

CLUB MANAGEMENT WORKSHOP

Role of Field Reps – Judi Smith & Mavis Grant

Bylaws, Policies and Procedures – Mavis Grant

Member Orientation – Judith Single

Co-Ordinator Training – Judi Smith

Member Recruitment & Retention – Kathy Hart

THE ROLE OF OUR REGIONAL FIELD REPRESENTATIVES

PRESENTED BY

Judi Smith – Pacific Northwest/Northern Rockies
Regional Field Rep

&

Mavis Grant – Western Canada Regional Field Rep

BY – LAWS
POLICIES AND PROCEDURES
UPDATING DOCUMENTS

Presented by
Mavis Grant, Western Canada Regional Field Rep

Bylaws, Policies and Procedures

- Do you have bylaws, policies and procedures?
- What's in your by-laws?
- What are your Club annual fees?
- How are they distributed?

Policy re covering costs for Conferences

- Do you cover some of the costs for your President or designate to attend conferences?
- - why it is important for your President to attend
- - if can't cover 100% of the costs, members to decide on an appropriate amount.
- - written report to be presented at next club meeting by conference attendee

Updating Documents

- How often do you review and update your bylaws, policies and procedures
- Other documents to keep updated:
 - - Standing Rules
 - - Application for club membership
 - - Journey guides – can get current version online FFI website
- There are many documents available on the FFI website
 - go online and check them out

NEW MEMBER ORIENTATION

Presented by Judith Single,
President Friendship Force Penticton - Okanagan

Importance of Orientation

- Meetings can be confusing to a new member or guest
- There is a lot of FF terminology that is unfamiliar to a new member
- Assists in getting new members involved quickly if they understand what the Club and FF is all about.

Different ways of presenting an orientation

- A one hour workshop, very elaborate, covering everything.
- A 20 minute workshop, briefly covering the high points
- New member one-on-one casual coffee date, or perhaps 2 or 3 new members
- An educational session at a club meeting involving all members, new and longtime
- Appointing a “mentor” to a new member for a period of time works great
- Have handouts for the new members to take with them

What to cover in a Member Orientation

- Roles of the executive and various committees
- Overview of bylaws, policies and procedures of the club
- Overview of Journeys and what's involved in organizing a Journey
- The importance of attending meetings, becoming involved and participating in the club events
- If internet is available, go through the FFI website (and Canffex for Canadians)
- Present the Friendship Force promotional video found on the FFI website
- I can't stress enough that guidelines for all of this are available to you on the FF website.

JOURNEY
CO – ORDINATOR
TRAINING

Presented by Judi Smith
Pacific Northwest/Northern Rockies
Regional Field Representative

Ambassador Co-Ordinator

- Reviewing Ambassador duties – gifts, dinner out, tank of gas, being on time
- Reviewing country visited – 3rd world, facilities (water shortage, toilets, etc.)
- Who sets up travel? Extra traveling after or before – who is responsible?
- What about Ambassadors from other areas – what are the rules?
- What about “naughty” Ambassadors – what to do.

Host Co-Ordinator

- What is expected of hosts - clean home, decent food
- Set up activities – notify host co-ordinator of fees, checking first that Ambassadors want to pay for activities that require extra fees
- Work with Ambassador co-ordinator or Regional Support Manager, especially in case of multiple city Journeys

MEMBER RECRUITMENT AND RETENTION

Presented by Kathy Hart,
President Friendship Force Sacramento

RECRUITMENT

Person to Person Word of Mouth Recruitment

- Work
- Your place of worship
- Civic groups
- Volunteer organizations
- Friends & family

Connect Everything to Friendship Force Mission

Can your members explain Friendship Force in two to three sentences?

- Friendship Force is a non-profit cultural organization focused on promoting understanding, cultural education and citizen diplomacy through homestay Journeys and personal friendships.
- Explore – Understand - Serve
- Ensure your Club is active.
- How do new members connect?
- Make it easy to participate

Event Ideas for Recruitment

- Photography event-how to take better photos when you travel
- Present at local like-minded civic groups such as Rotary clubs
- Present Friendship Force or a specific journey overview at local colleges such as
Other lifelong learning programs

Community publications & Social Media

- Invite the media to large events
- Announce events and meetings inviting the public
- Post photos of events
- Journey photos
- Make it obvious to potential members that your club is **ACTIVE!**

RETENTION

Why are your members leaving?

Does anyone contact members that do not renew?

You need to know the specifics in your community and club.

Do you track membership numbers monthly or annually?

Bring the FF message to Explore - Understand - Serve to your community.

- Cross cultural events/activities
- Explore locally

How do you find these local events or activities?

- Ask your members
- Compile a list of Optional activities for members to share with ambassadors on Open Days
- Use this resource to schedule an outing or event for local members

Check out these ideas:

- Performing art event
- Public art and/or architecture tour
- Walking food tour
- Wine or craft beer tasting
- Chocolate tasting from around the world
- Garden tour (including vegetable or community gardens)
- Wildlife and nature - sanctuary, bird watching & hikes
- Local farms or manufacturing tour
- Make a craft event
- Meals together at ethnic restaurant
- Attend a city council meeting or other local government meeting
- Explore the obscure in surrounding communities or towns
- Cook an ethnic meal together
- Mystery event

Create smaller sub-groups

- International film group
- Book club
- Photography group
- Crafts club - can sell crafts as club fundraiser
- Art lovers club

Large events

- Club anniversaries
- World Friendship Day
- Regional conference and/or visit from FFI staff

Invite, invite, invite!

- Club meetings
- Events
- Outings
- Meals
- Everything!

QUESTIONS AND ANSWERS