



Recognizing and Addressing the Needs of CFWC Members



Written & Compiled by
The GFWC California Membership Team:
Pam Ament, CFWC 2nd Vice President & GFWC LEADS Graduate 2004
Barbara Briley Beard, CFWC Area C Vice President
Deborah Bushnell, CFWC Area A Vice President
Doris Duquette, CFWC Area B Vice President
Stephanie Stark, CFWC Area D Vice President

October 2016 Publication

Recognizing and Addressing the Needs of CFWC Members

RETENTION.....	3
NEW MEMBERS.....	4
INTEGRITY.....	6
AMENITIES AND PROTOCOL.....	8
FUN.....	11
TEAMBUILDING.....	12
MEMBERSHIP: NOTHING PERSONAL, BUT WE ARE ALL DIFFERENT.....	13
SIGNS OF TROUBLE.....	14
CONFLICT RESOLUTION.....	15
EDUCATION & MEMBER TOOLS.....	16

It is the hope of each of us serving on the CFWC Membership Team that you utilize this publication at all levels of Federation. This Area Handbook is for all members in CFWC, written in short chapters, we each hope you can explore the many ways to use these topics for a program, handout or Newsletter item. You may even choose another way to make it work for you. We are 11,000 plus members strong in the GFWC California Federation of Women’s Clubs. We are always on the lookout for something to apply to become stronger, to attract more members, and to keep our current membership interested. Always remember that there are so many ways to tackle a project, to introduce new projects and to enthuse members towards the goal of a project.

We need to begin anew sometimes and take a look at the word “change” and embrace it’s meaning. We offer a few new ideas and truths here, nothing more, nothing less. We can’t run from change, it is inevitable. So I say run towards change, give it a hug and make it your friend, or it just may knock you down. As GFWC members we are part of something bigger than ourselves, we are part of a global community that has committed to volunteerism. Through that choice the General Federation of Women’s Clubs can hold its many diverse heads high knowing that we are indeed “in the big things of life at One”.

Pam Ament, CFWC 2nd Vice President
ament.pam5@gmail.com (310)-344-8695

Deborah Bushnell, CFWC Area A Vice President

Doris Duquette, CFWC Area B Vice President

Barbara Briley Beard, CFWC Area C Vice President

Stephanie Stark, CFWC Area D Vice President

Retention

Membership Recruitment and Retaining is a Constant

Membership is an Action Word in Federation and we need to be mindful of that at all times. As Membership Officers, it is our duty to play particular focus to 3 things while in the position:

1. Members
2. Retaining
3. Attracting

It is very easy to deal with 1 of these items at a time, but how do we juggle all 3 at the same time? Well, it takes practice and it is not as simple as you may think. Notice the items listed in the order I have placed them above: #1, #2, and #3. This is on purpose; I have found in my limited experience of 20 plus years as a member that if you pay attention to your Members and their needs, that you retain more of them as a whole. When we retain our Members, they are most likely to invite their friends to join our group.

So you see this is one-long-action flowing one to another and making your job a bit more simplified so you can focus on the details. Here is another way to make it simple:

- A** Actually make an effort to get to know every club and district Member. Start small by learning the names of those that regularly attend meetings. Remember the small things: names, hobbies, club and title.
- C** Call Members and Call on Members. Email is great, but highly dis-personal. Send a card, call members on the phone, utilize Members at meetings to help them feel included.
- T** Touch don't Teach. We are a bold version of Woman and do not need to be told much. When we educate our Members, we cannot lecture and touch can help with that. To make someone feel wonderful, that is a magic touch.
- I** "I cannot do this alone", now you say it. Membership is a Team effort and there is no "I" in "Team". Once we shed the need to be in charge and trust the Chain of Command and our Fellow-Members, you can get more done.
- O** One Member can make a difference! We all know that as a fact, however we rarely celebrate it. Remember it takes 1 Member to begin a flow of positive or negative. You choose the reaction.
- N** Not to brag, but the GFWC is a pretty big deal and CFWC is as well! We have over 11,000 Federation Members in California, 19 Districts, 226 Clubs and 11 Affiliate clubs.

