

Leadership Development

LEADERSHIP MODULES:

“BUILDING A BETTER CHAPTER”



STATEMENT OF PURPOSE

These Leadership Modules have been developed to meet your chapter's needs. The traditional role of today's leaders has rapidly changed and expanded. Today's leaders must be strategic thinkers who are goal focused and are accountable. To do this effectively, many essential skills are needed to build and maintain a positive and productive chapter. These modules provide detail leadership principles that are necessary to prepare sorors to meet Alpha Kappa Alpha Sorority, Inc., commitment to service. The Leadership Modules also give examples of increasing emotional intelligence and leadership competencies for effective chapter operations.

The Leadership Modules are designed to re-energize sorors at all levels. The material is presented in a directed discussion format, which will allow for information sharing. Sorors will be encouraged to share their leadership experiences and chapter operations.

The Leadership Modules are critical for chapter officers training and for chapter retreat planning. These Leadership Modules give on-going processes, tools, and methods to apply and sustain high performance leadership principles in your chapters. We are all leaders in Alpha Kappa Alpha Sorority, Inc., - the modules are a hands-on leadership training and development guide, with the goal to meet consistent leadership learning for all sorors.

SOROR LINDA M. WHITE
SUPREME BASILEUS

THE NATIONAL STANDARDS COMMITTEE 2004-2006

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LEADERSHIP MODULES

Module I - Identifying Leaders

Module II - Officers

Module III - Committees

Module IV - Chapter Operations

Module V - Financial Operations

Module VI - Our Documents

Module VII - Member Responsibilities and Protocol

Module VIII - Mentoring

MODULE I

Identifying Leaders

Topics Covered in This Section:

- Twelve Traits of True Leaders
- Dimensions of Leadership
- Common Leadership Styles
- Ten Commandments of Leadership

Exercises/Resources Included:

(Use either transparencies or PowerPoint for presentations)

- Successful Leadership Values
- Pig Personality Test
- Leadership Survival Kit
- Leadership Myths
- Leadership Qualities I Have/How I Know
- Competency Model – Sorority Leaders

Presentation Suggestions:

(The time provided for this session will determine which activities/forms are completed or whether to distribute as information only.)

- **Twelve Traits of True Leaders** and/or **Dimensions of Leadership** – Present the information to the entire group for consideration and compare the findings with the Master list developed by the whole group. Discuss any differences, omissions or additions to reach group consensus.
- **Common Leadership Styles** and/or **The Ten Commandments of Leadership** - Present information contained within these documents for further consideration of skills desired.
- **Leadership Myths** – Each person will individually complete this form as a pre-test to be reviewed at the end of the workshop as a post assessment of knowledge or evaluation of beliefs.
- **Successful Leaders Values Form** – Complete form individually and then in pairs/triads depending on the number of participants in the group.

Presentations should be made to the whole group and recorded on a flip chart to develop a master list of values. Discuss values presented for clarification as appropriate.

- **Pig Personality Test, Change – Leadership Style Inventory, and/or Leadership Qualities I Have/How I Know:** Use one or all of the self assessments to determine individual leadership traits. Discuss briefly the findings as a result of this exercise.
- **Individual Commitment-** Select one/two areas from the self assessment results to determine individual needs for personal growth.
- **Leadership SOS Kit** – Present information, instructing individuals to remove items from their kit as they are presented.
- **Competency Model – Sorority Leaders-** Identify how various skill sets discussed earlier apply to our expectations of our officers at the different levels of leadership, e.g. committee chairs, local elected officers, regional officers, and national officers. Are they different? If so, to what extent are they different? How do we identify potential leadership among our sorors and develop them?
- **Final Activity** – Review individual Pre-Test results to determine what changes would be made in their responses after the presentations and upon completion of the activities.

Reference Documents to Use:

- So Now You're Elected (2005 Edition)
- Fullan, Michael, (2002), The Change Leader, San Francisco: Jossey-Bass
- White, Norma Solomon and Grays, Mattelia G., Former Supreme Basilei, (2000). And Who Shall Lead? – Leaders Guide, Alpha Kappa Alpha Sorority, Inc. Publisher
- Covey, Stephen R., Seven Habits of Highly Effective People, (1989)
- “Company of Leaders” Fast Company Magazine, June, 1999
- Covey, Stephen R., The 8th Habit: From Effectiveness to Greatness, (2004)

TWELVE TRAITS OF TRUE LEADERS

1. **LEADERS ARE BOTH CONFIDENT AND MODEST.** Sure, you need a healthy ego to lead—but you also need to be strong enough to put ego aside when necessary. Being a leader is not about making yourself more powerful. It's about making the people around you more powerful.
2. **LEADERS ARE AUTHENTIC.** You earn the trust and respect of the people you work with when you know who you are—and when you “walk your talk.” Who believes in leaders who don't believe in themselves?
3. **LEADERS ARE LISTENERS.** And great listening is fueled by curiosity. It's hard to be a great listener if you're not curious about other people. What's the opposite of this curiosity? Grandiosity—the belief that you already have all the answers!
4. **LEADERS ARE GOOD AT GIVING ENCOURAGEMENT, AND THEY ARE NEVER SATISFIED.** Leaders are always raising the stakes of the game for themselves and for their people. That means that they are always testing and building both courage and stamina throughout the organization.
5. **LEADERS MAKE UNEXPECTED CONNECTIONS.** They organize and lead conversations among people who don't normally interact with each other, and they see the kinds of patterns that allow for small innovations and breakthrough ideas.
6. **LEADERS PROVIDE DIRECTION.** But that is different from providing answers. No single leader is smart enough to know everything about where the markets are going, how technology is changing, and what competitors are plotting. You're not in control, and you're not really in charge. But you are in touch, and you are out front.
7. **LEADERS PROTECT THEIR PEOPLE FROM DANGER—AND EXPOSE THEM TO REALITY.** The dirty little secret of life in organizations: Most people want leaders to insulate them from change, rather than mobilize them to face it. That's why leadership is so hazardous.
8. **LEADERS MAKE CHANGE—AND STAND FOR VALUES THAT DON'T CHANGE.** One job of a leader is to help people identify what habits and assumptions must be changed for the chapter to prosper—and to ask, “Which values and operations are so central to our core that if we lose them, we lose ourselves?”
9. **LEADERS LEAD BY EXAMPLE.** They use small gestures to send big messages. Leaders have a fundamental obligation to live their lives according to the principles they espouse. Remember: You are always under a microscope.
10. **LEADERS DON'T BLAME—THEY LEARN.** Even the smartest businesspeople around make mistakes. Remember when Bill Gates decided that the Internet wouldn't have a big impact on Microsoft's business? These days, the right mind-set is an experimental mind-set: Try, fail, learn, and try again.
11. **LEADERS LOOK FOR AND NETWORK WITH OTHER LEADERS.** Want to make yourself even more effective as a leader? Want to heighten your influence and deepen your impact? Stop playing the role of the Lone Ranger! Look for allies, network with like-minded colleagues—and help those people to become better leaders. Remember: It's lonely at the top only if you place yourself on a pedestal.
12. **THE JOB OF THE LEADER: MAKE MORE LEADERS.** After you adopt these traits to make yourself a leader, look around your organization. Do you see enough leaders at all levels to keep your chapter changing and charging into the future? Remember: The team with the most and best leaders wins! Your ultimate task is not just to be a leader—it's to make more leaders.

