ideas for training with my board, especially on teamwork and commitment.*

Do you have any questions or concerns in the programming areas?

Do you have any questions, ideas or concerns that you would like brought to the Future Directions committee?

*Can anyone come to a Future Directions meeting?*

Other comments, concerns or requests.

*My DD has been very helpful so far in answering my questions.*

## **THE SUCCESS SYSTEM**

The SUCCESS system is an opportunity for you and your chapter to maximize your potential through planning, offering a balance of activities to your membership and actively recording and managing the results. Your efforts culminate in the SUCCESS march held during the luncheon at every convention in which chapters proudly carry their banners and are recognized for their success. Chapters of any size can benefit and grow stronger through a proper emphasis of this chapter management tool. If your chapter has not used the SUCCESS system in the past or if you are not comfortable with the process, contact your District Director or the Records and Recognition State Program Manager. A brief orientation will be all you need to get started. The following tips have helped many chapters succeed with the SUCCESS system.

### **HOW TO MAKE SUCCESS WORK FOR YOU**

1. Examine the SUCCESS form at the beginning of the year. Look over the explanation sheet (that you will receive with the form) to see what copies you need to keep for verification. Make up a folder to keep all your copies as you accumulate them. You may want to divide your folder into the major areas on the SUCCESS form: Membership, Meetings, Chapter Management, and Programming. Ask your board members to help you out. You can all plan together which areas you want to emphasize when. Let them know which copies they need to keep for you for your SUCCESS folder. To maintain a well-balanced chapter, you may want to plan now, at the beginning of the year, which items you will concentrate on for each of the three trimesters. As you will notice, there are some items that can only be claimed at certain times of the year. Plan ahead and it will be that much easier to complete your SUCCESS submission.
2. Immediately following each convention look through the SUCCESS form. Mark the areas you know will be completed for the upcoming trimester: projects in programming areas already scheduled, personal enrichment courses planned, items for that trimester only, etc. Make a list of areas you would like to work in this trimester. Check the presidential bonus points listed in the current Chapter Information Packet.

3. Discuss your ideas with your chapter board at the next meeting or on the phone. Call LPMs to encourage projects be planned for this trimester in their area. Inform them of deadline dates for certifications, which you can find on the yearly MNWT calendar. Plan continuous activities to help members complete certifications. Follow up with LPMs after a few weeks to see if projects are being planned. Offer ideas. Suggest motions be made at upcoming meeting to approve projects (if necessary). Follow up with LPMs two weeks before certification deadline to be sure they are being submitted.
4. Keep accurate minutes. Explain to your secretary what type of information must be recorded in the minutes for verification. These are valuable to your chapter and to the SUCCESS system.
5. Be sure the treasurer understands to send in new members within the month joined or call information to the Chapter Service Center if it is near the end of the month. Early Bird is the fifteenth day of the third month of the trimester. Seventy-five percent (75%) of those renewing must be submitted to get credit for Early Bird. Renewal due date is fifteenth day of fourth month of the trimester. Check with treasurer a few days ahead of deadlines to verify dues have been submitted. NOTE: If no members will be renewing, submit forms by the “early bird” deadline date to qualify for the renewal submission points. The Chapter Service Center needs to know if no one is renewing.
6. Sit down to review the SUCCESS form several weeks before the submission deadline and enter your points. Use your minutes, agendas and newsletters as a guide. Make plans to finish up any areas you wish to claim. Review the Records and Recognition CIP for any suggestions or contact the Records and Recognition State Program Manager if you have questions.
7. Complete verification, make copy for files and submit to Records and Recognition State Program Manager by the postmark deadline date.

## **INDIVIDUAL EVALUATION**

The Individual Evaluation recaps your year and gives a good report and reference guide for your successor. As president, you should also encourage your state delegate to complete their Individual Evaluation to document their year.

The Individual Evaluation format is a good chapter management tool to use as a mid-year evaluation. It will give you a good overview of where you are at as far as your goals, membership, programming, etc. You can send your mid-year evaluation to the Records & Recognition State Program Manager to be critiqued, which will assist you with your year-end evaluation form. Watch for the entry deadline in the R&R Program Manager's promotional material.

You are encouraged to submit your Individual Evaluation at year-end for review and consideration for year-end recognition. The evaluation form should include everything right up until the end of your year as president. This record-keeping tool is used to evaluate the chapter presidents and state delegates in naming the Key Award winners at Annual Convention.

The R&R State Program Manager will provide you with the forms and explanations you will need. The following pages include a sample form and instructions.



## Chapter President Evaluation Form - SAMPLE

The Mid-Year and Year End evaluations are MNWT tools provided to members in leadership positions to help increase their ability to perform in such positions. The focus of this evaluation is on both the actions and accomplishments within your position as well the results you achieved.

This form can be submitted as a Word document or PDF file and email to [rr@mnwt.org](mailto:rr@mnwt.org).

**NAME:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**CHAPTER:** \_\_\_\_\_

**DISTRICT:** \_\_\_\_\_ **AREA:** \_\_\_\_\_

**Is Your Chapter a 2 and Under Chapter?** \_\_\_\_\_ **MNWT**

**POSITION:** \_\_\_\_\_

1. **GOALS** - For each goal below, what steps have you done to accomplish each goal including what progress you have made and changes made to meet each individual goal?

**Goal 1** (goal involving membership):

**Goal 2** (goal concerning meetings):

**Goal 3** (goal involving programming):

2. **Describe your role/attendance/visitation at local, district, state or national meetings, committee meetings and trainings.**
3. **How did you promote membership? What were the results?**

- 4. What resources available (trainings, CIP's, manuals) have helped you in your position?**
- 5. What would you like more training on or assistance with?**
- 6. What has been your greatest challenge?**
- 7. What has been your biggest success?**
- 8. Is there anything you would like to have known before taking this position?**

### **INSTRUCTIONS FOR COMPLETING THE INDIVIDUAL EVALUATION**

1. Be sure to use the correct evaluation form. For chapter presidents and state delegates for newly chartered chapters, check the box that you are a 2 and under chapter. This includes newly chartered chapters after January 1 of the previous year.
2. Type the question and then the answer. There is no need to type what is in parenthesis. Using bullets under each question is preferred and makes it easier for the reader.
3. Use phrases if possible to explain what you did. Use details in answering questions – be specific. Example: 10 invitations sent out. Visited 3 chapters first trimester.
4. The first time an abbreviation is used, it SHOULD be spelled out. After it is used the first time the abbreviation may be used. Example: Chapter Information Packets (CIPs).
5. The evaluation should be no longer than 10 pages (not including substantiating material). Pages should be numbered.
6. Use margins of ½” (.50) or larger and font of 10 point or larger. A font style of Times New Roman or a similar font is preferred for ease of reading.
7. Your entry should be professionally done and presented in a neat format.
8. Mid-Year Entry: Completing the mid-year allows you an opportunity to prioritize your year and make adjustments as needed. You will receive a review of your goals/performance and be offered encouragement and tips specific to your needs including suggestions for any changes you might want to make for your year-end entry. Remember, this feedback is to help you improve your entry and suggest ideas/implementation that you might not have thought about.
9. Year-End Entry: Completing the year-end allows you the opportunity to honestly review your year, share your accomplishments, and support your

successor. By giving a copy of your year-end to your successor you will be helping them get a better understanding of their new position. Although all year-ends will be considered for an individual award, not all entries may receive one. The year-end entries will be evaluated by a group of reviewers and the state president. Gold, Silver and Bronze keys will be awarded at Annual Convention.

10. Your Year-End Entry should consist of the following:

- Limited to a 10 page typed entry, numbered
- Your personal Plan of Action (Goals and Implementation)
- You may include up to 5 pages of substantiating material; this helps to illustrate how you accomplished your goals and strengthens your entry. It is not required but is recommended.

11. Entries should be emailed to the R&R State Program Manager at [rr@mnwt.org](mailto:rr@mnwt.org) as either a word or pdf document. There is no monetary fee required to submit.

### **SUBSTANTIATING MATERIAL**

1. A maximum of (5) pages is allowed. Examples: Chapter membership brochure, newspaper articles, pictures, etc.
2. Articles from newspapers, magazines etc. must show the name of the publication and the date published.
3. Photos must be labeled, with a brief description.

Your Personal Plan of Action (Goals and Implementation) is **NOT** part of your substantiating material.

Contact the R & R State Program Manager with questions.

## RECOGNIZING YOUR MEMBERS

### Local Awards

There are many awards that chapter members and chapters may receive. A major area that the R&R program area promotes is Individual Entries. The purpose of this award is to give recognition to chapter presidents, state delegates and executive council members for their accomplishments. These entries are also very useful for chapter records.

Chapter members play an important part in our organization. Without them, we have nothing! Recognition and awards are important on the local, district and state level. Below are some ideas for local chapter members' recognition.

### Member of the Month/Trimester

Selection of this member may be done in several different ways. In some chapters, the president picks the member of the month or trimester. Other chapters involve the board of directors in selecting the member. Another idea is to have all members vote at the general meeting on the Member of the Month/Trimester. Member of the Month/Trimester certificates are available from the state store and many chapters like to give a small gift along with this certificate.

### Board Member of the Month/Trimester

The chapter president would probably make selection of this board member.

### Project of the Month/Trimester

This would be a selection of a project that was conducted during the month or trimester. This would normally be done by a chapter vote or selected by the president. Some chapters select an internal and external project.

### Outstanding New Member of the Year

This award would be given at the end of the year. The following are some guidelines that could be used:

- Attended 75% of all regular meetings.
- Attended a district or state meeting.
- Chaired or co-chaired a project.
- Selected by chapter membership, president, or board.

### Outstanding Project Chair

This award could be given out monthly, each trimester, or at year-end. The chapter, board, or president could do selection of this award.

### Incentives for Completing Project of the Trimester Entries

A special incentive could be given to members when they complete a Project of the Trimester Entry.

### Light Bulb Award

This award could be given for the best new idea. It could be for a project, program, or any other new idea.

### Outstanding Local Program Manager

This award could be given at year-end for the LPM who has done the most to promote her area. Your chapter may choose to honor both an external and internal LPM.

### Gas Can Awards

Given to member(s) who has traveled the most. This could be used by the state delegate in promoting chapter visitations and attendance at district and state meetings.

### Early Bird Award

Given to the member who is the first to arrive. You could also hold a drawing from all members who were there before the meeting started.

### I'm a Mover Award

Presented to members who have used parliamentary procedure correctly during a meeting.

Use your imagination. Awards are a great way to spark excitement and enthusiasm in your chapters. They can be serious or funny; expensive or inexpensive. Just a certificate will sometimes do. They can be purchased, copied or made by hand. Plaques are also great for year-end awards. Buttons, sun catchers, candy, stationery, and refrigerator magnets -- all are great things to give as recognition.

## State Awards

The State President presents awards to local members each trimester. A local member is eligible for a presidential pin. A president and state delegate are eligible for medallions. Nominations are due to the state president three (3) weeks prior to a convention.

