

2010-2011 CLUB EXECUTIVE SEMINAR

INTRODUCTION

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WORKSHOPS

(FOR EACH EXECUTIVE POSITION)

Kin Canada

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Club Executive Seminar

Introduction

The Club Executive Seminar is the training session for each member of the executive of the clubs in your zone. This must be done before September 15th, usually in June or August. This is a very important part of your job as Deputy Governor.

The education committee has set out a format and agenda for you to use, as well as workshops for each of the executive positions. Refer back to your DLS Handbook for more information.

Included in this package is the agenda, workshops and other seminars.

The workshops and some other presentations are also available in Power Point (please check the website or contact National Headquarters). A script is also available by contacting National Headquarters.

Location

Find a host club and set up a date and location as soon as possible. Make sure the facility is large enough to accommodate the number of breakout groups. They don't have to be separate rooms. Inform the members in enough time for them to make arrangements to attend.

Seminar Presenters

Ask knowledgeable Kin to present the workshops. Make sure you ask them well in advance so they are able to prepare. Stress the necessity of quality workshops and the fact that these seminars have been updated; this is the reason for the name change.

Agenda

*Kin Formalities

Past DG report

*DG Remarks

Discuss – National, District and Zone Programs

- Goals, Objectives
- Any Zone traveling incentives etc
- Distribute paperwork, discuss items such as dues, MSRF etc
- Trophies/Awards

District/National representatives (if present) remarks

Workshops

*Common workshops (should have some, but the actual ones are optional)

- Kin History
- Protocol
- CES specific Tool Kit
- General finances
- Critical Path
- Goal Setting
- Listening
- Membership Retention/Recruitment

Risk Management

*Breakout workshops (all should be offered)

- President
- Past President
- Vice President
- Secretary
- Treasurer
- Bulletin Editor
- Registrar
- Membership Director
- Risk Management Director
- Service Director

- Awards Director

Seminars (depending on the time allotted)

- Conflict Resolution
- Public Speaking

Kin Jeopardy (or some other activity to keep people busy until all groups are finished some workshops such as President which may take longer)

Roundtable Discussion

*Host/DG closing remarks

*all agenda items marked with an asterisk are mandatory, but parts may be optional or at facilitator's discretion

Coffee or other break could be scheduled between common and breakout workshops.

Kin History

Kin Canada is an all-Canadian service organization made up of active community volunteers. Working together, members are enhancing the quality of life in their communities by promoting service, fellowship, positive values and national pride. Kin clubs support cystic fibrosis (CF) research and fund local projects across the country.

There are 312 Kinsmen clubs, 182 Kinette clubs and 28 Kin clubs representing a membership of more than 7200. It is estimated the Kin family raises more than \$25 million annually for Canadian charities and community projects.

The Association's mission statement is *"Kin Canada is a dynamic volunteer organization enriching our communities through service while embracing national pride, positive values, personal development and lasting friendships."*

The motto of the Association and its members shall be "Serving the Community's Greatest Need."

In accepting the goals of service and fellowship, we are expected to take part in the Association's programs and club projects. The motto of the Association is "Serving the Community's Greatest Need." By doing so, members experience the satisfaction that comes with personal involvement.

The founder of our Association is H.A. (Hal) Rogers. Founder Hal was born in London, Ont., on January 3, 1899. For a time he worked in the bank before moving to Hamilton to take up employment in his father's plumbing sales business. The business did not prevent 17-year-old Hal from enlisting in the army in 1916. Hal Rogers had a distinguished military career. His regiment, the Argyle and Sutherland Highlanders, suffered many dead and wounded. Hal was gassed at Paschendaele and later wounded by shrapnel near Armies.

Hal returned to Canada in 1919 along with thousands of his fellow soldiers. After re-entering the plumbing business, Hal applied for membership to the Rotary Club, but, as his father was a member, the club already had a plumbing salesperson representing that vocation. Therefore, Hal's application was rejected.

What was Rotary's loss was our gain. Hal decided to start his own service club. As Hal saw it, young men should preserve in peace the ideal of service to Canada. Encouraged by his father, Hal invited 11 young men to the Namking Cafe in Hamilton, Ont., to start the first Kinsmen club. The first Kinsmen meeting was held on Feb. 20, 1920 and from there the Association grew. Hal served as president from 1920-1923. He kept his interest in the Association in spite of moving to Toronto and starting his own career as owner of a publishing house.

During the Second World War, Hal chaired the Kinsmen "Assistance for Britain" committee and was instrumental in the "Milk-for-Britain" campaign. After the war, he received a great honor on behalf of the Association. In 1948 he was made an "Officer of the British Empire." More honors were bestowed on Hal. In 1959, he was made a Life member of the Association. This was presented to Hal in Prince Albert, Sask., by a prominent past Kinsman, Prime Minister John Diefenbaker. In 1980, Hal was made a member of the "Order of Canada" in Ottawa.

On Feb. 20, 1920, Hal Rogers and 11 men gathered for a meeting at the Namking Cafe in Hamilton, Ont. This group formed the first club in our organization – the Kinsmen Club of Hamilton (ON). These men found that budding relationships alone were not sufficient enough to sustain a continued interest and decided to perpetuate the ideal of service in peace time as they had done in the war years; thus our organization became a service organization.

Soon, one of these enthusiastic members moved to Montreal and formed a second club; later a member moved to Winnipeg and formed a club there; then before long a member moved to Vancouver, and a fourth club was formed. Thus, in a short span of four years, Kinsmen clubs had a foothold from Montreal to the west coast.

At a national convention in Winnipeg in the summer of 1926, the course of Kinsmen became clearer. After a hotly debated session, it was decided Kinsmen would not become an international organization but a national service club; a new constitution and by-laws were presented and adopted, and a maximum age limit of 40 for active membership was set. By being dedicated to fellowship and service, the Association grew to more than 300 clubs and 10,000 members by 1956. In 1987, the age limit for active membership was raised to 45, and cystic fibrosis was adopted as a national service project. In 1999 the upper age limit was abolished at the National Convention in London, Ont.