DIMENSIONS OF LEADERSHIP

Integrity:	Leading through honesty and acceptance of personal responsibility
Self-Renewal:	Flexible, responsive leadership that makes good use of experience
Fortitude:	Acting with courage and confidence in the face of challenge
Perceiving:	Looking beyond current details to the big picture
Judgment:	Knowing what needs to be done and accurately anticipating consequences
Performing:	Getting results by overcoming barriers to effectiveness
Boldness:	An uncompromising approach that involves facing problems head-on
Team Building:	Accomplishing results through others by getting them to work together
Collaboration:	Sharing rewards and responsibility with others in the group
Inspiring:	Energizing, motivating, and encouraging others to pursue leader-defined goals
Serving:	Taking cues from followers and providing assistance that others can't get on their own
Enthusiasm:	Pursuing objectives with passion and optimism, and attracting others to the cause

Common Leadership Styles

Participative — If the leader presents a tentative decision which is subject to change or suggests the issue to the members, gets suggestions, and then makes the decision, we are dealing with a "participative" style. The leader identifies the purposes, the problems, and the means by which the activities should be carried out; presents a tentative decision already made or seeks chapter opinion; then makes the decision. In this instance, the area of decision freedom for members is much greater and the use of authority by the leader is much smaller than with the autocratic and consultative styles. This is a powerful motivator in enabling members to have some measure of influence and control over their activities.

Democratic — Within a democratic style, the leader defines the limits of the situation and the problem to be solved and asks the members to make decisions. The members have a relatively large area of decision freedom. The boundaries of activity are set by the leader, who permits the members to make decisions within those restrictions.

Consultative — In this situation, the leader sells the decision or presents ideas and invites questions from members. Specifically, the leader makes decisions concerning the work activity to be carried out, its purpose, how it is to be done, when, and by whom, and attempts to sell the members on the decisions. The leader may recognize the possibility of some resistance and invite questions; however, unless overwhelming reasons cause a change in the decisions made, they stand.

Eclectic — In this style of leadership, the leader selects from diverse styles. The strategies are made up of components selected from diverse sources. In other words, the leader allows the situation, condition and/or circumstance determine the style of leadership.

Autocratic — This style represents the leader who makes decisions and announces them to the members. The total interacting relationship and the activity setting have been selected by the leader. Total control!!!!



The Ten Commandments of Leadership

Thou Cannot ...	So ...
1. Accomplish the goals of the organization	You must depend on those with whom you work
2. Do all the process activities	You must delegate authority and responsibility
3. Succeed without environmental support	You must seek feedback from the environment and you must represent your organization to the environment
4. Assume that thou art the only intelligent being in the organization	You must involve other organizational members in the organizational functions
5. Survive without feedback to members	Evaluation and discussion are critical
6. Survive without feedback from members	You must create a climate of trust and show a willingness to listen
7. Satisfy all the people all the time	But you should upset the right people for the right reasons
8. Keep thy position forever	You must leave it for the right cause at the right time
9. Expect everything to go right all of the time	You must not take the events personally or allow others to take them personally
10. Ignore your personal and professional needs	You must maintain your integrity and self in all situations

LEADERSHIP MYTHS

State your personal beliefs (True or False):

1. Leadership is a rare skill. _____
2. Leaders are born, not made. _____
3. Leadership exists only at the top of an organization _____
4. Leaders are charismatic. _____
5. The leader controls, directs, prods, and manipulates. _____

Successful Leaders VALUES

Directions: Write down your top ten values

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Choose from this partial list or add your own:

Accomplishment, achievement, adventure, ambition, authority, career, challenge, competition, country, discipline, duty, education, faith, family, freedom, good income, happiness, honor, influence, intellect, integrity, joy, love, loyalty, morality, Religion, patience, persistence, power, professionalism, rewards, self-reliance, success, truth, tradition, wisdom, integrity, honesty, respect, shared vision and well being

FINAL DIRECTIONS:

Cross off two values, leaving eight values. Cross off two more, and then cross off two more, now you are left with your final four core values.

It is critical to become crystal clear about your deepest held values. (Values guide individual behaviors, choices and relationships.)



Pig Personality Test

Instructions:

- Draw a picture of a pig on a clean sheet of paper.
- To interpret your drawing, I will share the following statements.

Interpretation:

- If the pig is drawn on the top portion of the page you are optimistic and very positive.
- If the pig is drawn in the middle of the page you are realistic and factual.
- If the pig is drawn toward the bottom of the page, you are pessimistic or tend to have a negative outlook.
- If the pig is facing left, you are traditional, friendly and remember birthdays and dates.
- If the pig is facing right, you are innovative, action-oriented, not family or date oriented.
- If the pig is facing straight ahead, you are direct, like to play devil's advocate and don't avoid issues.
- If the pig is very detailed, you are analytical, cautious, and suspicious.
- If the pig has little detail, you are emotional, bored by detail, naive, and a risk taker.
- If the pig has four feet, you are secure, stubborn, and have firm beliefs.
- If the pig has less than four feet, you are insecure or going through major changes in life.
- The larger the pig's ears - the better listener you are.

Leadership Qualities I Have

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

How I Know

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Leadership Qualities I Need To Develop

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.



LEADERSHIP SOS KIT

Rubber Band

Leaders should be flexible, yet strong and steady. They hold their chapter together for the good of all.

- Flexibility is key – in leadership
- Flexibility means that it cannot always be our way – good leaders learn to share and learn how to be flexible
- Flexibility allows us to learn new ways of doing things. We all know that things can be done differently and accomplish the same successful outcome.

Toothpick

Leaders should be able to pick out the problems of the Chapter and develop solutions to the problems

- As leaders we have the responsibility to find those good qualities in people
- People don't care how much you know – until they know how much you care
- Leadership is helping others achieve more than they ever thought they could
- Always search for the good and praise it

Band Aid

Leaders should be able to stimulate self-renewal for Chapters and provide a protective covering for chapter sorors

- As leaders --- as sisters we need to try and heal hurt feelings
- Directly acknowledging feelings such as disappointment or anger, instead of making others guess at our feelings or having our feelings come out in other ways, is part of responsible communication.
- We all have issues and those issues have an impact us. We need to get in a quiet corner and take an assessment of ourselves – the assessment will confirm our need for a Band Aid. Without spiritual guidance in our lives – our band aid (or whatever you may like to call it), the wisdom we acquire over time lacks an understanding of its application, meaning, and purpose.