## Pins for Local Members

1. Use the proper form. The form can be found in the Book of Forms, downloaded from the MN Women of Today website ([www.mnwt.org](http://www.mnwt.org)) or entered directly into an on-line form on the website.
2. List projects chaired and worked on. Include specific details.
3. Explain why these projects were unique or difficult.
4. Do not write that they are terrific, wonderful, everyone loves her, breath of fresh air, delightful. These are good words, but it doesn't really tell why they deserve the pin. Tell how they have gone "above and beyond" for the chapter.
5. Certifications are important so be sure to list them.
6. Signing a new member is valuable.
7. Attendance at meetings is important.

## Medallions for Presidents or State Delegates

1. Use the proper form. The form can be found in the Book of Forms, downloaded from the MN Women of Today website ([www.mnwt.org](http://www.mnwt.org)) or entered directly into an on-line form on the website.
2. Do not list just the normal duties; list the extra things and emphasize what they do to make your chapter great.
3. Why are they efficient?
4. Talk about the details or the extras that they put into the position.
5. Do not write that they are the best because they are so friendly, and we all love them, or they are so excited about Women of Today and that they are a great leader. Instead, tell what they are doing at their job as president or state delegate. Be detailed and specific.
6. Incentives are important and working with the chapter in motivation is important.
7. Attendance at meetings is important.
8. Plan of Action, agendas and newsletters are important, particularly for the president.
9. Reporting on time is important.
10. Certifications are important so please list them.
11. Retention, orientation, activation and recruitment are important. Be sure to explain the role of the president or state delegate in these areas.
12. Participation is important.

## COMPILING A CHAPTER HANDBOOK/PLAN OF ACTION

Your Chapter Handbook/Plan of Action should be your plan and guide for the year. Your members should use the information for easy reference. Information should be clearly stated and easy to follow. Consider using a three-ring binder for the handbooks so they can be easily updated yearly. You may also pass along the electronic document to your successor so they only need to update what has changed.

Items that should be included in a Chapter Plan of Action:

1. Minnesota Women of Today Creed; US Women of Today Creed
2. Letter from chapter president
3. Chapter officer list (including addresses, phone numbers, etc.)
4. Local program manager list (including addresses, phone numbers, etc.)
5. Membership roster (including addresses, phone numbers, etc.)
6. Calendar of Events
7. Chapter Budget (Note: refer to Treasurer's Manual for examples and help in preparing a budget.)
8. District officers (including addresses, phone numbers, etc.)
9. District program managers (including addresses, phone numbers, etc.)
10. State staff and program managers (including addresses, phone numbers, etc.)
11. Women of Today definitions and abbreviations
12. Chapter Bylaws and Policies
13. Dates of chapter meetings
14. Officer and program manager goals (Note: You could include your personal plan of action. Refer to next section.)

Optional items:

1. Letter from District Director and/or State President
2. Hostess schedule for meetings
3. MN Women of Today history (can be found in the State Plan of Action)
4. Guidelines for the general member
5. Outline for running a project
6. Forms (certifications, nominations, single project entry, etc.)

Your Chapter Plan of Action should not be totally your responsibility. Do it together as a board - you could delegate portions to your officers.

## **COMPILING A PERSONAL PLAN OF ACTION**

Your Personal Plan of Action presents your goals and how you plan to implement them. The Individual Evaluation will require you to include this information so it would be wise to prepare a personal plan of action at the beginning of the year. In outline format, list at least five of your goals, including several related to membership. After each goal, list several ways that you will implement your goals, that is, how you could make your goals happen. (Refer to the section on Individual Evaluation for more details.)



## HOW DOES YOUR NEWSLETTER RATE?

- I. Purpose
  - A. Communication between members
  - B. President can update members on various topics
  - C. Tells others about your chapter - great public relations tool
  
- II. Cost
  - A. Most newsletters are electronic and emailed to members, however if you do a printed newsletter you will want to consider the costs and budget for it
  - B. May wish to solicit a business sponsor(s); be sure to thank them
  - C. Could try to get the paper or copying donated
  
- III. Content
  - A. People
    - 1. Every member's name appears at least once a year
    - 2. Write about your award winners
    - 3. Welcome new members
    - 4. Positive comments received from members about newsletter
  - B. Events
    - 1. Calendar of upcoming events
    - 2. Listing of upcoming visitations, meetings, etc.
    - 3. Topics to be discussed at the next meeting
  - C. Programming
    - 1. Reports from local program managers
    - 2. Dates and location of projects, activities, competitions
    - 3. Articles about state programming
  - D. Editorial
    - 1. Humor used in good taste
    - 2. Only positive remarks
  - E. Membership
    - 1. Include information about M-Nights and socials
    - 2. List your membership goals - share your chapter growth plan
    - 3. Mention incentives, promotions related to membership
  
- IV. Format
  - A. Articles are brief, concise and to the point
  - B. Relate issues to season (emphasis months, Women of Today Week, etc.)
  - C. Layout is easy to read, plenty of "white space," appropriate graphics

## V. Distribution

### A. Who

1. Send a copy to all members, prospectives, your district director - you may want to include some state and national officers such as president, secretary and NEWSLET program manager
2. Copy to any businesses sponsoring your newsletter

### B. When

1. Newsletters should be produced monthly
2. Announce deadlines for sending in articles

### C. How

1. Email to members
2. Mailed to members
3. Delivered by hand
4. Email a copy if member can access your format
5. Provide a copy on your chapter's website and notify members how to access it

## CHAPTER REVIEW

Decide when it would be most advantageous to ask for feedback from your chapter members. The middle of the second trimester is a great time for a chapter review as it allows five to six months to adjust your goals and make improvements to your plan. Below is a list of a few items for you to consider for a chapter review.

- I. Membership
  - A. Retention
  - B. Growth
  - C. Regular M-nights
  - D. Activation of current members
  
- II. Orientations for your members
  - A. Inform new members
  - B. Keep members excited
  
- III. External projects
  - A. Projects to better serve your community
  - B. Projects promoting our foundations
  
- IV. Internal programs
  - A. STEP I, II, III (USWT); personal enrichment programs (PEP); effective speaking and effective writing
  - B. Programs for members to get acquainted
  
- V. Communication network
  - A. Newsletter
  - B. Telephone
  - C. Email
  - D. Social Media
  - E. Handwritten notes
  
- VI. Chapter visitations
  - A. Within district
  - B. Outside district
  
- VII. Paperwork
  - A. Reports for district and state
  - B. Award nominations

The Growth Plan you made at the beginning of the year is a good tool to review and see how you are doing. Make adjustments if necessary. The SUCCESS system is also great to help see what you have accomplished this year and in what areas you could do more. The SUCCESS system is something you can use to plan your year whether you submit the SUCCESS system or not.

## **DUES AND DON'TS---HOW TO PROCESS YOUR CHAPTER'S DUES**

Processing dues payments for your chapter's members is probably one of the major duties of the chapter treasurer. As chapter president it is important that you understand the process also. The process is fairly simple and is explained below.

### **Renewals:**

Each trimester, the chapter will receive a chapter roster and a dues billing for existing members sent to your chapter's mailing address. The chapter roster shows an updated list of who your members are, their member number, addresses, when dues are due, and other pertinent information. Retain this with your chapter membership records. The renewal billing form is a computerized list showing those members who are due to renew for the trimester. Collect state and national dues plus whatever your chapter sets for its own budget. Early bird renewals are due in hand by the fifteenth day of the third month of the trimester (July 15, November 15, and March 15). Final due date for renewals is the fifteenth day of the last month of the trimester (August 15, December 15, and April 15). There is a late fee charged to chapters for renewals postmarked after the fifteenth.

Contact each member on the renewal list to find out if they are re-joining. When you have collected dues for each renewing member, mark an "R" next to their names, verify their information to be complete and correct then send the form along with a check for the total amount of state and national dues. (Do not send local dues to the state.)

Make check payable to "Minnesota Women of Today" and send with form to the Chapter Service Center at the specified return address on the form. Keep a copy of the form for your records.

Note: Be sure to send in the renewal form even if no members are renewing. If you do not send in the form, you cannot get credit for "early bird" and you could get charged a late fee.

### **New member adds:**

When your chapter signs a new member, collect a year's dues from the new member. Checks should be made out to your local chapter. Get her birthdate, mailing address, phone and email. You will need to complete an Add & Change form to register with the Minnesota Women of Today. If a chapter has signed members during the previous trimester, a new form is included with your dues billing mailing. You can also obtain a copy from the mnwt.org website (USWT Add and Change Form) or by contacting the Chapter Service Center. On the Add & Change form, mark the column "N" (new) and fill in all requested information, leaving the member number blank. The Chapter Service Center will assign your new member their member number.

New members are considered official members when their dues are received by the Minnesota Women of Today at the Chapter Service Center. You will want to complete the Add & Change form and mail it with a check for dues as quickly as possible to register new members in the same month they joined your chapter. If it is close to the end of the month, you can call or email new members into the Chapter Service Center and put the check and form in the mail.

Write out a check from your chapter to cover state and national dues for all new members included on the Add & Change form. Make check payable to "Minnesota Women of Today" and send along with the form to the Chapter Service Center. Keep a copy for your chapter records.

### **Policy on call-ins for new members adds:**

Call-ins will be taken at the Chapter Service Center after the 25th of the month. Leave a message if no one answers. The name, address and birthdate of the new members must be given (other information may be sent as soon as possible). Caller should leave their name, chapter and phone number. Put the money in the mail as soon as possible following the call-in. If payment is not received within one week, the amount owed will be put on credentials.

### **Change of name or address:**

When a member changes their name or address, it must be reported to the Chapter Service Center on an Add & Change form. Write in the name and member number and mark the column "C" (change). If there is a name change, write in the new name next to the previous name noting which one is the new name. Write in the new address information only. For example, if the city and state do not change, leave those sections blank.

You can put changes on the same form with new members, just group them separately. The chapter is responsible for reporting name and address changes in a timely manner. If a State NEWSLET is returned due to an invalid address, the chapter will be charged a fee.

**Transfer forms:**

If a member is transferring from one chapter to another, obtain a transfer form from the Executive Director at the Chapter Service Center. The member's new chapter must submit the form. Send the white and yellow copies to the Chapter Service Center. The new chapter keeps the pink copy for their records. Note: A member may not transfer in the trimester they are up for renewal.

**GENERAL LIABILITY INSURANCE**

The Minnesota Women of Today carries a liability insurance policy, which covers all chapters throughout the state. The policy covers such things as medical expenses for food poisoning or a sprained ankle at a chapter dance. Special "dram shop" insurance is required for selling alcoholic beverages. Serving such beverages at a chapter event, such as a wine and cheese tasting social, is covered on our policy under a concept called "Host Liquor Liability."

Coverage is NOT optional and payment of premiums is mandatory as required by our bylaws. The policy year runs from January to December and the premium is based on January 1 membership base. An insurance billing is sent to each chapter at their chapter address. All payments should be made out to "Minnesota Women of Today" and sent to the Chapter Service Center.

