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INTRODUCTION

Welcome to the GOLD TEAM! As part of the team that is helping to build strong, healthy chapters, you have taken on a very important position this year. Your presence as a buddy to a chapter experiencing struggles or challenges is a key in helping them experience success.

Originally the GOLD TEAM was a group of “seasoned” members who were willing to travel to other chapters sharing excitement, presenting orientations or just offering support to the chapter president. The GOLD TEAM always felt that their presentations were well received BUT that there was no one to follow up. There was no personal commitment to an individual chapter or president who needed a better resource.

Therefore the GOLD TEAM BUDDY program was introduced. This program matches a Woman of Today from another chapter with a chapter president who is facing challenges. The BUDDY must be willing to contact the chapter president regularly, answer questions, share frustrations, work out solutions and visit the chapter often. The BUDDY will be the person the chapter president turns to throughout the year for advice and inspiration. As a BUDDY, you must follow through on your commitment. Many of the TLC chapters are experiencing frustration from lack of follow through from their chapter members. We want to give them the positive feeling that comes from consistent support.

Being a BUDDY can be very challenging and very rewarding. It is important to remain positive, yet objective throughout the BUDDY relationship. Don't be afraid to ask for help or support from the District Director, Chapter Management Vice President, or other experienced members. Remember, you are helping to build a strong, healthy chapter, which ultimately helps to build a strong, healthy organization.

Good luck as you begin this position. Your commitment is appreciated!

NOTE: PLEASE RETURN THIS MANUAL AT THE END OF THE YEAR TO THE CHAPTER MANAGEMENT VICE PRESIDENT.

THE BUDDY SYSTEM

Now that you're a Gold Team Buddy, exactly what is it you're supposed to do?

I. OBTAIN INFORMATION

- A. Quickcheck Report (This can be obtained from the District Director, the Chapter Management Vice President, or the Chapter Service Center)
 - 1. President's name, address and phone number
 - 2. Member names, addresses and phone numbers
 - 3. Renewal dates by quarter
 - 4. Meeting night
 - 5. Chapter size
- B. Chapter Management Vice President's name, address and phone
- C. District Director's name, address and phone number
- D. Chapter History
 - 1. Number of years members have belonged to organization
 - 2. Number of new member recruits in last 12 months
 - 3. Other pertinent chapter information
 - 4. Type and size of projects typically run (This can be obtained from chapter president at the time of your first phone contact.)

II. INTRODUCE YOURSELF

- A. Call, write or meet chapter president and explain your new role in her chapter. She may be a bit apprehensive about your interest in HER chapter. This introduction can be a little scary. Explain that the BUDDY system is designed to assist chapters to be the best that they can be.
- B. You may want to meet individually with the president before attending a general meeting. Notify the president of your visitation and of any presentation you may give.
- C. Be positive! Always remember, "Actions speak louder than words." When attending chapter functions, arrive early, introduce yourself personally to each member and tell her you are glad to meet her. If you know the member, ask her about her family, her job, her garden, etc. Make it as personal as possible. Show genuine interest in discussions, smile, and be a good listener.

III. ASSESS CHAPTER STATUS

- A. Every chapter is different. That is what makes the job of a GOLD TEAM BUDDY so exciting. There is no quick "rule of thumb" that can be given as to what your role will be. Following is a list of areas to focus on when assessing your Buddy Chapter:
 - 1. Meeting format
 - a. Do they use an agenda? Does it have a workable format?
 - b. Do they have a current Plan of Action? Does it include bylaws and policies?
 - c. Do they hold regular board meetings?
 - d. Does the meeting provide a welcome atmosphere? (nametags, icebreakers, room arrangements)
 - e. Is the meeting fun? (Interesting reports, use of incentives, level of participation of members)
 - f. Is the meeting place conducive to a productive meeting?
 - 2. Public Relations
 - a. Does the chapter have a brochure?
 - b. Do they use their local media resources? (Does the local paper announce meeting date and place?)
 - c. Do they hand out brochures at community events when possible? (bake sales, Santa workshops, community festivals)
 - d. Do they have a chapter newsletter?
 - 3. Membership
 - a. Is an individual member responsible for membership programming?
 - b. Do they hold regular M-nights? (apart from regular meeting nights)
 - c. Do they use the Big Sis/Little Sis program effectively?

- d. Are formal orientations given to members?
- 4. Fellowship
 - a. Assess the interaction within the chapter. Do people talk freely? Are there sub-groups? Is there tension? Are any members left out?
 - b. Do they hold social events? (Main purpose - HAVE FUN)
- 5. Programming
 - a. Do they use LPMs? Do they appear to have a clear understanding of their responsibilities?
 - b. Do some members hold a number of LPM positions while others hold none?
 - c. Are they trying to do too much for the size of their group?
 - d. Do they participate in both internal and external areas?
 - e. Are they participating in state programs or do they serve only their community?

Note: The above list is a set of questions to help you make a realistic assessment of the chapter's strengths and weaknesses. **IT IS NOT A LIST OF REQUIREMENTS THAT THE CHAPTER MUST MEET. PLEASE DO NOT FILL OUT THIS LIST AT A GENERAL MEETING!**

- B. Use the survey found on page 4 to solicit input from the chapter.