Pencil

Leaders should be effective messengers: Such as the pencil is used to join letters, so must the Leader foster team building and communication among members.

- Rick Warren's book – *"The Purpose Driven Life"* – talks about keeping a diary of your blessings. If you write them down, you would have to say thank you for all the blessings I have received. We are all blessed – blessed to be among individuals that we can share, learn, and just enjoy – it is a blessing for the fellowship we have with our sorors.

Eraser:

Leaders should correct mistakes and remove distracting perceptions

- It is ok to make mistakes – a good leader learns from their mistakes.
- Successful people keep moving – they make mistakes, but they don't quit.
- Sometimes making tough choices about right and wrong is the heart of leadership.
- As in strategic planning – sometimes the goals and objectives do not work – or they may fail – but that is where we use that eraser – it's ok to revamp, revise, and readjust our strategy.

Mint:

Leaders should be sweet and refreshing with their boldness and performance

- A mint is refreshing – it is calming.
- Mints are refreshing, yet bold, Boldness and persistence are key leadership traits.
- Just always remember that you were “mint” to be a leader.

Candy Kiss

Leaders should encourage collaboration, just like the chocolate as it melts in your mouth, chapter operations should foster cooperation and collaboration with other organization, as well as, smooth relationships with each member.

- Hug the person next to you – we are sisters --- we are sorors
- There is something to value and admire in everyone
- As leaders and individuals, we need friends - family is good - but you need that good friend – someone to share with, hug, whatever. Remember that it does not always have to be a female or someone in your age bracket – as you move up as leaders – you will interact with women, men, younger people, and older people.

Tea Bag

Leaders serve as mentors for others spreading flavors of enthusiasm throughout the chapter. One never knows how strong a Leader is until she's put in hot water, just like your tea bag.

- As leaders you have personal and work issues – but you need to take time to nurture your spirit --- it can mean the difference between just getting by and living your life to the fullest.
- A good trait in leadership is to remember to take care of self – we often put ourselves second – get rid of that stress
- Your tea bag should remind you of the strength that you have inside to be unleashed, when needed.

Leaders must always have integrity and fortitude:

- Martin Luther King, Jr. said: the ultimate measure of a person is not where someone stands in moments of comfort --- but where they stand at times of challenge and controversy
- Be willing to make decisions --- that's the most important quality in a good leader
- Set goals --- stick to your goals – leaders plan and they set short term and long term goals to accomplish what they want

MODULE II

Officers

Topics Covered in This Section:

- Roles and Responsibilities
- Basileus Checklist for Meetings
- Officer Reports

Exercises/Resources Included:

- Leading for Impact – Chapter Level Leadership Quiz
- Duties and Responsibilities of Officers
- Groups vs Teams
- The Basileus: Excellence in Leadership

Presentation Suggestions:

(The time provided for this session will determine which activities/forms are completed or whether to distribute as information only.)

- **Icebreaker** - Use scenario for activity: Example- Your chapter has an impending election for Basileus. You and other Sorors have been selected as the Nominating committee. How will you determine who should be contacted? What qualities will you expect the individuals possess to be considered for your slate? Sorors will work in small groups develop the list of traits and present the report to the entire group. Discuss any differences in expectations.
- **What Every Officer Should Know, Be and Do** and/or **Officer Reports**
- Present information to the group and discuss implications as it relates to individual preferences and/or chapter needs.
- **Leading for Impact - Chapter Level Leadership Quiz** and/or **Duties and Responsibilities of Officers Quiz** - Complete form(s) individually as a pre-test of current knowledge. Review and discuss results as appropriate for the group.
- **Basileus Checklist for Meetings** and/or **The Basileus: Excellence in Leadership** - Present information to the group for discussions. Highlight similarities of responsibilities between committee chairs and the Basileus.

Reference Documents to Use:

- National Constitution and Bylaws (current edition)
- Manual of Standard Procedure (current edition)
- Guide to Chapter Financial Procedures (current edition)
- Standards Resource Guide (current edition)
- So Now You're Elected (current edition)
- So You Want to Run For Office (current edition)
- Protocol Manual (current edition)
- Robert's Rules of Order, Newly Revised
- Grummer, Margaret. Basic Principles of Parliamentary Law Protocol

ROLES AND RESPONSIBILITIES

What Every Officer Should Know, Do, and Be

1. Be knowledgeable.
 - a. Know your responsibilities: Constitution and Bylaws (National and Chapter), Manual of Standard Procedure, current dictates/mandates of the chapter.
 - b. Know what was done by previous officer.
 - c. Know what plans/commitments have already been made for effective follow-through.
 - d. Know where to find information and what to take to meetings.
 2. Know where and when to seek help.
 - a. Basileus
 - b. Previous officer
 - c. Minutes and/or other records
 3. Develop goals for the year and share them with the Basileus.
 4. Keep accurate, concise, complete records of activities/meetings/transactions.
 5. Be consistent, fair and sisterly.
-

BASILEUS CHECKLIST FOR MEETINGS

Preliminary Activities

1. Have arrangements been made for a meeting room?
2. Are there enough chairs?
3. Have arrangements been made for special equipment if needed?
4. If there are handouts, are there enough for everybody?
5. Will notices be sent out in time for sorors who plan to attend?
6. Is there a telephone committee to remind sorors of the meeting?
7. Has the agenda been prepared and mailed to sorors?
8. Have program participants been notified and/or confirmed?
9. Have refreshments been planned?

Day of the Meeting

1. Do you plan to arrive early to double check the room?
2. Will someone greet sorors when they arrive?
3. Are there nametags?
4. Will you have extra copies of the agenda available?

After the Meeting

1. Will you be available to talk with members? (Some hesitate to speak during the meetings and have ideas you will want to consider.)
2. Has the room been tidied up as much as possible?
3. Will you make arrangements to return any equipment?

THE BASILEUS : EXCELLENCE IN LEADERSHIP

- I Be knowledgeable.
 - 1. National and Chapter Constitution/By-Laws, Manual of Standard Procedures, other manuals/reports, etc.
 - 2. National and Chapter programs
 - 3. Regional, cluster, inter-chapter procedures/activities/protocol, etc.
 - 4. Parliamentary procedures
 - 5. Financial procedures
 - 6. Resources of chapter—people and materials
 - a. Sense of history
 - b. Strengths/weaknesses
 - c. Successes/failures
 - 7. Read, understand, be able to interpret correspondence: National, Regional, inter-chapter, other.
 - 8. Support and assist other officers and committee chairpersons,
 - a. Set course,
 - b. Attend meetings
 - c. Be sensitive to needs.
 - d. Direct or redirect as necessary to meet National/Chapter goals, needs, etc.
- II Be organized. Plan.
 - 1. Agendas—Chapter/Executive Board meetings
 - 2. Conduct meetings effectively.
 - 3. Set up and organize committees.
 - 4. Appoint well—select best sorors for job based on objective criteria.
 - 5. Prioritize.
 - 6. Prepare and submit reports/materials in timely manner.
- III Be able to determine—on-target or off-course?
- IV Be decisive but be a good listener.
 - 1. Don't be afraid to make a decision.
 - 2. Base decisions on available, factual information.
 - 3. Seek advice of others with experience or expertise.
 - 4. Listen to those who have opinions/suggestions.
 - 5. Make best decision possible based on input.
 - 6. Adhere to decision unless new information or insight dictates change.
- V Be an inspiration to others.
 - 1. Set high expectations.
 - 2. Work hard—demonstrate good health/vitality.
 - 3. Set example.
 - 4. Follow through.
 - 5. Show interest in people/programs.
 - 6. Demonstrate concern.
 - 7. Exhibit patience.
 - 8. Be available.
 - 9. Have a sense of humor coupled with harmony.
 - 10. Accept criticism well.

