The Ingredients of a Successful NMA Chapter in Good Times and Challenging Times

Steve Bailey, CM, Facilitator
Ingredients of a Successful NMA Chapter in Good Times and in Challenging Times

Today’s CLT Facilitator:

Steve Bailey, CM
NMA Executive Director
Dayton, OH
Thank YOU for serving your chapters
Now, more than ever...

Chapter leaders need to LEAD ... up their “game” ... sharpen their skills ... and fasten their seatbelts!
Today’s Learning Objectives:

- Being able to recognize the characteristics of a value-added NMA chapter
- Being able to spot behaviors or missed opportunities that undermine success ... including the “after effects” of COVID-19
- Presidents, VPs, ALL officers - Being able to lead your chapter with more impact
Ingredients of a Successful NMA Chapter
Guess Who’s Coming to Dinner?

- Executive Management/Community Leaders
- Human Resources/Training Staff
- Existing Members
- Potential Members

What do they like to eat?
What might they like to “try”?
What are they allergic to?
Decide What You’re Fixing!

- Grab the recipe book - Start with your VISION and/or MISSION Statements
- Eat healthy! Find the company goals and objectives or community needs
- Use FRESH ingredients - Look for new recipes; quit fixing the same old thing!
Set Your Table

- Take stock of the “Brand” of your chapter
- Pay attention to details
- Use some “stretch” fabric
- Set placecards for new people, show them to their seats
- Anticipate the unexpected
- Never forget you’re the HOST
Assess Your Cooking Tools

- Executive Management Support
- Officer Transition Plan
- Chapter Meeting Yearly Plan
- Professional Development Program Plan
- Community Service Activity Plan
- Budget Allocations
- Membership Growth Plan
What Cookbook Do I Use?

Easy spaghetti Bolognese

Preparation time
less than 30 mins

Cooking time
30 mins to 1 hour

Serves
Serves 4

Recommended by
23 people

A classic Bolognese sauce still tastes great, no matter how simple. Get that depth of flavour by cooking the sauce very gently until it's super rich. This is designed to be a low cost recipe.

Find a recipe on BBC Food

Quick & Easy

Related Recipes

Macaroni cheese
by Gemma Hands

All at nma1.org
# The NMA CAR1 Cookbook!!

**NMA Chapter Achievement Roadmap CAR1 - Effective January 1, 2019 or July 1, 2019**

*Includes Program Award*

<table>
<thead>
<tr>
<th>Points Needed for Awards</th>
<th>Jan</th>
<th>Jul</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**NMA ONLY**

<table>
<thead>
<tr>
<th>Month</th>
<th>Points Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
</tr>
<tr>
<td>Jul</td>
<td>0</td>
</tr>
</tbody>
</table>

**REVIEWED March 2019**

If your administrative year is not Jan-Dec, overtype the months on line 10 and this will change them throughout the spreadsheet.

For assistance with any of the criteria, click on the CAR1 Criteria tab at the bottom. This form MUST BE submitted to NMA each month in order to qualify for an award.

- **A. ADMINISTRATION**
  - **A1. Chapter Management**
    - A1p: Chapter Organization Chart
    - A1b: Officer Transitions
    - A1c: Advanced Program Plan
    - A1d: Goals and Objectives
    - A1e: Budget
    - A1f: Renewals and Dues paid on time
    - A1g: New Election Results sent to NMA
    - A1h: Committee Meetings
    - A1i: IRS-990 Submitted on time
    - A1j: CAR1 Submitted to NMA on Time (NMA will enter this)
    - A1k: CAR1 Submitted Late to NMA (NMA will enter this)
  - **A1 Total Approved**

- **A2. Chapter Board of Directors**
  - A2a: Chair of Directors Meetings
  - A2b: National/Associate Director invited to Each Board Meeting
  - A2c: Director’s Name (list on tab A2c)
  - A2d: Meeting with Executive Advisors
  - A2e: Names and Titles of Executive Advisors (list on tab A2e)
  - A2f: Chair of Directors Minutes sent to Assigned Director
  - A2g: Chair Supports National/ Associate Director
  - A2h: National/Associate Director Report on Time
  - **A2 Total Approved**

- **B. MEMBER SERVICES**
  - **B1. Professional Development**
    - B1a: Authorized to Grant CEU
    - B1b: Chair PD Catalogue/Guide
    - B1c: Chair PD NMA Proprietary PD Crs Compd (list on tab B1c)
    - B1d: Chair PD NMA PD Crs Complete (list on tab B1d)
    - B1e: Bonus Pts. for PD Courses Completed in B1 & B1d
    - B1f: Online Courses (live or recorded) Completed (list on tab B1f)
    - B1g: Courses Taken at Other Charters (list on tab B1g)
    - B1h: Executive Management Participation
    - B1i: Members Taking IQShare, BTE, or MindEdge Crs (list on tab B1i)
  - **B1 Total Approved**

**TOTAL A. ADMINISTRATION Pts**

<table>
<thead>
<tr>
<th>Month</th>
<th>Points Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
</tr>
<tr>
<td>Jul</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL B. MEMBER SERVICES Pts**