IV. SET GOALS

- A. Identify the most significant strengths. Sharing these observations will make the president feel proud and more confident.
- B. Identify the most serious weaknesses. You will need to prioritize. If many changes are needed, you should start with a critical few and move forward from there.
- C. STOP. Talk to the District Director or Chapter Management Vice President and discuss your observations and ideas. Decide how to present your ideas to the president in an effective, non-threatening way.
- D. Contact president. Set a time to get together. Tell her you would like to hear her ideas and you would like to share some of your own. Think of this as a nurturing relationship - allow her to feel confident and in control.
- E. Meet, plan and jointly set realistic goals for the chapter. Send a copy of your plan/ report to the District Director and the CMVP. Remember that this plan is flexible and can be revised as needed to meet chapter needs.

V. IMPLEMENT GOALS

- A. WORK YOUR PLAN!! At this point you have a tailored plan with realistic goals for your Buddy chapter.
- B. Revise your plan as needed. Not everything you try is going to be a success. The best way to determine what types of projects will or will not work is to try them.
- C. Follow through - remember the chapter president may follow your lead so set a good example.
- D. Be positive, boost morale. Send cards of encouragement, use small incentives, and implement the use of "good and welfare" at the end of each meeting. During the meeting, notice projects members are working on. Choose three members to write a note to and tell them something specific they did well.
- E. Build chapter pride - If appropriate, recommend chapter for district or state awards. Recognition to those who are trying hard to get things going can be a HUGE boost!

EVERY POSITIVE COMMENT YOU MAKE TO A PERSON OR CHAPTER WILL EVENTUALLY HAVE A POSITIVE EFFECT. EVEN IF IT SEEMS YOU ARE NOT MAKING PROGRESS, HANG IN THERE. YOU MAY NOT BE ABLE TO SEE THE RESULTS OF YOUR WORK RIGHT AWAY.

**GOLD TEAM CHAPTER
MEMBER SURVEY**

1. Are your expectations as a member of the _____ Women of Today chapter being met? Why or why not?

2. What do you see as the two main challenges for your chapter right now?

3. What do you think can be done to meet these challenges?

4. What do you see as your role in your chapter now and in the future?

5. What are your expectations of a Gold Team Buddy's assistance?

Other Comments/Ideas:

GUIDELINES FOR GOLD TEAM VISITATIONS

1. Wear your name tag.
2. Wear appropriate clothes. If there is a "theme", join in the fun. Dress nice, but don't go overboard so you appear intimidating.
3. Arrive early or on time.
4. Upon your arrival, check with the President to find out where your presentation will be in the meeting, if you have one.
5. Be prepared! Know what you are going to do...have your materials ready.
 - A. Contact the President well ahead of time to ask if the chapter has any specific requests.
6. If you would like, you may bring a small gift for the chapter president or chapter.
7. Begin your presentation with an introduction. Most chapter members are not going to know who you are and what you are doing at their meeting. Tell them who you are and where you are from.
8. Explain the Gold Team, its purpose, and your part in it.
9. Give a "warm fuzzy" talk. Congratulate them on project participation, membership successes - anything you pick up on while listening in on their meeting.
10. After your presentation, thank them for letting you attend their meeting.
11. If time permits, stay after the meeting ends to socialize with the members.
12. Fill out the Visitation Evaluation form and send it to the District Director and Chapter Management Vice President, or as directed by the current administration.
13. Send a thank you note. It's important to let the chapters know that they are an important part of the whole organization. In your note, continue the "warm fuzzy" feeling.
14. You are representing the Minnesota Women of Today. Always portray a positive attitude towards our organization and its members.

Now that you know how to get started and present yourself...

WHAT CAN YOU DO ON YOUR VISITATION?

Very Important: Always check with the President before you plan any type of presentation to avoid confusion. Gauge your presentation to be of appropriate length and content for that chapter.

- I. Orientations
 - A. Programming Areas
 1. Specific area or general overview
 2. How to certify and complete the certification form
 3. Responsibilities of a district or local program manager
 4. How to put excitement into your program manager position
 5. Assist in making speaker arrangements
 - B. Chapter Management
 1. How to form and run a committee; how to report at a meeting
 2. How to develop and utilize an effective newsletter
 3. How to utilize the Success System as a chapter management tool
 - C. Membership
 1. New member orientation
 2. Local board orientation (discuss structure and officer duties)
 3. How to develop a team
 4. Importance of recruitment, activation and retention
 5. Awards/recognition given
 - D. New Project Ideas
 1. Internal or external areas
 2. Chapter socials
 3. Fund-raiser/Ways and Means ideas

- II. Membership
 - A. M-nights
 - 1. Assist with arrangements
 - 2. Help with Public Relations
 - 3. Call prospective members
 - 4. Attend and perform skit, speak, or plan an activity to introduce Women of Today
 - B. Help chapter to develop a membership program
 - C. Assist with door knocking
- III. Excitement
 - A. Skits
 - B. Games
- IV. Individual Member Growth
 - A. Lead Personal Enrichment course
 - B. Self-esteem exercises
 - C. Conduct a Membership Renewal ceremony
- V. Resources Available to You
 - A. State Membership manual
 - B. District Director Visitation manual
 - C. President's Training manual
 - D. Personal Enrichment manuals
 - E. Skits 'n Stuff and Skits 'n Stuff 2
 - F. Public Relations manual
 - G. Your District Director
 - H. Your Chapter Management Vice President, and other State Staff
 - I. Other Gold Team members, past and present

YOUR RELATIONSHIP WITH THE PRESIDENT AND THE CHAPTER

DEVELOP A RELATIONSHIP WITH THE PRESIDENT

Nurture her. You are on HER side. You want HER to feel successful. If she does not choose to do everything you suggest, that's OK. Take one step at a time. Pat her on the back for what she DOES do. Be cautious in sharing the information she tells you about chapter problems with anyone in the district. Call the CMVP if you need to discuss them. She must feel SAFE sharing with you.