Note: When a new chapter is formed, payment of insurance is due within 90 days after the chapter is registered with Minnesota Women of Today.

If a chapter holds an event which requires filing a certificate of insurance, contact the Executive Director at the Chapter Service Center for more information.

## WAYS & MEANS

Quite simply, the ways and means area provides WAYS with which to have the MEANS to operate. Any project run with the intent of keeping all profit in the chapter treasury is considered ways and means. Similarly, fundraising efforts on the state level such as the state store, promotionals, and state finance committee sponsored fundraisers help pay organizational and administrative costs to fund your state program managers, district directors, staff officers, and the Chapter Service Center, and increase their ability to properly serve the chapters. If your chapter is not interested in selling the promotionals, your chapter could make a ways and means donation to the state organization.

### **State Store:**

The state store stocks award certificates and jewelry items, incentive and gift items, Women of Today logo items, membership brochures, personal enrichment and chapter officer manuals, and much more. Great care is given to offer you items that you can use, and then return that money to you in the form of assistance by your state officers. The state store is set up at each state convention, area meetings, and sometimes district meetings. Mail orders are also welcome - contact the state treasurer or visit [mnwt.org](http://mnwt.org) for more information.

### **Promotionals:**

Through the Finance Committee, promotional sales are offered throughout the year, in which the chapter and state organization share the profit. Some of the promotionals offered in the past have been pasta, magnet frames, gourmet coffee, garden flags and holiday gift assortment. The promotional sales are handled by the state treasurer.

All promotional sales are subject to the applicable Minnesota sales tax except for exempt items. The sales tax amount is NOT sent in with the promotional sales orders. The chapter collects the sales tax on the items when selling to their customers and is responsible for submitting the sales tax to the State of Minnesota when they file their sales tax form. This is usually done on an annual basis - please check your Chapter Treasurer Manual for details.

### **Finance Committee Fundraisers:**

The finance committee offers additional fund rising options both at conventions and other ways that chapters can help to support our organization. One way that your chapter can help support our organization is by making a financial donation each trimester. See the State Treasurer's CIP for more information and address to send donation to.

It is vital that each and every chapter participate in state ways and means. This helps cover the cost of running the state organization and enables the organization to continue providing great service to the chapters.

## **BASIC BE'S FOR EVERY FUNDRAISING PROJECT**

### ONE for the money ----

- Be practical. Set a fundraising goal your group can achieve.
- Be careful. Don't ask the public to contribute to something that benefits only your members.
- Be informed. Be sure your members know what cause you are raising funds for and how the money will be used.
- Be enthusiastic. It will help attract workers and contributions.

### TWO for the show ----

- Be realistic. Choose a project the public will enjoy.
- Be wise. Clear the proposed project and budget with the chapter membership.
- Be alert. Avoid possible conflicts with competing events.
- Beware! Check for possible local, state and federal regulations.

### THREE to make ready ----

- Be sensible. Choose responsible committee chairpersons.
- Be organized. Develop a plan, a calendar and checklists.
- Be brave. Ask anybody you can think of for contributions.
- Be businesslike. Price your product, service or entertainment sensibly.
- Be professional. Publicize and advertise your event. Use every promotional tool at your disposal - both inside and outside your community.

### FOUR to go ----

- Be prepared. Double-check every detail. Provide for emergencies.
- Be neat. When using someone else's facilities, don't leave a mess.
- Be appreciative. Send prompt thank you notes to helpers and donors.
- Be a record keeper. Ask committee chairpersons to submit brief summaries, add your own notes, and complete reports on cost, profits, and service hours.
- The easiest fundraising project to run and usually the most successful is the project that fills a need. An arts and craft show four weeks before Christmas fills a need; a concession stand at a ball game fills a need; activities such as tournaments, festivals, dances, concerts, and haunted houses fill a need for entertainment. When you're selling a product the public needs and wants, you can't help but be successful! However, the public has to know about it. Publicity is the key. There is no such thing as too much publicity.



## PUBLIC RELATIONS

Although it is important to get Women of Today in newspapers, on social media, and on radio and television, there is much more to public relations! Public relations is what is done by a chapter to promote the goals, activities and general membership. Public relations takes place within the organization, with the community, and throughout the state.

Here is a list of chapter activities that fall within the realm of public relations:

- Newspaper articles
- Radio programs
- Newspaper advertising
- Radio spots
- Social media
- Posters for recruitment
- Posters advertising Women of Today activities
- Educational posters
- Thank you notes to business sponsors
- Foundation posters
- Recognition of business sponsors
- Membership nights and social events
- Women of Today business cards
- Distributing educational flyers
- Posting meeting place
- Downtown displays
- Brochures
- Use of marquees and electronic billboards
- Window displays
- Membership awards
- Community awards
- Community service projects
- Meeting time tents in cafes
- Booths at fairs
- Wear Women of Today pins or apparel at community events
- Chapter website or social media feeds
- Being registered with the Chamber of Commerce
- Displaying newsletters in waiting rooms
- Sending newsletters to other community organizations
- Co-sponsoring events with other organizations
- Membership representatives on local councils or attendance at government meetings
- Participation in emphasis month, Women of Today Week, Kids Week

This is just a partial list; there are many other activities that are considered public relations. A well-rounded and successful public relations program is one that, throughout the year, is well balanced and includes as many of these areas as possible. You can refer to the Public Relations manual for more ideas and information.

## **PROGRAMMING**

### **Internal Programming Areas**

Living and Learning – This area promotes participation and provides information and ideas in the areas of personal growth of members; intellectually, spiritually, civically, and through family. Also promotes the Effective Writing, Speaking, and Impromptu competitions.

NEWSLET – This area encourages members to submit articles to their local, district and state newsletters. This is also the name of the official newspaper of the Minnesota Women of Today. The NEWSLET includes articles from state staff members and program managers; state awards received, chapter highlights, personal notes, and more. Each member receives a copy mailed to his or her home.

Public Relations – This area emphasizes how to get the word out about Women of Today. It teaches how to utilize your community assets such as the local paper, radio, cable TV and other media. Founder's Day is celebrated on July 1 and Women of Today Week takes place in September.

Records and Recognition (R&R) – This area encourages good recordkeeping for chapter projects; mid-year and year-end entries; Projects of the Trimester; and SUCCESS.

## **External Programming Areas**

**Community Connections** – This area encourages involvement in a chapter’s local community. It promotes True Friends, the Outstanding Person with Developmental Challenges Award, Community Connection Awards, and national programming areas that do not fall under a MNWT programming area.

**Priority Programming Area** - This area is approved by the state membership on a three-year revolving cycle. Foundations are invited to submit bids, which are reviewed and presented at a state convention. Successful bidders have included Breaking Free, Lupus, Juvenile Diabetes, Domestic Violence Prevention and the Jacob Wetterling Resource Center. A state program manager works with the current foundation or organization in this area to provide educational materials and fund-raising ideas to support its efforts.

**Women’s Wellness** – This area educates members on current health issues; supports a foundation or organization dealing with women’s health; and promotes the March of Dimes March for Babies. It also promotes the Lois M. Christenson Women Who Impact Award.

**Youth of Today** – This area promotes ideas and activities that allow youth to discover and experience the importance of volunteering. It also promotes the Outstanding Young Adult program, Kids Week, and foundations related to youth activities.

### **Programming Emphasis Months**

July – Community Connections (True Friends), Public Relations

August - Youth of Today

September – Community Connections, Public Relations

October – Records and Recognition

November – Women’s Wellness

January – Living and Learning

February – NEWSLET

March – STEP (Promoted through membership)

April – Volunteer Recognition/Public Relations

(Note: Priority Programming Area emphasis months vary depending on the programming area. Please see yearly calendar for the most accurate information regarding Priority Programming Area emphasis month.)

## STATE COMMITTEES

### **MNWT Foundation**

This organization is not truly a committee of the Minnesota Women of Today, but a separate entity. The mission of the Foundation is to support the programs of the MN Women of Today by developing financial and non-financial resources and to provide appropriate oversight and distribution of funds raised. The foundation works for and is supported by each local chapter. All donations to the foundation are tax deductible.

### **Future Directions Committee**

This ongoing committee is responsible for reviewing member suggestions concerning organizational structure, administration or programming, especially long range planning in those areas, which have been approved by the membership. This committee is organized annually and meets at least three times during the year. The Future Directions Committee chairperson is appointed by the state president and serves a one-year term. Additional committee members are members from the executive council and general members who represent the four areas of the state, plus up to four additional members from any area of the state. Major subcommittees of Future Directions include:

#### **Awards Committee**

This subcommittee oversees the Outstanding Young Adult, Outstanding Person with Developmental Challenges, and the Women Who Impact Awards.

#### **Go Green Committee**

This subcommittee works to promote environmental sustainability principles within the Minnesota Women of Today as well as to the membership.

#### **Manual Review Committee**

The purpose of this subcommittee is to oversee the development and review of all manuals produced by the Minnesota Women of Today. Anyone wishing to publish a manual must have it reviewed and approved by the Manual Review Committee. The committee oversees the three-year manual review cycle.

#### **Strategic Planning Committee**

Established in 1998, this subcommittee is tasked with developing a long-range vision for the MNWT. Focus groups will help throughout the state, seeking input from all members. This committee developed the strategic plan approved by the membership. (The MNWT strategic plan is available on mnwt.org.)

### **Membership Management Committee**

Established in January 1984, this subcommittee works with the state president and her team to generate interest and excitement in meeting membership goals. Additional objectives are to find ways to increase chapter size, improve

retention, assist with the addition of new chapters (extensions), and internally market our organization. This committee is also in charge of the First Timers Program at each state convention.

**Marketing Committee**

This committee externally promotes the Minnesota Women of Today. Activities include informational booths at expos, developing media kits and new brochures, and providing promotional materials at state-sponsored events. This committee is comprised of representatives from across the state and several executive council members, including the public relations state program manager, NEWSLET editor, Webmaster and internal vice president.

**Finance Committee**

This committee is responsible for providing financial direction, designation of funds, and preparing the annual budget. The state treasurer, state store manager, immediate past state treasurer and five to seven additional members shall serve on this committee. This committee meets three (3) times each year.

## MEETING OVERVIEW

When people join our organization, we usually tell them that each person decides how much time they are able to put into the chapter. In some cases, that time may only be one night a month -- and hopefully it will be the night of the chapter's meeting!

Work with your board to provide a meeting that makes it worthwhile to attend, something that members look forward to and don't want to miss. By having a meeting where members feel that they have learned something, accomplished something and had fun, they will keep coming back.

### **Purpose of a Meeting:**

#### To Learn Something

Provide a program at the meeting. You might consider a speaker, a film or video, or a presentation by one of your local program managers. Use an agenda and follow good parliamentary procedure so members can observe a well-run meeting.

#### To Accomplish Something

Lead an efficient business meeting. Again, an agenda will help keep you and the chapter on track. Allow each officer and program manager an opportunity to present their information to the group. Discuss any unfinished business. Potential future projects and events should be brought up under new business and voted on. Allow all members to participate and contribute. You want each member to feel that they are an important part of the chapter. However, you do not want to waste time on unrelated topics, committee work and side conversations.

