

Monthly Procedures	<ul style="list-style-type: none">• Prepare an agenda for the Executive Board meeting with a copy for the Recording Secretary (to help her keep accurate minutes).• Prepare an agenda for the General Meeting. If possible have copies for all officers as well as Recording Secretary.• Prepare a “President’s Message” for the club newsletter.• Read the ALMANAC each month. It is advisable to order an extra ALMANAC for the Federation Secretary so that she can cut it up or make copies for Club Chairmen.• Read CLUBWOMAN magazine (6 issues a year) and pass on to other members at club meetings.
Annual Procedures	<ul style="list-style-type: none">• Prepare message for club yearbook• Be sure that the Treasurer:<ul style="list-style-type: none">○ Files the annual report to keep the incorporation fee in effect.○ Renews club insurance.○ Completes the Charity Registration form and sends with \$10 to Headquarters by October 1 if you make more than \$10,000 a year.○ Files a 990 form after the books are closed and year-end report has been completed.○ Pays dues bill by November 1.• Order an NJSFWC Yearbook and extra ALMANAC.• Invite the District Vice President to attend the club at least once during the administration.• Review Club bylaws every other year. Appoint a chairman.<ul style="list-style-type: none">• Submit any changes to the club’s bylaws to the Parliamentary Consultant to Clubs before a vote is taken to approve them.• Appoint a Nominating Committee, as appropriate.• Appoint an Auditing committee
May	<ul style="list-style-type: none">• Complete the Blue Sheet and return to Headquarters by May 1st with name of President, Recording Secretary and Treasurer for the following club year. Answer questions on reverse side of Blue Sheet. Be sure that the number of reported members is accurate. This is what the NJSFWC dues are based and the club will receive a dues bill for this number.• Attend Convention. Take necessary paperwork including copy of Bylaws amendments and resolutions. Enjoy and learn. Prepare a delegate’s report for the club.• Check on arrangements for the club end of year dinner and installation of new officers, if required. (If you are the outgoing President turn over all files to the incoming President.)• The GFWC Club Manual can be found online at www.gfwc.org. Check regularly as it is updated as needed throughout the year.• Meet with Executive Board to plan year. Start a club calendar.

Lead Your Club Effectively by...

using a check list for Presidents (cont'd)

May (cont'd)	<ul style="list-style-type: none">• Hold a Board Orientation. Pass out GFWC Program Guides in even-numbered year. Explain record keeping.• Meet with Community Service Program (Department) Chairmen to plan projects.• Meet with the Fundraising Chairman to plan type and number of fundraisers required.• Work with the Treasurer to prepare a budget.• Check with town for town events that clubs can be part of Parades, Town Festival, etc. Put on club calendar
June/July	<ul style="list-style-type: none">• Attend District GCI Reception with club's delegate.• Attend District Council. Pick up information. Read and pass on.• Begin work on club yearbook. Make sure member in charge receives the list of names and addresses.• Update membership information and have copies ready for distribution.• Order NJSFWC Yearbook and Extra ALMANAC.• Plan a club summer get-together.
August	<ul style="list-style-type: none">• Receive and give Charity Registration Form to Treasurer. Form is to be completed and mailed with \$10 to Headquarters.
September	<ul style="list-style-type: none">• Supplements are mailed out in even-numbered year. Make a copy for each Chairman.• Reporting packets are also received. A copy should be made for each chairman and the packet kept in a safe place until reporting time• Receive and read ALMANAC. Ask a member to read the GFWC Clubwoman and report.• Receive and pass dues bill, Continuing Fund Form and GCI bill to Treasurer for future use.• Club Yearbooks should be completed and 7 copies set aside to be given to DVP for distribution.• Attend District Council. Encourage other members to attend.• Consider spending at least one day at the GFWC Middle Atlantic Region Conference, especially if it is being held in New Jersey.
October	<ul style="list-style-type: none">• Pay Federation dues bill.• Register to attend State Fall Conference.• Plan a visible Community Project.• Plan a project for World Hunger Day or for UNICEF.• Plan an activity for membership recruitment

Lead Your Club Effectively by...

using a check list for Presidents (cont'd)