COMMUNICATION

Call or write her often - point out something good she has done. If a chapter is going through hard times, a president can usually sense it and may feel as if she is doing a bad job. She must know you care about HER.

TAKE NOTES

Jot down the things she tells you...an upcoming vacation, promotion at work, etc. Later ask her about it or send a note. Birthday cards take little effort, but make a person feel very important.

WHEN PLANNING A VISIT TO THE CHAPTER

- **Before you visit, talk to her about the meeting.** Encourage her to plan something special - or YOU plan something, but get her permission to do so. Ask her if any guests will be there - offer incentives to any member bringing a guest.
- Present her with a small gift when you visit and say a few words to the chapter about how well they are doing.
- **After the meeting** -- Compliment her on something she did well. Be specific. Be careful when offering suggestions... "This might be fun..." vs. "You SHOULD do it this way...." Compliment the other members as well, hopefully the members will follow your lead.

ONGOING RELATIONSHIP WITH THE CHAPTER

A chapter has to want to succeed, and has to be willing to invest the time and energy necessary to create and maintain a healthy chapter. While you can be the catalyst that can make that happen, you need to balance your active participation with allowing them to take responsibility for the chapter themselves.

REACTIVATED CHAPTER

If this is a reactivation, you will have to do quite a bit of the initial work. A chapter in need of reactivation is one that no longer meets the definition of “chapter in good standing.” (See State Plan of Action, Bylaws, Article III, Section 1,G.)

A Gold Team Buddy may need to:

1. Assume responsibility for scheduling meetings/events and chapter public relations.
2. Take responsibility for or assist in recruiting new members.
2. May function as acting president for a determined period of time.
3. Train and orientate board members on their duties.
4. Assist with elections and training of new officers.
5. Provide guidance to assure that the chapter is making appropriate programming choices.

After signing enough members to keep them going, you can gradually turn the reins over to them. Think of your role as a nurturer and teacher. As you train them to take over the duties of running the chapter, be there for guidance, but don't do it all for them. Over dependence on any one person is never healthy for a chapter. If you are wondering where to draw the line, talk it over with the Chapter Management Vice President, or another experienced individual.

LEGAL/FINANCIAL CONSIDERATIONS

A chapter that has been reactivated may have let some of their legal or financial obligations slip. You may have to work closely with them to find or reinstate these items. A detailed description of these may be found in the Extensions/Reactivation manual. Before writing or calling the IRS to locate these numbers, first contact the Chapter Service Center, as the Executive Director may have copies of some of these forms on file. She will also give you direction as to how to proceed in finding any missing information.

1. Minnesota Department of Revenue Sales and Tax Use Permit, also known as the Minnesota Tax Identification Number (Form ST-2).
2. Federal Employee Identification Number. (Also referred to as Federal ID number or Federal Tax ID number.)
3. Articles of Incorporation. (They should have an original of these from when they were first chartered.)
4. Current bylaws and policies - The chapter may need to update these. Here is an area where you can help out, or direct them to someone that can help them.
5. Insurance certificate - This is paid yearly. Coverage is not optional. The Chapter Service Center can verify if it has been paid in the last year. If the chapter is delinquent on it, this must be one of the first obligations they fulfill.
6. Federal Income Tax Exemption Status Letter (for chapters chartered previous to 1992).

If a chapter is in need of funding, the Minnesota Women of Today Foundation has an Extension Fund, which is also available to reactivated chapters in the form of a grant or a loan. They must meet the official “reactivation” criteria. Contact the Chapter Management Vice President for more information.

Other ways you can help your buddy chapter stay on top of their obligations:

Encourage them to pay their dues by the renewal date, so they avoid the finance charge. (It's even better if you can teach them to pay their dues by the early bird deadline.)

Encourage them to send back their Annual Registration as soon as it is received in the spring. If it is not sent in by the end of the calendar year, they will have to pay a fine to become reinstated.

Make sure they budget for insurance, so they can pay it when it comes due. Also help them budget for district dues.

TIPS AND GUIDELINES FOR ADDRESSING COMMON PROBLEMS WITH TLC CHAPTERS

- I. Types of Problems and Solutions
 - A. Low membership (new members and renewing members)
 1. Help them set up an M-night.
 2. Encourage the use of the media - Public Relations.
 3. Stress the importance of personal contact, and of offering to pick up prospective members for meetings/socials.
 4. Support door knocking -- offer to go with them.
 5. Utilize the state membership manuals for ideas.
 - B. New members not becoming active.
 1. Encourage them to have quarterly orientations for new members. Help them out with one or two and provide them with an orientation outline.
 2. Suggest the Big Sis/Little Sis program.
 3. Are new members made to feel welcome? Allowed to share ideas?
 4. Analyze overall communications within chapter.
 - C. Lack of member enthusiasm.
 1. Do they have a chapter awards program?
 2. Do they recognize members for their contributions?
 3. Encourage them to run some fun, easy projects.
 4. Are meetings fun?
 5. Have a break during the meeting so members can get to know each other.
 - D. No volunteers for projects.
 1. Are they running the projects the membership would like?
 2. Offer a survey to find out what membership would like.
 3. Are they running too many projects? Should some be dropped?
 4. Are they implementing new projects, or running the same ones all the time?
 - E. Lack of involvement in district and state (Note - this is not something you can push on them. The best way to handle it is to make district and state events seem fun and appealing, and let them know we want them to be involved.)
 1. Explain the importance of their involvement and what they receive in return.
 2. Find out why they are not interested.
 3. Do they understand and are they informed of events?
 4. Do they understand the levels of our organization and their purpose? An orientation by you or another Executive Council member might help.
 5. Do they understand that they are voting members of the organization, and that they have the right to attend district/state meetings and vote as they feel appropriate on various issues?
 - F. Meetings aren't well prepared or attended
 1. Officers, program managers and project chairs should have written reports
 2. Are they using parliamentary procedure?