<table>
<thead>
<tr>
<th>Month</th>
<th>Points Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
</tr>
<tr>
<td>Jul</td>
<td>0</td>
</tr>
</tbody>
</table>
First, line your pan with:

- 1 cup All Purpose Executive Management Input, mixed with melted WIIFM and...
Recipe Ingredients

- 3 Tbsp. Human Resources and Training Department Essential Oils
From: Chapter Management Pantry

- 1 completed chapter org chart
- 1 cup chapter officer training & mentoring
- 1 set of published goals & objectives
- 1 published budget (adjust seasoning as necessary)
- 12 mo. NMA Membership Renewal Forms
- 1 pkg. Election Results sent to NMA
From: Professional Development Shelf

- 1 B-3 form (Request to Grant CEU)
- 1 large PD Plan of Action
- 1 cup varied PD offerings
- 1 T Executive Management Participation
- 2 tsp CM (Certified Manager) Activities
- 3 pkgs new FaciliSkills courses
- 1 envelope of Building Virtual Teams
- 2 cups company HR linkages
From: Communications Cupboard

- Chapter Newsletters to taste
- 4 tsp regular PD activity reminders
- 1 can of chapter website updates
- ¼ tsp published links to nma1.org
- 2 T articles submitted for NMA Breaktime
- 2 T postings on your own or NMA’s Facebook page, blog, or Twitter(@nmaleaders)
1 large Membership Growth Plan
1 pint of leverage via our 2020 Membership Campaign
2 liters Chapter Marketing Materials
3 cups “qualified” lead referrals to NMA
4 cups - Participation in Chapter Growth Incentive Plan - $25 for each new member of each new chapter!
1 cup local chapter press coverage
1 Silver Knight or Leadership Award ceremony
1 cup Chapter Member of the Year Award plus ½ cup submission for national MOY
3 cups Executive of the Year & Hall of Fame nominations sent to NMA - by June 15
1 large serving Top Management Night programs
From: Community Services Cabinet

- 1 Speech Contest plan
- 2 cups youth programs
- 3 cups organized community events
- 4 cups Ingenuity
- 3 T support/organization for company or community events
- 3 tsp Management/Leadership Week in America programming
Mix all ingredients together & add:

- 1-16oz. can New Member Orientation
- 2 scoops of communicating with your assigned National Director and/or Associate Director
- 3 scoops of membership roster roster updates to NMA
- 1 yearly consideration of supporting a National Director or Associate Director from your chapter
- 1 cup of purely social gatherings
Before baking, sprinkle with:

- Membership surveys and feedback
- Regular meetings with your advisors
- Familiarity with NMA’s website
- Ongoing recognition for your colleagues

“The strength of the team is each individual member. The strength of each member is the team”

Keith Ferrazzi
What’s going on here???
Before putting it in the oven ...

- Ask yourselves, “Is NMA **THE PLACE** to be around here?”
Then...

Cook according to directions ... and await your masterpiece.
Ingredients of a Successful NMA Chapter

But what happens when things go awry?
How to Lead a Chapter in Challenging Times

A leader with high emotional intelligence, forethought, and experience is essential. He or she will GROW in the face of difficulties.

• You know your chapter
• You know your members
• You are in touch with senior leadership
• You adopt a “No guts, no glory” mindset
• You make working from home WORK for you!
How to Lead a Chapter in Challenging Times

Everyone has approached current realities differently and everyone is affected by it differently.
4 Tips for Working from Home

#1. Create “work” triggers for your brain

**Working from home**
In the face of COVID-19, there will be more and more of us working from home. If this is new to you, here are our top tips to stay productive.

**Concerned?**
If you are showing symptoms of COVID-19 or have been in contact with someone who has returned from an affected area or is a confirmed case, you should use the online NHS 111 coronavirus service.

**START YOUR DAY**
Just like you would go to work, keep your getting ready routine pretty similar, have a shower, get dressed and brush your teeth! Flipping the switch from home to work mode will help you get in the zone and focused for work.

**KEEP IN TOUCH**
Stay in regular touch with your clients & colleagues throughout the day - this will keep you focused on the tasks you are working on and maintain a collaborative process to what you’re working on.

**LIMIT DISTRACTIONS**
Set up your work space in an area where you won’t be easily distracted; while it might be good to have the radio playing, having the TV on is something to avoid to stay focused.

**BE ACTIVE**
Though advice says to stay at home where possible, you can leave the house for exercise if you maintain a safe distance from others (1m minimum). Going for a walk at lunch can improve your mental health and give your day structure and if you’d prefer not to go outside, there are free workout videos on Youtube for you to do at home.
#2. Stay motivated with a list

Don’t make these 7 mistakes:

1. Thinking there’s only one “right” system
2. Putting too many things on your list
3. Not prioritizing your tasks
4. Listing projects instead of tasks
5. Being productive instead of effective
6. Making only one To Do List
7. Not making your list beforehand
4 Tips for Working from Home

#3. Make a schedule for everything
4 Tips for Working from Home

#4. Create a process for collaboration
5 Tips for Becoming an Effective Chapter Leader in Difficult Times

#1. Master Your Own Fear

“Leadership is the ability to hide your panic from others.”