Since 1964, Kinsmen and Kinettes have been supporting the Canadian Cystic Fibrosis Foundation to fund research and to help people and their families as they struggle to defeat cystic fibrosis. To date, more than \$32 million has been raised. Members have made a dramatic impact on life in Canada. The Family of Kin supports many local and national fundraising endeavors. They raise funds, raise awareness and provide support to people all across Canada, as well as helping in international times of need such as September 11, 2001.

Every year, Kin clubs contribute millions of dollars to Canadian communities. In fact, Kin members have proudly contributed more than \$1 billion to Canadian communities since their Association was founded in 1920.

In the 1930s, women's organizations started to spring up throughout the country. The names of the groups varied from the "Kinsmen Ladies Club" to "Kinsmen Wives" and "Kinsmenettes." Formed in 1932, the Kinsmen Ladies Club of Hamilton (ON) was the first to function as a properly organized club. The Hamilton club's first project was sewing for the Well Babies Clinic.

During the Second World War the Kinsmen took their positions on the battlefield and their spouses on the home front. They undertook such projects as: "Milk-for-Britain," "Food parcels for the fighting forces overseas," and collecting 22 million magazines for the Merchant Navy out of Halifax. The next few years came to see the formation of more and more clubs. In 1939, Miriam Sheridam coined the name "Kinettes." The Ottawa club has been given credit as being the original "Kinette club" in all of Canada.

Official recognition was given to the Kinettes in the national by-laws of the Association in 1942. At that point, Kinettes were duly certified as an auxiliary organization. The first and only national convenor of Kinettes was Marg Roscoe of the Kinette Club of Edmonton (AB).

KIN Magazine started to reserve a section for Kinettes. In order to recognize the broader range of duties, the editor's title became "national Kinette coordinator" in 1969 - 1970. Joan Sharp of the Kinette Club of Regina Wheat City (SK) was the first.

At the 1982 National Convention in Brandon, Manitoba national dues became a fact. Kinettes were taking a more prominent place in the Association. With this financial commitment to national, improved service to Kinettes had become a reality. Kinette clubs achieved full partner status within the Association at the 1988 National Convention in Calgary, Alberta.

In 1990, for the first time in Kin history, the Association's first national Kinette President, Catharine Newham of Portage la Prairie, Manitoba, was elected at the National Convention in Thunder Bay, Ontario.

In 1995 the Kin Club of Quesnel (BC) chartered and officially became the first club in the Association to allow both Kinsmen and Kinettes as members. By 2008, 28 Kin clubs belonged to the Association.

Today, Kin Canada is a combination of Kinsmen, Kinette and Kin Clubs. National Headquarters is located at 1920 Hal Rogers Dr., in Cambridge, Ontario, about 100 kilometres west of Toronto on Hwy. 401. Staff is made up of eight full time workers who provide administrative services to the clubs. The chief administrative officer is Executive Director Ric McDonald. To find a club near you or to receive information to charter a club in your area, please call, 1-800-Pick-Kin.

Planning

The objective of the club executive seminar is to ensure that the executive members of the clubs in your zone are properly trained to perform their duties for the upcoming year. Consider for a moment what it would be like if you simply had to undertake your year as deputy governor without having the opportunity to participate in a district leadership seminar or a pre-term meeting. While some might say they could still manage, most would admit that the seminar is beneficial and necessary. The club executive seminar, then, is to a club executive what the district leadership seminar is to you.

It is **your responsibility** to ensure that the seminar is well prepared and presented and that as many club officers as possible attend.

1. **Invite** these officers of each club: president, vice-presidents, secretary, treasurer, bulletin editor, risk management director and membership director.
2. **Seminar dates** are between June and late August. If club presidents are to be able to use the information contained in the seminar in planning for their year, it is imperative that the seminar be held before September.
3. **Schedule** the seminar, remembering to take into account the number of people who will be attending and the distance they will have to travel. Geographically, small zones may hold seminars in the evening, with larger zones looking toward a weekend date mutually agreeable to all participants.
4. **Facility** must be conducive to the holding of an educational seminar. Be aware of acoustics and lighting. It is desirable to have access to visual aids.
5. **Seminar Format**
 - Most executive seminars start with a joint meeting where district and national programs can be explained or emphasized, i.e. cystic fibrosis
 - You can also go over your goals and objectives for the year and present your ideas for a zone travel incentive.
 - This is also a time to explain and distribute some of the essential paperwork for the year, such as membership fees billing forms, FLC registration forms, membership programs, incorporation papers, and district program brochures.
 - Next, break into groups and have separate workshops for club presidents, membership directors, bulletin editors, secretaries, and treasurers. Meeting in small groups allows time for a more detailed job description to be delivered and to discuss material that is specific to the job at hand. NOTE: Try to line up knowledgeable Kinsmen and Kinettes to act as leaders for these seminars.
 - The balance of your agenda can be geared around guest speakers. You may have presentations regarding motivation tips, personal development ideas, recruitment methods and after-meeting entertainment. You could also get your clubs to share ideas on successful fundraising or service projects. The remainder of the day could be spent on fun and fellowship.
 - A successful seminar will help ensure a more successful year for you and your clubs.

Planning

You should send the letter of invitation or call letter to attend the zone executive seminar, as far in advance as possible. A sample letter is printed on the next page. You should also encourage clubs to bring their club's copy of the *Club President's Manual* with them to the seminar. If they don't have one, or if parts are missing, they should order a new manual from Kin Sales. You should also make the manual an integral part of your planning for the seminar. The same holds true for the people you ask to help you with the seminar. Remember, you cannot expect to run a useful and successful seminar without adequate preparation and review. Give this important duty all of the time it deserves. Make your seminar worth attending.

Sample Official Call to CES Letter

Date_____

President_____

Kinsmen/Kinette/Kin/Kinsmen & Kinette Club of_____

Dear President_____

This is your "Official Call" to _____the Club Executive Seminar to be held at _____ on _____. I would encourage you to bring as many of your club executive members as you can, but you should have your secretary, treasurer, membership director, and bulletin editor there for sure.

There will be some very interesting seminars held to help both you and the other members of your executive in doing a good job for your club next year.

Attached to this letter is a checklist of very important things that should be looked after immediately, if not already done. Please make sure they are all looked after, and checked off the list. Keep one copy for your club files and bring the other two copies to the seminar with you so that we can review them.