3. They need to use agendas - help them develop workable ones.
 4. Keep chit-chat down.
 5. Are meetings too long? Is committee work done at meetings?
 6. Do they have programs that interest/educate their members?
 7. Do they have a break or time after the meeting to socialize and get acquainted?
- G. Lack of response to materials
1. Are they receiving the materials on a timely basis? Is the president sharing the information?
 2. Do they understand what to do with CIP materials?
 3. Explain the importance of reporting.
 4. Let them know they are important and WE NEED their involvement.
 5. Do they understand that the Women of Today offer choice and that they participate in programming areas based on chapter interest?
- H. Poor chapter management - encourage the use of chapter management tools.
1. STEP I, II, III
 2. Success System
 3. Newsletter/communications
 4. Local program managers
 5. Orientations
 6. Do officers understand their responsibilities? Encourage the use of officer manuals.
 7. Encourage regular board meetings.
- I. Internal problems
1. Examine attitudes.
 2. Is one person running everything? Are there cliques?
 3. Does it appear one member is causing problems?
 4. Have them talk it out with the member(s) it involves. Encourage the use of "I" statements - "When you spoke out of turn at the meeting, I felt frustrated, and was unable to keep the meeting running smoothly."
 5. Seek help if the problems are serious.

II. "An ounce of prevention is worth a pound of cure"

- A. At the first hint of a problem, take IMMEDIATE ACTION. The problem will not resolve itself. If you are unsure how to handle the situation, call on someone else. Are you too close to the situation? Seek outside help.
- B. A POSITIVE APPROACH to anything will get a lot more accomplished than a negative one. Do not try to get more problems out of members/officers than there really are. When you are visiting with a TLC chapter, try using the following statement(s):

"Women of Today (has done) or (can do) so much for you and your community.

- What would your community be like without Women of Today? (Ask for various projects they have run, money donated, etc.)
- What have you gained from being a Woman of Today? (Ask for personal gains, growth as an individual, etc.)
- We all must work together. It is every member's responsibility, not just the officers, to see that the chapter thrives and grows.
- I challenge each of you to make a commitment to that goal. (Perhaps have them write down a goal: sign a new member, chair a project, take or chair a Personal Enrichment course, etc.) With a commitment from each and every one of you, I know that in (list a time frame) you will be in great shape."

In a group, ask each member to write down three things they don't like about the chapter and three things they like. Put them in a separate container, randomly draw out the negatives and read them, then the positives. This will help them see both what they need to work on, and what they like about the group, and hopefully bring them to a point of wanting to make things better. By sharing anonymously, chapter members may find common concerns.

MEMBERSHIP RECRUITMENT IDEAS

There are many membership ideas found in the Membership Manual and Skits 'n Stuff I and II. In addition to these resources, here are a few other ideas you may want to try out with your buddy chapter.

I. DOOR KNOCKING WITH A PURPOSE

Do a door to door drive for the food shelf. To make it fun, do a scavenger hunt at the same time. Take along membership brochures or invitations to an upcoming social. Ask any prospectives if you can take their name and phone number so you can follow up with them on information on your chapter. You can run this with even 2-4 people and it is a great way to find prospective members in the community.

II. ESSAY CONTEST

This is also a simple project you can do with very few resources, that will net you a list of prospective members. Ask the local elementary school if you can run an essay contest. Theme ideas are wide open - such as "If I were President I would...", or "My favorite holiday memory is...". You could run two or three categories for different age groups. Ask a local pizza parlor if they will donate a party for the winners, or try to get another prize donated. Perhaps you could present a certificate at the chapter's local meeting. On the entry form, ask for the parent's name, address and phone number. Then follow up on information on the organization with all the Moms, inviting them to a social or M-night.

III. OPEN HOUSE

Following is a step-by-step guide for holding an open house for prospective members.

- A. Four to six weeks before the event
 1. Split up the parts of the event among members of your chapter or others that will help.
 2. Find a guest speaker. This could be a "seasoned" member of your chapter or another local chapter, your District Director, a Gold Team Buddy, or a State Executive Council member. Just make sure the person is excited and positive about the Women of Today.
 3. Invite anyone else from local chapters you feel comfortable with for support.
 4. Find a location.
 5. Plan for snacks, craft, decorations, etc. as appropriate (does not have to be elaborate).
- B. One to two weeks before event - **Public Relations Blitz** (this is the key!)
 1. Place article(s) in local paper. See if they will interview chapter president and you. (See "Balaton Letter" on next page for an example of a letter to the editor you could submit.)
 2. Put "Volunteers Wanted" ad in paper, local church bulletins, etc.
 3. Post signs around town.
 4. Mail out invitations to any prospectives you might have.
- C. Four to five days before the event
 1. Call ALL prospectives to see if they received their invitation and plan to attend.
 2. Verify with speaker to make sure she is coming and has directions.
 3. Double check location, and make certain your chapter members know what is expected of them.