- VI Be fair.
- VII Be aware of and involve others.
 - 1. Demonstrate sensitivity.
 - 2. Include all factions, age groups, etc.
 - 3. Appoint newer sorors to training positions where they will develop their own expertise and leadership skills and where they will get a sense of history/ tradition.
- VIII Be a change agent.
 - 1. Influence vs. Power
 - 2. Impact vs. Control
- IX Be humble.
 - 1. See what others see.
 - 2. Don't be afraid to say "I'm sorry."
 - 3. Reexamine yourself.
- X Be a positive representative of your chapter at all times.
 - 1. You're Alpha Kappa Alpha
 - 2. You're YOU!
 - 3. Blend (1) and (2).

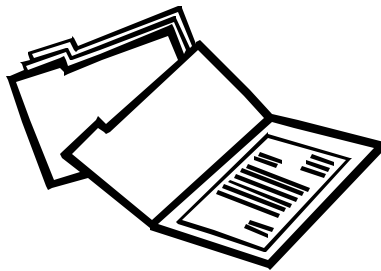
Lastly,

SMILE and PRAY!



OFFICER REPORTS

1. The bylaws may require each officer to make an annual report at the December meeting.
2. At any meeting at which officer's reports are made, they immediately follow the reading and approval of the minutes.
3. In addition to their annual reports, the Basileus and Anti-Basileus from time to time may wish or need to report on their activities in connection with their administrative duties and responsibilities. Such reports are usually for information only, but may contain recommendations calling for action by the chapter.
4. Motions to adopt or implement recommendations should be made from the floor (motion should be made by a member other than the reporting officer).
5. A report from the Tamiouchos should be called for at every meeting (report may consist of a verbal statement of the cash balance on hand or of this balance less outstanding obligations). This type report requires no action.
6. The Tamiouchos is required to make a full financial report annually. Annual financial reports should always be audited.
7. No action or acceptance is required (or proper) for a financial report of the treasurer unless it is of sufficient importance, as an annual report, to be referred to auditors. (It is the auditor's report which the chapter accepts).
8. Other officers may also have an occasion to report to the chapter. These reports are usually made annually and are generally for information only. They can contain recommendations for the chapter to act on. If the report is to become a permanent official document of the chapter, it should be formally adopted by the chapter.



LEADING FOR IMPACT -CHAPTER LEVEL LEADERSHIP QUIZ

Indicate true or false for each statement

1. The Chapter Basileus must adhere to directives received from the Regional Director and Supreme Basileus. TRUE FALSE
2. According to the Manual of Standard Procedures, the chapter Basileus is the designated leader of graduate and undergraduate chapters. TRUE FALSE
3. Successful chapter leaders are responsible for planning, budgeting, organizing and problem solving. TRUE FALSE
4. The monthly chapter meeting is an opportunity to reconnect the organization, reinforce shared values and nurture the need for understanding and belonging. TRUE FALSE
5. According to the Manual of Standard Procedures, qualifications for graduate Chapter Basileus include knowledge and understanding of the current national program of the Sorority, Membership Intake Process, working knowledge of the Constitution and By-Laws and Manual of Standard Procedure of Alpha Kappa Alpha Sorority and chapter by-laws. TRUE FALSE
6. The chapter Basileus shall have knowledge of and shall comply fully, and in good faith, with the Constitution and By-Laws of the Alpha Kappa Alpha Sorority and penalties or sanctions may be imposed when she violates her obligations under the Constitution or By-Laws. TRUE FALSE
7. Successful chapter leaders develop a vision and strategies to accomplish the vision using chapter goals and objectives. TRUE FALSE
8. If the chapter By-Laws mandate the Chapter Basileus as a delegate to Regional Conference and Boule she should ensure members of the delegation receive a complete orientation to these sorority meetings. TRUE FALSE
9. Successful chapter leaders delegate responsibilities to chapter officers and members giving more assignments and responsibilities as they demonstrate the skills and ability to handle them. TRUE FALSE
10. The Basileus and leader should have a vision for the chapter she wants to accomplish during her term of office. TRUE FALSE

DUTIES AND RESPONSIBILITIES OF OFFICERS

DIRECTIONS: Please fill in the blank space with the Officer that performs that duty.

1. _____ Collects and records all funds, transmits them to the Tamiouchos, gives receipts and signs all vouchers.
2. _____ Guards the doors and entrances to the meetings and announces all alarms.
3. _____ Receives and introduces all visitors.
4. _____ Presides at all meetings of the chapter and the executive committee.
5. _____ Records the proceedings of all regular and call meetings of the chapter and compiles such in the official record book.
6. _____ Attends all meetings and activities of the undergraduate chapter and serves as liaison person between the alumnae and undergraduate chapters.
7. _____ Assists the Grammateus in the performance of her duties and records the minutes of the executive committee.
8. _____ Sends notices of all meetings and handles the general correspondence of the chapter as directed by the Basileus.
9. _____ Receives all chapter money from the Pecunious Grammateus, deposits same in the chapter's account and submits a financial report at each regular meeting.
10. _____ Cooperates in every way to serve the best interest of the total membership and meets with the executive committee.
11. _____ Assists the presiding officer in the interpretation of the Constitution and Bylaws of the Organization in accordance with Robert's Rules of Order, Newly Revised.
12. _____ Assists the Basileus in the performance of her duties and serves in the absence of the Basileus.
13. _____ Compiles, edits and informs the International Organization as well as local news agencies of the activities of the chapter which are noteworthy.
14. _____ Serves as liaison between the chapter and chapter's candidates and keeps the lines of communication open.

MODULE III

Committees

Topics Covered in This Section:

- What is a Committee – Definition, Types, and Purpose
- Committee Chairs
- Committee Reports
- Committee Meetings

Exercises/Resources Included:

- Committees Puzzle
- Committee Crossword Puzzle
- Committee Scenarios

Presentation Suggestions:

- This module should be presented by reviewing the materials included in this section. In addition, the module is most effective if customized to cover the chapter's committees and their responsibilities as defined locally.
- A puzzle using a crossword or word scramble works well for reviewing the names of committees within the chapter. Two examples have been included.
- Use the committee scenarios to discuss the proper functioning of various chapter committees.