I look forward to working with you for the coming year, and, if I can be of any assistance, please give me a call.

Looking forward to seeing you at the seminar.

Yours in Kin,

SAMPLE CES AGENDA

The following is an outline of a sample agenda for a club executive seminar. It can be modified to suit your needs.

1. Welcome

2. Introductions of zone executive, past deputy governor, presidents.

The past deputy governor should be invited to assist you with your seminar. His/her assistance can prove very valuable in educating club officers. He/she can also handle several items which appear as his/her report.

3. Past Deputy Governor Report – on final district and national news.

- general continuity items
- protocol
- expenses, invitations, etc.

4. District and National Proposed Programs and Convention Update

You will receive a point form outline of the proposed national program, and you may also wish to request same for your district's program. This will help you to briefly run through the proposed program. While this section should be informative, it should not be overly lengthy. Provide feedback from conventions when appropriate.

5. Your Programs and Goals for the year (newsletters, new clubs, etc.)

6. Risk Management

The National Risk Management Committee will have available a Risk Management presentation that is to be given to the general membership in attendance at the seminar. *(This is different from the Club Risk Manager breakout workshop).* This will be available through our website or by contacting National HQ.

7. Education

- Club executive turnover: You should stress the importance of the outgoing and incoming executives getting together and incoming club executives getting together some time prior to the beginning of the new year.
- Meeting procedure
 - balanced programs
 - timing of adjournment
 - use of agendas
 - written reports
 - terms of reference
 - fun and seriousness
- Importance of committee structure and executive decision-making – see the *Club President's Manual*.
- Committee appointments: An important point to mention in this section is that executive members should avoid serving as the chair of club committees. This allows more members to become involved and particularly newer members.
- Membership Fees Billing Forms: You should stress the importance of completing these forms promptly and forwarding them to National Headquarters and the various other officers. You should review with the club the membership fees billing form time-table and stress the need for accuracy.
- New member's seminars: You should make mention of the necessity for frequently held new member's seminars and suggest that they be held jointly with the spouses of new members.

8. Trophies and Awards

- zone
- district

- national

9. Goals

- Expansion of zone: new clubs, membership growth - new members and programs
- You should try to impress upon the club officers the necessity for their commitment to a membership growth in the coming year. This involves both the growth of their own club as well as the chartering of new clubs. You should utilize information contained in other parts of this manual and give them as many ideas as they can to help them achieve solid membership growth.
- Service
- Interclub/visitations

10 Workshops/Round Table Discussions

- Separate for each office and should be led by one or two experts in each workshop, e.g. past president, secretary, past district or zone officer, deputy governor, etc. Be sure *Club President's Manuals* are available for reference.
 - a. Presidents and Vice-Presidents.
You, as deputy governor, will definitely want to do this section yourself, perhaps utilizing the services of an outstanding club president from the previous year in your zone.
 - b. Secretaries
 - c. Treasurers
In some cases, you may wish to hold just one workshop for both secretaries and treasurers combined. In the case of treasurers, you should point out that the by-laws require the treasurer be one of the signing officers on every account the club operates.
 - d. Club Risk Manager
 - e. Bulletin Editors
 - f. Membership Directors
 - g. Service Director
 - h. Registrar
 - i. Awards Director

11. Workshop Review - full meeting, a two-minute synopsis of each workshop by a pre-designated attendee.

The balance of your agenda can be geared around developing friendly competition among your presidents, motivation ideas, round table discussion, or just some good honest fun and fellowship. The main thing is for them to start the year working together as an executive.

If you anticipate having a number of club vice-presidents in attendance, you can either have them sit in on the presidents' session or structure a separate session for them specifically.

The key to the success of your club executive seminar is your commitment to be well prepared and to ensure you have good leaders for the workshops. A successful seminar will help ensure a more successful year for you and your clubs.

Kin Education Workshop - Awards Director

Your job is to ensure that all members are aware of the awards that are available to them as well as keeping them on track to attain that award.

Remember some people will want desperately to win an award and others feel that awards should be abolished. For the latter members, encourage them to participate anyway. Following the proper award criteria will ensure a good year in a particular position and/or an excellent learning experience. For those, the criteria only needs to be followed; no submission for awards needs to be made.

For example, if you encourage the Bulletin Editor to follow the award criteria for competition his/her Bulletin will contain all the necessary information for your club as well as being entertaining. If you encourage a new member to

achieve the Maple Leaf award, they will learn a considerable amount of valuable information by attending meetings and participating in ways that new members rarely do.

The goal may not necessarily be the award itself; the goal could be the personal development attained by competing for the award.

Provide information to all members; not just at one meeting but at subsequent meetings to keep them aware. Make sure you follow-up and encourage participation. Keep track of award participation. Charts have been available in the past, but are no longer. You could make up your own charts to keep track of awards.

Encourage all members to participate in the Master Club Award. Active involvement by all members is needed to this award and once again, it will make the year successful for all members. When you discuss awards with your club members, make sure you include all awards – National, District and Zone as well as any that your own club may have.

REMEMBER! Encourage participation – not to win an award but following the criteria will make you do a better job and develop personally in Kin.

Note to presenter: Need to include copies of all awards and go over them so they understand the criteria. A synopsis of awards can be found in the "Sidebars & Charts" Appendix; and the portfolios and award affidavits can be found on the website at www.kinclubs.ca

Kin Education Workshop - Bulletin Editor

Each of you has taken on a very important role in your club. You will be keeping every member informed. You must prepare and distribute an accurate, informative and entertaining Bulletin. This is a vital position in the club as the bulletin editor is not just a communicator but a motivator and educator as well.

Even if you do not wish to have your Bulletin entered into competition at any level, you should consider using the criteria for competition. This criteria has been developed to ensure a Bulletin that every member will look forward to reading.

