

SUCCESS FOR CHAPTER PRESIDENTS



**How to Be In Charge
&
Succeed as a team!**

**Professional Development &
Networking Forums**



California Division

CHARACTERISTICS OF A GOOD LEADER

Following are several characteristics of a good leader:



- **Decides** - A leader makes decisions and acts on them consistently.
- **Listens** - A leader sincerely listens to others, and others feel confident that they are being heard.
- **Visions** - A leader creates a vision for people to rally around.
- **Sets Goals** - An effective leader always sets goals and shares them with others on the “team.” Remember the old saying: “Any road will get you there if you don’t know where you’re going.” Pick your destination, then the best road will become evident.
- **Develops a Plan** - Establishing a vision and setting goals are critical, but a plan of action is just as important. Effective follow through and positive results depend on a detailed plan that includes the who, when, and how of each step.

CHARACTERISTICS OF A GOOD LEADER (CONTINUED)



- **Communicates** - A leader communicates ideas and information clearly to others. A leader also makes sure that information is disseminated to all who have a need to know; that everyone is “in the loop.”
- **Builds a Team** - A successful leader understands the dynamics of groups of volunteers and utilizes individual strengths to build a powerful unified force.
- **Acts as Cheerleader** - A good leader avoids negativity and focuses on the positive. An effective leader rallies the troops around the organization’s missions and goals.

WHAT KIND OF LEADER ARE YOU?



Autocratic

Passive

Consensus Builder

Visionary

Manager

“Ten Ways to Be a Leader

- 1. Begin with praise and honest appreciation.*
- 2. Call attention to people’s mistakes indirectly.*
- 3. Talk about your own mistakes before criticizing the other person.*
- 4. Ask questions instead of giving direct orders.*
- 5. Let the other person save face.*
- 6. Praise the slightest improvement and praise every improvement.*
- 7. Give the other person a fine reputation to live up to.*
- 8. Use encouragement.*
- 9. Make the fault easy to correct.*
- 10. Make the other person happy about doing the thing you suggest.”*

—Dale Carnegie

ROLES OF THE CHAPTER PRESIDENT



1. Assemble a Team

- Your first step is to assemble the key people who will work with you through the year.

2. Set Goals and Impart a Vision

- To make your year a success, you need goals.

3. Set the Agenda for the Term

- It is up to you to determine priorities and emphasis, and to assign people to get things done.

4. Assign Projects and Monitor Progress

- For each goal, assign responsibilities and a deadline.

5. Communicate

- Talk to your board, talk to key leaders, talk to past presidents, and talk with the general membership. Let people know what is going on.

YOUR GOLDEN OPPORTUNITY



- *Take Responsibility for Your Actions*
 - *Develop Personal Discipline*
- *Know Your Weaknesses*
 - *Align Your Priorities with Your Values*
- *Admit Wrongdoing Quickly and Ask Forgiveness*
 - *Takes Extra Care with Finances*
- *Put Your Family Ahead of Your Work*
 - *Place High Value on People*

HOW PEOPLE WANT TO BE TREATED



Valued

Appreciated

Trusted

Respected

Understood

Not Taken Advantage Of

MEMBERSHIP – Without it your Chapter is Nothing



The key to success is an ongoing membership program.

Membership has two parts:

recruitment

retention

MEMBERSHIP – The Value of IAAP



education

networking

image

PROGRAMS



strive for balance

professional association

*working administrative
professionals to enhance their
skills*

WEB COMMUNITY



California Division Members

Chapter Presidents

IAAP General Discussion

Southwest District Discussion

Pathways to Excellence

CHAPTER OF EXCELLENCE &

MEMBER OF EXCELLENCE



All Criteria are now MANDATORY

Guide the Chapter to Chapter of Excellence

- *Delegating the criteria to board members*
- *Communicating status on criteria items*
- *Make it fun, challenges, etc.*

Motivate the member to obtain Member of Excellence

- *Provide guidance*

ONLINE REPORTS

Home - International Association of Administrative Professionals - Windows Internet Explorer

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International Association of Administrative Professionals

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IAAP Member Spotlight



Christina Lyles, CPS/CAP
Amarillo, TX
Employer: Amarillo Economic Development Corp
Chapter: Amarillo

Did you know? "It was truly an 'America's Funniest Videos' moment when I received the results of my CPS test. I was jumping up and down and hollerin' in my kitchen when I opened the envelope and read that I had

Q&A
Ask your questions. Share your answers.
AVERY

"It's the \$10 bill that's buying my lunch."

http://community.iaap-hq.org/IAAPHQ/IAAPHQ/MemberResources/Default.aspx

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Membership Reports - International Association of Administrative Professionals - Windows Internet Explorer

http://community.iaap-hq.org/IAAPHQ/IAAPHQ/MemberResources/MembershipReports/Default.aspx

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Membership Reports - International Association ...

HOME MEMBER RESOURCES NETWORK CHAPTERS/DIVISIONS RESOURCES IAAPEDIA EGROUPS USER GUIDE

Welcome to the IAAP Web Community

Home > Member Resources > Membership Reports

Membership Reports

Click [here](#) for the monthly statistics report and links to the active member rosters. Please scroll below the statistics report to find the active member roster link.

Please note that the statistics report is a snapshot of the membership numbers at month end and will not change until the next month is finished. The active member rosters are live reports and reflect changes as information is processed.

Questions concerning the membership reports can be sent to membership@iaap-hq.org.

Click [here](#) for the 2009-2010 Membership Reports.

