

NC Council Chapter President's Success Guide



Key Elements of a Successful Chapter Presidency – see Chapter “Go By” on the NC Council web site.

YOUR CHAPTER

GOALS

- Ensure all understand what’s important to your chapter. Establish goals if that’s your style. Emphasize your Chapter’s purpose, impact on the community and relationship with MOAA National’s efforts. Levels of Excellence award criteria allows you to focus on what’s important to MOAA.

CHAPTER MANAGEMENT

- Be serious about your board and its role in chapter activities. Establish committees if appropriate and assign responsibility as you are able, delegate and follow up with support if needed.
- Make sure you have GREAT meetings. Don’t settle for poor speakers or marginal food. Keep to the schedule and make sure there is time for conversation. Patriotic events; presentation of the colors, pledge, national anthem, patriotic songs make all feel good about why they belong to MOAA. But remember, what works for one chapter might be difficult for another chapter.
- Everyone needs to be a recruiter. Highlight new members in Newsletters, introductions in meetings, etc. Recognize those who have brought new members to the chapter. Welcome visitors, assign to a member to make sure they are welcomed, and follow up with a post card or letter.
- Always be looking for new leadership. Who is a consistent attender? Solicit new people for board participation. Divide responsibilities so the president’s job is not so daunting.
- Keep up with the administrative efforts of minutes, treasurer’s report, etc. Consider a survey to see what the group wants more of or less of.

EXTERNAL RESPONSIBILITIES

COUNCIL

- Attend the quarterly Council meeting or send a rep. Look for opportunities to share best practices and deal with issues. Follow discussions and ask questions when the discussion is not clear.

LEGISLATION

- Keep up with NC Legislative veterans issues. Attend the April vets legislative day. Invite your NC legislative reps to your meetings.
- Encourage all your members to sign up for the MOAA Legislative Update. Email your congressional reps. Add MOAA issues to your newsletter.

REPORTING

- MOAA National requirements
 - New member reporting – easy input through the web, incentives for new members that meet criteria
 - Officer Roster – gives MOAA a list of your leaders and gives them access to information and rosters
 - Annual membership roster – input in the spring to show your members. Incentive for annual submission and increase in membership
- NC Council
 - Officer Roster – update when leadership changes, form available on the NC Council web site
 - Chapter Reports – required at the end of each quarter, form available on the NC Council web site

Note: Access to restricted NC Council web, login by clicking on the date, last name, first initial and c0unc1l is pw

Organizational Effectiveness

Many disciplines want to take credit for the adage “Every system is perfectly designed to get the results it gets.” It appears to have originated with Dr. Paul Batalden in the field of medicine.

Dr. Batalden says:

“The observation invites personal reflection and awareness, the place where the lasting improvement of quality usually begins. By directing people’s attention to design, the words offer a powerful invitation to deeply consider how the present situation was created and invites its re-creation.”

Many fields of practice have systems to which this adage applies – the medical field where Dr. Batalden worked, the legal system, and organizational systems.

Yes, every system is perfectly designed to get the result it gets. The only way to change the result is to change the system. If you want to change the results, but don’t change the design of your organizational system, you are engaged in Albert Einstein’s definition of insanity: “Doing the same thing over and over again and expecting different results.”

So, what do you need to change? How can you make the right improvements without doing serious damage to the parts of an organization that are working well? We need a framework or list of factors that influence organizational effectiveness. The KISS principle applies (Keep It Simple Stupid) applies. The more we can focus on the most critical factors the more our efforts can make a difference, and the fewer distractions there are.

James Shonk, in his book Working in Teams, identifies five factors that influence team effectiveness. Now when we talk about organizations, we can use these factors to describe a small department, project team, or work group. It also applies to larger “teams” with different departments, functions or processes or even an entire business. The questions you have to satisfy is, are the members of the organization efforts interdependent? Do they depend on each other for information, input, materials, task completion, etc.? If that is true then these factors can apply and your organization can be described as a team for our purposes.

Shonk’s Factors for Team (Organizational) Effectiveness:

1. *ENVIRONMENTAL INFLUENCES; The impact or influence outside of the team (organization).*
This includes:
 - Government regulations
 - Corporate policies and procedures
 - Outside demands of customers and vendors
 - The larger organizations processes, e.g., rewards, reporting relationships, communications systems, etc.
2. *GOALS; What the team is to accomplish,* This includes:
 - Clarity of goals; goals are clear, understood, and communicated
 - Agreement and ownership of goals
 - How operational the goals are
 - Measurement and feedback on progress toward goals

3. *ROLES; Who does what*, This includes:
 - Role clarity; who does what, who is responsible, what are the limits of authority
 - Expectations of each other and degree of cooperation
 - How to handle role conflict, resolve issues and solve problems
4. *WORK PROCESSES; How members work together*. This includes:
 - Decision making, degree of freedom to act, need for collaboration or communication
 - Communications, sharing the necessary information that is required to be effective
 - Leader style and behavior that supports and encourages individual and team effectiveness
5. *RELATIONSHIPS; The quality of interaction and trust*. This includes:
 - Handling interpersonal conflict
 - Supporting each other's feelings and emotions
 - Degree of trust and cooperation

So how do we proceed?

