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Conducting Meetings

How to Conduct a Successful User-Friendly Pilot Club Business Meeting...

Meetings are necessary for good planning and sound decision-making, but too often time is wasted on non-productive issues. Here are a few tips:

- ◀ Plan ahead, have an agenda and materials to support your agenda. Mail or email a copy of your agenda a week to five days ahead. This allows your members time to have a “heads-up” on your discussions.
Example: If you plan to discuss a new project, do your homework, write out a brief outline (enough for good input) and make copies of all the facts you can supply for everyone in the meeting. Mail and or email to your members. They will appreciate the additional preparation time.
- ◀ Follow your agenda. If the discussion starts to stray, “If we could return to our agenda, please” is usually enough to get back on course. **Discuss the ideal outcome of the items on your agenda. By discussing the outcome, it is often easier to find the solution.**
- ◀ Everyone’s time is important. Respect your members’ time by staying on course. You may want to appoint a timekeeper if this is a problem. If your meetings are one hour or less people are more likely to attend. Long meetings are not necessarily successful meetings.
- ◀ If some of your members are hesitant to share their ideas, you may want to call them before the meeting and tell them you would like to hear their thoughts and ideas expressed in the meeting. Help every member realize how important they are to the process.
- ◀ Your room set-up is very important. You want your members to feel comfortable, relaxed, and open to share their ideas. Member-friendly U, round or square shape set-ups depend on the number of participants - the more friendly the atmosphere the more likely your meeting will be productive.
- ◀ Your members and your meeting will feel more informed and efficient if your secretary and treasurer’s reports have been distributed ahead of time. You may want to make a game of it, to insure your members read these reports tell them each report will have something “planted” in each one. If they find it, write it on a small piece of paper and bring it in for a drawing held at the close of the meeting. What a great place to use your “attic finds”!



CONDUCTING MEETINGS

Conducting Meetings

A. Advice to the Chair

1. Follow the agenda closely and with finesse. (See “Agendas” in this section.)
 - a. Everything said should be audible to all in attendance.
 - b. When both a business and program meeting are held in succession and on the same date, the first meeting is adjourned before the second meeting begins.
 - c. The person who opens a meeting closes it.
2. Know and practice parliamentary procedure (See “Reference Notes on Motions” and “A chart of Parliamentary Motions” in this section.)
 - a. State the action before it is discussed and again before it is voted on.
 - b. Use “aye” instead of “yes.”
 - c. If vote is in doubt, use show of hands, actual teller count, etc.
 - d. Vote when your vote would change the outcome or when voting is by ballot.
 - e. Declare successful candidates “duly elected”.
 - f. Relinquish post before entering into discussion or if candidate for office while further nominations are being solicited.
3. Handle discussion in an orderly way so as to —
 - a. give every member who wishes it a chance to speak;
 - b. keep all speakers to rules of order and to the question;
 - c. give pro and con speakers alternating opportunities to speak;
 - d. not allow anyone to speak twice to a question until everyone who wishes to speak to it has had the opportunity once.
4. Suggest motions but do not make them. Say, “A motion for (or that) ..is now in order.”
5. Refer to self as “The Chair”
6. Remain seated, if desirable, except:
 - a. to call meeting to order;
 - b. to put a question to vote;
 - c. to give decisions;
 - d. to recognize speakers (especially in a large assembly).
7. Use the gavel:
 - a. to call meeting to order;
 - b. to maintain order;
 - c. to relinquish chair;
 - d. to indicate completion of action on motion;
 - e. to declare adjournment.



