

Monthly Chapter Success Meeting

The Chapter Success Meeting is the former Leadership Team Meeting and Membership Committee Meeting wrapped into one. For best results, schedule the same week (first or second week) of each month of the year. You may choose to align it with the Director Consultant visits to the Chapter.

Agenda and Instructions

Attendees

- The Vice President and Membership Committee are present for the entire meeting.
- The President, Secretary/Treasurer and Visitor Host Coordinator (optional) will attend through the Passport to Success Progress agenda item.
- The Mentor Coordinator will attend through the Power of One Report review.

Preparation for the Meeting

In preparation for the meeting, copies of the following reports should be available during the meeting:

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| • Chapter Success Meeting Report – blank | • Chapter Traffic Lights – BNI Connect |
| • Chapter Success Meeting Report – previous month | • Member Traffic Lights Report/Power of One Report |
| • Chapter Visitor Report – BNI Connect | • Membership Dues Report – BNI Connect |
| • Chapter Roster Report – BNI Connect | • Seven-Month Check-in (as many as needed) |

As the Meeting Begins

- Enter the Chapter name, your name and date
- Enter the names of the people in attendance

Agenda

The President facilitates the first half of the meeting.

1. Review action items from last meeting
 - a. The Vice President reads from the previous month's Chapter Success Meeting Report any action items documented.
 - b. Each person who received an action item from the previous meeting reports on the status.
2. Review Visitor attendance
 - a. The Secretary/Treasurer or Visitor Host Coordinator reports the number of Visitors in attendance last month.
 - b. The Secretary/Treasurer or Visitor Host Coordinator states, by name and category, the Visitors who submitted applications.
 - c. The Secretary/Treasurer or Visitor Host Coordinator states, by name and category, the Visitors who could convert to Members with some additional follow-up.

3. Membership Review – This information can be pulled from the Roster Sheet dated the previous month.
 - a. The Vice President or assigned Membership Committee Member reports the number of new Members last month and mentions them by name.
 - b. The Vice President or assigned Membership Committee Member reports the number of dropped Members last month and mentions them by name.
 - c. The Vice President or assigned Membership Committee Member discusses with the attendees the net growth for the previous month. The goal of the Chapter should be net one if the Chapter wants to remain the same size and net two or more if the Chapter wants to be on a growth path.
4. Reports Review – Reports needed include the Chapter Roster Report and Chapter Traffic Lights.
 - a. Review the Chapter Roster Report to determine if the Chapter has a complete Leadership Team. If not, the Leadership Team Members with open roles should fill those roles within the next month.
 - b. Review the Chapter Roster Report to determine how the Chapter performed in the three-month PALMS. It is important to look at this trend compared to the Chapter Traffic Lights to see if there is a change in performance. The Chapter Traffic Lights shows the last six months which makes it hard to see recent trends.
 - c. Review the Chapter Traffic Lights. The Chapter should have the goal of being in the top percentage bracket in all areas if possible. Depending on the size of the Chapter and the goal for inviting Visitors, it may be acceptable for the Visitor conversion rate to be lower than the maximum point value.
5. Other topics as needed
 - a. Secretary/Treasurer reports on Chapter finances.
 - b. Should the Chapter be looking for another venue? How are venue relations?
 - c. How can concerns be addressed before they become written complaints?

How did the weekly meeting look to the Director Consultant?

6. MSP completion and Passport to Success/New Member Mentorship Program
 - a. Discuss each Member by name and their progress through the program generally.
 - b. Discuss in detail new Members who are not on track. Brainstorm ideas to help them get back on track.

<i>At this point the President, Secretary/Treasurer and Visitors Host leave the meeting.</i>
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The Vice President facilitates the remainder of the meeting.

7. Member Traffic Lights based on the Power of One
 - a. Look at the distribution of green, yellow, red, and grey. The goal is to have as many Members as possible in the green. What can be done to move people from yellow to green, red to yellow, and grey to red? How can the Education Moments be used to improve Member performance?

- b. For the Members in the bottom three positions. What can be done to help them improve performance? Note: There is a misconception that new Members can be in the grey without alarm. If the new Members have completed MSP and are actively involved in the Passport to Success Program, they will be in the yellow (completing Member Success Program for CEUs, completing one to two One-to-Ones per week and attending meetings regularly achieves 60 points).
- c. Discuss how the Mentor Coordinator can help support getting these Members more engaged.

At this point the Mentor Coordinator leaves the meeting. Only the Vice President, Membership Committee and Director Consultant (if present) are in attendance for the remainder.

- 8. Seven-Month Check-In – This information can be found on the Membership Dues Report.
 - a. Who is up for renewal in five months?
 - b. Who is the best person on the Membership Committee to have a one-to-one conversation with the Member? This person needs to have a relationship but not be so close that the conversation can't be constructive.
 - c. Complete the top portion of the Seven-Month Check-In for each person up for renewal in five months.
- 9. Approving Renewals – This information can be found on the Membership Dues Report.
 - a. Who is up for renewal in the next 60 days?
 - b. If the person is going to be renewed, it can be communicated immediately.
 - c. If a person is not going to be renewed, it must not be a surprise. It is important the Seven-Month Review reflected that the Member had many development opportunities. If it would be a surprise to the person, a coaching conversation must be had in the next 30 days to explain the situation. The final decision on non-renewal should happen on or around the Member's renewal date.
 - d. It is important that the BNI Regional Office knows the person is not going to be renewed so that administrative processes like reminders can be stopped. Please communicate non-renewals to the BNI Regional Office in the way they have been prescribed.
- 10. Progress of Complaints (if applicable).
 - a. All complaints should be handled upon receipt. This is the time for the Membership Committee to review status and determine next steps to urgently complete review processes.
 - b. Has the Secretary/Treasurer had any issues with people paying Chapter Dues that need to be addressed?
- 11. Recommendations for the Chapter President – Add any action items for the President here. Ensure they are communicated to them immediately after the meeting.
- 12. Recommendations for Education Coordinator – Add any suggestions of topics for the Education Coordinator based on Chapter needs that were identified during the meeting.
- 13. Recommendations for the Director Consultant – Add any action items for the Director Consultant here. Ensure they are communicated to them immediately after the meeting.