Reference Documents to Use:

- National Constitution and Bylaws (current edition)
- Manual of Standard Procedure (current edition)
- Standards Resource Guide (current edition)
- So Now You're Elected (current edition)

WHAT IS A COMMITTEE?

Definition

A committee is a body of one or more people, elected or appointed by an assembly or society, to consider, investigate, or take action on certain matters or subjects, or to do all of these things.

Types of Committees

Standing committees have a continuing existence and special committees go out of existence as soon as their task is completed. Members of standing committees generally serve for a term corresponding to the term of the officers. (RONR, page 473, lines 20 – 26)

Special committees are appointed, as the need arises, to carry out a specific task.

A committee may appoint subcommittees which are responsible to and report back to the committee, not the assembly. Subcommittees must consist of members of the committee. (RONR, page 480, line 11 – 15)

Committee Membership

Every member of the committee should be given a specific assignment. The chairman should learn the strengths and specific areas of expertise of each of the members and use these assets in making the assignments.

Purpose of Committees

- Committees provide the opportunity for issues to be discussed by a smaller group so that recommendations presented to the full membership are those of a group.
- Committees provide individuals the opportunity to comfortably speak their opinion early enough in the planning process that all options can be considered equally.
- Committees allow the membership to have well thought out and planned activities presented in an orderly manner.
- Committees facilitate the full participation of the entire body on the things that they have a personal interest in.
- Committees serve as the training ground for chapter leaders.

Committee Rules

Committees operate under the rules established by the organization and can not make their own rules. (i.e., Membership, Standards, etc.)

COMMITTEE CHAIRS

Committee Chairmen are responsible for the productive functioning of their committee and acceptance is considered a commitment to serve.

The effective Chairman should be

- Good in motivating others;
- Prepared ahead of time;
- Open and honest with the group;
- Tactful and responsive; and
- Committed.

As Committee Chairman you must:

- Call the committee together;
- Preside over committee meetings;
- Secure the name, address and telephone number of each committee member;
- Secure the job description (task of committee);
- Secure the financial limitation of the committee;
- Secure any special instructions to the committee from the total membership, Executive Committee, or Basileus;
- Gather available information that will be helpful to the committee;
- Ascertain the nature of the report desired and the date requested;
- Develop the agenda for committee meetings;
- Appoint a secretary to take minutes;
- Appoint sub-committees, as needed;
- Contact committee members at least one week before the date of the meeting (it is helpful to mail the agenda prior to the meeting, and members should be asked to let you know if they will attend);
- Plan for the meeting (place, setting, comfort and convenience); and
- Establish good rapport (encouraging cordiality and informality).

COMMITTEE REPORTS

Once each of the members of the committee has completed the assigned work, the results are presented to the entire committee. These are discussed and final decisions or recommendations are made. Usually, a full report must be developed for submission to the person or persons to whom the committee is responsible. In most committees, this is the end of the assignment. However, in some cases, the committee may be responsible for implementing the action recommended.

The committee report to the chapter should be a condense report (short, concise, clear) and written copies should be presented to the Basileus and the Grammateus. It should include:

- Name of the committee;
- Purpose of the committee (if it is an Ad Hoc Committee);
- Statement of problem (task);
- Investigation carried on;
- Information received by the committee;
- Findings and conclusions;
- Credit to outside assistance;

- Recommendations for immediate action (should be grouped at the end);
- Motions to approve report; and
- Signature of chairman and entire committee if members so desire.

When a report contains recommendations, except in cases where the recommendations only relate to the adoption or rejection of the report, the chairman or a committee member usually makes the motion to implement the recommendations at the end of the report.

COMMITTEE MEETINGS

The typical agenda for committee meetings is very similar to the chapter agenda. However, the committee meeting is less formal and may have more discussing and brainstorming of ideas and suggestions. At the conclusion of the discussions, conclusions must be drawn and summarized to ensure that everyone has the same understandings. Action items, their assignment and due dates should also be confirmed.

The first meeting of a committee should be used to set specific goals and timetables. Rather than dictate these to people, conduct a participative planning session. When each member of the committee contributes her ideas, a workable plan is developed. Because each of the committee members was involved in the planning, the goals are not only clear to each of them, but the entire group is committed to their accomplishment.

Resolving disagreements. Whenever several people are involved in a project, there will likely be some disagreements. It is the responsibility of the chairman to resolve them. Ask the dissenter(s) to express her or their reasons for opposing the majority and listen carefully. Encourage the others to think about the objections, and reach a consensus and develop a plan which all can commit themselves to.

Minutes

Generally, minutes should contain a record of business accomplished, **not what the various members said**. Notes taken must be objective, not subjective. Record in the third person.

The minutes should contain:

- the kind of meeting;
- the name of the chapter;
- the date, time called to order, and place of meeting;
- the name of the presiding officer;
- the actions taken on minutes of previous meeting, with correction(s), if any;
- a summary of financial statement by Tamiouchos;
- the committee reports, name of presenter, action taken, summarize from facts presented, never highlights or opinions;
- whether the minutes of the last meeting were read, approved, corrected, and if corrected, the nature of the correction, or whether reading of the last minutes was dispensed with;
- all main motions, carried, lost, or otherwise disposed of, name of proposed (not seconded) with exact wording of each motion as voted on;
- all counted votes unless almost unanimous;
- all points of order and the chair's disposition of them;

- affirmative and negative results of all voting that involves counting;
- how each member voted if a roll-call vote is taken;
- the hour of adjournment;
- the signature of the recorder (Grammateus); and
- the word "Approved" and date of approval should be added at the end of the minutes, following their approval by the chapter.

Corrections must be:

- made in the margin...no erasures...no ink;
- decided by majority vote, if opinions differ;
- made by a 2/3 vote in order to delete or alter any item from the minutes; and
- made by a majority vote of entire membership in order to rescind and expunge from minutes (notation is made in minutes but not defaced beyond reading ability).

Comments for your information:

- Read minutes from the copy to be corrected, signed, approved and filed.
- Never read from the original notes or rough draft.
- The secretary's copy of the minutes with corrections and approval become the only "official" minutes.
- Lengthy reports are attached, not "copied" into the minutes, except upon a vote of the chapter.
- Give copy of minutes to Basileus in enough time to prepare the next agenda.
- Executive Committee minutes are not read to the chapter - recommendations or specific information only.
- The "official" minutes are to be kept in a permanent binder.