Each of us can make a difference if we remember to take a positive action with each Member we meet; get out into the Assembly and make new friends!

Pam Ament, 2016

New Members

We need to always remember that we have members in our clubs already.

Oh Happy Day, your club just installed a new club member! What next?? Did you make a big deal over the new member's club installation? Give the new member a Federation member pin, a notebook detailing who we are, what we do, and why are we all Federated sisters? Why did the new member join? Have you asked them? What would your new member like to do in club? Have you asked them?

Here is my strongest topic on membership! If you give someone a job to do, they might not do it just the way you would, or the way it's been done the past 50 years or so, but let the new member use their passion and enthusiasm, talent and resources to do the job they have been assigned or volunteered for, in their own way! There doesn't have to be a right and wrong, something different and wonderful and fun may come about with change. I'm proud to be a Federated Sister, and we all need to show the love and affection our club members are capable of giving to our newest members in Federation!

Maybe your club has each new member sponsored, then does that seasoned member sit with the new member and "show them the ropes" as the months move forward during the first year of the new member's life in Federation?

Our club's standing rule says, "prospective members shall attend three club functions. One a general meeting, two other club functions, and she shall be the guest of the club at the meeting she is initiated as a member". What does your club's standing rules say as to new members?

Now, the new member shows up for their first meeting since being installed? What next?

Does someone greet the new member and smile at them? Welcome the new member to their first meeting? Invite the new member to come and sit with you at your regular table and most importantly, introduce the new member to all your club friends?

Area C's motto for the next two years will be for all of us to have a Yearling table. All new members sit together at general meetings with the membership officer. Maybe as a club put aside a few dollars and give a small table favor to the new members to show appreciation for them coming to the meetings to learn about your club's activities. Show the new member appreciation for volunteering their time and talent, just like you all are appreciated for all that you do. It does not go unnoticed to the State Officer of Federation.

In this way, the new members will feel warm and welcome, to be with other new members the first year, they can ask questions directly to the membership chairman, who is the expert in your club for information on membership, dues, etc. The new member feels connected, they are not yet well-informed as to the ways of the club, dates of meetings, times and hours involved, and philanthropies. How about making copies of the minutes and treasurer's reports available to new members? The recording of the minutes is an important job and reflects the actions your club is taking and doing in the communities we live in and around us. It is a good way for new members to see "just what we are about".

Whether you help with organizing new clubs, processing applications, or processing reinstatements, helping with report writing for membership or having a tea to get new members, remember, *"Membership begins with Me"*.

Love you club, tell everyone about it, so your club grows like a strong seed, we already have deep roots, and our communities will grow strong branches, and our State will grow trees of Federation.

We need to always remember that we have members in our clubs already.

Barbara Briley Beard, 2016

Integrity

Integrity is like a three-legged stool. Legal standards, moral standards, and ethical standards are the three legs of the stool. This supports your ability to honor your word to yourself and to others. Begin with saying to yourself, 'I am a person of integrity'. Give yourself your word that you act with integrity to yourself. When one's word to oneself is whole and complete, it serves as a foundation on which one is likely to deal with one's word to others with integrity. Honoring your word to yourself is the basis of honoring your word to others. As Polonius said in Shakespeare's play, *Hamlet*, "This above all: to thine own self be true, And it must follow, as the night the day, Thou canst not then be false to any man". (Shakespeare)

Observe how you give your word to others. When you give your word to another, you create a relationship, not only with the other individual but also with yourself. Give your word thoughtfully and with full commitment.¹

Good business and good citizenship is built on straightforward, integrity-centered behaviors - to capitalize on productive relationships take these steps:

Practice forgiveness

Exhibit patience

Demonstrate humility

Be respectful

Be honest

Demonstrate responsibility

Show commitment

Expect and model discipline

Or, work on the negative side and create:

Bitterness

Confusion

Anger

Loneliness

Suspicion

Recklessness

Weak performance

Disorder

Leadership is an integrity-centered attitude shaping productive behaviors!²

Therefore, since people judge integrity by the consistency, credibility and reliability of a leader's behavior, how do we know it when we see it? The following descriptors will assist you to confirm your perceptions of integrity.