- D. Day of the event
 1. Have brochures, membership applications and name tags available.
 2. Be excited and positive.
 3. Greet visitors as they arrive.
 4. Have a sign up sheet or a drawing so you can get their names, addresses and phone numbers.
 5. Follow agenda or create your own.
 6. Explain membership dues. **ASK THEM TO JOIN.**

- E. Follow through is of the utmost importance.
 1. Personally invite them to the next chapter meeting. Also send reminder postcards.
 2. Plan a new member orientation within 30 days of their joining. The membership video, available at the State Store if you don't have one, is an excellent orientation tool. You can also find an outline in the Membership Manual for a new member orientation.

- F. If the media or community helped out, send a thank-you to the local paper.

If people don't come, or choose not to join right away, don't become discouraged - keep trying. You may need to plan 2-3 events with different themes (as a craft night, a self defense course, etc.) in a short period of time. The important thing is keep trying, and **FOLLOW THROUGH, FOLLOW THROUGH, FOLLOW THROUGH!**

OPEN HOUSE SAMPLE AGENDA

7:30 p.m. Welcome and Introductions

Ice Breaker - What brought you here tonight?

Inspirational Reading

Guest Speaker - _____

(Sample Topic: "The Wonderful Women of Today")

Local members describe chapter projects, why they joined and their favorite part of Women of Today.

8:30 p.m. Demonstration or Simple Craft

8:45 p.m. Invitation to Join

Everyone Joins in the Minnesota Women of Today Creed (print creed below)

Adjourn

Next Meeting Time: (Date, Time, Location)

Women of Today Members: (List current members of your chapter and phone numbers.)

THE "BALATON" LETTER

(A direct request for community support with proven results.)

To the Editor:

Attention all Women of the _____ Area,

Are you interested in bettering yourself and your community? Do you like to have fun? We would like to invite you to an evening of fun and information on _____ at _____ p.m. at _____ . All women ages 18 and older are welcome.

Frankly, we could use your help. Because of a requirement in the Minnesota Women of Today bylaws, we have only a few weeks to increase our membership numbers or lose our chapter. We would like to think there is a place in _____ for an active women's group. There must be several women here who would be interested in an enjoyable and informal civic group. (CHANGE THIS PARAGRAPH, DEPENDING ON YOUR SITUATION.)

The Women of Today organization in Minnesota celebrated 45 years of existence in 1995, tracing its beginning back to Mrs. Jaycees in 1950. Over the years, the organization has evolved with the changing times. However, the original purposes of the group remain the same. These purposes include community service, leadership training and fellowship.

The _____ chapter was founded in _____. A few of the projects completed since that time include : _____

We have also completed fund raisers for: _____

We have many, many ideas of projects we would like to do. But our shortage of members prohibits us from attempting many of them. Not everything we do is "work". We do many fun projects such as picnics, family nights, socials, and sponsoring speakers on a variety of topics. We have met other Women of Today members from across the state and made some good friends. WE DO NOT require attendance at every meeting and/or function held. Our members participate only as much as they choose.

We hope many of you choose to attend our informative meeting on _____.

Come check us out. For more information call: _____.

Your Signature

EXERCISES AND SKITS TO DO ON CHAPTER VISITATIONS

YOU'RE OK!

Distribute 3x5 index cards to each participant. Have them write their name on the top line of the card. Cards are passed around the group, at which time everyone jots one positive comment about the respective individual. The filled cards are returned to each person.

WHO AM I?

Give each person a pre-printed form with the following questions on it. After giving them a few minutes to complete the form, have them introduce themselves answering the questions:

1. Who am I?
2. What I value the most is:
3. What motivates me is:
4. What I like most about my chapter is:
5. Money, time, responsibility aside, I would rather _____ than anything else.

FORTUNE COOKIE ICE BREAKER

Purchase a bag or box of fortune cookies. (Make sure to buy the type with positive/happy fortunes.) Each person breaks open their cookie and reads their fortune, adding "...in the Women of Today" at the end. (For example, "The current year will bring you great happiness....in the Women of Today.")

NAME TAG ICE BREAKERS

Hand out self stick name tags. Have them write their first name on it, and have them answer a question. For example, "What's your favorite project?", "If I could go anywhere in vacation it would be _____", or something that relates to the program or topic of the night. Have them put the nametag on, walk around and read other name tags. (This will encourage interaction and getting to know each other.)

FIND SOMEONE WITH THE SAME "X" AND TALK ABOUT "Y"

(Getting Acquainted)

This will get people moving, as well as discussing. Facilitator calls out "Find someone with the same 'X' and talk about 'Y'".

Samples: X: Birthday season	Y: Your summer vacation
Color eyes	Your favorite food
# of Letters in your name	How you reduce stress

Size of your hometown

Fun projects your group could do

BUILDING A STRONG CHAPTER IS MUCH LIKE BUILDING A HOME

By Val Kvale

Assemble the props listed in () and wear a carpenter apron as you give this presentation.

