



Clubhouse Rules

or You Can't Come Into My Clubhouse



9 April 2016

D/8 Spring Conference

Officer's Meeting

Rear Commander Anita F. Walker, JN

We're going to spend a little time, together, before we leave for home. So I intend to keep this Leadership talk lighthearted. I hope we take away a few new thoughts that might be helpful after we return to our squadrons

So – instead of screen beans and the Seven Dwarfs, we're going to look at some old photos and movie shots that focus on the clubhouse. We're going to talk about how we lead and manage an organization. These photos are meant to be examples of some of the great things we do and some that we wish we hadn't done. . . After all, if we don't make mistakes, we can't develop. . . So here we go

For those who like this program, it is posted on our website. . . It's fully scripted so enjoy

Today's Topics

- What challenges do we face?
- Do we limit membership?
- What's our attitude?
- Are we effective leaders?
- Do we build teams well?
- What are the rewards?



*Figure out the
problem. Work on
the solutions*

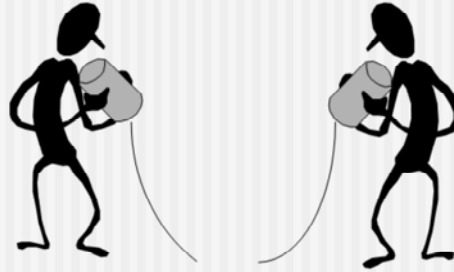
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- I believe the solutions are simple, but not easy
- Get them, train them and place them
- That said let's go a little deeper

While We're Talking About Meetings. . .

- **Let's talk for a minute about matching our audience to our words**
- **What topics are In and what topics are Out?**



What Challenges Are We Facing?

- **Declining net membership**
 - More non-renewals
 - Fewer new members
- **Difficulty filling the Bridge**
- **Less people participating**
 - Classes
 - Events



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What does good look like?

- Net growth: which means solid involvement
- A full Bridge: which means succession planning
- More participation: people join for different reasons and we need to appeal to those

Motivation –

Three principles: Can you name them?

- Recognition
- Money (merit marks)
- Feeling a part of the organization

Shameless advertisement for LD classes. LD 103, OT in 3

Do Our Squadrons “Limit New Members” or Are We Welcoming?



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- Are we unintentionally keeping folks out because of age (young or old,) experience, grade
- This is where I remind us about unintentional discrimination: race, gender, orientation

What's Our General Attitude?



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- **How do we greet new or potential members?**
- **Who do we include at our tables?**
- **Do we ask for opinions?**
- **Do we ask for help?**

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- My opinion – If you're on the bridge, you might sit with new members (or 1st Timers) most of the time
- This role models behavior, sets the tone with new members and will help retention/involvement
- How do you feel when you're asked for your opinion?
- How do you, normally, answer when you're asked to help out?
- Why would you assume others would feel or respond differently?

How Are Our Communication Skills? Do We Use A Variety Of Avenues?



Social Media has a long shelf life

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- What we share in writing or pictures lives a very long time
- Most of you have heard me say, don't write anything that you don't want in the NY Times or would embarrass my grandmother
- That includes all of our behavior at all meetings and at all of our functions
- That said, we should laugh easily, dance like no one is watching and sing like no one can hear us
- We should take our organization very seriously, but not ourselves

Do We Dress The Part?



Class A to Uniform T

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- I loved Uniform T on the last Friday of our Annual Meeting. . . It's the first time I didn't dress in business casual to teach and it was fun.
- What is your view regarding uniforms?
- Remember, most of our meetings state a uniform or appropriate attire and the Commander sets the dress code

How Do We Select Our Leaders?

- Do our officers understand how General Committees work?
- Can each officer run a meeting?
- Do all of our officers understand their job descriptions? Responsibilities?
- Do we share our knowledge?



The Nominating Committee



The Rules Committee

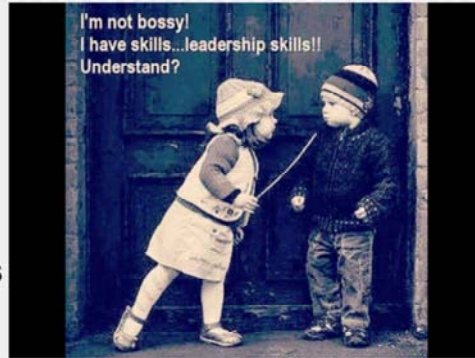
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- If you want to make me sick to my stomach, use the phrase 'Nobody told me that was my job!' UGH. . .
- Let's put it this way – You walk into a restaurant for the first time. You're going to eat a certain cuisine for the 1st time – although you're an adventurous eater. How many of you would say to the server, 'bring me anything you want.' When the server replies, 'do you have any questions?' You say, 'Nope.'
- If you haven't looked at the Nominating Committee Seminar on our website, attended one of the sessions nor taken LD 103, please consider one or all for homework after this meeting
- If we don't understand our jobs and pass that knowledge on, who will take our places

How Do We Train Our Leaders? Do They Have The Knowledge They Need To Lead?