Continuous Personal Growth: Leaders are in constant learning mode. They are ruthlessly honest with themselves, seek guidance to discover and work around their blind spots and are always learning and growing as leaders.

A promise is a promise: Leaders keep their promises, and if they can't meet the agreed-upon timeline, they will stay in communication with you until the promise has been kept.

Reliability: Leaders who are shown to be reliable and counted on will attract more followers. Reliable leaders stick with problems and issues until they are resolved from a win/win point of view and a strong consideration for all stakeholders involved.

Accountability: Leaders don't just blame others and/or take the blame themselves; they own the situation and all of its outcomes. These leaders quickly intervene in an issue, evaluate unintended impact, take steps to rectify the situation and stay in close communication until the job is done.

Responsiveness: There is nothing more frustrating than waiting for a leader to respond to your query. High-integrity leaders are good time managers and will either respond immediately and/or will inform you when they can get back to your issue. If the situation is a crisis, they will be there for you.

Doing the right thing: Leaders who have strong moral principles can be counted on to do the right thing, at the right time and for all the right reasons. These leaders have high personal standards and hold their team members to the same high standards. They then assess each decision and action against their organizational standards.

Respectfulness: Respect is earned and is done so by showing respect and an acceptance toward others. Respecting others means understanding different values and beliefs, recognizing, accepting and developing the skills of others and including all employees as part of the team. Respect also means communicating and interacting with individuals by putting them on the same playing field.

Accessibility: Leaders are physically present and make themselves available by interacting with and inviting associates to share their issues.

Transparency: Leaders ensure their actions are "seen" as trustworthy and create a sense of certainty. They exhibit openness with respect to information, finances and various operational transactions and business dealings. When examined by others, their actions lead to trusting relationships.

Whether a single lapse of integrity and/or as a continuous way of doing business, unethical, non-integrity leadership behavior not only has the power to ruin a career, but it has the power to totally destroy an organization. When integrity is destroyed, confidence goes by the wayside and may never ever return.³

¹Source: *Nine Steps to Integrity* by Stephanie Olexa, PhD, MBA

² Source: *Integrity Matters*, February 27, 2008, by Jim Bracher, Bracher Center for Integrity in Leadership

³ Source: *Why does Leader Integrity Matter to Followers? An Uncertainty Management Explanation*, Robert H. Moorman, Creighton University, (US) and Steven Grover, University of Otago, New Zealand, *International Journal of Leadership Studies*, vol. 5 Issue 2, 2009.

Deborah Bushnell, 2016

Amenities & Protocol

Protocol is defined as: a system of rules that explain the correct conduct in formal situations; also a code prescribing correct etiquette and precedence. Protocol also refers to the code of formal amenities. It is simply good manners in an atmosphere of friendliness and politeness.

Amenities is defined as: an agreeable way or manner; also the quality of being pleasing or agreeable.

In the California Federation of Women's Clubs, the Amenities Chairman takes care of both. (In a club or district the Amenities Chairman would do the same for her president as the CFWC chairman does for the state president.)

She works directly with the CFWC President and carries out her wishes. She must check with her before each meeting. Be friendly, helpful, gracious and diplomatic as you go about your duties. Do the following after checking in:

Arrive early and check the head table, lighting, microphone, flag, seating and anything else which will contribute to the ambiance of the meeting;

Sit in the room where the president can see you and call on you if necessary;

Head table seating: always seat people according to rank at the president's discretion,--the one traveling the farthest ranks highest.

Guests are never left alone. An assigned member greets the guest at the door, escorts her as the president directed. Each guest needs a hostess.

If the president does not make a seating chart, the amenities chairman does.

Name place cards are required for each person at the head table.