How many of you have ever remodeled or built a home? Made any cosmetic or structural changes? (Show of hands) Wasn't it really and truly a challenging situation as you worked with a spouse, builders, plumbers, etc.?

Making your Women of Today chapter a successful one is much like that. I have six "rules" that seem to apply to both situations, and I would like to share them with you.

1. **BE FLEXIBLE** (blueprints, books, diagrams, etc.) A craftsman considers many things -- blueprints, amount of money available, other people's preferences, etc. We also do that--we are open to new ideas, look at things objectively, give things/ ideas/ people a chance. It's a business of compromise--building a house or a chapter.
2. **WATCH FOR UNDETECTED PROBLEMS** (bugs, faulty wood, etc.) A craftsman worries about many things--poor materials, bugs, rain, missing parts, unreliable workmen. We encounter miscommunications, unsaid words of apology and of praise, gossip, people who worry about small things and shouldn't, people who ignore the small things until they become big. A thought to remember -- if a builder has a problem with the plumbing, he doesn't tell it all to the electrician. Instead he goes to the person who can fix it. If a builder makes a mistake in cutting his lumber, he will have only himself to blame and needs to let it go, move on and learn from the mistakes made.
3. **BE A DO-IT-YOURSELFER** (Books, graph paper, tape measure, hammer, pliers, etc.) A craftsman thinks over each step of the way, considers, learns and tries the small things first, gaining skills and confidence as they go. We also encourage doing it yourself. We encourage people to try new skills, and reward them with certificates, incentives, etc. when they do. We also teach our members that is O.K. to try things and fail; our support network guarantees that they will try again.
4. **CALL IN AN EXPERT WHEN YOU CAN'T FIX IT YOURSELF** (State Plan of Action, Book of Forms, phone book, etc.) A craftsman cannot always do everything. You probably would not dig your own basement, nor would you ask your plumber to do the wiring of your home. We offer a wonderful "expertise" for our membership - past chapter officers, District Director, staff and Executive Council, speakers, single project entries, Plan of Action. We learn to become the experts that others will call on at another time.
5. **MAINTENANCE AND PRESERVATION** (A paintbrush, etc.) When a roof has a leak, we won't wait for the whole thing to cave in, we fix it! When we are hanging a picture, if we miss the nail, and put a hole in the wall, do we hang the picture anyway and hope no one notices the hole? Our chapters also need that love, care and maintaining. We cannot expect things to last forever and remain the same if we do not take care. We need to evaluate, plan, try new things, support, nurture and focus on positives. We cannot please all the people in our chapter, but we need to make sure they feel loved, treasured and cared for.
6. **MAKE IT A "HOME" AND NOT JUST A HOUSE** (flowers, something with a heart, cans of paint, wallpaper, etc.) With little touches, we turn a house into a home--we add our own special touches by using choice (cans of paint), and make it work for us. Women of Today offers a chance to make our chapter ours. We have themes each year, colors, logos, different leaders who bring new special touches to our chapters, and remind us "There is no place like home."

THE WELL ROUNDED WOMEN OF TODAY CHAPTER PUZZLE

By Lynn Struck

(As you talk, put together the puzzle pieces on a board.)

Your chapter can work at putting all these pieces together to form the chapter you want.

We'll start with the obvious, your **MEMBERS**. You have to have members to make a chapter. We need to know that it is everyone's responsibility to first of all be a member, and secondly to recruit new members and help them feel a part of the group.

How do we do this? Well, **PUBLIC RELATIONS** is how we do it! Public relations is letting your community know about your chapter's successes. Public Relations means posting flyers, handing out brochures and sharing Women of Today with the people you meet everyday. We tend to think of "Public Relations" as a project, but it happens every time we mention the name Women of Today. So talk it up and let people know what it's all about!

To help you with your public relations effort, you need to feel **PRIDE**. You're probably not going to share something you don't feel proud of. Stop to remember why you joined, what Women of Today means to you, what it has done for you and your community and all that this organization has to offer. Then feel pride in all those things and show it!

Feel **EXCITEMENT** about your membership. Excitement is contagious! People want to be a part of something exciting. Don't think of your involvement as work but as something you're doing for yourself and your community. Be excited about it. It will make it all more FUN!

Speaking of **FUN**, every chapter needs to have some fun. Excitement is contagious and fun is appealing to everyone. If your members are having fun they will be happier, and everyone will want to be a part of the fun too. Incorporate fun into all you do. Too often chapters tend to be all work and no play!

Another very important part of this puzzle is **COMMUNITY INVOLVEMENT**. It's a big part of who we are. Whether it be your local community or the larger community we reach through out fundraising and education of the many foundations we support. One of the beauties of Women of Today is the opportunity each chapter has to cater to their specific interests in community involvement.

We can't forget **PERSONAL ENRICHMENT AND LEADERSHIP TRAINING**. These two often go hand in hand. Your chapter needs to make sure your members are feeling a sense of enrichment and that leadership is encouraged and fostered in all members, old and new!

Your chapter needs to decide on what **PROGRAMMING** areas it wants to participate in. You have the option and are encouraged to "pick and choose" what's right for your membership. And remember to use the materials and suggestions that the state offers each quarter.

You need to know that your chapter is part of a **DISTRICT, STATE AND NATIONAL** organization that is there to help you. You are an important part of that puzzle. You **need** them and they **need** you!

And the last piece of this puzzle is **UNITY**. United your chapter can grow, flourish and accomplish wonderful things.