November	<ul style="list-style-type: none">• Visit NJSFWC Headquarters Open House (even-numbered years)
December/ January	<ul style="list-style-type: none">• Enjoy the Holiday.• Hold a report writing session to complete the NJSFWC reports.• Submit a nomination for Woman of Achievement• Ask Community Service Program Chairmen to bring rough draft of their reports with them.• Attend the District January Council and Program Assistance Day. Take other members with you.• Consider nominating a club member for LEADS and/or Cecilia Gaines Holland Awards (deadline, February 1st)• Prepare and mail Club reports (deadline, February 1st)
February	<ul style="list-style-type: none">• Prepare Club ad for Convention program.
March	<ul style="list-style-type: none">• Register to attend Public Affairs Day.• Become a patron for Women of Achievement• Complete Continuing Funds Form and mail to Headquarters with a check.• Attend and/or perform at District Performing Arts Days• Pre-register items for Achievement Day judging.• Review Call to Convention.• Write calendar year end report of club activities and submit to DVP no later than April 1st. For this report, there is no restriction on length.
April	<ul style="list-style-type: none">• Choose and register delegates for Convention. Number of delegates will depend on club membership.• Write a 3-minute report of club activities for the year to be given at the Spring Conference or for the District Vice President. (In most districts, you will only give one oral report per administration.)• Attend the District Spring Conference. Encourage members to attend with you.• Hold annual meeting for the purpose of hearing year-end reports and electing new officers. Begin looking for new chairmen and thinking new club year.

Lead Your Club Effectively by...

recognizing the importance of being President

Know the office

- Many congratulations on accepting the office of President! Your position is perhaps THE MOST IMPORTANT ONE in this Federation. Without YOUR CONCERN and DEDICATION, there might not be a club, leaving a void in the community and in our organization. (Most of the clubs that disband do so when the president gives up!)
- Inform yourself of your obligations and be ready to represent your club at all times, speaking not as an individual, but in the name of, and as President of your club.
- Be enthusiastic, kind, tactful, courteous and loyal to your members. Get to know each of them, including the new members. Learn their interests. Be a friend to ALL.
- Train future leaders! Throughout your term be looking for and training someone to follow you!

Know the members

- Despite the number of women who juggle home, family and job, many enjoy the benefits of friendship and service in a WELL RUN ORGANIZATION. Retired people too lead active lives. WELL THOUGHT OUT MEETINGS WITH INTERESTING PROJECTS AND PROGRAMS are needed to attract and keep their interest. Therefore, **planning projects to suit the needs of the members** and **preparing for a meeting by writing an agenda** is imperative.
- Your members have different interests and lifestyles and the time that they can give will vary! HOWEVER, EVERYONE NEEDS TO BE RECOGNIZED AND THANKED OFTEN!

Your Attitude

- SETS THE TONE for your members! Be enthusiastic about club projects because your members will follow your lead. Compliment the club on work well done.
- Let the chairmen know that they can count on you for help.
- SMILE. If you complain, they will complain. If you complain, you will ensure that you will not have a successor!

Read	<ul style="list-style-type: none">• Be willing to read materials that will HELP you and the club.• Obtain club files from the previous president. Take a look at past club reports, issues of the ALMANAC and GFWC CLUBWOMAN magazine that you might not have seen, the NJSFWC Yearbook and your club's Bylaws. (Do the Bylaws reflect the current needs of your membership? If not, it might be time to consider a Bylaws revision!)• Read through previous agendas and minutes to familiarize yourself with ongoing procedures, projects and running a meeting as well as processing a motion.• Organize your records. Discard materials that are out of date.
Set goals for yourself	<ul style="list-style-type: none">• Be sure that the goals are challenging, but attainable and measurable.• Consider surveying your members for their feedback. Hold an idea/planning meeting with your Executive Board.
Attend District Councils	<ul style="list-style-type: none">• If you cannot attend, make sure a representative is present. Bring members with you to acquaint them with District events.• Encourage new members to attend a least one district meeting per year.• Always keep your members informed about what occurs at these meetings.• When reporting at a meeting report in the third person - This president attended, spoke at, etc. (Avoid the pronoun "I".)
Review materials obtained from Roundtable Packets and District Council	<ul style="list-style-type: none">• Dates, order forms, new information, bulletins from State Chairmen for club chairmen. Share this information and educate members to programs of the organization.• Order a minimum of one NJSFWC Yearbook for the club. Each club president automatically receives the ALMANAC. A second copy should be ordered so pertinent information can be distributed to club chairmen. Information in the ALMANAC is also posted on the NJSFWC.org website.• Every club president receives the GFWC CLUBWOMAN magazine. Members should be encouraged to order their own copy.
Plan the budget	<ul style="list-style-type: none">• With the Treasurer. Include the outgoing President/Treasurer.