- Lao Tzu
#2. Love & Respect Your Mission

“The courage of leadership is giving others the chance to succeed, even though you bear the responsibility for getting things done.”

- Simon Sinek
#3. Be Prepared

“No matter how many times you save the world; it always manages to get back in jeopardy again.”

- Mr. Incredible
5 Tips for Becoming an Effective Chapter Leader in Difficult Times

#4. Keep Learning

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.”

- Winston Churchill
5 Tips for Becoming an Effective Chapter Leader in Difficult Times

#5. Get Some Attitude

“I’m in control
My worries are few
‘Cause I’ve got love
Like I never knew
Ooh Ooh Ooh Ooh Ooh
I’ve got a New Attitude”
One More Tip for Becoming an Effective Chapter Leader in Difficult Times

Keep perspective and your sense of humor

- How to properly greet someone during the Coronavirus outbreak
- Why aren't there handles on doors anymore?
- Wesley, it's time I tell you about the year 2020...

boredpanda.com
What Are Some Effective Chapter Leaders Currently Doing?

Let’s Take a Look ...
What Our Chapter Leaders are DOING...

• We have a bi-weekly meeting rhythm for our Exec Committee to maintain focus

• Held a “Virtual Offsite” 4/10. Attendees included executive sponsors, Board Chair, and Exec Comm to review our strategic plan and make adjustments

• Are virtually reviewing applications for scholarships from high school students

• In PD, we will hold our second Mentoring Round Table, Speed Networking (Part 1) and the Leadership Laboratory virtually

• Thinking ahead, brainstorming ideas to offer PMP and CM certifications online

• Organizing a food drive for the local Foodbank, collecting items virtually via online store orders

• Looking for ways to bolster our Linked In and WhatsApp presence in order to stay closer to our members.

Jay Patel, President, LMLA - Marietta, GA
What Our Chapter Leaders are DOING...

- Spirits are high; people seem to be choosing to enjoy working from home
- We sent links to 2 NMA Live Online Webinar recordings to our members - “Managing Relationships & Change” and “The Secrets to Working Virtually”.
- I plan to send a leadership article/link to all NMA members at least once a month, or sooner if I find something that I feel would be of great benefit
- Our Board has been communicating via email, Instant Messaging, and the occasional phone call
- Next will be a WebEx style meeting for all of our Board members
- Many of us will be participating in NMA’s free Virtual CLT, April 24th and 25th

Brian Meier, President
Boeing Fort Walton Beach Leadership Assoc.
What Our Chapter Leaders are DOING...

- Holding 1 hr. Leadership Team meetings via WebEx
- Scheduling GMM “prep meetings” 2-3 days prior to GMM, including any speakers
- GMMs (General Management Meetings) now held virtually; 90 minutes; Open Video for the NLA President and speakers; optional video for members
- Sending GMM invite reminders via email and Yammer (Nokia social platform)
- Inviting 10-15 non-NLA Nokia employees to the monthly GMM; “Boosters” trying to get them to join.
- Keeping the NMA LiveOnline Webinar promos in front of chapter members

continued...
What Our Chapter Leaders are DOING...

- Holding virtual classes from Udacity (a for-profit educational org.) education platform using Nokia WebEx or Microsoft Team to access Udacity
- NLA Book Club holding monthly 90-minute Virtual WebEx meetings
- Keeping track of members, keeping dues payments to NMA current, following up with all payroll deduction changes
- Across the board, we are using email, Jabber (IP Phone) and virtual Nokia platforms (Jabber, WebEx, and Microsoft Teams)

Marcelo da Silva Laranjeira
Nokia Leadership Association, Richardson, TX
• Sent an email to all members suggest activities to do while working from home. The email said, in part, “We hope to provide at least some novel resources and/or ideas to help you both in your personal development as well as leadership development”.

• Topics were grouped into
  • Skill building
  • Exercise
  • Meditation/Self-Care
  • Miscellaneous

• The chapter also set up a forum on SharePoint so members could share ideas for personal and leadership development while people are experiencing the shelter-in-place order.

  from Leah Perreault, Lockheed Martin Space/Denver Chapter
• We are managing as best we can and using virtual tools to communicate and collaborate.

• We are partnering with the company to do our collective best when it comes to mitigating and trying to stop cross-spreading of this virus.

• Personally, I have been using Google Hangouts and Instant Messaging to work with our chapter leaders.

• Finding the glass to be “half full”, I’ll admit that working from home a few days a week has allowed me to catch up on some older chapter actions that need to be addressed.

Shelby Armstrong, President
Collins Leadership Association
Melbourne, Florida
Thanks for joining us this morning!

Ingredients of a Successful NMA Chapter in Good Times and in Challenging Times

STAY HOME
STAY HEALTHY
STAY CONNECTED
See You in Greenville, SC - October 15-18

NMA Annual Conference