So there is the complete picture of a well rounded chapter. Now sometimes one or more of these pieces may fall out or be temporarily misplaced, but as long as you know what the pieces are, you can always rebuild it and work on those areas needed to complete "The Puzzle to a Well Rounded Chapter."

MEMBERS

PRIDE

PROGRAMMING

**PERSONAL
ENRICHMENT**

**STATE AND
NATIONAL**

DISTRICT

**COMMUNITY
INVOLVEMENT**

UNITY

**LEADERSHIP
TRAINING**

FUN

**PUBLIC
RELATIONS**

DISTRICT

EXCITEMENT

WHAT KIND OF MEMBER ARE YOU?

Say: "The objective of this exercise is to encourage you to think about what type of person you want to become in the organization."

Fill three glasses 3/4 full with water. Place two aspirin in the first glass. Say, "When I dropped the aspirin in the glass, nothing happened. This represents the do-nothing member."

Place two Bromo Seltzer in the second glass. Say, "The Bromo Seltzer quickly fizzes up, then dies down. This type of member has a great burst of initial enthusiasm, but quickly loses it."

Place two Alka Seltzer in the third glass. Say, "The Alka Seltzer has a strong, but stable output. This is the most desirable type of member - strong, stable, and bubbly."

You could do this as a short demonstration, or could build a talk around this idea.

BALL OF YARN

With a large ball of yarn, have everyone stand in a circle. The first person takes the end, and tosses the ball to someone across from them. As they toss it, they pay a compliment to the person they are tossing it to. That person then holds onto a piece of it, and tosses the ball to someone across from them. At the end you have a large "spider web". People will feel good about one another, and you can point out that everyone is interconnected and working together.

WOMEN OF TODAY - "STICK" TOGETHER

By Jill Jackson and Lauri Centa

Note: You may want to purchase the packs of gum referred to in this skit and use them as props.

"DOUBLE YOUR PLEASURE, DOUBLE YOUR FUN." Chew Wrigley's **DOUBLEMINT** gum OR join Women of Today.

Women of Today can put a little **EXTRA** in your life -- Extra friends, extra chances to help others, extra personal growth opportunities...AND it won't stick to your dentures.

Women of Today is like **TRIDENT** -- Sugar free, no calories and offers long lasting flavor. Try us, you'll like us.

Women of Today offers you the opportunity to socialize with other women in your community. A chance for you to escape your daily routine and enjoy some **CAREFREE** time just for you.

Burst your **BUBBLE** and be all you can be as you chair projects, hold Local Program Manager positions and serve on your local board. **EXPAND** even further into district and state positions.

AND ... Talk about "**RED HOT**". Women of Today has **DENTYNE** beat hands down. This national organization is hot and getting hotter. This spicy sensation is sweeping the country.

AND ... Like any chewing gum, Women of Today chapters must **STICK** together. Through teamwork, dedication and enthusiasm, we will leave the world a better place because we lived and served within it.

IDEAS FOR WORKING WITH PEOPLE

TO HELP PEOPLE AVOID “LABELS” AND “ROLES”

1. Look for opportunities to show the person a new picture of themselves.
This is a fun chapter! I love reading your newsletters; they are so creative!
You run a very efficient meeting.
2. Put them in a different situation where they will see themselves in a new light.
Betty, would you share your newsletter with Happytown?
Donna had a great social idea.
I shared with the state president how great you handled the last meeting.
3. Let them overhear you saying something positive about them.
She has such good ideas. I feel she has really unified the chapter.
4. Model the behavior you'd like to see.
It's hard when a member doesn't renew, but I wish her well.
Hello Donna! Glad you're here. You did a nice job with that project.
If you need any ideas on writing the SPE, call Suzy in Coolsville.
5. Be a storehouse of special memories and instances for them.
Remember that great social you had last year at Christmas? I remember your last project...
I will never forget your excitement at convention last May.
6. When a person falls back on old “labels”, remind them of your expectations.
I know you feel strongly, Jean, but we really need to do projects for all ages in our community. I don't like to see this group divide again. Can we reconsider the issues?

TO ENCOURAGE AUTONOMY IN CHAPTERS/LEADERS

1. Let them make choices.
What areas are you interested in? What night works for you? Let's vote on these two.
2. Show respect for their struggles and uncertainties.
It is hard to please everyone. That's why we take it to a vote.
As a president, it's painful to see so few people here. Perhaps if you call and remind everyone...
3. Don't ask too many questions.
Ask how they have been and mean it. Smile when they come in. Ask for comments.
4. Don't rush to answer questions for them.
That's interesting. What do you think we should do? I hadn't considered that. What do you think would work? Use silence, and an open, waiting expression.
5. Encourage them to use other sources of information.
I bet your DD would know the answer. Have you checked the CIP?
Let's ask Happytown what worked for them.
6. Don't take away hope.
So you're considering an office! That sounds like so much fun.
You have a new project idea? Great. Let's discuss it at the meeting.

MOTIVATION

*****PEOPLE DO THINGS FOR THEIR OWN REASONS - NOT YOURS!*****
*****YOU EARN THEIR MOTIVATION, JUST LIKE YOU EARN RESPECT.*****

What motivation is not:

Telling them what to do
Manipulation

Controlling their behavior
"My Way or the Highway!"

What motivation is:

Achieving a common goal
Putting their needs first

Being the type of person they want to work for
Creating a positive environment

SO.... How do you encourage people to be motivated to do something for you?