#### To Have Fun

You could offer mixers, icebreakers, awards and fun themes during the meeting. Allow for social time after the business meeting has been adjourned.

Arrange to call your members before each meeting or event to remind them and make sure they know it's important to the chapter that they attend. If your chapter is smaller, you may want to make the calls yourself to share your enthusiasm, but having all members take a turn in encouraging attendance makes a positive impact on your chapter.

Many chapters have also found success by sending out the meeting agenda a few days before the meeting by email. This message can also include reminders of the theme, hostess duties, special programs, or any collections occurring. Make it fun & inviting!

At your meeting have one or two board members responsible to make sure every member and guest has someone to sit with. It may seem silly if you have a small group, but often the smaller chapter is where a few feel left out. Use mixers or games to get people moving and interacting with all members. Encourage LPMs and project chairs to be prepared with their reports and try to keep them to two minutes to encourage efficient use of time and allow time for socializing.

Consider planning every other meeting around a theme. Members appreciate your efforts to make meetings fun and will attend more often and being friends to join in the festivities. If one idea doesn't work, try another. You will make a difference.

## TOP TEN ELEMENTS OF GOOD BOARD MEETINGS

Your board of director or executive committee meetings are different from your general membership meetings. The board meetings are an in-depth review session designed to analyze where you've been, where you are and where you are going. They are extremely important to you as president because they give you a chance to regroup your team and get it headed in the same direction. The results of how well you build and prepare your team at the board meetings will be noticed at the following membership meeting. If the membership views the women they elected to lead them as unified, efficient and motivated, they will support and stand behind your decisions.

1. Prepare an Agenda.  
Prepare yourself for the meeting. Have an agenda for everyone. Mail them out in advance if possible.
2. Have Reports from Each Board Member.  
Contact each board member ahead of time. Let them know what you expect from them and ask what they are planning. Participation by all stimulates unity. Be sure their reports are prepared ahead of time.
3. Keep It Short.  
Respect the time of your board members. Transact all business quickly and efficiently. Have brainstorming and creative sessions at the end of the agenda. Don't let them ramble. You are having a board meeting, not a committee meeting, so don't waste time doing committee work.
4. Review Next Membership Meeting.  
Bring along a draft agenda for the next membership meeting. Ask each of your board members what to include under their areas. Find out what reports are expected. Are there any guest speakers or state officers coming? If so, who takes care of them? If not, do you want to invite any? What major items of business are going to be transacted? Have you included all unfinished business from last meeting? Look at your calendar for the year and make sure all upcoming items are included under new business.
5. Review Year of Planned Action.  
Where are you in relation to where you planned to be? How do new projects affect your Plan of Action? Are you on track with membership goals and socials?
6. Review Your Newest Members.  
Ask your membership vice president to give the board a quick overview of your newest members--who they are, what they want to do, why they joined, etc.



7. Review Members Who Are Up for Renewal Next Trimester.  
Discuss who is likely to renew and who is not. Decide who is going to contact those members and collect their dues.
  
8. Plan for Team Dynamics.  
These are your chapter leaders - give them the tools to be the best leaders possible. It will help each of you understand your leadership styles and how you can work together more efficiently and with more understanding. Take advantage of any training during the year offered by the district or state.
  
9. Have Creative Time.  
Allow time at the end of the agenda for creating new ideas, approaches and solutions.
  
10. Switch Board Meeting Locations Periodically.  
How about a cookout or meeting at a camp or in a park...use your imagination. These women are very special to you; make the meeting a little more interesting to them.

## **SAMPLE BOARD AGENDA**

- I. Call to Order
- II. Introduction of Guests
- III. Approval of Agenda
- IV. Officer's Reports
  - A. Secretary
    - 1. Review of minutes of previous meeting
    - 2. Correspondence
  - B. Treasurer
    - 1. Financial report (income & disbursements)
    - 2. Upcoming expenditures
    - 3. Budget issues
  - C. External Vice President
    - 1. Status of programming areas/projects
    - 2. Concerns
  - D. Internal Vice President
    - 1. Status of programming areas/projects
    - 2. Update on certifications, competitions
    - 3. Concerns
  - E. Membership Vice President
    - 1. Renewals/Retention
    - 2. New members: orientation, activation
    - 3. Upcoming m-nights and socials
    - 4. Concerns
  - F. Parliamentarian
    - 1. Bylaw and policy proposals or concerns
  - G. State Delegate
    - 1. Reports on district/area/state meetings
    - 2. Visitation schedule
  - H. President
    - 1. Chapter progress report, strengths, concerns
    - 2. Awards
- V. Next General Meeting
  - A. Review draft agenda
  - B. Plan program (speaker, forum, etc.)
  - C. Reminder calls
  - D. Discuss new business items
- VI. Open Forum (opportunity to discuss or brainstorm)
- VII. Adjourn

## **BOARD RESPONSIBILITIES**

- The board may meet once a month for the purpose of conducting official business and to review all matters to come before the membership. Board meetings should be open to all members of the organization, except upon special request of any member or for a special matter as deemed necessary by the president.
- Evaluate project proposals before they are submitted to the membership at a general meeting.
- Review any by-law changes before submitting them to the membership.
- Recommend chapter policies for the approval of the general membership.
- Present a forum for the purpose of orientation and training the membership. This could be at a general orientation and/or a new member orientation. It would include an overview of the Women of Today organization, officer duties, chain of command, and proposed projects and activities.
- Report to the membership any correspondence that any member of the board circulates.
- For the purpose of leadership training, a chapter can decide that it will be the responsibility of each member of the board (with the exception of the past president) to conduct one board meeting as assigned by the president.
- Formulate the year's plan of action and budget for approval of the general membership.
- Welcome all visitors and guests to the board meetings and the regular membership meetings. Always be aware of protocol.
- Always remember - we are an organization of cooperation, not competition!
- SUGGESTED PROTOCOL - Good manners and common sense are generally adequate when conducting general membership meetings. However, the following suggestions may need to be reviewed:
  1. PLEASE BE PROMPT!
  2. Remain quiet when others are speaking.
  3. Stand when giving reports - speak to the whole group.
  4. Address your comments to the chair and the group, not to individuals.
  5. To make a motion, you must be recognized by the chair, then stand and state your motion.
  6. Remember to confine your comments to the motion under discussion.
  7. No committee work is allowed.

## **SAMPLE**

### **ANYTOWN WOMEN OF TODAY AGENDA**

General Meeting – Thursday, September 14, 2017 – 7 p.m. – Library

Call to order

Pledge of Allegiance – Dawn Anderson

U.S. Women of Today Creed – Kristi Ames

Introduction of Guests

Invocation – Judy Luck

Ice Breaker – Michelle Goodrich

Program - Leadership Presentation by President Vicki

#### **Officer's Reports**

Parliamentarian – Debbie White

Quorum Established

Bylaw and Policy Review

Secretary – Anne Johnson

Approval of Minutes

Correspondence

Treasurer – Chris James

Checking Account Balance: \_\_\_\_\_

Savings Account Balance: \_\_\_\_\_

State Ways and Means Promotionals and Fundraising

Programming Vice President - Marla King

LPM Reports

Programming Orientation

Membership Vice President – Judy Luck

New Member Orientation

Death by Chocolate M-Night

2<sup>nd</sup> Trimester Renewals

State Delegate – Debbie White

District Meeting – October 21

State Convention – September 25-27

Newtown Extension – Chris James

President – Vicki Nickolaus

Break – 10 minutes – Refreshments served

## **Programming Reports – Marla King**

### Internal Areas

- Living & Learning – Julie Smith
- LL Certifications
- Newsletter – Anne Johnson
- Articles Due 1<sup>st</sup> Monday of each month
- Public Relations – Cathy Paulson
- Women of Today Week – Jody Whitney
- R & R – Vicki Nickolaus
- Project of the Trimester Nominations
- SUCCESS Recap

### External Areas

- Community Connections – Laura Gaymond
- Adopt a Highway – Debbie White
- Relay for Life Recap – Sue James
- Hearing & Service Dogs of Minnesota – Cathy Newsome
- Heel and Wheel Walk – October
- Women’s Wellness – Nicky Anderman
- Breast Cancer Awareness Month/October
- Youth of Today – Michelle Green
- Outstanding Young Adult – Anne Johnson

## **New Business**

- Schmidtz Family Picnic
- Business Expo – Anne Johnson
- Other

## **Good & Welfare**

Thank you to hostesses for September – Chris James and Laurie Dean

Invitation to Join

Minnesota Women of Today Creed – Sue Bird

Next Month’s Meeting October 12

Hostess for October – Hillary Foss

Adjournment

**SAMPLE AGENDA WITH SCRIPT**  
**ANYTOWN WOMEN OF TODAY AGENDA**

General Meeting - Thursday, September 14, 2017 - 7 p.m. - Library

Call to order

\*At this time the presiding officer stands, preferably at the head of the room and says: "I call the general meeting of the Anytown Women of Today to order at \_\_\_\_\_ (time)."

Pledge of Allegiance - [name]

\*(Try to assign someone ahead of time to lead.) Presiding officer says: "Please stand for the Pledge of Allegiance led by \_\_\_\_\_."

U.S. Women of Today Creed - [name]

\*(Try to assign someone ahead of time to lead.) Presiding officer says: "Please remain standing for the Creed led by \_\_\_\_\_."

Introduction of Guests

\*Presiding officer says: "I'll now call on \_\_\_\_\_ (membership vice president or hostess) to introduce our guests." You should jot down their names so you remember them during the meeting and make them feel welcome.

Invocation - [name]

\*Presiding officer says: "For the purposes of an invocation, I call on \_\_\_\_\_."

Ice Breaker -[name]

\*Presiding officer says: "For our ice breaker, I call on \_\_\_\_\_."

**Program** - [Name of program and who is presenting]

\*If presenter is other than a chapter member, then someone should introduce the presenter. The program can be put on the agenda at any time, whatever works best for the chapter and the presenter. Presiding officer says: "I now call on \_\_\_\_\_ to introduce our speaker" OR "I now call on \_\_\_\_\_ who is going to speak on \_\_\_\_\_." After the presentation, be sure and thank the presenter. Also thank those who made the arrangements for the program.

## **OFFICER'S REPORTS**

\*Call on each person as his or her report comes up. Thank them when they are finished. If they ramble or bring up unrelated discussion, try to get them back on track. Use your gavel to keep order.

\*Parliamentarian - [name]

Report should include determining whether there is a quorum present. If the past president is also the parliamentarian, their report goes here too.

\*Secretary - [name]

Report should include approval of minutes of last meeting and reading of any correspondence sent to the chapter. Presiding officer says: "Are there any corrections or additions to the minutes?" (pause) Then continues: "Hearing none, the minutes stand approved as written." If there are corrections, then say: "The minutes stand approved as corrected."