Head Table:

Presiding officer introduces each person at the head table beginning with person at presiding officer's extreme left. Proceed toward the podium. Next go to the extreme right --beginning with person furthest away from podium. The last person to be introduced is the "guest" or honored person. The "Guest" is seated just to the right of the presiding officer.

When a state or international president is introduced for the first time the audience should stand and applaud in recognition of the office.

Introduction of guest speaker should be brief. Purpose is to establish integrity of the speaker on the subject. If a speaker is late, wait only 10 minutes before going on with the next order of business.

Speakers and Guests at meetings:

Officers are available to come to meetings to speak. Contact the Itinerary chairman to arrange a date or contact the person you want to speak and set the date--then contact the itinerary chairman. If overnight is required, please set that up in advance; many speakers are home hosted (stay in a member's home). The State President arranges her own itinerary. Contact her directly.

Respond promptly to all invitations, itinerary requests and correspondence.

A "Guest" should arrive approximately 30 prior to a meeting. Delays in traffic and schedules are unforeseen and should be anticipated. If detained, notify the hostess as soon as possible.

Speakers should stay within the allotted time and should not be offended if asked to bring comments to a close.

Federation guests should represent the organization proudly, leaving the best impression possible.

Thank you letters should be written to the special guest, hostess club or district immediately.

Hosting a State Board Meeting:

The District where the meeting is held is the host. They are responsible for all of the following:

Decorations – front of lectern, and for the tables.

President's Suite – perhaps a small flower arrangement and possibly fruit or snacks for the Executive Committee (13 members). If providing the above, please work through the CFWC Amenities Chairman as she may be doing this already.

Customary to provide a reception for all who attend either after the Friday or Saturday evening meeting, or before dinner on Saturday night. Work with State President to determine her preference. This is usually held in the President's suite but sometimes in a different place depending on the size of the suite. Again, work with the State President.

Courtesies:

State President

Do not arrange for another speaker if she is guest speaker. She should be allowed 30 minutes.

(exception—at the Area Conferences all three of the elected officers speak—the President speaks last.)

Assign a hostess to be with her—never leave her alone. Arrange for a reserved parking space if she is driving. At area conferences a hostess should be assigned to the 1st Vice President and the 2nd Vice President also.

Gifts are at the discretion of the District or Club

The State President ranks above all others except the GFWC President. If she is invited—she is the Guest. All meals and hotels are paid by the host club or district.

Guests and Speakers:

Guests receive the same courtesies as a guest in your home. Parking should be provided if it is difficult. Each should be assigned a hostess. Have speaker speak at the scheduled time.

Audience should be courteous and listen. There should be no whispering and applaud appropriately.

Receiving lines:

Lines are by rank

Club President at Club functions

District President at District functions

State President at State functions

Honored Guest

Other distinguished guests

Receiving lines should not be excessively long.

Conversation should be brief.

A member is appointed to introduce guests to the first person in line.

Protocol for members:

Be on time for meetings.

Adhere to deadlines.

If giving a report, be near the microphone, not in back of room.

At a meal, members should not start eating until the President has picked up her fork.

Refrain from disturbing the meeting through whispering or restless behavior.

Avoid walking between the presiding officer and the audience.

Obtain the floor before addressing the assembly and address all remarks through the chair.

Name badges should be worn on the right side. Club pins can be placed on either side but are usually worn on the left.

Don't overlook those in your district who serve at other levels of Federation or are past presidents. Just because they are friends we tend to take them for granted. They should be extended every courtesy. Past presidents are introduced starting with the most recent, then the others in order of dates served.

Doris Duquette, 2016

Fun

You've heard it before: fundraising begins with "fun". Well, why wait for a fundraiser to have fun, can't we make an effort to have fun at all events, including meetings? My question to each of you reading this is: *when did you have fun at club last?* Well, if your answer is not at the very last meeting, then we have a problem.

Club needs to be fun. If club is fun: then members go to district and if they have fun at district, they will attend State, Region and International events too! Each member has a vested interest in what goes on in their club at all levels...not just what they are told goes on.