Committees

N F C M U S M Y W B T G R G Q F L P P U
I R P O V H E B B C Y U R N O P X R H H
C T G K N B M D N H N S Y I U W O H P B
T S L K L N B W L G N X Q D U G P V S L
S L E M W F E C D X G P E N R H Q B D Z
N D Z Y D H R C Z F M D F A H B S P K S
C P R W W X S O T H B M M T U N Z E T C
U V Y A N X H L L I H B Y S O G Y F V P
X K B Z D A I H R M O T Q M C V E I P D
K L U U D N P N Q K O N I F P G B N O C
T R O P E R A F X H M N S Q K D V A G Z
P H O F S M Y T C A A G O D Q L H N J Z
K R Q D R F P C S T Y G O L O N H C E T
H R R I W J I H I I A N P M D V T E Z U
U M A I L Y V N H J T X B M I P K X G N
F H X C N L G Q X O J D Y X E N N Q T F
C P Y H C O N S T I T U T I O N U G Z S
A R C H I V E S P Y I M D X V E O T M B
U F J X E T Z U M C K J K J K D C R E U
M W E Y Z P R U W B A Q W T F S D S I S

Find the following words associated with committees in the scrambled letters above.

ARCHIVES
CHAIRMAN
CONNECTION
CONSTITUTION
FINANCE
MEMBERSHIP
MINUTES
NOMINATING
PROGRAM
REPORT
STANDARDS
STANDING
TECHNOLOGY

Committees Solution

+ + C + + + M + + + + + G + + + + P +
+ + + O + + E + + + + + N + + + R + +
+ + + + N + M + + + + + I + + O + + +
+ + + + N B + + + + + D + G + + + +
S + + + + E + + + + + N R + + + + +
+ D + + + + R C + + + + + A + + + + +
+ + R + + + S + T + + + M T + N + + + +
+ + + A + + H + + I + + + S O + + F + +
+ + + + D + I + + + O + + M + + + I + +
+ + + + + N P N + + + N I + + + + N + +
T R O P E R A + + + + N + + + + + A + +
+ + + + + M + T + + A + + + + + N + +
+ + + + R + + + S T Y G O L O N H C E T
+ + + I + + + + I + + + + M + + + E + +
+ + A + + + + N + + + + + I + + + + +
+ H + + + + G + + + + + + + N + + + +
C + + + C O N S T I T U T I O N U + + +
A R C H I V E S + + + + + + + + + T + +
+ + + + + + + + + + + + + + + E +
+ + + + + + + + + + + + + + + S

(Over,Down,Direction)

ARCHIVES(1,18,E)

CHAIRMAN(1,17,NE)

CONNECTION(3,1,SE)

CONSTITUTION(5,17,E)

FINANCE(18,8,S)

MEMBERSHIP(7,1,S)

MINUTES(14,14,SE)

NOMINATING(16,7,SW)

PROGRAM(19,1,SW)

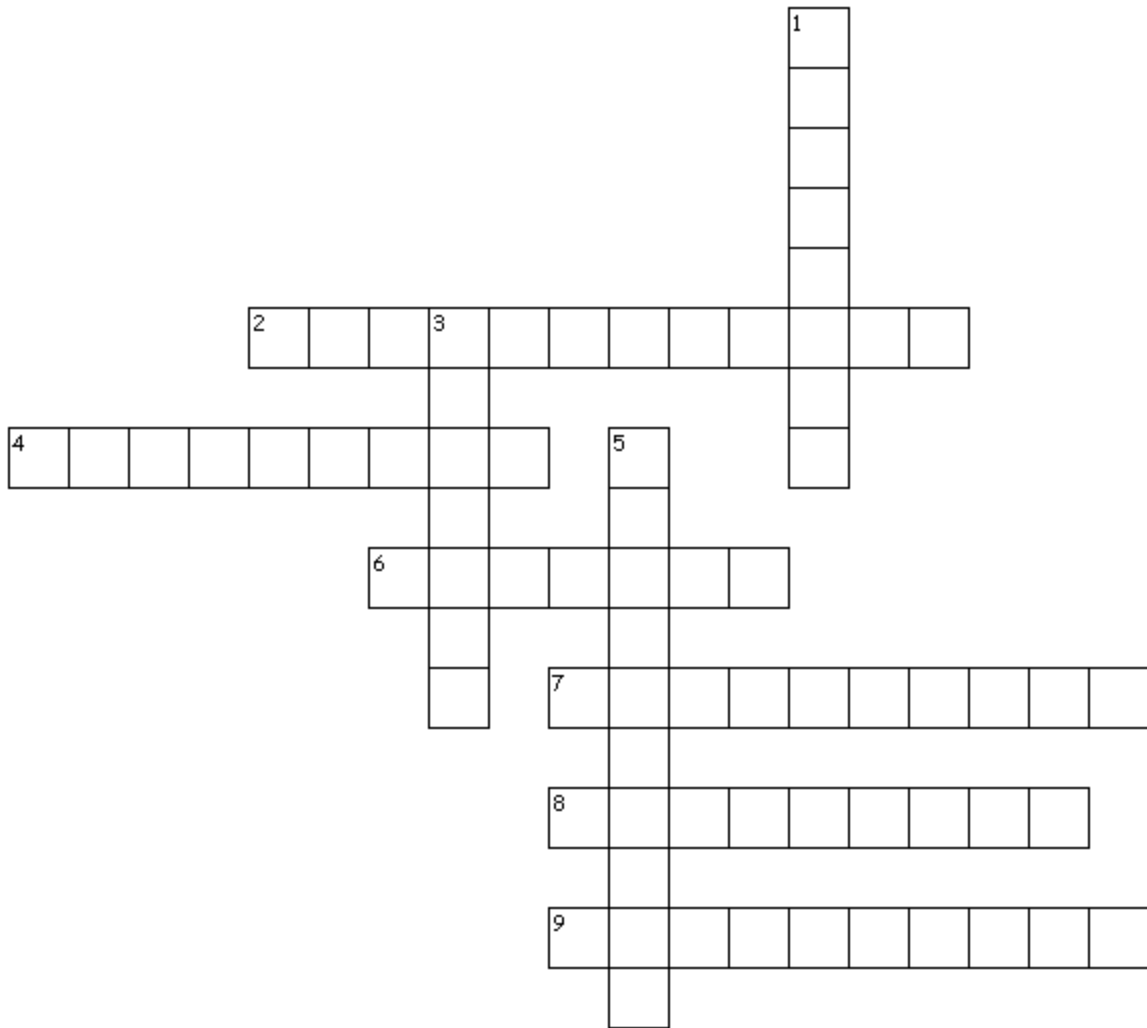
REPORT(6,11,W)

STANDARDS(9,13,NW)

STANDING(14,8,N)

TECHNOLOGY(20,13,W)

Committee Crossword



Across

2. committee that examines proposed amendments to Constitution and Bylaws
4. body of one or more people appointed or elected to address certain matters
6. committee that supervises the operation of the annual budget
7. committee that develops recruitment, retention, and reactivation strategies
8. committee that establishes criteria for chapter evaluations
9. committee whose members are elected by each region