At the very least this is a list of what you should include:

- Minutes of the general and executive meetings. Ask the club secretary to send these reports for you.
- Registrar's report and club membership position. Again, perhaps copies can be supplied
- a club calendar page – include any upcoming events including anything in your Zone or District
- members' editorials, articles or Quills. Suggest topics to relevant to Kin, such as history, new members' impressions, current issues in Kin, world issues, etc.
- full project reports from each chair, including financial status, person hours, and recommendations.
- humour – It's essential, but remember who else may be reading this Bulletin.
- a counterpart club page, if applicable
- a monthly editorial from the club president
- news from around the Association. However you don't need waste time and effort duplicating pages that already go into the home via the District newspaper or Kin Magazine
- a Kin education page – the Kin Ed portion of the website will be updated to help you with this.
- Kin profiles. You could ask each member to write their own profile and submit it or you could do one yourself. An interesting profile can be done by asking each member the same questions and including one in each issue
- new member proposals
- a Kin kids' page – the internet is a good resource.
- an editorial or report by the bulletin editor (that's you)
- a treasurer's page showing receipts and disbursements and complete financial position
- Include all functions - fundraisers, service projects, socials – including dates, times etc.
- Maintain an accurate roster; make sure you have up-to-date phone numbers, addresses and emails
- Articles - keep the members interested in club activities

Other Considerations:

- Try to keep members informed as far in advance as possible

- You may want to send your Bulletin to other clubs in your Zone or District and remember to ask for an exchange.
- Get other members to help you and involve a team of editors to help you
- Watch expenses closely. The bulletin should not be a burden to the club. Consider financing by advertising from members or local businesses
- You may want to get the bulletins to the members in advance of the meeting.
- How will you reproduce the Bulletin so every member has a copy?
- If you mail the Bulletin be sure of new postal regulations and rates.
- You will need to motivate members to be involved - reporting, etc.
- Include any awards won by members of your club or others close to you in the Zone or District

Note to Presenter: Need to include copies of the National Criteria and bring some sample Bulletins

Kin Education Workshop - Membership Director

This position represents the future health of your club and the Association. You can accomplish this by making recruitment and retention top priorities in your clubs

How to accomplish this?

- Set attainable goals for membership increase
- Keep in close contact with current club members to ensure conflicts are addressed in a timely manner

Membership Goals

- Devise a membership plan with the help of Club Members, Zone and District Membership Directors
- Communicate this plan to the club in September
- Set Membership Events well in advance
- Help deliver membership seminars in collaboration with Zone Membership Director
- Maintain regular communication with the Zone Membership Director
- Encourage active club participation in bringing in new members
- Ensure a report on Kin Education, membership plans and guests introduction are included at all meetings
- Establish a follow up procedure for guests attending meetings I.e. phone call and letter
- Pick up before meeting and take home after
- No charge for meal or drinks
- Keep records of guests and sponsors

Membership Retention

- We do not seem to have a problem attracting new members our problem is keeping the ones we have

How can we stop this trend?

- Three step process
 1. Identify the needs of the members
 2. Reach a club consensus of these needs
 3. Set an action plan to meet those needs

Step 1: Identify Needs of the members

- Brainstorm
 - All ideas shall be recorded
 - No need or idea is too trivial
 - No evaluation of the idea during brainstorming
 - Do not make comments personal

Step 2: Reach Consensus

- A consensus must be reached of the specific needs identified for the remainder of the Kin year
- Method of reaching a consensus
 - Might be obvious (ask club if the analysis is correct)
 - Straw vote – can vote for as many needs as they see fit
 - Prioritize – can vote for only one or two needs

Step 3: Develop Action Plan

- In order that we can develop an action plan to meet these needs we will use the following format:

R-E-T-A-I-N

- R – Record the real needs that have been identified
- E – Evaluate the road blocks currently preventing these needs from being met
- T – Determine a timeframe for completion
- A – Action to be determined for overcome of road blocks
- I – Individual to be assigned responsibility
- N – NOW!!! We must proactive in our approach

Membership growth is the lifeblood of the Association. If your club is larger by one member at the end of your year as membership director, then you deserve special congratulations

Only by involving more Canadians can we ensure that “Serving the Community’s Greatest Need” will continue for years to come.

Kin Education Workshop – President

STEP ONE

- Read Kinsmen and Kinette Club President’s Manual

What is the President’s Role?

- The President is the highest elected office in your club. This position holds many duties. As President you will be required to chair meetings, mediate differences and represent the Association in your community. The key to having a successful year is to be prepared. Planning your Kin year will ensure that all members are a part of a team, and work together to “Grow, Learn, Make Friends and Have Fun”.

What to do Now?

- Prior to your first annual meeting, it is imperative that your elected executive meet. This is the time for all executive members to organize their portfolios and plan the year. Use your critical path. It will guide you through the year.

As President, this is the time for you to:

- Assess membership
- Familiarize executive with club by-laws
- Determine committee chairs (i.e.: membership, etc.)
- Review Association best practice standards
- Appoint signing officers
- File Incorporation Papers / File annual return with the Province.
- Draft Budget
- Comply with District and National requests (I.e.: Insurance Forms.

Executive Meetings

- Executive meetings should be held prior to all General Meetings. This is the time to go over correspondence and set an agenda for the general meeting. This is also a good time to discuss new projects, guest speakers, prepare Kin Education and Membership reports. **Zone, District and National** deadlines should be reviewed at this time. Every Executive member should give a report.

General Meetings

- General Meetings are usually held on a consistent monthly basis. As President, it will be your objective to ensure due deliberation and orderly discussion on all topics. A carefully prepared agenda is the blueprint of your meeting. Following it and adhering to Parliamentary Procedure will keep a well paced meeting.
- Always include time for fellowship at general meetings.
- Remember – Our Association was founded on fellowship and without it our Association and our clubs would cease to function.

RESPONSIBILITIES TO YOUR CLUB

- Act as Chair of all General and Executive Meetings. Keep meetings running smoothly
- Attend to all National, District and Zone correspondence directed to the President.
- Appoint Committee Chairs
- Attend as many Project / Committee meetings as possible and see that all are functioning properly

RESPONSIBILITIES TO YOUR ZONE AND DISTRICT

- Attend all Zone and District Meetings as required.
- Report to Zone Conferences on all Club activities such as finance, membership, projects, etc.
- Send President's reports to Zone.
- Be sure Zone and District membership fees and assessments are paid promptly.
- See that all District requests and correspondence are acted upon.
- Ensure President – elect attends Zone instructional meetings
- Arrange to be present along with a large delegation at all Zone and District Meetings

RESPONSIBILITIES TO YOUR NATIONAL ASSOCIATION

- Prompt reply to all correspondence and requests from National.
- Arrange prompt payment of National Membership Fees.
- All mail from National is addressed to the President. It is your responsibility to forward to appropriate club officer or chair. You must follow up and see that prompt replies are given.
- Try to have at least one delegate at National Convention.
- Encourage Club Committee and Project Chairs to cooperate with National Chairs.
- Circulate releases from National Board of Directors to your club.
- Material for Communication from National should be read to the Club or published in the Club Bulletin.