\*Treasurer - [name]

Report should include a statement of the checking and savings account balances. The treasurer should provide a written report for any members that desire a copy. Presiding officer says: "Are there any questions about the financial report?" No action is needed to approve a financial report. Report should also be given on any state promotionals or fundraisers as well as any chapter fundraisers.

\*Programming Vice President - [name]

Report should include any pertinent programming due dates (LPM Reports, Project of the Trimester etc).

\*Membership Vice President - [name]

Report should include listing those up for renewal this trimester, introduction and installation of any new members, and information on upcoming membership activities.

\*State Delegate - [name]

Report should include any activities held or upcoming involving visitations, district or state. Any awards given out at a district or state meeting should be presented.

\*President - [name]

Report should include local awards, upcoming meetings, and discussion of topics not related to any other area.

Break - 10 minutes - Refreshments served

## **PROGRAMMING VICE PRESIDENT - [name]**

\*Your chapter may have separate internal and external vice presidents. If so, call on them each separately. They should call on the LPMs for reports in the programming areas under them.

### **Internal Areas**

\*Each LPM should be listed on the agenda and allowed to give a short report in their area. If there is a project under their area, they could call on the chair to give the project report.

Living and Learning – [LPM Name]

Newsletter – [LPM name]

Public Relations – [LPM name]

Records and Recognition – [LPM name]

\*Some chapters have additional programs and include these reports under the internal or external areas.

### **External Areas**

\*Each LPM should be listed on the agenda and allowed to give a short report in their area. If there is a project under their area, they could call on the chair to give the project report.

Community Connections – [LPM Name]

Hearing and Service Dogs of MN – [LPM Name]

Women’s Wellness – [LPM Name]

Youth of Today – [LPM name]

### **NEW BUSINESS**

\*This section should include any projects or activities that are coming up in the next three months or so that have not been approved. They may also include items from your Calendar of Events that were approved at the beginning of the year but have not been discussed or need chairs.

Schmidtz Family Picnic

Business Expo

Other:

\*Presiding officer says: “Is there any other new business?” If so, ask them to make a motion prior to discussing the subject. This allows members to bring up new ideas from the floor. Ideas can be approved, defeated or tabled. (You may want to encourage members to bring ideas to a board meeting ahead of time.)

### **Good and Welfare**

\*All members are welcome to add comments, thank yous, invitations to other events and such.



**INVITATION TO JOIN**

\*This is when the chapter president extends an invitation to any guests to join and thanks them for attending the meeting. You may wish to ask a specific member to meet with the guest(s) after the meeting.

Minnesota Women of Today Creed - [name]

\*(Try to assign someone ahead of time to lead.) Presiding officer says:  
“Please stand for the Creed led by \_\_\_\_\_.”

Adjournment

\*Presiding officer says: “There being no further business, the meeting is adjourned.” (No motion is needed unless someone wishes to adjourn the meeting before all business is conducted.)

## PARLIAMENTARY PROCEDURE

### 1. The "Why" of Parliamentary Law:

Parliamentary law is simple in principle as it is based largely on common sense and courtesy. It seems technical because it has been necessary to develop a special vocabulary for discussing it. But if one knows the vocabulary, the rules come easy.

The purpose of a meeting is to promote and carry on the business of the organization effectively and efficiently. This may be done in many ways without violating the rules of good parliamentary procedure and, by following the rules of good parliamentary procedure, can enhance the quality of one's business meeting.

### 2. The "Purpose" of Parliamentary Law:

- To enable an assembly to transact business with speed and efficiency.
- To protect the rights of each individual.
- To preserve a spirit of harmony within the group.

### 3. Five Basic Principles to Consider:

- Only one subject may claim the attention of the assembly at one time.
- Each proposition presented for consideration is entitled to full and free debate.
- Every member has rights equal to every other member.
- The will of the majority must be carried out, and the rights of the minority must be preserved.
- The personality and desires of each member should be merged into the larger unit of the organization.

### 4. A "motion" is a proposal that the group take certain action.

### 5. How Motions are Classified:

Motion - brings a question before the assembly.

- Subsidiary Motion - For the purpose of modifying or disposing of the main motion under discussion. Examples: To amend, to table, to refer to committee.
- Privileged Motion - Has no connection with the main motion, but are of such importance as to demand immediate consideration. Examples: To adjourn, recess, call to orders of the day.
- Incidental Motion - Miscellaneous motions which cannot be placed in any of the groups listed above. Examples: division of the house, reconsider, appeal the decision of the chair.

6. Steps necessary to Present and Dispose of a Motion:

- Address the chair - rise if desired by the chair.
- Be recognized by the chair.
- State your motion - "I move" is the key.
- Motion needs a second by another member.
- Chair restates motion.
- Debate is held. Maker of motion has chance to speak first, alternating the pros and cons to the issue. Note: members should not talk against their own motions, even though they have changed their minds. They may, however, vote against their own motions or withdraw them.
- Vote is taken.
- Chair announces result of vote and action to be taken.

7. Amendments to a Motion:

The purpose of an amendment is to change or modify the motion. Anyone who wishes to change or modify the original motion may propose an amendment. The need for an amendment may be apparent at once or as a result of discussing the motion. An amendment must be related to the subject of the main motion. There are three methods of amending:

- By striking out a certain word or words.
- By adding a certain word, or words, or a sentence.
- By substitution of a word, phrase, clause or an entirely new motion.

An amendment, once it has been moved, must be seconded, is debatable, and requires a majority vote to pass. If the amendment passes, the original motion is still before the group. Discussion continues on the main motion as amended, and a vote on the amended motion is needed.

Methods of voting on a motion

- By Voice: The presiding officer states: "All in favor, say 'Aye'"; "All those opposed, 'Nay.'"
- By Roll Call: Secretary calls each person's name, and they respond with 'yes' or 'no.'
- By Ballot: Members write their vote on a slip of paper. At least two members are selected to count the ballots. The presiding officer announces results.
- By Division: Members raise their hands or stand when presiding officers ask for those in favor or opposed to the motion to indicate their vote.

Parliamentary procedure etiquette:

- Motions may only be positive.
- Stand when giving a motion.
- State your name when seconding.
- Write motions on motion slips.
- Ask for clarification if unsure. Listen carefully to each motion.
- Keep discussion related to the motion on the table.
- When presenting a new idea that you want approved, introduce it in the form of a motion prior to any discussion.

## PARLIAMENTARY QUICK TIPS

There are common procedures you will need to know for each meeting. Below is a “help sheet” for you to keep handy when running a meeting. There are also other situations that may come requiring certain actions by the membership. Many of those are listed on the following pages for your reference. You may want to share these with your chapter parliamentarian.

### President's Parli "Help Sheet"

#### Call to Order

The president says: This meeting is called to order at {time}.

#### Approval of Minutes (Secretary's Report)

The secretary should first state in what manner the minutes were presented (i.e. newsletter, direct mailing, at the door). Then the president says: ***Are there any addition or corrections to the minutes?*** The president recognizes members that have additions, corrections, or questions. When no more, the president says: ***Hearing none (or hearing no more), the minutes are approved as presented (or corrected).*** (No vote is needed.)

#### Treasurer's Report

The Treasurer's report is presented but does not need approval. (No vote is needed.)

#### Procedure for Motions

After a motion has been made, the president says:

A motion has been made and seconded that ... [restate motion].

***Is there any discussion?*** [first recognize person that made motion and allow them to speak]

***Is there any further discussion? ...*** [allow as many as possible; can limit to specific time allowance]

When discussion finishes: If no further discussion, we'll vote on the motion. All in favor, say {aye}. Opposed, say {no}.

Motion passes (or fails). [use gavel]

## **NOTES:**

To discuss action that your chapter may participate in, please ask for a motion and second to be made before the discussion. (Format of motion: "I move that...")

If there happens to be an amendment to the motion, discuss the amendment and vote on the amendment. If the amendment passes, restate the entire motion including the amendment. Then return to the full [amended] motion and continue discussion on the main motion as amended. If the amendment fails, return to the original motion and allow discussion only on the main motion.

### Adjournment

A vote is not needed to adjourn. When there is no more business, the president says: *The meeting is adjourned.*

NOTES: If a member makes a motion to adjourn before all business is completed, the motion takes precedence and you must take a vote. If the vote should pass, all remaining business becomes "unfinished business" for the next meeting.

## **Parliamentary Procedure for Common Situations**

### Call the Meetings to Order

One tap of the gavel and say: "The meeting will come to order."

### Reading and Approval of the Minutes

"Are there any additions or corrections to the minutes? If not, they stand approved." (If there is a correction, then say, "The minutes are approved as corrected.")

### Treasurer's Report

No motion is necessary to accept the report of the treasurer.

### When a Member Makes a Motion

They will say, "I move that...." You ask for a second. You ask for discussion. After the discussion has been completed, you say, "The motion has been made and seconded to... (repeat the motion)." "Is there any discussion?" "Is there any other discussion?" "Hearing none, we will vote."

### Voting on a Motion

Repeat the motion. Say: "All those in favor say AYE (or yes). All those opposed say NO (or nay or same sign)."

### Amendment to Motion

You say: "It has been moved and seconded that we amend the motion... (state the amendment) so that the motion if amended will read that we... (state the motion as it would be changed by the amendment). Is there any discussion on the amendment?"

#### Put to Vote on Amendment

You say: "The vote on the amendment is... (state the amendment). Those in favor of the amendment say 'aye;' those opposed say 'nay'."

#### Aye Vote

You say: "The ayes have it and the amendment is carried. The next business is the motion as amended, which reads... (state the motion as amended). Is there any discussion on the motion as amended?"

#### Nay Vote

You say: "The nays have it and the amendment is defeated. Is there any further discussion of the original motion?" (Put the original motion to a vote.)

### Call for a Division

The usual method of voting is by voice. When a more accurate count is needed, a member may call for a division. This may be done by a rising vote, roll call, or an actual division. If a division is called, you say: "A division is called for. Those in favor of the motion, please stand."

Secretary counts and records votes. You say: "Be seated. Those opposed, please stand." Secretary counts and records votes. You say: "Be seated." Announce the vote.

### To Table a Motion

You say: "It is moved and seconded that we table the motion to... (state the motion). Those in favor say 'aye;' those opposed, 'nay'."

#### Aye Vote

You say: "The ayes have it and the motion (state the motion) is tabled. Is there any other business?" (Note: The tabled business cannot be brought up until the next meeting.)

#### Nay Vote

You say: "The nays have it and the motion to table is defeated. Is there any further discussion on the motion?"

Take from the Table (This is to bring up a motion tabled from a prior meeting.)

You say: "It is moved and seconded that we take from the table the motion to... (state the motion). Those in favor of taking this motion from the table say 'aye;' those opposed, 'nay'."

Aye Vote

You say: "The ayes have it and the motion to take from the table is carried. You now have before you the motion to (state the motion). Is there any discussion on this motion?" (After discussion, you may put it to a vote.)

Nay Vote

You say: "The nays have it and the motion to take from the table is defeated. Is there any other business?"