Conducting Meetings

B. Basic Points

1. Minutes are the legal record and should be:
 - a. acted upon as read, printed, distributed, etc.;
 - b. retained for the life of the organization;
 - c. a concise account of action taken, not what has been said;
2. Standing rules are the special regulations governing the individual club. They specify time and place of meetings, amount of dues, etc. and are never in conflict with the bylaws of the organization.
3. Unless otherwise specified, a quorum is a majority — at least one more than half of the membership of an assembly or of a committee.
4. If ballots are used in an election or for a secret decision on any other matter, a motion is in order for their destruction following the announcement of the results of the voting.
5. If a REPORT contains recommendations, these should be put in the form of a motion and placed at the end of the report.
6. A convention program should be acted upon by motion.
7. It is improper for the Chair or any member to move to make a vote.
8. The treasurer's report should not be accepted on motion, however, the audit report and the proposed budget receive such action.
9. A member of the nominating committee is eligible for candidacy.
10. A president is a member ex officio of all committees except for the nominating and election tellers committees.
11. Motions are:
 - a. expressed in a clear concise statement containing only one main idea;
 - b. seconded before discussion is called for and maker of the motion should start the discussion if explanation is needed;
 - c. made in the correct language — “I move that—” or “I move to.”
12. A motion must be withdrawn before the Chair has restated it; otherwise, it would require a motion for withdrawal, or the use of the “general consent” technique.
13. The Chair does not need to obey the call, “Question”, if in the judgment of the Chair, debate should continue. (Only the adoption of a motion to end debate could force the issue. This requires a 2/3 vote.) The Chair should use judgment concerning the adequacy of discussion, and should not wait for someone to call “Question.” The call “Question” really means the motion or call for the “Previous Question” and this requires a 2/3 vote for adoption.
14. Abstention has no effect on calculation of votes.
15. Amendments are motions, and are seconded. They are open to discussion unless the main motions to which they are affixed have other regulations.



16. The report of the nominating committee should be submitted to the Chair who will solicit nominations from the floor for each office. A nomination is not a motion, and does not need a second. (copy of the report is given to the secretary)
 - a. It is improper for the Chair or any member to move to make a vote unanimous.
 - b. The Chair must be certain of the vote before he/she declares a motion passed or defeated.

**Reference
Notes on
Motions**



A Chart of Parliamentary Motions

I. The Thirteen Ordinary Motions

| <u>Motion</u> | <u>Second Required</u> | <u>Debatable</u> | <u>Amendable</u> | <u>Vote required</u> | <u>Interrupted Speakers</u> |
|---|------------------------|------------------|------------------|----------------------|-----------------------------|
| A. MAIN | Yes | Yes | Yes | Majority | No |
| B. SUBSIDIARY | | | | | |
| 1. Lay on table | Yes | No | No | Majority | No |
| 2. End debate | Yes | No | No | *Two-thirds | No |
| 3. Limit or extend debate | Yes | No | Yes | *Two-thirds | No |
| 4. Postpone to a definite time | Yes | Yes | Yes | Majority | No |
| 5. Refer to committee | Yes | Yes | Yes | Majority | No |
| 6. Amend | Yes | Yes | Yes | Majority | No |
| 7. Postpone indefinitely | Yes | Yes | No | Majority | No |
| C. PRIVILEGED | | | | | |
| 1. <u>Set time</u> to which to adjourn (other business pending) | Yes | No | Yes | Majority | Yes |
| 2. <u>Adjourn</u> (time already set for next meeting) | Yes | No | No | Majority | No |
| 3. <u>Recess</u> | Yes | No | Yes | Majority | *Yes |
| 4. Raise question of privilege | No | No | No | *Chair decides | *Yes |
| 5. Call for orders of the day | No | No | No | *Chair decides | *Yes |

II. Additional Motions

| | | | | | |
|---|-----|-----|-----|----------------|-----|
| A. INCIDENTAL | | | | | |
| 1. Appeal from <u>decision of chair</u> | Yes | Yes | No | Majority | Yes |
| 2. <u>Division of assembly</u> | No | No | No | *Chair decides | No |
| 3. <u>Division of question</u> | No | No | Yes | Majority | No |
| 4. Withdraw a motion | No | No | No | Majority | No |
| 5. <u>Point of order</u> | No | No | No | *Chair decides | Yes |
| 6. <u>Suspend rules</u> | Yes | No | No | *Two-thirds | No |
| 7. <u>Object to consideration</u> | No | No | No | *Two-thirds | Yes |
| 8. <u>Parliamentary inquiry</u> | No | No | No | *Chair decides | Yes |
| 9. <u>Point of information</u> | No | No | No | *Chair decides | Yes |
| 10. <u>To close nominations</u> | Yes | No | Yes | *Two-thirds | No |
| 11. <u>To re-open nominations</u> | Yes | No | Yes | Majority | No |
| 12. <u>Seriatim</u> or <u>in toto</u> consideration | Yes | No | Yes | Majority | No |
| B. RETURN MOTIONS | | | | | |
| 1. Take <u>from table</u> | Yes | No | No | Majority | No |
| 2. Reconsider | Yes | Yes | No | Majority | Yes |
| 3. <u>Rescind</u> , repeal | Yes | Yes | Yes | *Two-thirds | No |
| 4. <u>Ratify</u> | Yes | Yes | Yes | Majority | No |