Plan Fundraisers	<ul style="list-style-type: none">• Meet with the chairman to discuss the number and type of fundraisers needed for the year.• Space them. Some clubs like a lot of little ones, others prefer 1 - 3 larger ones a year. Make sure that fundraisers are carefully thought out to cover internal as well as charity needs.• Include fundraisers that reach out to the public. This helps with publicity and avoids members dipping into their pockets.• REMEMBER, new/old projects and fundraising projects need the support of the entire membership and must be voted on!
Meet with the Department Chairman	<ul style="list-style-type: none">• Discuss ideas for programs and projects.• The GFWC Club Manual for the new administration is available online at www.gfwc.org. It is updated regularly so be sure to check often.• The NJSFWC Supplements are also two year Supplements and will be mailed to all club Presidents in the early fall of the even-numbered year. Reading last year's Supplements will give you a start. Still short of ideas? Look in last year's ALMANAC and GFWC CLUBWOMAN particularly the club news section.
Space Projects to avoid overburdening the members	<ul style="list-style-type: none">• Get to know other presidents within the District and find out what projects work for their clubs.• Whatever the project, try to get as much mileage out of it as possible. If you are selling something, have the club name on the item.• Look for way to partner with other community service organizations. Many hands, make light work.
Keep a calendar	<ul style="list-style-type: none">• Of club, District, State, and Town dates.
Plan the Club Yearbook	<ul style="list-style-type: none">• Food and good programs can increase member turn out. Ideally, programs should educate, be an extension of a club project or be an inspiration to start a new one, but having a few programs just for fun are always enjoyable. Projects such as a summer get-together, a bus trip, a theatre party, a discussion group can increase the bonds of friendship.

Lead Your Club Effectively by...

starting the club year well ...(cont'd)

Plan the Club Yearbook (cont'd)	<ul style="list-style-type: none">• Never “turn the meeting over to the Program Chairman”. Always “present the Program Chairman, who will introduce the program”!
Meet with Membership Chairman	<ul style="list-style-type: none">• To discuss ideas for attracting and keeping members.• Every club needs to invest in membership promotional materials – profile, business cards, invitation to a meeting, and a New Member Orientation Packet. However, a club also needs to maintain INTERESTING PROJECTS AND PROGRAMS to suit members needs!
Create a Club Profile/Brochure	<ul style="list-style-type: none">• To let your community know about your club. Use the samples provided by the NJSFWC as a guide.
Maintain a Card file of Relevant contacts	<ul style="list-style-type: none">• It is critical to the organization that a relationship between the club and various community groups and organizations be maintained regardless of a change of Officers.
Plan to attend All State Days	<ul style="list-style-type: none">• Fall Conference, Public Affairs Day, Convention, etc. Have at least one member accompany you, or represent you, if you are unable to attend.• State days afford you an opportunity to learn more about the organization and timely topics as well as meeting members from around the state. All club members (as well as guests) are invited to attend State Days.
Keep files for Your successor	<ul style="list-style-type: none">• Keep good files for your successor, the future of your club depends on it!
Any Questions?	<ul style="list-style-type: none">• Be sure to ask your District Vice President.

Lead Your Club Effectively by...

knowing how to prepare an agenda

When to start	<ul style="list-style-type: none"> • No matter how small the club, an agenda is essential for the orderly process of business. It is helpful to start a rough copy of the next agenda early, while memory of the previous meeting is still fresh. (Include space to note quorum present.) • Add to it during the month or as chairmen are contacted.
Preparation	<ul style="list-style-type: none"> • Check last year's minutes, the minutes of the previous Meeting, and club Bylaws, for anything overlooked. • Ask members to lead the Collect (prayer) and the Pledge of Allegiance to the Flag of the United States prior to the meeting. (The flag is to the right hand side of the presiding officer as she faces the audience.) The prayer is always first "God Before Country." A patriotic song is sung <i>after</i> the Pledge of Allegiance unless it is the National Anthem when it is sung <i>before</i>. • The president should prepare a brief written report of her activities for the month as well as highlights of councils/meetings attended (unless another member has been asked to report on the event). The reports should be in the third person. It is helpful for the Recording Secretary to have a copy. • Communicate with Community Service Program (department) and project chairmen. Request that reports be in writing to be brief.
New Business	<ul style="list-style-type: none"> • Confirm that any presentation for a new project has been thoroughly researched and that charts, numbers, etc., are available. Ascertain whether the motion is being made by the Secretary as a board recommendation or by the chairman. Remember, <i>a project requiring club funding or club participation must be voted on by the general membership.</i>
Copy of Agenda	<ul style="list-style-type: none"> • Should be available for the Secretary for accurate minutes, and if possible, for all officers, as a training tool.
Meeting	<ul style="list-style-type: none"> • Arrive on time and start promptly. Bring the meeting to order with one tap of the gavel. • Stand to preside and expect those reporting to do the same and from the front of the room. Remember to thank members. • Be a clock watcher. If a program is planned, the President presents the program chairman who introduces the program. (A person known to the audience is presented.) • Add a little fun or a few moments of club/Federation history.