Reconsider a Motion (To call for a revote on a motion passed at the same meeting)

You say: "It is moved and seconded that we reconsider the vote on the motion (state the motion). Is there any discussion?" After all discussion, the vote is taken. You say: "The vote is on the motion to reconsider the vote on the motion to... (state the motion to be reconsidered). Those in favor say 'aye;' those opposed 'no'."

Aye Vote

You say: "The ayes have it and the motion to reconsider the motion is carried. You now have before you the motion to (state the original motion which is being reconsidered). Is there any discussion on this motion?"

Nay Vote

You say: "The nays have it and the motion to reconsider is defeated." The motion cannot be voted on again.

Amendments to Amendments

There may be an amendment and an amendment to the amendment on the floor at the same time but NO more than that. (No more than two amendments at the same time; when one is voted on, another may be brought up.) You say: "It is moved and seconded that we amend the amendment by (state the amendment to the amendment) so that the amendment, if amended will read that we (state the amendment as it would be changed by the amendment to the amendment). Is there any discussion on the amendment to the amendment?" After all discussion, you can call for the vote. You say: "The vote is on the amendment of the amendment that we (state the amendment to the amendment). Those in favor of the amendment to the amendment say 'aye;' those opposed, 'nay'."



### Aye Vote

You say: “The ayes have it and the amendment to the amendment is carried. The next business is the amendment as amended which reads that we (state the amendment as amended). Is there any discussion on the amendment as amended? Call for a vote on the amendment.”

### Nay Vote

You say: “The nays have it and the amendment to the amendment is defeated. Is there any further discussion on the amendment?” Call for a vote on the amendment.

### To Adjourn the Meeting

Someone must make the motion to adjourn the meeting. This must be seconded. There can be no amendments or debate and must pass with a majority vote. (Note: You can adjourn a meeting with no motion if there is no more business to conduct.)

### Withdraw a Motion

A member who made a motion now wishes to withdraw it. You say: “(Name) wishes to withdraw her motion. If there is no objection, the motion will be withdrawn.” (Note: This can be done only without the final vote having been taken. A member may make a motion to have it withdrawn and you vote on it as you would any other motion.)

### Call the Question

A member who wishes to end discussion can “call the question.” A vote must be taken immediately to decide whether to end discussion on the motion. A majority is required to pass. If it passes, the original motion is voted on without further discussion. If it fails, discussion can continue on the original motion.

## **WHAT IS EACH MEMBER'S ROLE IN PARLIAMENTARY PROCEDURE?**

1. Be present regularly at meetings to have a knowledge of chapter business.
2. Whenever possible, state ideas in the form of a motion.
3. Keep attention directed to chair or speaker - eliminate unnecessary conversation during meeting.
4. Be recognized by chair before speaking.
5. A member may second, make a nomination, call the question, or call for a division (recount vote) without rising or being recognized by the chair.
6. Every member in good standing has the right to vote.
7. Making or seconding a motion does not necessarily mean that the member favors the motion, but only wishes to place the motion on the floor to discuss it.
8. Always be courteous to others.
9. Speak only to motions, not toward other's opinions.
10. State motions in the positive.

## MEETING TIPS AND HINTS

You are the presiding officer. It is your obligation to ensure the orderly running of your chapter's meetings. Here are some tips to help you prepare for meetings.

### **Prior to the meeting:**

- Keep a list of the business to be brought before your membership during the month.
- Type an agenda listing all business, reports, etc. to be covered at the meeting.
- Make sure all equipment is arranged for (flag, podium, etc.)
- Make sufficient copies of materials for each member that will attend and to be distributed to absent members personally or through the mail.
- Contact all members who will be reporting or presenting business as a reminder of the importance of their presence at the meeting.
- Review chapter bylaws and policies in preparation for your first meeting, and regularly thereafter to be ready to handle issues that may come up at the meeting.
- Arrive early to get meeting room in order and to set out agendas, correspondence, etc.
- If guests are coming, make sure someone meets and greets them.
- Seat your chapter parliamentarian beside you to advise and have secretary and treasurer seated near you as well.
- Be aware of the length of your meeting and stick to your plan.

### **At the meeting:**

- Call the meeting to order on time! Habitually late members will soon learn to arrive on time.
- Be confident and poised in front of your membership; review meeting procedures just prior to your meeting.
- Follow your agenda very closely. This is the business that you want to cover—don't stray from it!
- You may wish to limit reports under "Unfinished Business" to a maximum of 2-3 minutes each. If so, please inform the chairs who will be making reports.
- Use your gavel well and wisely. Tap it as you call the meeting to order and as each motion carries or is defeated. This will help call members' attention to the chair and the business at hand.
- Move swiftly from one item of business to the next without lulls that will lose members' attention and allow discussion to stray away from business.
- You may wish to "plant" motions and seconds to expedite putting items on the floor.
- Each item under "New Business" should be presented with a motion and a second before allowing discussion to follow.

- Ask for discussion three times for each item of business to allow for all to voice their opinions.
- If there is no further discussion, ask for the vote in a strong voice: “All in favor, say ‘AYE;’ (pause); all those opposed, say ‘NAY;’ (pause).” Then tap gavel and state: “Motion carried” or “Motion defeated.”
- After all business and reports have been covered on the agenda, ask for any other business.
- If there is no further business, you may tap the gavel and declare the meeting adjourned.

**After the meeting:**

- Send thank you notes to guests, speakers, etc.
- Make sure you complete all follow-up commitments promised.
- Send copies of agendas and other materials to those members that were not present at the meeting.

**Miscellaneous:**

- Be sure to start the meeting on time - ten minutes grace may be allowed, but is not advisable. If no quorum is present, start the meeting anyway.
- Keep members informed of pending business, results of voting and motions before the group.
- Insist on accepted parliamentary procedure and accept the responsibility of maintaining order during the meeting.
- Insure that officers and committee chairpersons have reports ready for presentation at meetings.
- During a short meeting, the president may remain standing until the meeting is adjourned. During a lengthy report, be seated.
- If the president finds it necessary to leave the chair, they may ask the vice president to preside during the absence. This may be to participate in the discussion or to take care of an emergency.
- The president may present facts not known to other members without leaving the chair, but expressing an opinion should be avoided.
- Refrain from calling a member “out of order” when actually the motion is out of order.
- In a show-of-hands vote, the president may vote only when there is a tie or when her vote will make a tie. A motion receiving a tie vote is automatically lost unless the president cares to break the tie. A motion also will be defeated if the president votes to make a tie. When the vote is by ballot, the president may vote during the balloting, but not after the ballots are counted. Her ballot should be set aside to be used only in the case of a tie.

- Anytime a vote results in a tie, the vote fails.
- If a motion requires a 2/3 majority, the president should announce this before asking for the vote. A counted vote should be taken under these circumstances.
- The president may at times facilitate business by proceeding with the common consent of the group. For example: “If there are no objections, the motion is withdrawn.”
- While presiding over a meeting, have your chapter bylaws and policies and Roberts Rules of Order.

# MEETING CHECKLIST

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

## Preparations for Board Meeting

- Confirm hostess(es)
- Review calendar of events
- Prepare board meeting agenda
- Prepare draft agenda for general meeting
- Select Board Member of the Month \_\_\_\_\_

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## Preparations for General Meeting

- Select theme for the month
- Arrange for orientation or speaker \_\_\_\_\_
- Confirm hostess(es) \_\_\_\_\_
- Prepare general meeting agenda
- Select members to lead creeds, flag pledge
- Prepare calendar to hand out
- Select Member of the Month \_\_\_\_\_ (certificate)
- Select Chairperson of the Month \_\_\_\_\_ (certificate)
- Installation of new members: \_\_\_\_\_
- Prepare awards for project participation, member of the month, etc.
- Secret Sis gift
- Confirm invocation and ice breaker (LL LPM)

## TRIMESTER CHECKLIST

TRIMESTER \_\_\_\_\_ YEAR \_\_\_\_\_

(Review this before, during and at the end of the trimester)

- Verify with vice presidents on choosing LPMs of the Trimester
- Verify certifications are sent in (deadline \_\_\_\_\_)
- Submit SUCCESS system (deadline \_\_\_\_\_)
- Submit Presidential Pin and Medallion nominations (deadline \_\_\_\_\_)
- Vote and submit all district awards (deadline \_\_\_\_\_)
- Prepare report for district meeting (meeting date \_\_\_\_\_)
- M-Night and/or Social scheduled: (date/event \_\_\_\_\_)  
(date/event \_\_\_\_\_)
- Send article to state NEWSLET (work with state delegate)
- Update roster and calling chain pages
- Early bird renewals due by \_\_\_\_\_
- Contact renewals: \_\_\_\_\_
- Renewal ceremony at general meeting
- Read CIP packets and distribute to vice presidents
- Select Member of the Trimester \_\_\_\_\_

## COMMITTEE CHAIRPERSON GUIDE

Qualifications for a chairperson include the following:

- Interest in the job
- An understanding of its relations to the chapter's overall purpose
- Ability to delegate work and the knack for organization
- The ability to lead and motivate others
- Sufficient time to devote to the project

Being a chairperson entails certain responsibilities, which have proved desirable throughout our organization's experience. The following will attempt to point out what these responsibilities are and how they can best be met:

A. Selection of committee members:

Your immediate efforts will be directed to selecting a full committee.

You'll need enough members to make the operation smooth and successful. Among these members, designate one as secretary of your committee and have them keep minutes of each committee meeting. It is also a good idea to have a co-chair with an interest and understanding of the job and its importance. Make certain all the committee members understand the responsibility of the job they have been asked to do.

B. Forming your committee:

Determine the number of members necessary to do the job well. Where do you go for manpower? The president may have a file on all members and their interests. Perhaps the best source of committee members is the list of new members. Pass a sign-up sheet for volunteers during a regular meeting. Don't forget to check with the members that were not at the meeting.

C. Planning your work:

Investigate what has to be done and what can be done with your project. Have a brainstorming session for ways to handle it. Outline your plan and review it. Does it include all you want to do? After the committee has approved your plan, make specific assignments immediately. This will tie your committee members to your project, allow them sufficient time to take care of their responsibilities and make them feel a part of the group.

D. Work your plan:

Committee meetings should be regularly scheduled. If your members prefer a certain task, consider their preference. Encourage everyone to participate in the discussion and in making decisions. Every member should leave a committee meeting with a specific assignment, no matter how small. Make a practice of following up on those assignments and remind them you will be calling for a report. Recognize the efforts of your committee members. Pointing out their work during a committee report at a regular business meeting should recognize outstanding effort on the part of your members.

E. Contacts:

All correspondence other than requests for information should be cleared with the president if they request.