**deviation from the usual (Majority)*

AGENDA FOR BUSINESS MEETING

This form may be copied and used for notes or as a guideline.

Call to Order:

Invocation:

National pledge

*Roll Call:

Brief disposition of condensed minutes (action only):

Reports of Officers:

Treasurer's report:

Communications not requiring action:

Summary of Executive Board action:

Brief reports of division activities:

Brief report of PIF Representative:

Brief reports of special committees:

Unfinished business:

New business:

Recommendations from Executive Board requiring action:

Announcements:

Adjournment:

***A quorum is necessary to transact business**

AGENDA FOR EXECUTIVE BOARD MEETING

This form may be copied and used for notes or as a guideline.

Call to Order:

*Roll Call:

Brief disposition of condensed minutes (action only):

Communications not requiring action:

Reports of Officers:

Recording Secretary —review of attendance:

Treasurer – financial report and outstanding accounts:

Reports of division activities:

President – Activities:

President Elect – Programs:

Report of PIF Representative:

Reports of special committees:

Unfinished business:

New business:

Communications requiring action:

Announcements:

Adjournment:

***A quorum is necessary to transact business**

AGENDA FOR PROGRAM MEETING

This form may be copied and used for notes or as a guideline.

Call to Order:

Invocation:

Breakfast, Luncheon or Dinner:

Presentation of program:

Announcements:

Adjournment:

Protocol

PROTOCOL

Protocol is a pattern of gracious behavior, accepted as the most desirable way to show recognition and honor to those in position of leadership. Protocol is often mistaken for parliamentary procedure. Although they complement each other, parliamentary procedure is the correct manner for conducting a meeting; protocol is the amiable etiquette for those in leadership.

PROTOCOL FOR PILOT MEMBERS

All members have rights and obligations. Protocol requires that a member:

- Attends meetings regularly.
- Is brief and courteous.
- Is an attentive listener.
- Pays financial obligations to the club.
- Participates in club activities.
- Avoids cliques.
- Accepts and completes each assignment.
- Cooperates with elected officers.
- Listens and discusses business **during** the meeting.
- Makes each new member feel a part of the club.
- Is loyal to Pilot in the club, District and International.
- Stands when addressing the chair before speaking.

PROTOCOL FOR OFFICERS

In performing the duties of an elective office, a Pilot will be:

- Understanding and capable of the duties of the Executive Board.
- **A servant to the membership, not above the membership.**
- A good example for members.



PROTOCOL FOR PRESIDING OFFICER

Protocol

A presiding officer is mindful of the audience:

- Follows the agenda closely and begins the meeting on time.
- Prepares a time schedule and adheres to it as nearly as possible.
- Handles discussions to give pro and con speakers opportunities to speak.
- States each motion clearly before calling for discussion and before it is voted upon, and announces the result “ Motion carried” or “Motion failed.”
- Calls for vote to be counted if vote is close / a two-thirds vote must be counted.
- Speaks distinctly.
- Avoids saying, “ Vote by the usual sign.” The membership should be informed as to how the vote will be taken.
- Says, “ The motion is not in order” NOT “ You are out of order.”
- Refers to self as “The Chair” and avoids the use of “I” when reporting or when speaking.
- Knows that only when a report contains a recommendation should there be an adoption of the report by motion.
- Knows that a nomination is not a motion and need not be seconded.
- Knows that the person who opens the meeting closes it.
- Knows that, unless otherwise specified, a quorum is a majority of at least one more than half the membership of the assembly or committee.
- Does not allow minutes to be “dispensed with.” The reading may be postponed or acted upon as printed, distributed or mailed.
- Consults the parliamentarian on technical questions or problems. The parliamentarian explains or interprets for the members of the assembly at the request of the presiding officer.
- Is kind and firm when making decisions.
- Requires long motions or resolutions to be in writing and in the hands of the secretary before the meeting.
- Thanks each officer and division appointee at the end of the term of the office for their contribution.
- Achieves esteem by sharing honors with all.
- Recognizes when visitors are present and on special occasions, district and international officers or appointees, who are members of the club.



Protocol

“The knowledge of correct seating is a valuable asset for anyone involved in a social, political, or corporate setting.”

- The **presiding officer** is always seated in the **center** of the head table or **first seat to right of lectern**. The guest of honor (speaker) is always seated to the **right of the presiding officer** and takes precedence over any other dignitary. If a Pilot is to present a portion of the program of the meeting, this Pilot should be seated to the left of the presiding officer when there is an honored guests at the right of the presiding officer. Other guests of honor may be seated to the right and left of the presiding officer according to rank; **or** all guests of honor may be seated to the right of the presiding officer. Other dignitaries or local officers may all be seated to the left of the presiding officer.
- The standard seating arrangement for club meetings is:
President- center
Speaker- immediate right of the President
Toastmaster- (person in charge of the program; always a Pilot)
immediate left of the president
* District Governor- immediate right of the speaker
Ranking Executive Committee member- left of the toastmaster
Other Executive Committee members, district officers, and club officers alternately right and left, according to rank.
Civic dignitaries should be seated in accordance with their rank in the community.
* For a club banquet or the official visit, the visiting district governor, governor elect, or lieutenant governor is placed at the right of the president, and the president elect at the right of the visiting district officer.



SEATING CHART BUSINESS MEETING

Seating Chart
for Business
Meeting

Corresponding Secretary

Treasurer

President Elect

Recording Secretary

Lectern

President

*Parliamentarian

**Vice President

Club Members

*It is wise to appoint a member of your Executive Board to serve as your Parliamentarian if at all possible. (Perhaps one of the Directors could serve in this capacity.)

**If the club does not have a Vice President, the Corresponding Secretary may be seated here.

On the occasion of the Official Visit, the Official Visitor is seated to the right of the President.

If the Pilot is sitting to the right of the podium (facing the audience) the spouse sits to the right of the person (Pilot). If the Pilot is sitting to the left of the podium (facing the audience), the spouse sits to the left of the person (Pilot). This should create a female, male, female, male seating arrangement.



**Seating
Chart for
Program
Meeting**

SEATING CHART
PROGRAM MEETING

- Corresponding Secretary
- Treasurer
- Vice President
- Pilot Presenting Guest
- Lectern
- President
- Guest
- President Elect
- Recording Secretary

Club Members

At a meeting where there is a speaker as well as the Governor, the Governor is seated to the immediate right of the speaker. Only the International President takes precedence over the Governor in his/her own district. The President Elect is seated to the immediate right of the Governor.

If the Pilot is sitting to the right of the podium (facing the audience) the spouse sits to the right of the person (Pilot). If the Pilot is sitting to the left of the podium (facing the audience), the spouse sits to the left of the person (Pilot). This should create a female, male, female, male seating arrangement.



Organizing and Conducting a Pilot Membership Drive

A. Establish a Goal

- Define a measurable realistic achievable goal.
- Set a specific goal for each campaign-not for the entire year's effort.

B. Set Your Timetable For the Drive and Select Key Workers

- When will it occur? You need to know the dates of the drive early so you can allow for plenty of time in advance to prepare
- You should plan at least two months in advance of the drive
- Check your dates against other schedules for potential conflicts
- How long should it last? An open house concept is flexible and inviting
- Who will conduct it? Ideally, this is your club's membership chair and committee. But you want to involve the entire club. Remember to involve those who have enthusiasm and the ability to work well with others.