Click [here](#) for the June 30, 2009 Membership Report.

Member Resources

- Member Resources Home
- About IAAP
- Feedback
- IAAP Membership Affinity Benefits
- IAAP Association Directory
- About the Community
- Events
- Division Annual Meetings
- Communications from the President

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ONLINE REPORTS



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 Tools

553275	Bahia Chapter	\$80.00	\$100.00	1	47	42	0	5	0	4	0	0	0	3	0	0	46	41	0	5	0
553310	El Camino Chapter	\$30.00	\$15.00	-2	34	33	0	0	1	0	0	0	0	2	0	0	36	35	0	0	1
553320	Pasadena Chapter	\$45.00	\$45.00	-1	33	32	0	0	1	2	0	0	0	3	0	0	34	31	2	0	1
553330	Citrus Valley Chapter	\$0.00	\$0.00	-4	20	20	0	0	0	0	0	0	0	4	0	0	24	24	0	0	0
553335	City of Hope Chapter	\$88.00	\$176.00	0	47	47	0	0	0	2	0	0	0	2	0	0	47	47	0	0	0
553338	Rancho Cordova Chapter	\$54.00	\$45.00	1	33	21	2	0	10	2	0	1	0	2	0	0	32	20	2	0	10
553340	Cucamonga Valley Chapter	\$100.00	\$36.00	-7	48	46	0	0	2	1	1	0	0	9	0	0	55	52	0	0	3
553350	Lado Del Rio Chapter	\$0.00	\$45.00	-2	9	8	0	1	0	0	0	0	0	2	0	0	11	8	0	3	0
553355	Greater Roseville Chapter	\$0.00	\$20.00	0	12	11	0	0	1	0	0	0	0	0	0	0	12	11	0	0	1
553360	Sacramento Chapter	\$44.00	\$44.00	-3	32	26	1	4	1	1	0	0	1	3	0	0	35	28	1	5	1
553390	San Diego Chapter	\$249.00	\$52.00	-4	93	80	4	8	1	2	0	1	0	7	0	0	97	81	4	9	3
553395	Palomar Chapter	\$15.00	\$30.00	-1	20	16	0	4	0	0	0	0	0	1	0	0	21	17	0	4	0
553400	Golden Gate Chapter	\$80.00	\$60.00	-1	34	31	2	1	0	2	0	0	0	3	0	0	35	31	2	2	0
553410	San Gabriel Valley Chapter	\$0.00	\$0.00	1	4	3	0	1	0	0	1	0	0	0	0	0	3	2	0	1	0
553420	San Jose Chapter	\$97.50	\$105.00	-3	115	102	8	3	2	4	1	0	0	8	0	0	118	103	9	4	2
553430	Chevron Northern CA Chapter	\$38.00	\$187.00	-4	76	75	1	0	0	1	0	0	0	5	0	0	80	79	1	0	0
553440	Orange Empire Chapter	\$0.00	\$51.00	-2	33	25	0	8	0	0	0	0	0	2	0	0	35	27	0	8	0
TOTALS		\$1,140.00	\$1,246.50	-41	948	847	23	52	26	27	4	6	7	71	0	0	989	869	25	64	31

- [My Active Members](#)
- [Members-at-Large](#)
- [Division Members-at-Large](#)

Legend

Begin Data Total - (Movement Out + Movement In) = Current Data Total

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 Chapter Statistics - ... |
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FINANCIALS FOR PRESIDENTS



•Third Party Liability Insurance

Examples of Coverage:

- ✓ Premises, operations and activities
- ✓ Elevator Liability
- ✓ Personal Injury
- ✓ Fire legal liability
- ✓ **EXCEPTION: Corporate Chapters**

Examples of Exclusions:

- ✓ Hired or rented automobiles for chapter/division use
- ✓ Serving, dispensing or sale of liquor

•**Invoices for liability coverage are mailed from HQ in September each year**

BYLAWS



Chapter Bylaws Chair

*Compare Chapter Bylaws with
Division & International*

*Cannot be contrary to
Division or International Bylaws*

BYLAWS



- Association bylaws trump Robert's rules, even if the language conflicts with Robert's Rules
- Robert's Rules fills in gaps when specifics aren't contained in bylaws or other governance documents
- Don't be afraid to amend your bylaws if you can make them better
- Don't change your bylaws to suit a particular situation unless it makes your bylaws better and more clear

BYLAWS



- Bylaws are a framework that allow you to govern your association
- Bylaws guide you
- Bylaws should not contain program specifics
- Cluttered bylaws are an example of lack of Board trust over time
- Standing rules and operating procedures are outside of the bylaws

BYLAWS



- Boards are elected to govern the association
- Bylaws should be clear on election/board succession issues
- Bylaws sometimes need to be changed to meet the times , like the U.S. Constitution

SUCCESSION PLANNING



Active Role

Grooming Up & Coming Leaders

Immediate Past President

GOOD GOVERNANCE



- You are Managing a Business
 - Treat the Association's money like you would your own
- Your Decisions Matter
 - Weigh Your Options
- Make the Best Decisions you can with the Information Available
 - Don't be Handcuffed by Poorly Written Bylaws

WHEN ALL IS SAID AND DONE...



- Treat People Better Than They Treat You
 - Walk the Second Mile
- Help People Who Can't Help You
 - Do Right When it's Natural to do Wrong
- Keep Your Promises Even When it Hurts

QUESTIONS



**Are You Ready To Serve Your
chapter?**