Down

1. committees that have a continuing existence
3. committees appointed to carry out a specific task
5. committee that addresses quality of life issues and mobilizes membership for action

Committee Crossword Answers

Across

- 2. Constitution
- 4. Committee
- 6. Finance
- 7. Membership
- 8. Standards
- 9. Nominating

Down

- 1. Standing
- 3. Special
- 5. Connection

COMMITTEE SCENARIOS

- I. The President establishes an Ad-hoc Committee for a special fundraising project. The fund-raiser is scheduled to occur in November, and has a set budget of \$1,000. The fund-raiser is a success! The Ad-hoc Committee decides that since it was so successful, they should continue to operate and plans other projects for the remainder of the year. They should control the funds that they raised and make strong recommendations to the Chapter regarding how their money should be spent. The Committee also spends \$1,500.00 that they do not want to be subtracted from their profit.
- II. The Budget Committee decides that there is money in the Chapter's account that can be spent for miscellaneous items or projects. Even though there are members of the Budget Committee who object to this, the Chairman writes the check and gives it to the Basileus as she has requested. At the Chapter meeting, Sorors question the expenditure.
- III. The Nominating Committee takes directions from the Basileus regarding who is eligible for office. The Basileus submits the names of candidates to the Nominating Committee.
- IV. The Constitution and Bylaws Committee chairman does not follow the outlined procedures for introducing and recommending local Chapter Bylaw changes.

Take each of the above scenarios and determine what is wrong with this picture, and how it should be corrected.

MODULE IV

Chapter Operations

Topics Covered in This Section:

- What Is Chapter Operations
- Meeting Management
- Principles and Rules to Conduct Meetings
- Basics of Parliamentary Procedure
- Conflict Resolution

Exercises/Resources Included:

- Meeting Templates – Agenda, Planner, and Minutes
- The MINIMUM A Soror Should Know To Conduct Meetings
- Table of Motions
- National Standards Committee Report Matrix
- Points To Remember
- Leadership Skit

Presentation Suggestions:

(The time provided for this session will determine which activities/forms are completed or whether to distribute as information only.)

- **Meeting Templates** – Templates should be reviewed as an overhead or part of a PowerPoint so that each of the areas can be viewed by attendees at the same time.
- **Table of Motions and the Leadership Skit** – These items can be used as role play activities to involve additional attendees.
- **Report Matrix** – This table can be reviewed to re-emphasize the chapter reporting requirements and to stress the importance of timely reporting to the correct recipients.
- **MINIMUM and Points to Remember** – These items should be used to summarize important operations facts. They can be reviewed and distributed as handouts.

Reference Documents to Use:

- National Constitution and Bylaws (current edition)
- Manual of Standard Procedure (current edition)
- Guide to Chapter Financial Procedures (current edition)
- Standards Resource Guide (current edition)
- So Now You're Elected (current edition)
- MIP Manual (Graduate and Undergraduate) (current edition)
- So You Want to Run For Office (current edition)
- Say No to Hazing (current edition)
- Program Resource Guide (current edition)
- Rituals Manual (current edition)
- Sisterly Relations Handbook (current edition)
- Mentoring Handbook (current edition)
- Protocol Manual (current edition)
- Public Policy Program Guide (current edition)



WHAT IS CHAPTER OPERATIONS?

Chapter Operations is the processes that we use within Alpha Kappa Alpha Sorority to conduct our business and to successfully accomplish the goals that we establish for ourselves. Standards are defined to ensure the efficient and effective execution of the work to be done by members in the name of the organization. The defined standards for operating are documented to foster consistent practices and procedures within each chapter. Every member of the organization is responsible for knowing how we should operate and being committed to the proper execution of the tasks required. Leaders and followers who know the rules and guidelines and who work to ensure adherence to them enhance effective chapter operations. **The Standards Committee**, nationally and locally, exists to improve chapter operations and procedures through internal and external standardized assessments and evaluations. Planning is a management tool that helps us do a better job by:

- helping us to organize,
- allowing us to conduct our business in an orderly manner that exhibits respect for all members,
- ensuring that all members are working toward the same goal, and
- assessing and adjusting directions in response to the needs of our organization.

Planning and evaluating are the tools that we use to achieve the standards that we desire for good Chapter Operations.

MEETING MANAGEMENT

The basic purpose of meetings is to conduct the business of organizations such as Alpha Kappa Alpha in a fair, orderly and expeditious manner. Meetings are also excellent vehicles for building commitment while determining strategies for achieving the goals and objectives of the group. Not all meetings are successful, but those that matter are effective, efficient, productive and interesting. They are well planned and carefully conducted to foster trust and positive feelings about the group. This applies to both chapter and committee meetings.

A. Meeting Preparation

1. Plan for Meeting Effectiveness

Effectiveness is measured by the extent to which goals and objectives are met. Therefore, planning effective meetings should begin with a clearly defined purpose. Knowledge of the goals, objectives and deadlines of Alpha Kappa Alpha, as well as those of the chapter, provides clarity of vision for meeting planning and implementation. Within this framework, chapter meetings are held to plan, make decisions, share information, solve problems, evaluate or combine these purposes in varying ways. When members know the purpose of the meeting, they may be motivated to attend and participate. They may, also, feel a sense of pride knowing that they helped achieve the goal of the meeting.

2. Plan for Meeting Efficiency

Efficiency means that meeting leaders use time wisely. They complete meetings as expeditiously as possible because they know that sorors' time is in short supply.

a. The Executive Committee Should Serve as Facilitators of Efficiency by:

(1) Screening Reports

Members of the Executive Committee can help streamline chapter meetings by screening committee reports, especially recommendations, for possible problem areas. They can predict chapter responses, develop strategies to resolve possible problems and strive for soror satisfaction. Such planning will reduce the need for lengthy discussion.

(2) Screening Correspondence

The Executive Committee can facilitate efficiency by helping the Epistoleus decide how to dispose of the incoming mail. As a group, they can help her decide when to place a summary or an excerpt on the back of the agenda, give a letter to a committee, put it in the newsletter or read it in its entirety. Members have a right to know what is in the correspondence, but most would rather not be overwhelmed needlessly.

(3) Recommending Solutions for Chapter Problems

The Executive Committee should study chapter problems and, where appropriate, present recommendations to the chapter for resolving them. Members should be prepared to treat problematic issues tactfully when they are presented in chapter meetings.

(4) Assisting in the Preparation of the Meeting Agenda

The Minute Taker's Handbook gives three reasons for preparing an agenda: 1) to familiarize members with the topics to be discussed, 2) to ensure that they all have the same expectations regarding the outcome and 3) to enable them to come

prepared to make their contributions. A conscientious Executive Committee can help the Basileus streamline meetings by selecting agenda items that need to be discussed and acted upon, items that derive from the approved chapter program, chapter goals and International goals and deadlines. By selecting those shared goals, committee members provide a basis for cooperation.

