



March 2020

Plan to participate on this timely call....

FIAE State Issues Call

Wednesday, March 11 at 11:30 am EST

Agenda includes COVID-19, plant based food labeling legislation and plastic bag bans.

United States: +1 (571) 317-3122

Access Code: 585-658-805

We need your input for the 2020 Annual Convention:

1. State executive roundtable topics for Tuesday and Wednesday?
2. Are you interested in attending an Arizona State Univ (vs. California) college football game - Saturday, November 7. We can secure a suite with tickets/food and beverages, but only if we have enough folks interested. Suite holds 22 pp. Cost will be approximately \$100/person.

Please email me at bev@mgmt57.com with your input on both of these questions. Thanks!



An idea from an FIAE friend...

I had a random idea to share if you (or any planner friends of yours) are nervous about events cancellations or participants staying home from company travel mandates, etc... in this global concern around the virus.

A client of mine is worried about her April event and called me to brainstorm ideas for a PLAN B. We came up with this if she has to cancel or loses a lot of people who can't travel.

****CREATE** a branded podcast (around your event) and do interviews with all speakers (keynotes and breakouts) and release them all at once or weekly over time.

(By the way- I don't sell any service to produce shows- but I host two podcasts and know a lot about the format and am happy to share ways to do this affordably)

Just an idea. Happy to expand further if the idea is helpful to anyone!

I wrote this article for the MPI Magazine before this health crisis... but it may be a good inspiration <https://www.mpi.org/blog/article/adventures-in-podcasting>

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Firing a Volunteer

Bob Harris, CAE and Candace Boothby, CCE

Volunteering is a part of America's culture. People step forward to help advance a cause or community. There are more than 1.5 million nonprofit, exempt organizations in the US. Each has a board of directors and committee structure composed of volunteers. While every person intends to add value, there are some behaviors that should be the cause for dismissal. If coaching and guidelines don't improve their efforts, firing might be the final straw.

Candace Boothby, CCE, is the CEO and President at the Newnan-Coweta Chamber of Commerce in Georgia. She shares her experiences and advice about volunteer management.

Pink Slip

Think you can't fire a board member, volunteer or even a member? Well think again. Giving the pink slip to a troublesome volunteer can sometimes be vital to the overall health of an organization. While we always want to do our best to work with difficult people who create challenging situations, there's nothing in the play book that says we must tolerate bad behaviors.

The grin and bear it approach only goes so far. Our first priority should be to the well being of the organization and the culture we strive to create. Harboring negative or toxic volunteers undermines the very essence of what we work so hard to nurture day in and day out.

Don't know what to do with the board member who misses most meetings? Activate the attendance clause described in the bylaws. For example, "Any director missing two consecutive meetings is considered to have resigned from the board." That's why you have it. Use it!

Have a volunteer who consistently clashes with staff and is constantly critical? Don't be afraid to suggest they go be successful somewhere else. After all, not everyone fits your customer profile.

Do you have a volunteer that refuses to pay for goods and services received even after you follow your collection policy and exhaust all your resources? Ask yourself, do the rules apply selectively? If not, then let them know that without payment you can't continue their membership. Be polite. Be firm. Don't apologize. Ever. And remember, it's always a good practice to keep a volunteer between you and a problem when needed.

Have a member who exhibits insulting behavior? Well don't sweat it. It's perfectly okay to refund their membership fee and explain that another organization might better meet their needs.

Redirect

Have you ever had a volunteer that's disruptive in their current assignment? Try and redirect their passions. If that still doesn't work, then suggest they apply their passions with another organization.

Keep it friendly. Let them know you care, and because you care you want them to be happy. Just not with your organization.

Living with bad behavior can make your life a nightmare. Who needs that? We have enough stress in our jobs keeping up with all the minutia, and a troublesome volunteer is the last thing we need holding us down.

Take charge of your situation and be proactive. Own it. Remember, you're the caretaker for the organization. Embrace that honor.

Giving an unhappy volunteer the freedom to go be successful somewhere else could be the best gift - to them and to you. So, take a deep breath and feel the freedom that comes with knowing you have choices, and you can indeed fire a volunteer.

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Note: Bob Harris, CAE provides free governance tips and templates at www.nonproficenter.com. Candace Boothby, CCE, APR is the CEO and President at the Newnan-Coweta Chamber of Commerce and past president of the Georgia Association of Chamber of Commerce Executives.

Webinar Ideas? Newsletter Article Submissions?
Send them our way!

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