- Look at and understand **YOUR OWN BEHAVIOR!** Realize the effect you have on others.

Example: You are the State Delegate, and you're a hard-working, task-orientated type of person. At your May chapter meeting, your first instinct is to insist everyone submit their LPM reports thoroughly filled out, and to you 1 week before the district meeting - no excuses! But -- think about the effect you may have on someone who is there just because they want to have fun. How motivated will they be to meet your demands? What could you do to "sell" them on your idea instead?

- State or negotiate a **COMMON OBJECTIVE**. If possible, let them decide **HOW** to do the job.

Example: You are chapter president, and want everyone to recruit new members. You announce "Everyone meet at my house Saturday at 2:00, and we'll go door knocking." Saturday comes, and you are surprised when no one shows up! As a better motivation tool, talk about why you need new members, and obtain their consensus that it is important for everyone to work on it. Then ask the group to brainstorm ideas for "finding" prospectives, and implement the ideas that would work for your group. Maybe **they will** decide door knocking is a great way to find new members!

- Think about the **TYPE OF PERSON** they are.

Example: You know Mary is quiet and introverted. But she is great at writing notes and doing computer graphics. She could be the one to create and send out reminders to the socials. Sue, on the other hand, is out-going, friendly and gregarious - perhaps she's the one to go to the bake sale at the mall to talk to new people about visiting your next social. Utilize people's strengths and needs.

THE NUMBER ONE MOTIVATOR IS VERSATILITY. BE WILLING TO CHANGE, AND TO ADJUST YOUR APPROACH TO THE OTHER PERSON'S NEEDS AND BEHAVIOR!

Also remember -

- Look for tasks they can do, and provide the right tools and resources so they can succeed.
- Create positive rewards - If a person is rewarded for a small accomplishment, they will be willing to try bigger accomplishments. Rewards could be a thank-you, or naming them "Member of the Month". (Incentives are okay, and can motivate people to sell more, etc. on a short term basis. In general though, they are often more as a "thank-you" than a motivator.)
- Let people be creative by fostering and encouraging new ideas.
- **COMMUNICATE!** Help every single member feel informed, wanted and appreciated.

OTHER RESOURCES

PEOPLE

Working with a struggling chapter can be a challenge at times. The following individuals are available to assist you in many ways. Do not hesitate to ask for help or ideas if you need to.

The Chapter Management Vice President should be your first point of contact. She can help you brainstorm, provide insight to the chapter, or connect you to other resources as needed.

Work closely with the District Director that oversees the chapter. You should be partners working together to help the chapter succeed.

The Executive Director at the Chapter Service Center is available to help you answer any legal or financial problems, help you identify resources both inside and outside of the Women of Today, as well as provide information on the history of a chapter.

The State President, other State Staff members, State Program Managers, fellow Gold Team Buddies and other experienced members are all good resources to tap into also. These people could help you brainstorm, serve as speakers at meetings or lend a hand with an M-night. It is usually a team effort that can be the turning point for a floundering chapter.

MANUALS

The Following Manuals are very useful in working with a chapter. Each chapter should have a set, and they are also available for purchase at the State Store.

State Plan of Action

Book of Forms

Membership Manual

Skits & Stuff I

Skits & Stuff II

Project Idea Book

Public Relations Manual

RAVE Manual

STEP Manual (Stored at the Chapter Service Center)

Parli Play Manual

LPM and DPM Manuals

Chaplain/Family Involvement Manual

Outstanding Young Woman

Outstanding Woman in Government

Outstanding Young Adult

Officer Manuals:

President

Vice President

State Delegate

Secretary

Treasurer

**MINNESOTA WOMEN OF TODAY
GOLD TEAM BUDDY OFFICIAL VISITATION REPORT**

Following your visit to the TLC chapter, send one copy to your District Director, one to the state Chapter Management Vice President and keep one copy for your records.

Name _____ Date of meeting _____

Chapter name _____ District _____ Mileage _____

Chapter membership _____ No. in attendance _____ No. of guests _____

YES	NO	INCLUDE ANY COMMENTS THAT YOU MAY HAVE
-----	----	----------------------------------------

- | | | |
|-------|-------|----------------------------------------------------------------|
| _____ | _____ | Did meeting start on time? |
| _____ | _____ | Is a printed agenda used? |
| _____ | _____ | Are the Women of Today creed and Pledge of Allegiance recited? |
| _____ | _____ | Do officers have visible responsibilities? |
| _____ | _____ | Are new members introduced and welcomed? |
| _____ | _____ | Is the membership enthusiastic? |
| _____ | _____ | Is parliamentary procedure used? |
| _____ | _____ | Was the meeting too long? |
| _____ | _____ | Was the meeting fun/interesting? |
| _____ | _____ | Does the chapter have a Plan of Action? |
| _____ | _____ | Is the procedure used to obtain chairmen effective? |
| _____ | _____ | Are local program managers used? |
| _____ | _____ | Are committees encouraged and obtained at the meeting? |
| _____ | _____ | Are final reports and committee reports given on projects? |
| _____ | _____ | Does the chapter have a local awards program? |
| _____ | _____ | Does the chapter have a newsletter? |
| _____ | _____ | Did you receive one prior to this meeting? |
| _____ | _____ | Did the chapter have a program? If yes, indicate what. |

Highlight current chapter projects.

If you did a presentation, what was the content?

What do you feel is the current status of the chapter? (Include any other needs they may have.)