

ELEMENTS OF MEMBERSHIP RETENTION

Quality Programs

1. Are your meetings pleasant? Try to have more than Ritual and business. Relax, have some fun time at each meeting, enjoy and laugh together. Include brief entertainment and/or speakers on occasions.
2. Get your own members involved in the meetings. You may find your own members have talents you never realized – members who can talk about their hobbies, trips, show slides or demonstrate crafts, etc.
3. Have special nights to recognize officers, 25- or 50-year members, friendship nights, youth nights, a local individual or organization that does good work, etc.

Quality Leadership

1. Do you start your meetings on time and finish at a reasonable hour, especially if members have come a long distance? Respect your members by conducting efficient meetings.
2. Be sure that members, officers and visitors are greeted in a friendly manner and that they are made to feel welcome at Chapter meetings. One of our important messages is to “love one another” and we convey this through our actions and words each time we meet.
3. Ensure your Sunshine/Cheer committee keeps in touch with members too ill to attend the meetings, or who are unable to attend due to personal circumstances, including “snow birds” and others living out of the area.
4. Recognize individuals in your Chapter who make a difference at your meetings – applaud your Organist, thank the member who sets up the Chapter, etc. Occasionally acknowledge your appreciation for other deeds under “Good of the Order”
5. Share in your members’ joys as well as concerns. Allow time at each meeting for members to share good news with the Chapter.

Effective Communication

1. Keep lines of communication open. If your members feel they can freely ask questions or voice concerns, they will more likely remain in the group with a positive attitude.
2. Have a Chapter newsletter that notifies members of upcoming events as well as accomplishments of the Chapter and its members. Where possible, send the newsletter via email to save postage costs.
3. Utilize the business portion of your meeting to keep members informed of upcoming events as well as recapping events that have happened.
4. Send a letter with your dues notices enumerating the past year’s accomplishments, and inviting all members to participate in the Chapter’s activities and success.

SPECIFIC IDEAS FOR RETAINING MEMBERS

FUN meetings

Call members when they are absent

Put the member on the agenda

Recognize each member sometime
during the year

Reward achievements

Theme meetings

Find out the individual needs of each member

Educational session

Attend officer training & workshops

Strong mentoring program

Respect the ritual

Re-invite inactive members

Make them feel important

Get members working on a goal

Talk up the benefits of Eastern Star

Use them as mentors

Be an audience

Treat everyone with dignity and respect

Have a mystery night

Encourage growth

Maintain a non-threatening atmosphere

Guest speakers at the meetings
Social activities
Thank you notes for special jobs
Lively meetings
Allow time for everyone to participate
Have a mix of topics for meetings
Maintain regular email or phone contact
Follow the agenda
Share the load
Conduct member interest survey
Focus on POSITIVE feedback
Promote Grand Chapter awards program
Ensure all members active to their level of
of comfort
Get them involved
Praise them
Individual name tags
Speak to members personally
Recognize progress
Make friendships
Senior members set good example
Be more open to new ideas
Comfortable meetings
LISTEN
Use each member's specific skills
Be warm and SMILE
Get to know each member individually
Learn to laugh
Create welcoming atmosphere
Delegate to members
Well organized meetings
Show that you care
Continuity
Give the members responsibility
Don't pressure new members
Change the pace of the meetings
Awards for attendance

Break up the routine
Encourage attendance at Grand Chapter
Encourage visiting other chapters
Plan ahead
Have a backwards meeting
Brainstorming session
Positive and encouraging environment
Send out postcards
Orientation program
Hospitality committee at each meeting to
welcome members and visitors
Partner up members for projects
Encourage learning ritual work
Ask their opinion
Each member writes down goals for
the chapter; take each goal seriously
Refreshments before or after the meeting
Car pool for members
Timely meetings
Monthly or quarterly newsletter
Celebrate birthdays
Recognize achievement
Talk about the next meeting and psyche
up the members
Get Well & Thinking of You cards
Do things as a "team"
Elect strong officers
Call inactive members prior to meeting,
offer them a ride
Tell inactive members that you miss them
and want them to attend
Design meetings that members do want to
attend
Encourage commitment
Solve conflict promptly and fairly
Motivate and teach

HAVE FUN!!!!!!