TEN SKILLS TO BECOMING A GOOD LEADER

1. **Time Management** – Time is your most important resource. People get things done because they have learned to effectively manage their time.
2. **Speaking** – You do not need to be a great orator or poet laureate. Just know your subject and present it in an organized fashion.
3. **Listening** – Stop talking. Look at the speaker. Don't Interrupt. Don't change the subject. Keep your emotions in check and be responsive.
4. **Writing** – Written communication is important to follow-up on oral communication and to reinforce and document discussion.
5. **Goal Setting** – Planning and Organizing is the key to success. A goal establishes what you want to achieve and defines the standard of measurement.
6. **Decision Making** – Always determine the problems. Get the facts and opinions. Develop alternative solutions. Select the best alternative and always give feed back.
7. **Delegating** – Delegating is the act of passing the responsibility of a task from one person to another under mutually defined terms. Delegating is asking not telling.
8. **Recognition** – Volunteers; indeed everyone wants to be needed, wants to be doing something important and wants to be recognized. Sincere Thank-you's and praise are very important.
9. **Evaluation / Feedback** – the purpose of evaluation / feedback is to help another person become a more effective leader or to improve their skills and performance.
10. **Coaching** – Coaching is the process of instructing, directing, guiding or prompting individuals toward a desired outcome.

For more information on these skills, check the Skills Handbook that is part of your DLS package.

PRESIDENT

- Lead by Example. If you want growth, bring in a member. If you want your club to travel, tell them you are going.
- Set goals and communicate them to the membership.
- Encourage input from all club members
- Choose the right people for the right job, then ask them
- Delegate whenever possible. Involve all your members. Be a diplomat. Not a dictator.
- Monitor all committees.
- Prepare a yearly calendar of meetings, programs, events and projects.

- Motivate! – Award, involvement in committees, new project ideas, new members, socials.
- After an event, insist on project reports in full for file purposes.
- Keep business professional and separate from the fellowship.
- Start on time. A 15 minute delay for 10 people is 2.5 hours of lost time. Have a target time for adjournment.
- When prospective Kin are in attendance, take time to explain the meeting, fine session and invite them to come back.
- Keep discussions on topic. Get a motion on the floor.
- Ask for reports in advance. Make sure they are necessary.
- Remember our best membership tool is a well run meeting.
- Attend all requested president's meetings, conventions, and conferences.
- Ensure all national and district requests, such as the national membership fees billing form, are completed.
- Review the Outstanding Master Club and other awards regularly. Use these as guidelines for success.
- Appoint a personal development chair to see that all new members actively participate in the Maple Leaf of Distinction program, that older members are encouraged to seek their Founder's Award, that public speaking and other awards are being promoted, that Kin education is presented to all members, and that other aspects of personal development (such as guest speakers, etc.) are part of the club program. This chair should personally review the new member's kit with each member.
- Appoint a public relations chair responsible for maintaining a club scrapbook and for promoting the club in all aspects of the media, such as executive photos; inviting media to meetings; project promotion; releasing national news to the local media; using posters and other resources from National Headquarters to enhance the image of the club in the community.
- Appoint a committee to be responsible for the Kin Canada Bursaries at the club level
- Appoint committee chairs, such as Kinsmen/Kinette liaison, protocol, and rules of order, social, nominations, sports and interclub, various major service projects and others that your club may require.

Attending to these details will ensure the success of your club and your year.

Congratulations! You've accepted the challenge.

Kin Education Workshop – Registrar

What is a Registrar?

- The Registrar fulfills a vital role on any club executive by maintaining accurate club records of member attendance during the Kin year.

Duties and Responsibilities

- Report to the members at each meeting the membership in attendance
- Report to the executive at the executive any members who have not met the clubs attendance requirements
- Report to Zone, District and National any new members, withdrawals, transfers and membership updates
- Update membership list and forward to bulletin editor
- Ensure guest cards/dinner badges and proposals for membership are always on hand

Helpful Hints

- When calculating club attendance remember that Life, Honourary and Members on leave are not counted, but active Life Members are
- Remember that a member on leave cannot receive 100% attendance for the year but a new member joining prior to January can

Other Responsibilities may include:

- Ensuring all club regalia is out for meetings and returned afterwards
- Looking after meal money and ordering meals
- Organizing a phone committee or buddy system to get accurate counts for meals
- Arriving at meetings early to greet guests etc...

Kin Sales Officer

- Keep a credit balance at Kin Sales so that orders are processed quickly (or use a credit card)
- Buy gifts for speakers and raffle items in advance

- Order Gift of Kin add-ons for sponsors of new members
- Make sure there are plenty of supplies at start of year
- Promote Kin Sales to all members whenever possible

Kin Education Workshop – Secretary

What is a Secretary?

- The Club Secretary is one of, if not the most important position on an executive. He/She can make or break a club's year and are responsible for handling all incoming and outgoing correspondence among other duties.

Duties and Responsibilities

- Record minutes of all regular, executive and committee meetings
- Have all minutes published in the club bulletin or circulated to each member at each meeting
- Inform President/Chair of all requests and correspondence
- Prepare agenda in consultation with President/Chair
- Reply to all correspondence as instructed by the members in a timely manner
- Keep copies of the budget available for easy reference
- File copies of all completed project reports, membership proposals and approved financial requests for future reference
- Ensure in consultation with the Registrar that all membership stats are accurate at District and National

Helpful Hints

- Minutes should be typed where possible
- Correspondence (Snail Mail or e-mail) should be checked on a regular basis (Minimum once a week)
- Keep copies of award affidavits available for members
- Keep copies of incorporation papers and send a copy to the Deputy Governor
- Have copies of Risk Management Manual and forms available for club members
- Keep copies of National, District, Zone and Club By-Laws

Other Responsibilities may include:

- If the club does not have a Registrar, the Secretary should fill that role
- Ensure Club By-Laws are updated annually

Remember...