## **RUNNING A PROJECT**

1. Have project and budget approved by membership.
2. Secure and study last year's project file (if done previously).
3. Line up enough committee members to plan and prepare for project.
4. Record detail of project activities and dates as they are carried out.
5. Set up committee meetings and let committee members know what their responsibilities are.
6. Check periodically with committee members to see that responsibilities are being carried out.
7. Report progress at general membership meetings.
8. Write an article(s) on the project and submit it to your chapter newsletter and to your local newspaper.
9. Report any difficulties or unforeseen problems to the board and ask for recommendations.
10. Pass sign-up sheet for workers at the general membership meeting.
11. On the day before project, have committee members help contact all workers to remind them of place and time they work.
12. On the day of project, be there early to see everything is set up and stay until after project ends to see cleanup is completed.
13. Submit itemized bills, receipts and profits to treasurer.
14. Fill out a complete report and hand in to chapter president and/or R&R local program manager. Consider submitting a Project of the Trimester nomination on the project.
15. Give final report at general membership meeting.
16. Express your appreciation to committee members and other members who helped out on the project. Also, send thank you notes to non-members who helped with the project or provided donations or resources.

## OUTLINE FOR REPORTING AT A GENERAL MEETING

The following are guidelines to help you give reports at chapter membership meetings.

1. Stand while giving your report. You will get your members' attention and your voice will carry better. Standing also improves your eye contact. And remember to smile.
2. All reports should be written and a copy given to the secretary after the report is completed. This will also help you to be clear, specific and to the point. Having a report in front of you will assure you don't forget important information and keep your report to a reasonable length.
3. If reporting on a project, give details of project:
  - a. Tell who, what, where, when, why, etc.
  - b. If a budget is needed, make a motion and have it approved.
  - c. Ask for any chairpersons if needed and give date, place and time of the next committee meeting.
  - d. Summarize any plans made thus far. Be careful not to get into committee work.
  - e. Ask if there are any questions.
  - f. Each subsequent report should include any decisions made since the last report.
  - g. A final report should be given after a project has been completed. Items listed should include: how many people attended, how much money was made, service hours, impact on community, recommendations.
  - h. After the final report, a verbal or written thank you should be given to those members who helped on the project. Thank you notes should be sent to all others involved.
4. Be creative in your reporting. Use props, costumes or do a short skit. Hand out small incentives to others that contributed in your area.

Include a copy of all reports in the chapter newsletter. This is an excellent way to make sure all members are kept informed of chapter activities.

## ORIENTATION GUIDE

Orientations should be held for new members separately from other orientations. It is especially helpful if the new members have an orientation immediately upon joining and then again a few months later. A sample New Member Orientation is included in this manual.

Hold orientations for the general membership at least once a year. Chapter officers and local program managers should have a specific orientation at the beginning of the year relating to their positions. Excellent orientations are provided through the Minnesota Women of Today at LOTS (Local Officer Training Session), usually held early in May when new officers take over.

As membership increases, you may need to hold more orientations. These orientations may be good for prospective members as an information night as well. Keep in mind the purpose for which we exist - Service, Growth and Fellowship - in planning your orientation. Community involvement, leadership training, personal growth and the life-long friendships should be stressed.

Orientations should be informative and fun!

Here are some suggestions:

- Use skits or a PowerPoint
- Have a Big Sis/Little Sis program
- Serve really special food
- Use visual aids, flannel board, posters
- Invite all your members
- Keep it short, but comprehensive
- Remember to let those attending know that they are special
- Your actions, attitudes and true enjoyment of the organization will speak louder than words
- For more information and ideas see the Membership Manual

What are the benefits of an orientation?

- Members become informed and knowledgeable.
- Members develop an enthusiasm for the Women of Today.
- Members become aware of the greater scope of the whole organization.
- Members become involved because they understand what is going on and they feel included.

## **NEW MEMBER ORIENTATION OUTLINE**

Purpose - The purpose of this orientation is to help new members:

- Become acquainted with this organization and how it works
  - Look at their talents and interests and see how to use them within the organization
- I. Minnesota Women of Today Mission Statement and Creed:
- A. The Mission of the Minnesota Women of Today is to help women improve their own lives and the lives of the people in the communities around them. The organization shall be a place in which young women are actively encouraged to become involved and hold positions of leadership.
  - B. The organization shall provide opportunities for members:
    - 1. To contribute to their communities by raising funds for worthy causes and by providing services or education to benefit community members.
    - 2. To develop and to foster skills and talents related to becoming successful individuals, interacting well with other people, and becoming capable leaders.
    - 3. To develop friendships and to find personal support within the organization.
  - C. We, the Women of Today are Service, Growth and Fellowship. We believe that through us, great lessons can be learned, worthy deeds performed and a hand of fellowship extended to millions of women everywhere. May we leave the world a better place because we lived and served within it.
- II. History of Women of Today:
- A. We began as Mrs. Jaycees organization in 1950 in Minnesota.
  - B. We became an independent organization, the Women of Today, in 1985.
- III. Organizational Structure:
- A. United States Women of Today
    - 1. The national organization has 13 member states as of 2017.
    - 2. The United States Women of Today Creed: We, the United States Women of Today, are dedicated to serving our community and nation, are committed to strengthening our individual talents and stand united by our friendship and belief in the future.

B. Minnesota Women of Today

1. We maintain a strong support system by providing individual chapters with educational information, fundraising ideas and membership encouragement.
2. Membership:
  - a. Anyone over the age of 18 can be a member
3. State/National dues:
  - a. \$50 per year (\$45 state and \$5 national)
4. The State NEWSLET is sent to all members four times a year.
5. State Conventions are held three times a year.

C. District

1. Chapters throughout the state are organized into districts to promote communication and mutual support.
2. There are \_\_\_\_ chapters in this district. They are \_\_\_\_\_.
3. District meetings are held three times a year.

D. Chapter

1. General membership meetings are held on the (day) of the month at (time) at (place).
2. Board meetings are open to all members and are held \_\_\_\_\_.
3. Local Chapter dues are \$\_\_\_\_\_.

IV. Local Structure

A. The local board may consist of:

1. President - plans and runs meetings.
2. State Delegate - keeps chapter informed about district and state matters.
3. Internal Vice President - supervises programming areas that benefit the local chapter and its members.
4. External Vice President - supervises programming areas that benefit the community.
5. Membership Vice President - supervises areas of recruitment, activation, orientation and retention.
6. Secretary - records minutes of business meetings and handles correspondence.
7. Treasurer - manages chapter finances.
8. Parliamentarian - promotes efficient business meetings through Robert's Rules of Order.

- B. Local Program Managers (LPMs) oversee programming areas in which the chapter participates.
1. Internal areas benefit the local chapter and its members. The following are the internal areas that the state organization supports:
    - a. Living and Learning-promotes participation and provides information and project ideas in the areas of personal growth of members. Also promotes the Effective Writing, Speak and Impromptu competitions and oversees invocations and benedictions at meetings.
    - b. Records and Recognition: recognizes members for their accomplishments and encourages accurate record keeping.
    - c. Public Relations: promotes Women of Today to the community through various media and other sources.
    - d. NEWSLET: produces local chapter newsletter to keep members informed.
  2. External areas benefit the community and foundations supported by Women of Today. The following are the external areas which the organization supports:
    - a. Women's Wellness: promotes women's health education, March of Dimes Walk and up to two health areas and one foundation.
    - b. Community Connections: encourages chapter involvement in your local community. Promotes True Friends and may also promote an additional foundation.
    - c. Youth of Today: promotes activities that allow youth to discover and experience of volunteering.
    - d. Priority Project: promotes community education and fundraising for this foundation. This area is chosen by the membership every three years.
  3. Membership area encourages recruiting and orientating new members, developing friendships, and getting involved in the chapter.

V. General Pointers for Members

A. Member involvement:

1. Regular attendance at general meetings is strongly encouraged.
2. Whatever your level of involvement, we are glad to have you!
3. Do not be afraid to chair a project - maybe try co-chairing.

B. Miscellaneous Tips:

1. Reporting at meetings:

- a. Be prepared - summarize, write it down for the secretary.
- b. Be creative and have fun (Use a prop, try a skit.)!

2. Bring up new ideas at a meeting in the form of a motion. Begin with "I move to..." and go on to state your idea.

3. Use your chapter newsletter. It is a great communication tool.

C. Please share your reasons for joining Women of Today and let us know how we can direct your interests.

Congratulations! You are now oriented in the Women of Today. Don't be afraid to ask questions, as there is always someone to help. Welcome to our chapter!

## HOW TO DEVELOP A TEAM

Check this list from time to time to see if you are carrying out the responsibilities of developing the team concept within your committee/chapter.

- Evaluate strengths and weaknesses; set goals.
- Involve board members in goal-setting process.
- Make and carry out commitment to lead during this entire year.
- Know every member of your team personally.
- Keep a data sheet on each person on your team.
- Know where each member of your team works, and what they do at work.
- Help every member know and understand the philosophy and beliefs of the organization.
- Know what each member of your team has planned for the next 30 days.
- Personally contact each team member regularly.
- Help your team members keep track of what is going on in the organization in all program areas.
- Work closely with each team member to develop a plan and timetable for their involvement in the program and continually check to see that they are having no problems implementing the plan and timetable.
- Share your ideas willingly with others.
- Listen to the ideas of others.
- Explore constantly ways of doing a better job and encourage the same of other members.
- Make decisions as a team, not arbitrarily.
- Be enthusiastic at all times.
- Present and encourage a positive mental attitude on the part of all team members.
- Cooperate with all levels of your co-workers.
- Be alert and constantly observe what is happening within the organization.
- Keep your emotions under control.
- Be in the best mental, moral and physical condition and expect the same from team members.
- Possess or gain the knowledge to properly execute the fundamentals of your position.
- Be prepared to cover every detail.
- Possess an eagerness to sacrifice personal interests or glory for the welfare of the chapter.
- Possess poise. Concentrate on being yourself at ease in every situation.
- Display confidence in yourself and in the others on your team.
- Possess sincerity, honesty, integrity, reliability and adaptability.
- Be resourceful in order to make the proper judgments.
- Be patient because good things take time.
- Keep your ambition properly focused.



## DEVELOP THE PROPER ATTITUDE

In order to lead properly, you will have to develop the attitude of a leader. Developing the attitude of a leader takes special abilities and concentration on your part. Here are suggestions that will help you develop the attitude of a leader:

**Don't be afraid to make mistakes.** If you make a mistake and a follower calls it to your attention, be humble and thank them for noticing the error.

**Always keep promises, especially if you expect your followers to do the same.** If necessary, make notes of things you are committed to do, then be certain to keep your commitments by referring often to your notes.

**Welcome ideas from your followers.** If you keep an individual from presenting an idea, you may curtail all of that person's ideas and creativity in the future.

**Be reliable, be honest,** practice self-management techniques, be sincere, show initiative, be willing to work hard, be responsible, be understanding, keep in good health, and be determined to reach higher goals.

## IT PAYS TO BE POSITIVE

If you have a glass filled to the midpoint with water, is it half empty or half full? Psychologists advise that if you present matter from a positive point of view, what you have to say will appear much more attractive to people.