Lead Your Club Effectively by...

knowing what minutes, treasurer's and chairman's reports should contain

Minutes

- Are a record of what was done, not what was said. They should be factual without any personal comments.
- They should contain:
 - Type of meeting (regular, board, annual, special)
 - Name of the group, the date and place of meeting
 - Name of presiding officer and who was present
 - Whether the minutes of the previous meeting were approved as read/circulated or corrected
 - Correspondence and any action taken
 - Treasurer's report
 - Highlights of the officer's and project chairmen's reports
 - Motions and the name of the maker of the motion (**not the name of the seconder**) and whether the motions were adopted or lost and the count if the votes were by ballot or counted
 - Any new members attending
 - Time the meeting was adjourned

Should be signed

- by the Recording Secretary but never "Respectfully Submitted".

Treasurer's Report

- Should contain:
 - Balance on hand as of previous meetings
 - Receipts since that date
 - Disbursements since that date
 - Balance on hand for day of current meeting
- The report is better if it is copied and distributed for members to review
- The presiding officer asks if there are questions, then states that the report will be filed (not for audit unless it is being audited).
- The Treasurer's books should be audited annually and the auditors' report read and accepted at the annual meeting

NOTE: See Section 5 for important financial information regarding 501 (c) 3 designations, IRS income tax filings and Charity Registration.

Chairman's Report

- Should be brief and in writing with only pertinent information reported. A chairman should thank her committee for any help. A detailed account is better put in the newsletter.

Lead Your Club Effectively by...

having an agenda for a club meeting

Point of Action	By whom	President says:
1. Call to Order	President	One rap of the Gavel “The Meeting will come to order.”
2. Opening Exercises	President	“ ... Please stand for the Pledge of Allegiance to the Flag of the United States of America, led by ...” - omit if no flag - REMINDER: If a club chooses to say the Collect for Club Women, it is said before the Pledge of Allegiance (God before Country).
3. Welcome and Thought for the Day	President	(to save time this could be eliminated)
4. Recognition of NEW/PROSPECTIVE members	Membership Chairman	“I am pleased to present the Membership Chairman ...” “Thank you.”
5. Minutes of previous meeting	President	“Are there any corrections to the minutes as read/mailed/circulated? ...” “The minutes stand approved as read/circulated/corrected.”
6. Correspondence	President Corresponding Secretary reads a list of outgoing and incoming correspondence (letters can be circulated rather than read.) If action is required on any item of correspondence, it can be taken immediately rather than being postponed until <i>New Business</i> .	“We will now hear the report of the Corresponding Secretary.”
7. Treasurer’s Report	President Treasurer gives balance; members have a detailed copy.	“We will now hear the report of the Treasurer.”
8. Reports of Officers	Starting with the President’s Report (The First Vice President assumes the chair figuratively.) Reports should be brief, but should include anything learned by attending events as the club representative.	After giving her report, the President calls for the reports of the remaining officers, thanking each one after she finishes her report.

Lead Your Club Effectively by...

having an agenda for a club meeting (cont'd)

Point of Action	By whom	President says:
9. Reports of the Chairmen **	President calls for individual reports by each Chairman Pertinent facts ONLY should be given to hold the attention of the members; handouts can fill in the details. Members often forget what is said, however, anything in writing is more meaningful.	“The chair calls for the report of the (respective) Chairman.” “Thank you for your report.”
10. Unfinished Business	President President should have a list. She should check the minutes of the last few meetings.	
11. New Business	President New Business can be introduced by the chair or any member, through motions, correspondence, resolutions and petitions. Board recommendations are read by the Recording Secretary.	
12. Announcements	President or Secretary Should only be those pertinent to club business.	
13. Adjournment	President	“There being no further business to come before this meeting, we are adjourned.”

A program can be held before, during or after the business meeting. Having a program just for fun may be great and needed occasionally, but having a program that leads to a potential project can be very motivating! Program topics should vary as should the format, but ANY program presented should be one that will interest the members. The President presents the Program Chairman who introduces the program.

** Federation Awareness/Leadership Tips/Information (approximately 5 minutes) can also be included in the agenda. If a club has a member serving on the NJSFWC Board or is a District Chairman, she could also be asked to report on Federation information, such as: explanation of the State Project, GFWC Special Project or program, etc. Members could research early history of the club/Federation, town news, club projects from other states (see GFWC Clubwoman Magazine), or present aspects of member orientation, etc.