- Although the Club Secretary fulfils a vital role in the club and can be time consuming, it is one of the most rewarding positions as you will be exposed to all levels of the Association.

Kin Education Workshop – Service Director

Fundraising is the reason for the Association of Kin Clubs. Your position should ensure that your club has many opportunities to raise funds and have service projects.

Make sure you liaise with Zone and District service directors; keep yourself informed of any duties as assigned, as per Zone and District; carry out those duties as directed.

When your club writes a cheque for a District Service Project, it may be your job to get that check to the proper place. Make sure you do this in a timely manner.

As Service Director, you should chair at least one major fundraiser or service project, writing up a proper report with all income, expenses and recommendations.

In the next few weeks you may want to think about some possible service projects or fundraisers and research what needs to be done, dates, locations etc. Right now we will have a discussion on some of the projects you have done, or would like to do.

Promote Kin Canada Bursaries to students in the community and encourage them to apply to the local Kinsmen, Kinette or Kin club. Be part of the selection committee to review and select an applicant for endorsement and submission to the Hal Rogers Endowment Board of Trustees for consideration.

Note to presenter: Have a roundtable discussion about Service and projects

Kin Education Workshop – Treasurer

What is a Treasurer?

- The Treasurer fulfills a vital role on any club executive by maintaining accurate club records of all club finances during the Kin year.

Duties and Responsibilities

- Ensure previous years financial records have been audited prior to assuming responsibility for the books
- Ensure you are one of at least three signing officers on all club accounts
- In conjunction with the executive prepare and present a budget at the start of the Kin year
- Report to the members at each meeting the current financial position
- At minimum, prepare a detailed financial summary (mini-audit) to the club by January 31st of the current Kin year.
- Ensure all bills/payments are made promptly by cheque. (This also includes donations and dues)
- Collect membership fees and send out notices to any member in the arrears.(Ensure new members are aware of the their financial responsibilities)
- Issue receipts immediately for all funds received and deposit funds promptly

Calculate a levy from the net profit of service funds up to a maximum of 15%, said funds are transferable to a clubs general account. (NOTE: Interest earned on service funds are excluded)

Helpful Hints

- When in doubt as to where funds are to be deposited ALWAYS deposit into the Service account
- When in doubt as to where funds are to be withdrawn from ALWAYS use the general account
- Monitor committee expenses in line with approved budget
- It is recommended that detailed financial reports be presented monthly
- Ensure GST/HST remittances and report filings (if applicable) are completed
- The audit can be done by any person approved by the club with the exception of the club Treasurer or their immediate family.
- The position of club Treasurer is one of the most critical positions on an executive and should be treated as such, because we as members and ultimately you as treasurer are holding the publics money in trust.
- Remember that it is a very rewarding and educational role and one you should be proud of because of the trust your club has shown in you.

Kin Education Workshop – Vice President

The Vice President is usually the training ground to become a successful President. Reading the Club President's Manual is essential. You should attend all executive and general meetings. In the absence of your President, you are expected to chair meetings.

Other duties of the Vice President:

- Monitor each committee and project of the club with an eye to the future. This will ensure a positive continuance of club functions.
- Assist the President in both membership and program development. Work together to develop and implement a plan for the year.
- Encourage enrolment in awards and other in promoting and monitoring of awards.
- Carry out any duties as assigned. Remember, the club members are counting on you to be the future leader. Show them your commitment to the position.
- Many clubs have a first and second Vice President and give them specific duties.
- Attend as many conventions, President's meetings, etc. as possible. Participation in meetings such as this Club Executive Seminar, is very valuable to your future as club President.
- Prepare for next year! Keep ideas in a file. Include successful tips from other clubs, project ideas, and any other information that you feel will help you in the future. Participation in as many club functions as possible will prepare you to be the next President of your club.

Kin Education Workshop - Club Risk Manager

The Club Risk Manager's job description can be found in the Guide to Understanding Risk Management. This is found on the website @ kincanada.ca. We will now go through the skill set and responsibilities of the CRM as well as cover the many resources available to assist you in your position and where they can be found.

Who Does Risk Management?

Risk management done well is risk management done by everyone. A goal of risk management should always be to create attributes and awareness among members, volunteers and participants that promote safety, security and fairness. Leadership and responsibility for key tasks should be assigned appropriately.

Skill Set

The CRM's skill set as detailed in the Step-by-Step Risk Management Guide includes:

- Good verbal/written communication skills. As your club's risk manager you will be required to communicate with outside parties, including insurance brokers. You may be required to file reports, such as incident reports, give presentations to your club and, most importantly, communicate with and educate fellow members on the importance and need for risk management in your club activities.
- Understanding of the importance of risk management within the association and your club is vital. Knowing why risk management has become such a hot topic and how it can affect not only your club but also the entire association is fundamental to this position.
- A willingness to learn about risk management and strategies to assist your club in their planning and club management is also necessary. There is a wealth of resources available to you to increase your knowledge in the risk management field and we will cover those resources a bit later in the presentation.
- Good organizational skills are important. In order to identify possible risks and areas of exposure you must be able to think risk management and have the ability to anticipate potential problems arising from projects and other club ventures.
- An understanding of or willingness to learn about National / District / Zone / Club / etc. reporting requirements and procedures, including provincial / territorial corporate status filing procedures is also an asset.
- Having a familiarity with or willingness to learn about the Constitution (National), By-laws (National, District and Zone) and House Rules (Club), and ability to articulate policies, rules and procedures based on these documents is another skill that will aid you in your position. Many of the requirements for dealing with incorporation, incidents occurring at your functions & events, privacy issues, etc can be found in these bylaws and house rules. The General Operating Bylaws is available on our website as well as from National. Contact your DRM to get the District house rules and your DG for the zone house rules. Ensure your club house rules are up-to-date and include your club's risk management policies.
- Basic First Aid competency, knowledge of the insurance industry and/or risk management is a valuable asset, but not a finite requirement.

Roles and Responsibilities

What are a Club Risk Manager's roles and responsibilities?