**BE POSITIVE!** Use words that convey a positive attitude wherever possible. Here are some examples of the power of positive thinking:

### POSITIVE WORDS

advancement  
satisfaction  
gratify  
earnest  
cheerful  
valued  
liberal  
sincerely  
enjoy  
confident  
welcome  
progress  
courage  
success  
agreeable  
happy  
easy  
comfortable  
pleasure  
fortunate  
willing  
eager  
attractive  
trustworthy  
integrity  
encourage  
profit  
generously

### NEGATIVE WORDS

you claim  
your complaint  
not entitled to  
delayed  
fault  
uncertainty  
mistake  
unfortunately  
you failed to  
bankrupt  
neglect  
inconvenience  
must refuse  
we are sorry  
careless  
oversight  
impossible  
we regret  
you forgot  
cannot dispute  
unable  
company policy  
not important

## WORKING WITH PEOPLE - MONTHLY REVIEW SHEET

At the end of each month, review this questionnaire. Are you paying attention to those areas needing improvements relative to working with people? Set specific self-improvement goals and work on them. If you finish your year and are able to answer "yes" to all the questions, you have, in fact, become a "people specialist."

	YES	NO	IMPROVE
1. Have I certified in available areas and set an example to the membership regarding involvement?			
2. Have I made the commitment necessary to fulfill my responsibilities and obligations as a leader?			
3. I know every member of my team personally.			
4. I know where every person on my team works and basically what they do.			
5. A personal data sheet is kept up to date regularly on each person on my team (see R&R manual).			
6. Every member of my team understands the philosophies and beliefs of the Women of Today organization.			
7. I know what each member of my team plans to do in the next 30 days.			
8. My members know that I am sincerely interested in them and their involvement in Women of Today.			
9. I personally contact every team member regularly.			
10. My team members know what is going on in the organization in their program area.			
11. I have worked closely with each team member to develop a plan and timetable for their involvement in the program.			
12. I am a knowledgeable leader, aware of my duties and obligations and have willingly accepted them.			
13. I share ideas willingly with others.			
14. I am an aggressive leader. No one has to beg or hound me to get something done.			
15. I am constantly studying and exploring ways of doing a better job			
16. Every eligible member on my team will continue their Women of Today involvement next year.			
17. If I am unwilling or unable to carry out the responsibilities of my position, I'll resign and allow someone else the opportunity of leadership.			

## **HANDLING PEOPLE – PRESIDENTIAL OPPORTUNITY**

There will always be those who seem to be unable to work together. Here is a list of the five most common personality types and some suggestions on how to handle them.

### **THE TALKER**

No matter what the question or issue, they have an answer, and usually a long one. They enjoy the sound of their own voice, but others get tired of it. When they stop to take a breath, thank them for their suggestions, then move along. If this doesn't work, ask some other person for their opinion. This will usually let the talker know they must give up the floor.

### **THE TURTLE**

They are the opposite of the talker. You have to drag it out of them. They pull their head back into their shell. With a little encouragement and some compliments they can usually be drawn out. Compliment them immediately the first time they do offer something. They need the praise. Ask direct questions of them that you know they will be able to answer.

### **THE SHOWOFF**

They are easy to spot--they make the most noise, laugh the loudest and distract others. They are usually bored with what is going on. Ask her direct tough questions; it will give her something to do with her mind. Others in the group usually end up asking the show-off to be quiet. If this does not work, speak privately to them; they need to know that they are being distracting.

### **THE FIGHTER**

Nothing pleases this person. They are opposed to everything. They usually will eventually dislike their own ideas too. They are the type that wants everybody to know that they are unhappy. Try to use some humor...."We all know that Sue may not like this project, but let's hear about it anyway." Another solution is to keep them working in an area they do not like -- if their mind is busy they won't have time to disagree.

### **THE BRAGGER**

This person is interested in getting recognition by telling everybody of her achievements and acquaintances. They make points by dropping names. To handle the bragger--politely ignore her. The committee will soon follow. This treatment usually helps the bragger become more useful as a member.

Don't let these five types scare you. They are in the minority. Although each of us has a little of all five types within us, they seldom come in flocks. Take time to deal with each situation as it arises, because they do not go away. If you really have serious problems you can call on your district director, chapter management vice president, or state president to come to your assistance. Don't ever be afraid to ask for help or to talk about your problems.

## HANDLING NON-PERFORMERS

- I. Identify the Problem.
  - A. Ask yourself these questions:
    1. Have I taken the time to understand them as a person?
    2. Have I been fair and honest in our relationship?
    3. Have I given them my full support?
    4. Have I offered them encouragement?
    5. Have I fully explained their job responsibilities?
    6. Have I explained what is expected of them?
    7. Have I explained how their job relates to the overall goals of the chapter?
    8. Have I explained the benefits they can gain from doing their job well?
    9. Have I worked with them in establishing goals?
    10. Do I allow them the opportunity to carry out their job without undue influence from others?
    11. Have I provided them the necessary assistance?
    12. Do I give them credit for their accomplishments or do I take the glory of their achievements?
    13. Do I praise in public and correct in private?
  - B. Ask these questions about them:
    1. Are they overloaded?
    2. Are outside influences (such as work, family, health, etc.) affecting their capability of fulfilling their Women of Today role?
    3. Do they understand their responsibilities?
    4. Do they understand how important their job is to the total effort?
    5. Are they afraid to ask for assistance?
- II. Identify Possible Solutions.
  - A. Additional training.
  - B. Praise and encourage them.
  - C. Reassign a portion of their responsibilities.
  - D. Hold a personal discussion with them to work with them on overcoming the problems. Be sure to spend more time listening than talking. Be sure the discussion is held in private.
  - E. Change supervisors.
  - F. Change your approach in working with them.
  - G. Get assistance from your assigned state officers.
  - H. Change their job responsibilities.
  - I. If you are the problem, straighten out yourself.
  - J. As a last resort, explain that you will have to relieve them of their position.

- III. How to Replace a Non-performer.
  - A. Confront them in privacy and allow them the opportunity to resign gracefully. Offer to announce a reason that will not embarrass them.
  - B. Review the provisions of your bylaws regarding the replacement of officers.
  - C. Secure performance commitment from them at a board meeting in front of their peers.

## **MAKING A PLAN WORK**

Most failures are a result of poor planning or a total lack of planning.

### WHY DOES A PLAN FAIL?

- 1. No defined objectives
- 2. Improper identification of the problem
- 3. Members' interests and capabilities not adequately considered
- 4. All resources not identified
- 5. Goals not specific, identifiable and measurable
- 6. Goals not realistic
- 7. Goals not a result of group decision
- 8. All alternatives not explored
- 9. Committees did not understand objectives
- 10. Selected projects not related to objective or goal
- 11. Changes in status and conditions not recognized
- 12. Lack of objectivity from previous year

### THE PLANNING PROCESS

- I. Organize to Plan
  - A. Allow for ample planning time
  - B. Conduct planning time
  - C. Participation by membership
  - D. Have board coordinate planning group reports
- II. Define the Objective
- III. Six Steps to Chapter Planning
  - A. Identify problems or needs
  - B. Establish priorities
  - C. Set specific and identifiable goals for each priority
  - D. Select the best projects or methods to achieve each goal
  - E. Monitor and reevaluate priorities, goals, projects and methods
  - F. Evaluate progress from year to year

## A PRESIDENT AND DECISION MAKING

As an individual in a role of leadership, you have placed yourself under constant pressure to make decisions. The decisions may be routine in nature, the type that come in the course of ordinary work, or they may be more complex requiring a great deal of study because of the affect they may have on the future of your organization. Regardless, they come in a steady stream, and are an important part of being a leader.

The most difficult part of making decisions is the possibility of making the wrong one. The fear of failure and the consequences of being wrong make an ordeal of decision making. This emotional stress can be reduced if you have a better understanding of what a decision is and how to ensure that your decision is correct.

There are two kinds of decisions that you deal with every day: the routine and the strategic.

In the routine decision, the conditions of the situation and the requirements, which the solution has to satisfy, are known. Your job is to select from a few obvious alternatives.

Example: You must decide where to hold a meeting. Should it be a place that is only 5 minutes from your home? Or should it be a place, which is only five minutes away from the majority of your chapter members?

Strategic decisions, on the other hand, are more extensive. They often involve finding out what the situation is and deciding to make a change. The decision usually involves fact-finding and input from more people. Example: Your chapter voted to do a project, but some serious facts were left out of the discussion concerning cost. Your chapter does not have the funds to buy the necessary materials. You choose to postpone the project and take the motion back to the membership.

## **DECISION MAKING AND PROBLEM SOLVING**

Whatever office you hold, you will be required to make decisions and solve problems. Decision making can be either a frustrating, non-productive process or an efficient means to solve problems and get results. How effective your decisions are depend on you. Don't let it become a frustrating process.

The secret to making decisions and solving problems is not too complicated. Using this method will not guarantee that you will always make the right decision, but it will greatly increase your batting average.

1. Identify the problem. Determine what is causing the problem. Be sure you have defined the cause of the problem and not a symptom.
2. Determine alternative solutions. Evaluate the pros and cons of each one and list them. Be aware of any weaknesses in the alternatives.
3. Get the facts and opinions. Examine the data and information available. Talk to the people directly involved. Be sure to get both sides of the story.
4. Select the best and fairest alternative. Present the alternative to those involved.
5. Provide for feedback. Even following this procedure, it is possible to make a wrong decision. Keep the communication lines open so that if you did make the wrong one, you will find out about it as soon as possible and can take action to correct the situation.



## WHAT IS DELEGATION?

Delegation is giving others the responsibilities and authority to make decisions and perform work for which you are accountable.

### Four leadership attributes needed for delegation:

1. Receptive to other's ideas.
2. Prepared for and willing to accept mistakes.
3. Willing to forego the luxury of taking all the credit.
4. Able to exercise great powers of self-restraint.

### Five steps to successful delegation:

1. Policy guidelines must be clearly stated.
2. Jobs must be defined.
3. Goals and expectations must be set and agreed upon.
4. Two-way communications must be established.
5. Feedback systems must be established.

### Benefits of delegation:

1. Gives you more time.
2. Increases efficiency.
3. Helps develop other member's skills.
4. Creates team enthusiasm.
5. Establishes a sense of responsibility in others.
6. Teaches management and leadership skills.

### Cautions in delegating:

1. Don't overload any one person.
2. Don't delegate only those tasks you dislike.
3. Don't overlook the need to constantly train your people.
4. Don't look upon delegation as a sign of weakness.
5. Don't forget to keep good communication.

## HOW TO SUPERVISE

- A good supervisor trusts their followers to make their own decisions within the framework they establishes for them.
- Set a good example because they will take a cue from you.
- Gives people a sense of direction and defines objectives.
- Teach them what they should be doing as well as why they are doing it.
- Keep people informed on new developments in the project. Tells them how the developments will affect them.
- Let them know that you are always available when they need help.
- Recognize ambition in followers and tries to give them proper guidance to reach their personal goals.
- Doesn't give orders – but suggests, directs and requests.
- Emphasizes the importance of skills and learning, not rules. Judge the results, not the methods.
- Gives credit for a new approach to a problem.
- Praises in public, where it will do the most good.
- Criticizes in private, where it will offend least.
- Criticizes constructively. Concentrates on correcting the behavior, not on blaming the person.