I am an extremely process driven leader; I believe that when the process is fun the product is a given. So let's make the process fun. Make club fun. Oh, you can still get business done and easily and it can be timely...but, it takes effort and planning. No fun can come from disorganization and secrets.

For the past 4 years, those of you that have heard me speak know that I believe clubs and districts need transparency. That is your first clue to fun. Get members into their seats for the meeting on time: sing, celebrate, give away 5 gifts from the 99 Cent store...do what you must to get members seated on time. Make your Meeting as transparent as possible by making each item on the Agenda something every member has an interest in. Lastly: bring laughter with you to club.

I am always amazed at the fact that I can be at a meeting and the Agenda is short, however it does not include anything we as members are all vested in. The Minutes, the Financials, the Board Recommendations are posted and slicked over as if they don't matter. They do matter and if club is fun, then business is not ignored or glossed over. Our members want a chance to debate, question and verify. When we take that from them, they begin to growl at the Head Table from the Assembly. That has to stop, it doesn't work.

The first step to fun at club is inclusion. When we include everyone in the process and ceremony of a meeting it's a good meeting. When we move up to step two for creating fun at club and we add laughter, it's a great meeting.

Do me a big favor: take a look around you at how much talking is going on during the reports during your meetings. I will bet you that there is a buzz coming from members that believe the Minutes and Financials have nothing to do with them. They could not be more wrong. So how do you make it fun? Get members in their seats on time, get them up and moving, explain how the Minutes effect the dimension of the club philosophy, change the dynamic of the room entirely, or, how about adding something to your Agenda that no one wants to miss.

Each club is different, that's what creates a Federation. It is up to the leadership of the club not to drone on and bore us with a lot of chatter that includes words like "and then we did...", "we did it this way", "this was a Board decision", or "it's already happened". When we engage from the podium and include membership in all decisions then club is fun!

So go to club, be included, pay attention, ask questions, have opinions and if you get shut down and it's no fun: do something about it! Run for office, vote for Officers that treat club as a fun place of business and include everyone in the membership. But whatever you do: do not repeat the rut you're in because you are in charge of your checkbook and you should be paying dues for a club where it is fun to attend.

Pam Ament, 2016

Teambuilding

We often talk about teams or committees, as if putting one together is the easiest and most natural things in the world. If your leadership style is not collaborative and if you start without a goal, or with people who cannot work together, your efforts can be uphill and unproductive.

Let's look at some ways to get it right, to build a team from the members you have. First, some questions to ask yourself:

Can you choose your team, or are you starting out with an assortment of volunteers or appointees?

Did you pick your friends for the job? Are they like you?

Are you willing to share responsibility with the group?

All of these are loaded questions. Whether you choose your team or it is selected for you, you must make it work. By definition, a team is a group of individuals working together to accomplish a common goal or goals. For team members the goals must be shared. Everyone on the team should know and agree to these goals.

In membership, there are generally several goals: *recruitment* of new members, *orientation* and education of those members, and *retention* of all club members. To accomplish these, the team requires *diversity*. Every team needs members with different skills. In football, for example, you need a quarterback, receivers, linemen, and a kicker. Each has a specialized job for which the player spends hours in training. But there is also team practice, as well, when all must work together.

So you have, or are choosing, your team. What are each member's strengths? Recognizing these is critical for the group to work together effectively. A team requires a leader. It also needs someone with an outgoing personality to get everyone on board, one or more quieter "worker bees" to process information and do the day-to-day tasks and someone to maintain records and keep everyone on track. If the group you have lacks the skills to accomplish the established goals, it is the job of the leader to make sure that everyone gets the training and materials to do the job they are asked to do. If you are missing someone with the talent needed, look for a member to join the team and get her "on board."

With goals and your team established, you must make sure that you establish an environment where all ideas and all members are respected. This must be clear from the outset. Meetings should have a purpose, stay on topic and get something done. Include social time to help the team become better acquainted and more comfortable working together.