- Do we offer Operations Training at our squadrons or districts?
- Do we supplement our Officers' budgets to attend District and National meetings?
- Do we invite others to join us as we take classes?



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- This choir doesn't need leadership lessons, or you would be on your way home or still at breakfast
- But let's think about how we can take the leaders coming up behind us to the next level
- Let's be more inclusive and help others to be, too. There's always room for one more at the table
- Let's make sure our members know where to look and what's there
- I always need to remember the fine line between bossy and setting the bar high

Do We Take Advantage Of District And National Meetings? Who should Attend?

- Topical Classes and Seminars
- Departmental Meetings
- Tours and Outings
- Meet and Greet
- Voting and Elections
- Participative Decision Making
- Latest Information



Carpooling to Orlando

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- Many of this group has been to a National meetings understands the value
- Why do you think we have so much difficulty getting better participation at our District and National events?
- What could we do to improve this?

Wow! Can Each of Us Learn Something New And Make A Contribution?

- Participation is not just about our learning, but our ability and willingness to contribute
- That may mean going to a meeting, teaching or helping in some other way



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- If someone asks for advice with a class, an event or a situation, each of us would help willingly
- But, how many times do we really think about how we can contribute in a more public setting. Sometimes we have information that we share, but do we ever think that some situations are for teaching
- For example, in my home squadron, we have several instructors who have taken AP, JN and N several times. They gain new knowledge and contribute/support the instructor
- Scott Aiken suggested a concept from Philippians when we were doing LD 103 in Charlotte, last year, and it stuck with me. . . All volunteers should have a 'servant's heart' We should serve because of the contribution we make not the public rewards we might receive

Do We And Can We Get Along?

- **We won't agree with everyone**
- **Don't take disagreement personally**
- **Don't become over-invested in a given point of view**
- **Not every hill is one to die on**



*Someone will be happy and
someone might be unhappy!*

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- In our beloved organization, there are disagreements
- These range from philosophical to demonstrative. Shouting, taking sides and other forms of behavior
- Robert Baldrige, at the Leadership Academy, said not to take disagreement personally
- Colin Powell, in his autobiography warned about losing a war over becoming too invested in an opposing point of view
- Doris Kearns Goodwin, the noted historian, wrote that leadership can be improved by working with a Team of Rivals
- All three recognized that emotions can run very hot, but that working through various points of view may make the outcomes stronger
- One of my favorite expressions is to pick the hill to die on – Looking back I wish I'd following that advice a bit better
- Your thoughts?

Do We Understand The Value Of Teamwork?

- **Balance between delegation and doing a job alone**



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- We need balance!
- No one wants to be on the Bridge with someone who delegates everything without follow-up
- No one wants to be on the Bridge with someone who takes lots of assignments, but doesn't deliver
- Remember bacon and eggs – the chicken is involved, but the pig is committed
- What does this say about us?

Delegation and Participation: Sometimes There's Work to Do – Do we ask for help?

- **Don't be afraid (or too good) to do some work**
- **Know when to delegate and when to pitch in**
- **Make the tasks fun**



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- What do you think of the Tom Sawyer perspective on delegation?
- People want to help
- People will do a good job
- People want to be part of the process

What's The Value Of Becoming A Team?



Singing the same song

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- What's your opinion?
- We can provide more instruction to more people and make the waterways safer
- We can have and provide a more satisfying experience
- We can have more fun!

You May Make A Friend Or Friends Along The Way



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- How many of you see people you met at USPS outside of the organization? (I rest my case)

No This Is Not West Palm Beach, But It's Time To Go!



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One final thought

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- Any final thoughts?
- Our time, together, is about at an end. . . Thanks for contributing your time and thoughts
- I'm glad we did this – have fun and be safe!

You Should be Able to See the Key West
Lighthouse From the Ship. . . .