Lead Your Club Effectively by...

streamlining the meeting

Purpose	<ul style="list-style-type: none">• To transact the business of the club efficiently.• To adjust to time constraints of today's members.• To create a favorable first impression with any prospective member, speaker or community guest since the "meeting" is usually the way a club is judged.
How To	<ul style="list-style-type: none">• Hold the general meeting at a time convenient to the majority of members. Vary projects or committee meetings to include those unable to attend general meetings.• Start meetings on time, even if members or speakers are late. Allow for flexibility in the agenda to meet such eventualities.• Follow a written agenda with a copy for at least the Secretary• Conduct business in a professional manner. It is a job of the presiding officer to keep the meeting on track and to time. All viewpoints should be heard and considered.• Attendance increases if the meetings are stimulating and include discussion on potential interesting projects or programs. Busy people need a good reason for being involved and giving their valuable time.• The final decision on the type of projects, fundraisers etc., is always by a vote of the membership.• Two hours is a good approximate time frame for the meeting, including the program and social time. It is better to close the meeting on time and defer business until the next meeting, than continue and have the members upset at the lateness of the hour.• Programs should be about 20 minutes to hold maximum interest.• Allow time for socializing with refreshments before or after the meeting. Before the meeting is preferable for evening meetings.
Time Can Be Saved by	<ul style="list-style-type: none">• Mailing the minutes of the previous meeting, or including with the newsletter, prior to the upcoming meeting. If this is too costly, have copies at the door.• Having copies of the Treasurer's report available for members.• Circulating letters addressed to the club on a clipboard.• Avoid lengthy reports and thank you's which can be part of the club newsletter or part of a handout.• Encourage chairmen to be brief by writing their report instead of speaking off the cuff.• Containing lengthy discussions by first stating rules of debate.

Lead Your Club Effectively by...

knowing how to process a motion

MAIN MOTION	<ul style="list-style-type: none"> • Member raises hand or rises and addresses the Chair
Chair	<ul style="list-style-type: none"> • Recognizes member by name, if possible
Member	<ul style="list-style-type: none"> • States motion, “I move that (<u>not make a motion</u>) ..(states action)” • Motion is seconded by a member who need not rise. (A second is required to prevent time being spent considering a question favored by only one person). If there is no second, the chair states that the motion is not considered for lack of a second.
Chair says	<ul style="list-style-type: none"> • “It has been moved and seconded that .. (states motion).....” (The motion should be repeated exactly)
Chair asks	<ul style="list-style-type: none"> • “Is there any discussion?”
Chair asks Chair puts vote	<p>After discussion ends</p> <ul style="list-style-type: none"> • “Are you ready for the question?” • “All those in favor of.....say AYE, those opposed say NO” ... Or “The question is on the adoption of the motion to As many as are in favor say AYE,.... those opposed say NO”..
Chair states	<p>Announcing the result of the vote</p> <ul style="list-style-type: none"> • “The Ayes have it and the motion is adopted (or carried) and we will OR “The No’s have it and the motion is lost”
AMENDING A MOTION	<ul style="list-style-type: none"> • Member – “I move to amend the motion by adding/striking.....” • A second is required
Chair	<ul style="list-style-type: none"> • It has been moved and seconded to amend the motion by
Chair takes vote	<p>After discussion ends</p> <ul style="list-style-type: none"> • on the amendment, THEN processes the entire motion
	<ul style="list-style-type: none"> • A motion may be amended twice before it must be processed • A motion presented by a committee, i.e., the Executive Board, requires no second. The Secretary can read it as a Board Recommendation.

Lead Your Club Effectively by...