Always remember there is no "I" in team.

Stephanie Stark, 2016

Membership: Nothing Personal, but We Are All Different

Jelly Belly's: YUM! Consider the small container in front of you...First question you may have could possibly be: "*Is this Mine*"? Yes, it is...in fact, you may have already eaten it. No matter, just use your imagination.

When I think of Membership I always try to remember that each Member is different. It's true, we are all an individual, a one-of-a-kind masterpiece with our own ideas and ideals.

Well, nothing personal, but I embrace that, I truly embrace that. We are, each Member of Federation, a different person with opinions and we are each entitled to those views. We are our own flavor...just like the Jelly Belly's.

I know that I have made numerous friends in CFWC and consider all of you family, but I also know that we are different flavors! Each of those flavors is bringing something new and wonderfully delicious to the table of club and district to share with others. Two flavors combine to make a new flavor and that is what our Membership is: we each combine to create a new flavor, a new strength, a new Team of bonded strong volunteers.

So, I won't take it personally if you vote one way and I vote another, we are different flavors. We can meet and debate without argument.

So, why is it so hard to take the personal out of club? I leave meetings or speak often at a meeting where I hear the opening line: "*and then she did...*". If it bothers you, let it go and stop taking it personally. This is a very hard concept to follow, however, if we don't let go, we get dragged along. Which of those two concepts is better for your soul and the health of the Membership?

Truth: *Getting dragged around is a drag, so let go of the personal!*

Now, frankly sometimes that philosophy just does not work. You make a deal with yourself to not take it personally, yet it becomes more and more personal with time because of the constant efforts of another. This is called just plain "*mean*", and it does need to stop, especially if it becomes public. There is no one-way of dealing with a "mean-girl", they vary with the situation. The outcome is the only constant: it must stop!

Humor is a great ally, so is memorization...I can repeat the insult or accusation you through at me with enough humor in it that it really makes the mean person seem like a clown. Now, that is my theatre training...so what can you do if a situation arises and needs to stop before further escalation? Be prepared, that's it. Be ready for it, and, know how to finish whatever is coming your way. Have your facts, be strong and be truthful.

Bring your special flavor to each situation and know that Karma is a fact and ultimately love each flavor for what it is. Remember too that you don't always have to add that flavor to your salad, but they do need to be allowed in your kitchen.

Pam Ament, 2016

Signs of Trouble

We all know that there are some very obvious signs of trouble within a club and district. But what about those few signs that are not so obvious, you know, the ones you look back on after something happens and say to yourself..." oh yeah". Your CFWC Bylaws have a specific section on Districts at Risk, (read it, in fact read all of the Bylaws over and over again).

I believe that part of leadership at any level is to recognize "at risk" problems before they happen and do our best to avoid them. This is a simple test of questions to ask regarding club and district. It is a possible compass that can give a heads-up to leaders that something additional is needed.

Pop Quiz for Signs of Trouble

1. Do members come early to the Meetings and enjoy social time?
2. Does social time keep going on at the tables when the Meeting has been called to order?
3. Do you begin or end your Meeting with the recitation of The Collect?
4. Do members actually know The Collect or are they reading it off a copy provided for them?
5. Do members seek out and sit in different areas/tables for the Meetings?
6. Do members sit at the same table for every Meeting?
7. Are members quiet and attentive during the Reports from Officers and Committee Chairmen?
8. Are members talking through the Minutes and Reports?
9. Are you reading the Minutes, Board Recommendations and Financials fully during the Meeting?
10. Are you highlighting the Minutes and Reports during the Meeting to save time?
11. Do you have the current club/district Bylaws published in your Yearbook?
12. Are your members not interested in the Bylaws and consider them a tedious discussion?
13. Has your club/district been given a recent refresher on the General Federation of Women's Clubs?
14. Does your club/district ignore the instruction of all matters CFWC and GFWC?
15. Are all of the Officers on time and organized?
16. Is there time wasted at the podium while papers are shuffled and a search is mounted for the next Agenda item?
17. Are there Agenda copies at the Assembly tables?
18. Do members often question each order of business as it's introduced during a meeting?
19. Is there discussion allowed during the course of your meeting?
20. Are there arguments or personal remarks made towards others at your meeting?