C. Where to Prospect For New and Renewal Members

- What is your target group for the drive? Will private business be the major target group? Will educators? How about other civic organizations like the Lion's Club or public service groups like the fire departments in your community?
- Target lists will guide your efforts. These target lists can come from existing members and these can become point of contacts.
- Target organizations can include: Previous members, educators, community leaders, businesses and church groups. Use your imagination!!

D. Decide on a Kickoff Function

- You may want to plan on some sort of kickoff function to help build your committee's enthusiasm and commitment.
- You know your members.
- Consider what sort of event would help them most.
- Formal or informal breakfast/luncheon/dinner meeting to talk about the drive
- Casual get-together-with food and refreshments-to conduct training, go through materials and answer any last-minute questions.

E. Suggested Chronology of Events

- Most successful membership drives concentrate on a short precisely defined period of time. Use the following time line as a general framework to help you with your preparation and planning.



- **Two-Three Months Before the Drive:** Initial tasks. All of the above mentioned tasks must be completed. Decide on your approach to publicity. Consider local news media and joining a Speaker's Bureau to promote your club, its activities and your membership drives.
- Determine if you have all the promotional materials you will need for the drive. Tri-fold display boards of the club's activities, BrainMinder's presentations, and the workings of the Pilot organization are beneficial. These can be made by the different committees in your club. Have plenty of your club's tri-fold brochures printed with an updated list of activities and history of your club. Also, hard copies of the Membership Information Form/Application available to give to prospective members.
- **One-Two Months Before the Drive:** Mobilize your members. Each member should turn in a list of at least five prospective members, with all contact information including email addresses and cell phone numbers if possible. The success of the drive will depend on this prospective member list.
- A sample invitation is attached and should be tailored to the needs of your club. Include in the invitation: a copy of the club three-fold brochure, a Membership Information Form/Application and perhaps a business card of the club president or other member to contact.
- **One Week Before the Drive:** Hold a meeting of the Membership Committee and other club members who will be attending. Each should be able to give a brief and complete explanation of what Pilot International is and its focus and projects.
- Review your publicity efforts initiated earlier. Determine what type of media you will use now that the drive is close at hand.
- **The Drive Begins:** Be early and organized as you set up your room with different stations where tri-fold display boards are manned by members
- Set out light refreshments and perhaps have some background music playing
- As prospective members begin arriving, encourage someone from your club to be a greeter and explain the room set up and offer to assist in any way
- As each prospective member has visited each station, allow your club's most enthusiastic "closer" to Make the Ask. Have the application ready and encourage them to join right away. Make it easy for them to join.
- Have answers when someone says no. A complete list of objections and answers is attached.



- **After the Drive:** Follow up, follow up, follow up. This should be done a week after the drive. Committee members and other club members can be assigned names to call and follow up.
- A letter to the Editor or a small advertisement in the local newspaper can thank those involved and also list contact information for prospective members who were unable to attend the drive.
- These drives can be planned in October and March.

A. Other Membership Drive Themes

- Tea Party: Provide an afternoon tea and have testimonials from current members on what Pilot means to them, have tri-fold displays of club projects and also club scrapbooks.
- Harvest New Members and decorate with scarecrows and Fall foliage.
- Ice Cream Social: Provide an ice cream cake and other light refreshments
- Christmas Party: Have each member bring two wrapped ornaments for exchange with prospective members, a potluck or light refreshments.



Hosting a Share Pilot or Membership Event

Share Pilot or Membership events are very effective in recruiting new members. They can be simple and casual or elaborate and fancy as your club would want. Just make sure there is plenty of goodwill, fun, good food and lots of opportunities for prospective members to meet members and ask questions. Here are some suggestions for hosting an enjoyable event.

Format

Format for the meetings are as varied as there are Pilot clubs. Use your imagination to create an event that **will succeed in your community**.