motivating members

Motivate Self	<ul style="list-style-type: none"> • The first step in motivating others is a leader's enthusiastic belief in purpose. A club's accomplishments springs from a positive attitude.
Set Goals	<ul style="list-style-type: none"> • Can include worthwhile community projects, visibility to attract community volunteers and to be creditable in the community, greater press coverage and individual self growth.
Run an Effective Meeting	<ul style="list-style-type: none"> • Plan the meeting carefully. Always use an agenda. Start and finish on time. <ul style="list-style-type: none"> ○ Do not allow anyone to monopolize the meeting. ○ Make sure everyone feels welcome and comfortable, especially new members. ○ Try to use the newsletter for details rather than meeting time. ○ Use the planned night out to do "Done in One" projects and achieve a feeling of quick satisfaction.
Plan time for Fun and Enjoyment	<ul style="list-style-type: none"> • Have refreshments prior to an evening meeting so as not to keep members out late. Make sure that members get to communicate with and know each other. Hold group quizzes etc. or plan group workshops at someone's home. Special food meetings can be fun such as an "Aren't we Great" event after reports are done.
Do not over-burden members	<ul style="list-style-type: none"> • Watch that chairman do not plan too many projects or fundraisers too close to each other.
Try New ideas	<ul style="list-style-type: none"> • Doing the same projects over and over can be stagnating One of the advantages of belonging to the NJSFWC is having the opportunity to interact with other clubs and to share ideas. The Supplement provides a smorgasbord of projects from which clubs can choose. The ALMANAC also presents ideas monthly. Attendance at Councils, State Fall Conference and Convention provides many other ideas.
Try Programs to Stimulate interest	<ul style="list-style-type: none"> • Brainstorming, Discussion groups, Panels, Buzz Sessions, Work groups, Films/Slides, Skits
Thank members	<ul style="list-style-type: none"> • Often!

How you are doing as a leader	<ul style="list-style-type: none">• NO LEADER can do it all herself and if you are trying to do it all, you are doing it all wrong! Any one person, particularly a President, who takes on too much, starts resenting others who do less. Sometimes that resentment builds so that the person feels the only way out is to resign (burn out), or in the worse case scenario to resign the club as well! DO NOT LET IT HAPPEN TO YOU!
What should you be doing?	DELEGATING, MOTIVATING and TRAINING, TRAINING, TRAINING!
How to delegate	<ul style="list-style-type: none">• Need a volunteer to run a project? Avoid making a general announcement at a meeting. Members will try to avoid eye contact! Instead decide who would be a good chairman and vice chairman and ask them privately and personally. (People do not like being taken for granted!) It is also more difficult for a member to say no when asked, and having someone to help is comforting!
Motivating and preparing the volunteer	<ul style="list-style-type: none">• Motivating or talking someone into doing something, is only the first step. Never talk a member into a job then leave her alone. She needs guidelines to help her. A President should make time to speak to each of her chairmen. As well as handing out the Supplement, a copy of the report form and ALMANAC articles, she needs to have read the material herself, then serve as a sounding board for project ideas. The same applies to any project or fundraiser. A procedure file should be started.
Letting the person run with the project	<ul style="list-style-type: none">• Once a person has the hang of the job she should be allowed to use her own initiative. Of course the President, Board and club need to be kept informed. In many cases, one idea leads to others and if the Chairman is encouraged she is taking the first step towards becoming a future leader!

THE JOB OF PRESIDENT INVOLVES MOTIVATING OTHERS TO KEEP THE CLUB ACTIVE AND INTERESTING, SO OTHERS WANT TO JOIN, WITHOUT OVERBURDENING ANYONE!

The Dispute	<ul style="list-style-type: none">• Acknowledge it immediately. Opposition can be healthy and is sometimes needed to obtain a satisfactory solution. An issue is more easily resolved if a sense of cooperation and respect for the opinion of others exists among the members.• Recognize that people tend to be more assertive when an issue is important to them, when they feel confident in their understanding of the issue, when they sense that the issue is contrary to what they prefer or when they feel the issue would give more power to others.
What to do:	<ul style="list-style-type: none">• Deal with the issue as soon as it arises.• Evaluate the problem and act as the intermediary. Do not take sides. In many cases, it is lack of understanding and communication that causes the problem in the first place.• Clarify the points of contention to determine the accuracy of the dispute.• Make sure that both sides listen. Many times in an argument people are too busy thinking what they are going to say next instead of listening to the other presentation.• Keep the attention focused on the facts of the issue, supporting reasons and possible course of action. If necessary, stop the discussion and sum up arguments on both sides• Suggest or encourage alternative solutions.• Do not allow emotion to take over. If the situation seems to be getting out of hand, table the discussion until the next meeting to allow time for more “research”. It can also work as a “face saving” device. If possible, lighten the situation with a “funny”. Humor is very effective in reducing tension.
Personality conflicts	<ul style="list-style-type: none">• Whenever a group of people work together, it is inevitable that there will be personality conflicts or rubs. A leader should sense possible conflicts early enough to head them off. This could be as simple as making sure the individuals concerned work on different projects.

**Should
conflicts arise:**

- Encourage the individuals to discuss their differences between themselves before involving others.
- Schedule a meeting with the parties to discuss the situation.
- Ask direct questions that require people to talk about the situation. Repeat what you are hearing to clarify the conflict.
- Avoid accusations.
- Smooth feathers. Try to get each to compromise and explain your expectations.
- Make each feel important to the success of the club.