These 20 Questions are answered thus:

All odd numbers: YES

All even numbers: NO

If, as a leader, you could not answer the above questions correctly then there could be trouble down the road. It is not easy to lead, nor is it easy to lead a meeting, however, there are many things at our disposal to make it look easy. We need to be ready for trouble and head it off before it arrives. The best way to do that is to be what I call: Federation Ready!

Federation Ready means you have given all information to each member of your club and district that they need. It means that there are no secrets, no closed meetings and that rules, such as your Bylaws are followed. Your members pay to be part of a club, your club is a Not for Profit Organization and must be treated as such.

Pam Ament, 2016

Conflict Resolution

There are all types of conflict and just as many ways to prevent it or help dissipate any bad feelings that may arise. The most common thing about conflict is that it often comes from a personal point of view. There are a few things that help with conflict and how to keep it at bay, I would suggest re-reading the FUN section of this handbook for one. We collectively, as your CFWC Membership Team, came up with the following items to aid you in conflict Resolution and they are as follows:

- Teach “techniques to avoid”: You hear me say: “no secrets” often, that is a big thing to never do. Also choose words carefully to inform your members of change. Make sure your club knows their Bylaws and all business is above scrutiny.
- Sit down with all people involved: If those involved are civil, invite them to discuss openly all points, involve only club business.
- Try to keep moving forward even when a few are causing conflict still: It only takes 1 person to create an issue that results in conflict and conflict spreads.
- Meet with all parties involved: If at all possible, those involved with the original conflict only.
- Find the good: Make sure you find something nice about every comment made. Repeat every comment with a positive inflection.
- Be sure all are speaking the same language: Sometimes we do not understand what is being said. If there is any doubt repeat the statement and ask if this is what was intended. If it is not, then ask the party to restate their issue.
- Silence the trouble-makers: Right away, otherwise be ready for it to happen again. Honestly, there are those that will not be silenced and keep coming back for more. Treat it the same every time: silence them right away.
- Recognize the conflict: Conflict is a serious issue to all sides involved and it deserves the utmost respect of all parties involved.
- Talk collectively: Some issues of conflict may bring up other areas of conflict as well. The list could grow and parties involved may have to commit more time to the resolution process. Be careful though that the “new” items added are not “new” because someone is not getting their way.
- Don’t hide under the table, others may have the same conflict: When there are many involved in conflict, it may be time to take a look at your Bylaws and see if there is a change needed in how the club runs their business.

Know that Conflict is hard, it’s never simple. Know too that there is some conflict that never ends, this is because one of the parties involved will not allow it to end. If this is this case, then any Investigator or Mediator must ask the party not seeking resolution: “*why is it you will not accept our findings and what is it you truly seek?*”

In any case: be patient, listen well and good luck.

CFWC Membership Team, 2016

Education & Member Tools

Do your club and district Bylaws have Job Descriptions for your Officers? How about membership duties, do your Bylaws include a Job Description for your Membership? Well, they should, this is our first written form of education in the General Federation of Women's Clubs. Bylaws: this is where I go for my first step in the education of a club, district or State Federation...even for the General Federation of Women's Clubs.

