



# Welcoming the New Member



**NMA's NEW  
Chapter Leader Training Series**

CHAPTER LEADER TRAINING

## ***Welcoming the New Member***



NMA... THE Leadership Development Organization  
2210 Arbor Boulevard  
Dayton, OH 45439-1580  
Phone 937-294-0421  
Email [nma@nma1.org](mailto:nma@nma1.org) Web <https://nma1.org>

*Updated March 2019*

# *Welcoming the New Member*

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**START YOUR NEW MEMBERS ON THE RIGHT FOOT**

New members come into NMA for many reasons. How you make them feel welcome and eventually part of the group will depend on the chapter itself, is it small, large, multiemployer, small and large parent organizations etc.

Once a new member joins your chapter, don't wait for an orientation meeting to reach out. The first month is the key time in developing their degree of acceptance of the organization concept and if they want to stay. Get to know the member and pair them with someone who has similar interests who will be their mentor for their first 30 to 60 days in the Chapter.

At their first GMM the mentor should introduce them and provide a short statement as to their name, what they do for a living and a short statement of why they are interested or why they joined. Following the meeting, ask if the new member has any questions and inform them of upcoming programs or activities. The mentor may want to share a quick tour of the chapter website as well as NMA's site. If there is a web based micro introduction share that if possible.

Demonstrate that their NMA chapter is a dynamic organization with well-qualified leaders, capable of assisting in developing management and leadership skills which will be an asset to both member(s) and company.

For a small chapter a simple short meeting with the President or President-elect along with another key officer and the guide might be helpful to discuss who they are, determine what the new member wants to get out of the Chapter and what they can contribute. Briefly cover any major ongoing activities the Chapter has and the benefits that they can receive by participating.

For a medium to larger chapter this initial approach could work well to get started. It is suggested because of the larger number of members that their actually be a more formal orientation meeting

The major emphasis of your orientation meeting is on the local chapter, since this is the member's first and most frequent exposure to the NMA chapter concept. Utilize personal short stories to make a point about what the chapter has to offer them. Bring excitement to these personal experiences – the speaker should be prepared to say why they volunteered for the specific role they have, what their successes were and how they learned from the mistakes or failures. If a National Director speaks it is a chance to get a view of the specific interests, activities and goals or let someone speak who has been to a CLT or Annual Conference. In telling your story you can get the message across on how each piece fits together. Have the appropriate officer or chair be elected to speak in their area. For example, your PD person can relate quickly to what's available in term of classes such as Certified Manager, Foundations of Management or webinars. The important thing is to cover key subject areas in a way they will not forget and to leave your new members with a feeling of pride and enthusiasm for their chapter and NMA.



Emphasize professional development as the basic purpose for any NMA chapter. Mention future plans.

**NMA DIRECTOR**

**OUR CHAPTER AND THE NMA**

*(5 minutes)*

Speak to their membership in a National professional organization. What National events do we attend? How do they affect our chapter?

Cover Council activities (if applicable).

**PANEL**

**QUESTIONS AND ANSWERS**

*(10 minutes)*

If the group is large, circulate small question cards before the meeting.

Request written questions to be submitted during the program.

Keep answers brief – remember, you’re on a tight schedule.

**MEETING HINTS**

The image you create will be a lasting one. Here are some helpful tips:

**IMPRESS** the members with your knowledge, your competence, and your energy.

**BE PUNCTUAL** and start and finish at the time quoted in your announcement.

Consider also:

**USE VISUAL AIDS** that aid your story; don’t read them. **DISPLAY** the American flag if normally done. If it is part of your practice open with an invocation and the Pledge of Allegiance. *(Keep in mind, if there are international guests in attendance, their country flag should be displayed as well).*

**REHEARSE** this entire meeting in advance. You’ll be surprised to learn how much you can improve with proper preparation.

## FOLLOW-UP

**ONE HOUR** is hardly enough time to tell the whole story of NMA and your chapter. You can cover the high points, however, and your chapter is sure to benefit by conducting one of these formal indoctrination meetings at least once every year, regardless of the number of new members joining. At any rate, the program should be repeated frequently enough so that every new member has an opportunity to attend as soon as possible after joining the chapter.

**ORIENTATION**, like keeping up with your profession, is a continuing process and should be carried out both formally and informally throughout the year. There are a number of ways this can be accomplished.

**EVERY APPROACH** to member orientation and welcome can be beneficial to your chapter, but nothing is likely to equal the effect, on new and old members alike, that a well-planned orientation meeting can have.

**FURTHERMORE**, as you conduct these meetings, you'll find an interesting thing happens among some of your long-time chapter officers and members. They, too, will find themselves taking a closer look at the objectives and activities of their own chapter. **USE** your former officers in planning and conducting all phases of your new member orientation

## FORMAL INDUCTION CEREMONY

As soon as possible after a new member has joined your chapter, the NMA membership pin and any other materials should be presented. A formal induction with a membership pledge can be a memorable occasion for the new member. Here is an induction procedure:

Introduce each new member individually and ask them to come forward.

Provide space for new members to stand facing the chapter membership.

The Chapter President or other chapter official should conduct the ceremony.

Read the "Pledge" and ask the new members to respond with "I Will."

## CHAPTER PLEDGE

*"Will you support to the best of your ability, the aims and ideals of this NMA chapter, participating wholeheartedly in its programs and activities, for the development and self-improvement and endeavoring to develop within yourself the necessary qualities of leadership?"*



## INDUCTEE RESPONSE

*"I will."*

## CODE OF ETHICS

*"Let me share with you the Code of Ethics of our organization"*

Congratulate each new member in turn and present them with a membership pin. Encourage the membership to respond with a round of applause for the new members.

## NEW MEMBER PACKETS

NMA prepares and sends New Member Packets to the chapter which should be distributed to each new member reported; presentation of a New Member Packet should be a part of your chapter's overall indoctrination program. In addition to information NMA provides, the packet should include information about your chapter.

Special attention should be given to the presentation of the New Member Packet to each new member. Draw special attention to it by officially presenting the packet during a regular chapter meeting or during the new member orientation meeting. Make a new member feel that it is significant and that an important, positive step has been taken in joining your organization.

Listed below are some suggested items you may want to include in your packet for new members.

- A letter of welcome from the Chapter President
- A letter from a company or community official endorsing the chapter
- Chapter organization chart
- List of officers and committee chairmen
- Schedule of meetings and programs
- Information about professional development activities
- NMA Code of Ethics

**NEW MEMBER SURVEY**

Try to obtain some information about your new member which will be helpful in making committee assignments later.

Prepare your own questionnaire to obtain these and other significant facts about your new member.

<b>QUESTIONNAIRE FOR NEW MEMBERS OF THE</b> <i>(insert Chapter Name)</i>	
<b>Name:</b>	<b>Position:</b>
<b>Company Name:</b>	<b>Department:</b>
<b>Address:</b>	<b>Phone Number:</b>
<b>Email:</b>	<b>Fax Number:</b>
What types of things are you interested in doing? (facilitating programs, assisting with the chapter newsletter, community service) etc.	<i>(Please list):</i>
Is there an area of the chapter that holds particular interest for you?	<i>(Please list):</i>
Please indicate personal and professional development subjects and titles which appeal to you.	<i>(List a variety of choices):</i>

## NMA CODE OF ETHICS

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability. I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen management/leadership development through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our Free Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.