Advantages	<ul style="list-style-type: none">• Source of information for members, especially new members• Keeps club information together and is a reminder of meetings and events.
Format	<ul style="list-style-type: none">• Will depend on club preference and funds available; many clubs prepare the yearbook on computer so it can be updated on an annual basis. Some clubs have their books printed.• Mostly 8" x 11" sheets either full or folded, copied and stapled or put into a three ring binder.• A smaller size yearbook is often easier to slip into a purse or keep by the telephone.
What to include	<ul style="list-style-type: none">• Identifying cover with club name, district, year. The Collect and Pledge of Allegiance to the Flag of the United States could be on inside front or back page.• Club information – when organized, when federated, meeting place, time, club motto, club colors, membership number, dues President’s message.• Name of GFWC President, theme and address of GFWC Headquarters• State President and theme. Address of NJSFWC Headquarters• All NJSFWC Officers, if desired, but definitely any serving from the District with their addresses and telephone numbers• District Vice President, NJSFWC Community Service Program (Department) and Standing Committee Chairmen from the District• The names of any Vice/Division or Special Chairman from the District• Name and addresses of District Assistant and District Chairmen• List of Club Officers and Department/Committee Chairmen• Club calendar incorporating District, State and GFWC events• Membership Roster with addresses, e-mails, birthdays.
If space permits	<ul style="list-style-type: none">• Bylaws and Standing Rules. “How to process a Motion”.• History of the club including Past Presidents and/or Club Honor Roll members• Project descriptions and local contacts important to the club• List of scholarship recipients• State and local legislators

One of the best leadership training tools is a **procedure book** that is passed on at the end of a term of office

There should be one for the President, and one for each officer, Community Service Program (department) chairman and for each individual project and fundraiser.

If your club has never used procedure books, consider starting them. Each recipient can add information and make notes for her successor.

<p>President's Procedure Book</p>	<ul style="list-style-type: none">• Zippered pocket in which to keep small items - pen, paper, gavel• A list of special duties, responsibilities and helpful guidelines. Example: Model Agenda, Protocol, Parliamentary information, conflict resolution and any leadership materials received from NJSFWC or GFWC• A calendar section containing month by month items that need to be attended to. Example – May 1- Blue sheet due• Community contacts. Names and addresses of persons with whom your club has contact regarding projects etc.• Club projects, brochures, speeches, notes of meetings, committees that might be helpful to your successor• Agendas, copy of Bylaws and copy of minutes. These are needed when preparing the next agenda!• Federation section with State and District dates, names and addresses of State and District chairmen, copy of GFWC Outlines, NJSFWC Supplements and reports, project directions, contests etc.• Club membership directory with notes of members specific interests• Lists of committees• Names of prospective members• History of the club that can be updated at the end of each administration• A large envelope for notes and other items handed to you at the meeting• Any other section that may be appropriate for your club
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Community Service Program (Department) Chairman's Procedure Book	<ul style="list-style-type: none">• GFWC Program, NJSFWC Supplement and report form• A copy of last year's report• Names and addresses of District and State Chairmen• List of department members• Reports of previous projects and projects that continue from year to year• Financial information• Suggestions for new project• Ideas from ALMANAC and CLUBWOMAN magazine• Calendar section• Community contacts and copies of correspondence
Officer's Procedure Book	<ul style="list-style-type: none">• Duties and responsibilities• How-to information from NJSFWC Headquarters or from the GFWC Administrative Guide• Copy of club bylaws• Deadlines• Copies of previous minutes, Treasurer's reports etc.• Copies of agendas of the meetings
Individual Project / Fundraiser Procedure Book	<ul style="list-style-type: none">• Step by step instructions detailing the "how to" of the project or fundraiser. Copies of flyers, etc.• Financial reports of the last few years.• List of which members did what part of the project.• Any suggestions for improvements from previous chairmen.

As information is added, these procedure books become a wealth of information. As a president, it is much easier to "sell" a position if there is a guide to follow!