- They will oversee any committees to develop and implement risk management strategies and plans.
- An ongoing responsibility of the CRM would be ensuring that insurance coverage is kept up-to-date if you own any property or assets, as well as calling in events or functions to the Risk Management Coordinator at National.
- The CRM will be supported by the District Risk Manager (DRM) and the Risk Management Coordinator at National.
- The CRM will be the liaison between the club and the DRM, the Risk Management Coordinator.
- To provide education to fellow club members on risk management and insurance issues as they pertain to club administration and activities. As we've indicated previously, risk management is a team effort and all members need to be educated and informed. Why not offer your club a presentation early in the year to start them thinking RM now and to introduce to them what your role will be in the club this year. Past RM presentations are available from National.
- One of the most important risk management tasks of the CRM is determining possible risk exposures in all areas of club operations. You will, in cooperation with the project committees, analyze club projects and procedures (past, present and contemplated) to determine any potential risk issues that have occurred or are likely to occur and determine recommendations for mitigation.

- Once your club functions and events have been analyzed in terms of potential risks, you will advise the club on the viability of all club projects from a risk perspective, including potential legal issues, profitability, potential risks, insurability and recommendations for mitigating risks.
- You will also recommend the appropriate method(s) of risk control and/or risk financing for all given club projects or activities.
- You will work with the National Risk Management Coordinator in the case of any potential “grey areas” where legal or liability issues are unclear. She is the person to call when verifying if an event you’re running is covered or not, to report incidents, to get more information on any subject pertaining to risk management you may require.
- Another part of your responsibilities will be to ensure all required club documentation and submissions to each level of the association are filed correctly and on time (e.g., dues, membership reporting forms, insurance reporting forms, etc.). Work with your president and other responsible parties to learn what is needed, when and by whom. If in doubt contact your DRM or the Risk Management Coordinator at National Headquarters.
- Ensure your club is in good standing with respect to provincial or territorial corporate status and ensure that proof-of-filings are submitted each year to National.
- You will act as or designate a sole point of contact with the public, media, etc., on any projects where an accident or incident may have occurred. You may or may not be the best person in your club to be the media contact. You should work with your president to determine who would be the best fit for that role but you will still work with that person in a risk management capacity.
- The CRM acts as the sole point of contact with insurers and Kin HQ when advising of new projects, determining whether additional coverage is required and submitting incident reports. You will be the conduit for information from your club to headquarters and our brokers and back again.

Resources

The National Risk Management Committee has worked hard to provide valuable RM information to assist you in your new position. All materials are available on our website or by calling National, including:

- The Step-by-Step Risk Management Guide - gives you an overview of RM. It contains the CRM & DRM job descriptions and the 6 Step RM process for analyzing projects. It also contains information on how RM pertains to Kin. It has many useful documents such as project checklists, waivers, incident report forms, etc.
- Risk Management Modules are short, easy-to-understand educational pieces and Project Checklists are another tool you can use to analyze your functions and events.
- Our National Insurance coverage information. This is a 3-page summary of what our National Insurance covers.
- Certificate of Insurance Request Form
- Corporate Status Contact information
- There are also archived presentations and risk management articles. The NRMC mandate are also included.
- The Crisis Management Manual is also available. There is excellent information included on how to prepare and deal with incidents, large or small.

Don’t forget to utilize your District Risk Manager or the Risk Management Coordinator at KIN headquarters for any questions or concerns you might have or to get any of the above resources sent to your club.

Contacts

- Melanie Nieson, Risk Management Coordinator at HQ
1-800-742-5546 ext. 208 or mnieson@kincanada.ca
- Your District Risk Manager _____ (*fill in your DRM and contact information*)
- Our brokers, Alan Hollingsworth and Amanda Shyhinskyj at HKMB HUB International Insurance Brokers @
1- (800) 562-2213 or E-mail: alan.hollingsworth@hubinternational.com or
amanda.shyhinskyj@hubinternational.com.

Handout for Club Executive Seminar - Club Risk Manager Workshop (*taken from "The Step-by-Step Risk Management Guide"*)

CLUB RISK MANAGER - HELPFUL HINTS

To successfully do your duties as your club Risk Manager, here are a couple helpful hints that can get you through each event your club holds for its members and for the public.

- First you should always remember that Kin National and our Broker are always there to answer any questions your club has in regards to events. If we don't know the answer off the top of our heads, we can promise to do our best to find the answer for you.
- Brainstorm with others of the potential risks that you might be faced with. Compare that list with the checklist, did you miss anything? Did we? Or use the checklist as a way to get started; it can help you get in the right frame of mind in terms of potential risks.
- It is wise to keep the lists you make for future use. If this is an annual event having the list from last year will put you a bit ahead of schedule. This isn't to say that you no longer have to think of potential risks, but maybe less of them. Your lists will be living documents, meaning things are changing, and including risks and you should be prepared for this year.
- Documentation can be your best friend. Even if you are positive you sent out the proper forms, on the proper day, does not always mean it was received. Documents can go through many hands before they reach the right ones. Be sure that you make copies and note the date that you sent important mail out.
- For example, you should keep copies of the insurance form you send to National, as well as verification of the date it was sent. There is a chance that we might not receive it. Thus, if we contact you to receive the information, you have a copy on hand to send out. In the long run it can save you time.
- Keeping copies of anything your club sends out in terms of checklists, waivers, incident reports and any other information maybe helpful or necessary for your club to use in the event of a claim, it can be a huge asset in your defense. This type of documentation can help show that your club took all the necessary steps to prevent, or respond to a potential liability as best you could.
- Corporate status is another important part of your duties. Each year you will be required to file an annual return in your province so you can maintain your status.
- This status makes your club a legal entity; it could protect your members from being seriously affected if a claim ever came against your club. Make copies of this documentation for your files and to forward proof of filing to National. Make sure that you are aware of the steps necessary in order to maintain corporate status. KIN National has provided each club with a booklet outlining the steps involved in corporate status. Keep this booklet in a safe place for reference. Mark your anniversary date on the calendar.
- Safety audits, media relation tips, incident reports and waiver forms are available to every club.
- If your club owns any property, i.e. a pool, building, park, it is vital that you get liability insurance on that property with a \$2,000,000 limit. You must have the club and Kin Canada listed as additional insureds.
- If your Club rents or leases property from a third party, make sure that you are listed as an additional insured on their liability insurance. For example, if you lease a room in a municipal building, see if you can be named as additional insured on their policy. You might want to look into insurance on any property you have in that room. This can also be done if you are helping another organization with a project. Make sure they have insurance (request a certificate) with your club listed as additional insureds.