The first step is assessment. Create a true picture of your organizations strengths and weaknesses. Focus on those things that have the greatest impact on effectiveness of the team to achieve the desired results. Look for ways to improve a weakness or reinforce a strength. Examine the team assignments and put your people in roles that are most appropriate for success. Establish an action plan and review it at every team meeting. Adapt and adjust as results are achieved. Stick with your efforts and keep improving!

Notes:

References:

- Shonk, James A., Working in Teams, AMACOM, 1982
Betof, Edward and Harwood, Frederick, Just Promoted, McGraw Hill, 1992
Rickover, Sara, Change the Organization's Design to Get Different Results; But Be Careful . . . You Will Get What You Design, Word Press Blog, November 2012

Roberts Rules of Order – Simplified

Guiding Principle:

Everyone has the right to participate in discussion if they wish, before anyone may speak a second time.

Everyone has the right to know what is going on at all times.

Only urgent matters may interrupt a speaker.

Only one thing (motion) can be discussed at a time.

A **motion** is the topic under discussion (e.g., “I move that we add a coffee break to this meeting”). After being recognized by the president of the board, any member can introduce a motion when no other motion is on the table. A motion requires a second to be considered. Each motion must be disposed of (passed, defeated, tabled, referred to committee, or postponed indefinitely).

How to do things:

You want to bring up a new idea before the group.

After recognition by the president of the board, present your motion. A second is required for the motion to go to the floor for discussion, or consideration.

You want to change some of the wording in a motion under discussion.

After recognition by the president of the board, move to amend by

- adding words,
- striking words or
- striking and inserting words.

You like the idea of a motion being discussed, but you need to reword it beyond simple word changes.

Move to substitute your motion for the original motion. If it is seconded, discussion will continue on both motions and eventually the body will vote on which motion they prefer.

You want more study and/or investigation given to the idea being discussed.

Move to refer to a committee. Try to be specific as to the charge to the committee.

You want more time personally to study the proposal being discussed.

Move to postpone to a definite time or date.

You are tired of the current discussion.

Move to limit debate to a set period of time or to a set number of speakers. Requires a 2/3^{rds} vote.

You have heard enough discussion.

Move to close the debate. Requires a 2/3^{rds} vote. Or move to previous question. This cuts off discussion and brings the assembly to a vote on the pending question only. Requires a 2/3^{rds} vote.

You want to postpone a motion until some later time.

Move to table the motion. The motion may be taken from the table after 1 item of business has been conducted. If the motion is not taken from the table by the end of the next meeting, it is dead. To kill a motion at the time it is tabled requires a 2/3^{rds} vote. A majority is required to table a motion without killing it.

You believe the discussion has drifted away from the agenda and want to bring it back.

Call for orders of the day.

You want to take a short break.

Move to recess for a set period of time.

You want to end the meeting.

Move to adjourn.

You are unsure that the president of the board has announced the results of a vote correctly.

Without being recognized, call for a "division of the house." At this point a roll call vote will be taken.

You are confused about a procedure being used and want clarification.

Without recognition, call for "Point of Information" or "Point of Parliamentary Inquiry." The president of the board will ask you to state your question and will attempt to clarify the situation.

You have changed your mind about something that was voted on earlier in the meeting for which you were on the winning side.

Move to reconsider. If the majority agrees, the motion comes back on the floor as though the vote had not occurred.

You want to change an action voted on at an earlier meeting.

Move to rescind. If previous written notice is given, a simple majority is required. If no notice is given, a 2/3^{rds} vote is required.

You may INTERRUPT a speaker for these reasons only:

to get information about business – **point of information**

to get information about rules – **parliamentary inquiry**

if you can't hear, safety reasons, comfort, etc. – **question of privilege**

if you see a breach of the rules – **point of order**

if you disagree with the president of the board's ruling – **appeal**

Quick Reference					
	Must Be Seconded	Open for Discussion	Can be Amended	Vote Count Required to Pass	May Be Reconsidered or Rescinded
Main Motion	√	√	√	Majority	√
Amend Motion	√	√		Majority	√
Kill a Motion	√			Majority	√
Limit Debate	√		√	2/3 ^{rds}	√
Close Discussion	√			2/3 ^{rds}	√
Recess	√		√	Majority	
Adjourn (End meeting)	√			Majority	
Refer to Committee	√	√	√	Majority	√
Postpone to a later time	√	√	√	Majority	√
Table	√			Majority	
Postpone Indefinitely	√	√	√	Majority	√