Federation or Guest Day	<ul style="list-style-type: none">• Clubs often wish to celebrate a milestone by inviting guests and neighboring clubs to the event.• These celebrations are generally a major expense in the club's budget and could be held at 5 year intervals, minimum 2 years.• The date should be given to the DVP as soon as possible and should not conflict with a State or District event.
Location	<ul style="list-style-type: none">• Restaurants or Country Clubs usually have a substantial room charge on top of the meal, tax and gratuities.• A catered event at a firehouse, community center, church facility or neighboring clubhouse would be less costly. Teas or hors d'oeuvres are generally more cost effective to serve than lunches or dinners, especially if the club handles the food preparation.
Additional expenses	<ul style="list-style-type: none">• Invitations, program booklets, name tags, place cards, a program, publicity, centerpieces, table coverings, place mats, china/paper products, cake, decorations etc.
Program	<ul style="list-style-type: none">• Does not need to be an expensive one, it can be a high school group or band, or an interesting club history, club performance or reading. These are often more fun!• Do not eliminate all business. Just keep it brief. Guests are interested to know what the club is doing and how.
Who Should Be Invited	<ul style="list-style-type: none">• NJSFWC Executive Committee members, Past State Presidents and Board members from the District. (Only one of the top officers: President, First/President-elect, Second or Third Vice President should be invited to a Federation Day with the exception of a very special anniversary.)• Mayor, local Legislators and Town Council members• Members of the local Press• Any Vice or Division Chairman residing in the District District Assistant and District Chairmen• Club Presidents with or without a traveling companion• President and members of the Junior Club, if applicable, and EMD Chairman and members of the EMD, if applicable• Send out invitations early (especially to the State President)

Lead Your Club Effectively by...

knowing procedure for a Federation day (cont'd)

Who Should be Invited (cont'd)	<ul style="list-style-type: none">• State whether the invitee is expected to speak/bring greetings. Include clear directions and a phone number of the place where the event is being held, in case of an emergency.• To whom to RSVP (address and telephone number) and date.
Publicity	<ul style="list-style-type: none">• Prepare a pre and day of press release, especially if members of the Press cannot attend.• Pre release should include anniversary being celebrated, past projects benefiting the town, current community projects, invitation to attend a meeting or participate in a project.• Day of release should include what is special about the anniversary, attendees, invitation to learn more about the club - WHO, WHAT, WHEN, WHERE, WHY along with a photo
Proclamation	<ul style="list-style-type: none">• At least two months before the event, request a town proclamation. The request should be in writing and include suitable proclamation information. Members should attend the Town Council Meeting at which the proclamation is read. Ask the mayor to read it at the event.
On the day of	<ul style="list-style-type: none">• Provide parking spaces for the honored guests marked with chairs or cones labeled with the person's name.• Have greeters at the door to show the invited guests where to sign in and sit.• Assign Hostesses for the special guests who will take care of them and introduce them to the members.
Seating guests at a Head Table	<ul style="list-style-type: none">• The highest ranking guest (generally State President or the Vice President representing her) sits to the right of the presiding officer/club president, the second ranking, (could be the Mayor or a Legislator) to the left, the third (could be the DVP) to the right, fourth to the left and so on. Depending on the length of the Head Table and number of attendees you may just want your most important guests and your top club officers. Other NJSFWC Board members, as well as District Chairmen, visiting club presidents will be at floor tables. If you have several council members attending, they can be interspersed between guests and club officers at the head table.

Lead Your Club Effectively by...

knowing procedure for a Federation day (cont'd)

No Head Table just a lectern	<ul style="list-style-type: none">• Seat your guests in the front row in order of rank with the highest ranking sitting closest to the aisle.
Order of introductions	<ul style="list-style-type: none">• Begin with the lowest ranking:<ul style="list-style-type: none">○ Charter Presidents○ Past Club Presidents (earliest to most recent)○ EMD Chairman○ Club Executive Committee○ Visiting Club Presidents○ District Chairmen○ District Assistant○ NJSFWC Division, Vice Chairman○ NJSFWC Committee Chairmen○ NJSFWC Community Service Program (Department) Chairman seated at the floor tables○ Head Table, if there is one, should include NJSFWC Past State President, (GFWC Chairmen and Region President), District Vice President and Executive Committee members
Introducing those seated at the Head Table	<ul style="list-style-type: none">• Start to the presiding officer's far left and introduce each person to center, then go to the far right and introduce to the center. The most important person is the last to speak. As a courtesy, the entire audience should rise to greet the GFWC President/State President.
When there is no Head Table	<ul style="list-style-type: none">• Introduce those seated in the front rows in order of rank from the lowest to the highest ending with the most important guest.• Guests not known to the assembly, are introduced, those Known, or presumed known, are presented.
Receiving an invitation	<ul style="list-style-type: none">• Reply as quickly as possible. If you have responded "yes" and then are unable to attend, let the club know as soon as possible. It is unfair to let a club pay for a meal unnecessarily. Never just turn up if you have replied "no."• The hostess should keep an accurate list of favorable responses with names titles and clubs.
Thank you	<ul style="list-style-type: none">• A brief note sent after the event is always appreciated by the Hostess.