



**National Active and Retired
Federal Employees Association**

LEADERSHIP AND ITS ROLE IN RETENTION

- ❖ Know and support NARFE's mission
- ❖ Set a vision with a purpose
- ❖ Be realistic
- ❖ Have a strategic plan
 - Set goals
 - Set course of action to accomplish goals
 - Include all chapter officers and committee chairs in planning
 - Keep chapter members informed and involved
 - Ask members for their thoughts and input
- ❖ Plan chapter monthly programs in advance
 - Set programs at least 3 months in advance
- ❖ Publicize monthly chapter meetings
 - List chapter programs in newsletter
 - Publicize in local papers & radio as public service announcements
 - Use phone committees to remind members of program
- ❖ Maintain full slate of elected officers and committee chairs
 - Provide each elected officer with position description
 - Make sure the leadership knows what is expected of them
 - Make sure all register to receive gems from national
 - Share federation and national info with chapter members
- ❖ Keep accurate records
 - Keep M-114 roster updated using M-112 monthly Chapter Activity Report

- ❖ Have well organized and planned meetings
 - Officer reports should be short, sweet & informative
 - Monthly programs should be short & interesting for members
 - Allow for Q & A of officers and guest speakers
- ❖ Have a Welcoming Committee
 - Do not allow anyone in without a warm welcome
 - Invite new members 1st time attendees to introduce themselves
 - Find out if new members are still working
 - Find out if an additional evening or Saturday meeting meets member needs
 - Think how you welcome guests in your house – smile & be happy
- ❖ Constantly be on lookout for prospective leaders
- ❖ A successful leader insures an orderly succession of officers
- ❖ Committee chairs are excellent candidates for elected office
- ❖ Make your chapter relevant
 - Make members feel they belong and have a role to play
- ❖ Officer Training/Orientation
 - Briefly outline responsibilities of the elected officers
 - Hand out position descriptions
 - Turn session as quickly as possible to be open and interactive. Let your answers to their questions be your presentation.

NOW YOU KNOW HOW TO OPERATE A SUCCESSFUL CHAPTER!

???RETENTION???

- ❖ Why?
- ❖ What's the big deal?
 - You want to keep your members!
 - You want members to be proud to belong to your chapter!
 - If you allow & have input, people feel included, relevant!
 - But, above all you want a team of enthusiastic defenders of the benefits you earned & paid for!
 - You worked a lifetime for what you have!
 - There is strength in numbers-
 - We must retain our members, especially the new members

**Compiled By:
Don Stewart
NARFE Region III Vice President**

- ❖ New members are our future
- ❖ Be inclusive! Exclusive cliques kill organizations!
- ❖ Consider informal socials as you do with neighbors
- ❖ Keep a roster of who attends monthly meetings
 - ask them to note the month & date of birth, but not year
 - remember folks in the month of their birthday! Show you care!
 - Send all who have ever attended a postcard
 - Thank them for coming & tell them the next month's program
- ❖ If anyone on the roster fails to attend
 - Tell them they were missed
 - Ask them if everything is okay
 - Tell them you hope they'll come next month
 - Ask them if they need transportation
 - Show their presence is welcome and you are delighted they came!
- ❖ Use **GEMS** alerts to get your members to act
- ❖ If it's legislation, we fight for fairness & equal treatment
 - Get your members to call the 1-877-217-8234 we have which takes less than two minutes to contact both Senators and Congressional Representatives
- ❖ Use www.capwiz.narfe to e-mail your Senators and Congressional Representatives
- ❖ Write your Senators and Congressional Representatives
 - Don't accept canned answers
 - Demand action – follow-up
 - Stand up for yourself
 - Demand respect
 - Don't complain that nothing gets done – Look in the mirror
- ❖ Get your members involved
 - Make them part of the team
 - Involvement begets retention
 - Maintain your membership records
 - Keeping up means something – people are important!
 - Pay attention to changes and let people know you noticed!
 - If you do not protect your earned benefits & rights – **WHO WILL!!!!**

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REMEMBER

- ❖ Keeping a member starts with you in the chapter
- ❖ Retention starts the day you recruit someone
- ❖ Dues withholding is front end retention
- ❖ Members need NARFE
- ❖ NARFE needs members
- ❖ Members are a precious commodity
- ❖ There is strength in numbers

REMEMBER

What Congress Giveth, Congress Can Take

???QUESTIONS TO CONSIDER???

- ❖ What you think we should do to keep members?
- ❖ What do you think about recruiting
- ❖ New members to take over elected positions?
- ❖ What does your chapter do to encourage members to accept elected positions or to chair a chapter committee?