Educating our members is of utmost importance because we are part of a Federation. As part of the GFWC we pay dues and educating our membership as to where our dues go is a must. Most clubs are not sure what a Federation is...look it up and it I assure you that you will understand then why so many of our clubs are different. There are other forms of education as well and some that we discussed and would recommend as your Membership Team are:

- **Orientation**: Invite everyone, even seasoned members could use a refresher.
- **One on One**: Sitting at a table with an assigned club member to answer questions is a great way to find out the interests of the newest person joining.
- **Small Group Instruction**: Have a Job Faire or a Committee Faire and do it in an Open forum setting. Have tables out where members can stop by and get an idea of what is expected. Have people change tables every 15 minutes.
- **Listening**: Listening is a talent and it takes practice, a lot of practice. Get members listening with things that are interesting and keep them interested by offering new and exciting things to listen to.
- **Socialization**: We can be a social club, however first and foremost, we are a Federation Club! That means we need to get through a Business Meeting in order to enjoy the sociable niceties of lunch and a program. Shortening your meeting to get to the social is not a desired or useful educational tool.
- **Workshops**: Offer your members Workshops taught by, GFWC, CFWC, and District Officers and Chairmen. DO some of these at your meeting during the course of your year. Offer some as a stand- alone event and give it priority in the PR department. All of you at an Area Meeting get this book free...you came to an Area Conference and were educated on a myriad if items.
- **Speakers**: Invite speakers to your club and district meetings. CFWC has an Itinerary Fund where you may request a speaker and they attend you meeting for FREE. The CFWC Itinerary Fund pays their transportation. What is your part of this great educational bargain: pick them up at the Airport if they fly, get them back to the Airport after your meeting, let them speak for 20 minutes minimum, and feed them: Easy Peasy.
- **Social Media**: Is your club and district on the world wide web? They had better be...we need to be on Facebook and have a webpage at the very least. Other things to consider: Meet Up, Twitter, Instagram and LinkedIn.
- **Yearbooks**: Your club and district Yearbooks should be a source of everything that is your club or district. Not only should there be a brief history of your club and clubhouse, (if you have one), listed, but there should be your complete Bylaws and Standing Rules. Other things to include

are the roster of names, addresses and phone numbers of club members and a listing of all officers and their contact information. It helps if all meeting dates and fundraisers are listed too. Leave white space or a few pages for members to take notes on. I know members that bring their Yearbook to every meeting and write things down that is deemed “new information”. Some other wonderful little things to personalize: birthdays and month, (not years), wedding anniversaries, pictures of each member, a small calendar that covers the 2 years of your club year.

- District Meetings: Just go and enjoy yourself. It is a different meeting with a different feel and those district officers work very hard at bringing the memberships of all the members in their districts educational items to be utilized. Take a few hours and see what is happening at another Federation level, you just may make a new friend and learn something new.
- Area Meetings: Every member should attend, period. This is the best time to meet you elected State Officers and hear them speak.
- State Executive Board Meetings: Every member should attend a State Executive Board Meeting at least a few times. They are all over the State, north and south, (it is in our Bylaws that they must be), so if one comes to your area: GO!
- District and State Convention: I think it is safe to say that all members should be attending both of these events. These are celebrations of what we have each done for our community. All of us in every club in the State work at making a difference. At District Convention we celebrate with our immediate fellow club-members. These events are about the Members, they are all for You and you cannot participate or learn if you are absent.
- Bylaws: club, district, CFWC, GFWC and then Robert’s Rules. I am surprised at how many of us are not educated in the fact that in order to be a member of the General Federation of Women’s Clubs, we must abide by the Bylaws of our districts, State Federation and the General Federation. I often hear “well, Robert’s Rules says...”. Here’s the thing: if it’s not covered by your club or your district and it’s covered by the State or GFWC, well then Robert need’s to step aside. I mean absolutely no disrespect to any Parliamentarian in the previous statement. We are a not for profit organization that must conduct our business as it is dictated by our parent organization. It would behoove everyone to understand that they should have readily available all 4 sets of bylaws: (club, district, CFWC and GFWC), as well as a copy of the most recent version of Robert’s Rules of Order at any meeting.

You can see that there are so many tools out there for you to use, but you have to reach for them, they won’t fly into your hands on their own. All you need to do is take it in, accept it and pass it on. Don’t be a dust-bunny with educational tools, don’t be the break in the chain that gets information and stores it away under your bed. Use every bit of information to educate your members at every meeting and event. Share in the education of all things Federation and your meetings will be smooth going.

CFWC Membership Team, 2016