If you are unsure about any coverage contact the Risk Management Coordinator at KIN National.

The Risk Management 6 Step Process - Events Presentation

The Risk Management Process is a tool your club can use to analyze your projects and functions for potential risks and be found in the Step-by-Step Risk Management Guide or on the website.

Many of you have seen and/or used the checklists available in the Step-by-Step Risk Management Guide and on the website. When analyzing projects, activities or functions, use these checklists as a way to get started. They can help you get in the right frame of mind in terms of potential risks. Then use the RM Process to help you prepare for and be ready to deal with the unexpected.

The six steps are:

1. Determining Objectives
2. Identifying Risks
3. Evaluating Risks
4. Considering Alternatives
5. Implementing Decisions
6. Evaluating and Reviewing

Risk Management: Events

Introduction

Public and member events and functions are a major part of fundraising and being part of the Association. The Risk Management Committee has put together this presentation to provide you with information on how to better prepare for these events in terms of insurance and risk management.

During the presentation we will be covering:

- What resources are available to you and where to find them
- How to use the Project Checklists and the Risk Management 6-Step Process to analyze your functions
- The importance of Certificates of Insurance; when you will be requested to provide one and when you should be asking for one
- And other details you should be considering before opening the doors of your event.

Resources

The National Risk Management Committee has an abundance of information that can be of great assistance to your club. You can download the materials from the national website by going to www.kincanada.ca, clicking on “Members”, and then “Risk Management” or you can contact National Headquarters to have it forwarded to you.

What is available?

- the Certificate of Insurance Request Form (we will cover this in more detail shortly)
- Our National Insurance coverage information. This is a 3-page summary of what our National Insurance covers.
- The Step-by-Step Risk Management Guide which contains information on how RM pertains to Kin. Included in this guide are many useful documents such as project checklists, waivers, incident report forms, etc. It also contains the RM 6-step process for analysing your projects as well as the Club and District Risk Manager job descriptions.
- 17 different Project Checklists are available for use in analysing your events. You may need one or more depending on what your event encompasses.
- Risk Management Modules, which are short, easy-to-understand educational pieces on various RM topics.
- There are also archived presentations and risk management articles provided by the National Risk Management Committee.

Certificates of Insurance

One thing that you are probably noticing is the increase in requests to show proof of insurance when a third party becomes involved in a function. For example when your club needs to rent a room in order to hold a function, you are typically asked to show proof of insurance.

A standard request form is available, on the website, called a Certificate of Insurance request form. Your club fills it out on the website and it is automatically sent to the Risk Management Coordinator at National headquarters. The form is quite straightforward and certificates are typically issued within a couple days of us receiving the request.

When will you be requested for a Certificate of Insurance and when should your club be requesting one?

If you are the organizer of an event and are using a third party's land, hall, etc. you will be requested to provide proof of insurance and often will also be asked to name the group as “Additional Insured”. This means they want our insurance to cover them for that particular event (this is a method of “Risk Transfer”). Our coverage will only extend to the portion of an event that is under the organizational control of the club should the third party be named in a claim.

Case Scenario

Let us say your club is running a beer tent for a baseball tournament in your local municipality. You are also ‘hiring’ another local group to set-up inside the beer tent to sell hamburgers & hot dogs. The local Slo-Pitch league is the prime organizer of the event.

Who might ask you for proof of insurance? The Slo-Pitch league and the municipality. They both will want to know you have insurance to cover you while you run the beer tent. And our National Insurance does provide liquor liability coverage (the only service organization in Canada that has this national coverage is Kin).

Who can request to be named as Additional Insured? Either can. Neither have control over the portion of the event your club is running so should a liquor liability claim arise, they may want to be additional insureds on our policy. They may not request this but they do have a right to.

When shouldn't you add a third party as additional insured? When you have hired or contracted them to run a specific portion of your event and they are in control of that portion. This is when **you** should be added to **their** policy.

When should you be asking for certificates of insurance?

The local group you have 'hired' to sell food within your tent should provide you with proof and you should be asking to be named as additional insureds on their policy. Why? Because if a claim arises from an incident involving the food booth then Kin will be protected by that group's policy.

You could also ask the Slo-Pitch league for proof of insurance and you can ask to be named as additional insureds on their policy for the ball tournament. If a claim arises from a ball player being hurt and Kin is named you would want their policy to respond. They may not be willing to do so and then it is up to the club to decide whether or not they can live with that - i.e.; it becomes a risk management decision. But at the very least you should request proof of insurance.

Your club should consider requesting Certificates of Insurance from third parties when you are involved with them, or if they are renting your hall, or property.

Your club should request Certificates of Insurance when you are helping another organization with an event; that is, if your club is not the main operator of the event, and another organization is responsible for insuring the event. You should also make sure you request to be named as an additional insured for that event. If they do not have the proper insurance for the event, your club should seriously consider not helping them with it until they do, and they can provide you with proof.

Every event or function will be different. Whenever you are unsure of when you should be asking for certificates or when you should be providing them please contact the Risk Management Coordinator at National HQ.

Helping another organization with an event?

- Do they have the proper insurance in place?
- Have you requested proof of insurance and been named additional insured for the event?
- Are you functioning as a club for this event, or as volunteers?

These are not the only considerations to make but they are a good start.

Brainstorm with your club and/or committee and involve your Club Risk Manager. Become familiar with the resources available to you and never hesitate to ask!

A copy of this presentation for use at your clubs is available in both PDF and PowerPoint on the national website in the Resource Library under "Club Executive Seminar" or by calling headquarters.

Finally, it is not National's nor the National Risk Management Committee's job to tell a club whether they can or cannot hold a certain project or function, but to help them minimize their risks. Remember, if you are ever unsure if you have coverage or how to minimize your risks, please contact the Risk Management Coordinator at Kin Headquarters for input and/or recommendations.

Thank you for your participation and attention today. We hope we have provided you with some valuable insight into how to put risk management into place in your clubs.