Agenda:

Welcome

Explanation of the event's purpose

Club divisions and leadership training

Projects the club is involved with and include Anchor program

Scope, purpose, goals, focus and accomplishments of Pilot International (Pilot video and Anchor video)

Brief history of the club

Financial costs of joining: club, district and international dues

Hand-out club fact sheet with *two testimonials* from members

Ensuring a Good Turn-Out

Mail invitations to prospective members and ask members to follow up with phone call

Each member is responsible for inviting potential members to the Share Pilot Event and members should attend

Allow the guests to bring friend or family member that may also be interested

Ask if transportation is needed or if they would feel more comfortable coming with a membr.



Hosting a Share Pilot Event

Limit the length of the event. Thirty to 45 minutes - including the question and answer session tops. Allow as much, if not more time, for the social portion of the event and get to know your attendees.

Other Helpful Hints

Brief members before the event about guests who will be attending so that everyone will be more familiar, welcoming and friendly with them.

Display several copies of *The Pilot Log*, and have an ample supply of Pilot International brochures.

Display your club scrapbook or loose news clippings, award plaques, letters of commendation, etc.

Let your guests know you would like them to consider joining your club immediately, and to let a member know if they're interested before departing the event.

Close the event with a reading of the Pilot Code of Ethics

After the Event

If someone expresses an interest in becoming a member of Pilot, extend an invitation to join right away. Establish a mentoring program to avoid the "revolving door" syndrome. Welcome any new members right away, and be sure to receive them warmly into your next club meeting and involve them right away. Listen to your new members and value their opinions and concerns.

Where to Find New Members

- Relatives including: daughters, sons, spouses, cousins, etc.
- Relatives of people whom your service projects have helped
- Friends and neighbors
- New residents in the community
- Teachers and Librarians
- Business people
- News reporters
- Club guest speakers
- Former Anchor members



Sample News Release

Subject: Share Pilot Event

Retype this news release on your club's letterhead, inserting dates, times, location, and other details inside parenthesis, and send it to all media in your community.

FOR IMMEDIATE RELEASE

Date:

Contact: (Name and telephone number)

Reception Kicks Off Annual Membership Drive

On (date) the Pilot Club of _____ will kick off its annual membership drive with an informational reception for anyone interested in helping to improve the quality of life in (name of city). The reception will be held at (location) from (time). Local members will be available to answer questions about The Pilot Club and its local activities.

(Insert local club information, such as projects the club sponsors, when and where meetings are held, date club was organized, name and contact number of club president and/or membership chairperson, etc.)

Pilot International is a global organization of approximately 25,000 adult and youth members who are working together to improve the quality of life in local communities and throughout the world. Pilot's service focus is helping people affected by brain-related disorders and disabilities through volunteer activities, projects and fund-raisers.

Other Suggestions:

1. Print special invitations when hosting a prospective member event, and ask each member to invite five friends and/or business associates.
2. Give each attendee "Pilot International Service and Friendship to Communities Around the World" brochure (available from the catalog sales department at International Headquarters).
3. Show the "Twenty First Century Pilot International" video, also available from headquarters.
4. Present an award at the meeting (ie. Pilot of the Year, Volunteer of the Month, etc.)
5. Invite a representative from one of the organization's your club serves to talk about how Pilot has made a difference.



Welcoming New Members

After your club has found new members, take care of them! Allow the enthusiasm of a new member to permeate your club, breathing fresh air into your meetings. New members bring new ideas, so welcome and encourage their participation with open arms. Take the time to discuss ways in which you can make new members' transition as smooth as possible. Some suggestions are:

- Welcome new members when they walk into your meetings. When introducing them, give personal information about them to the group that will allow friendships to develop based on common interests.
- Arrange a series of three to four welcome phone calls. Stagger the calls over the course of a few weeks. When a new member misses a meeting, call to let them know that they were missed.
- Seek new members' opinions and advice. Find out in which projects they would like to participate. Be sure to provide adequate training, and a "go-to" person or mentor in the event any questions should arise during their participation.
- Utilize their individual talents. Find an area in which each new member will shine and give them the opportunity to do so!
- Encourage new members to bring their own friends into the club. New members are some of the best recruiters.