For efficiency, the Basileus may estimate the time required to discuss each item on the agenda and list the names of persons who have been asked to make reports. (Handout). Although the agenda may be distributed at the meeting, sending it beforehand allows members to reflect on the topics to be discussed.

B. Conducting Chapter Meetings

1. The Meeting Room

The physical setting of the meeting will have a significant effect on the participants. If members are comfortable and comfortable with one another, they are likely to participate more freely and be more productive. Proper ventilation, good lighting, adequate space and comfortable chairs are important. The size of the room will also have an effect on productivity. A room too small for the size of the group may become hot and stuffy. Conversely, a room too large for the size of the group may be intimidating.

2. The Tools of the Basileus

The Basileus should arrive early for the meeting equipped with her basic tools: a gavel, the Constitution and Bylaws of Alpha Kappa Alpha Sorority, the Manual of Standard Procedure, Robert's Rules of Order, chapter bylaws, the chapter program, extra copies of the agenda, a timepiece and her day planner.

3. The Meditation

Before the Basileus performs her major duties, the chaplain has an opportunity to set a positive mood with a timely and inspirational meditation. If effectively done, it can put sorors in a sisterly frame of mind.

4. The Role of the Basileus

The productivity of a meeting is greatly influenced by the attitude and leadership exhibited by the Basileus. To achieve the goals of the meeting in the designated time, she must know parliamentary procedure. She must know how to bring forth ideas, guide debate of those ideas, refine them and help the group reach consensus. She must be sure that only one main motion is on the floor at a time. She must listen to the needs of members. She must know the issues and know her Alpha Kappa Alpha documents. Her manner of handling her multiple duties will determine whether some sorors leave the meeting prepared to accept their responsibilities.

5. The Roles of Other Officers

The other chapter officers play supportive roles and each must make regular reports to the body mainly to provide information about her area of responsibility. The report of the Tamiouchos should be called for at each meeting. (It should be guided by *Alpha Kappa Alpha's Guide to Chapter Financial Procedures*.) The substance and integrity of officer reports will build trust and cohesiveness between chapter leaders and followers. The Grammateus' minutes are extremely important in that they serve as the official record of all business transacted by the chapter. Accuracy, organization and clarity are paramount to

acceptable minutes. Acceptable minutes capture the substance of the meeting and follow the agenda closely. A tape recorder may be useful in checking the precise wording of motions and the order of business. Minutes should concentrate on action taken, not topics discussed. They should be factual, brief and devoid of editorial comment and opinion. (Handout.)

6. The Responsibilities of Members

Unless there are followers, leaders cannot lead. Therefore, all sorors are responsible for the success of chapter meetings. Among the responsibilities of non-officers are the following:

- a. Arrive on time.
- b. Be prepared by reading reports, agendas, newsletters or any information received beforehand.
- c. Read the minutes of the last meeting or listen attentively as they are read to ensure that they are accurate and that all activities have been carried out.
- d. Focus on the meeting.
- e. Listen to all ideas with an open mind.
- f. Be prepared to discuss items on the agenda.
- g. Be familiar with your Alpha Kappa Alpha documents and your chapter bylaws.
- h. Be familiar with Alpha Kappa Alpha's International program and your chapter program.
- i. Avoid emotional and tactless remarks.
- j. Address all remarks through the chair.
- k. Inform the Basileus in advance if leaving early.
- l. Pass a note of explanation to the Basileus if called away unexpectedly then leave quickly and quietly.
- m. Warn the Basileus in advance if bringing up a controversial topic.
- n. Accept committee appointments and complete assignments in a timely fashion.
- o. Keep sorority business in the sorority.
- p. Dress appropriately - in business attire – to conduct the chapter's business.

When chapter leaders and followers accept their responsibilities with positive attitudes, the result is mutual trust and respect.



PRINCIPLES AND RULES TO CONDUCT MEETINGS

1. Items of business must be handled one at a time.

Do not allow business to stray from the subject. Parliamentary law requires that only one substantive issue be on the floor at a time. This also means that only one motion may be considered and disposed of before anything else may be considered. The Basileus (presiding officer) is responsible for maintaining the order of business. She may be assisted by the Grammateus and the Parliamentarian.

2. All members have equal rights, responsibilities, privileges and obligations. This does not mean that all have equal ability, influence, intellect and experience.

3. The will of the majority prevails.

When, by parliamentary law, a decision has been made by the majority, we have two choices: We may accept the majority decision and remain with the group, or we may leave the group. WE HAVE NO RIGHT TO SABOTAGE THE AGREEMENT. If we remain with the group, we can attempt to get the majority of members to change their opinion. The American society does not expect us to support or belong to organizations whose ideas we do not support.

4. The rights of the minority must be protected.

All members must be given the right to be heard and to vote even though the Basileus knows that the minority will lose. The minority must be given equal opportunity to present their opinions and the majority must listen courteously. The vote of the minority must be recorded.

5. Every member has the right to know what motion is before the body and what effect that motion would have if adopted.

6. Meetings must be conducted with fairness and in good faith.

The impartiality of the Chair is a well-established principle of parliamentary law. The term "The Chair" identifies a function rather than a person.

BASICS OF PARLIAMENTARY PROCEDURES

The term “parliamentary law” refers to the rules, laws, or regulations of organizations, governing the orderly, expeditious and efficient transaction of business at meetings, and conventions. It has evolved as a set of procedures that protects the individual and the group in their exercise of the rights of free speech, free assembly, and freedom to unite in organizations for the achievement of a common aim. It is based on common sense and courtesy. Without rules there would be injustice and confusion. The object of parliamentary law is to transact the assembly’s business legally and to control the conduct of its members.

“Parliamentary law is common sense used in a gracious manner.”

The purpose of parliamentary law and procedure is:

1. to attain accuracy in business, economy of time, order, uniformity and impartiality,
2. to serve the will of the assembly rather than to restrain it; to facilitate and not to obstruct its sense, and
3. to enable an assembly (with the least possible friction) to deliberate upon questions and to express its will on these questions.

Basic Principles of Parliamentary Law

- Only one subject may be considered at a time.
- Each proposition presented for consideration is entitled to full and free debate.
- Every member has rights equal to every other member.
- The will of the majority must prevail, and the rights of the minority must be heard.
- The personality and desires of each member should be merged into the larger unit of the organization.

Basically, there must be orderly procedure, all members are equal before the rule or law, there must be justice for all with the rights of the minority to be heard on questions and the majority has the right to rule the organization.

The Why of Parliamentary Law

A motion is a proposition that something be done or that something is the opinion or wish of the assembly. It is a formal proposal by a member and serves as a means for business to be brought before an assembly. Motions are divided into “main motions” and “secondary motions.”

A **main motion** is one which independently presents an idea for consideration. It introduces a subject to the assembly.

Secondary motions are subdivided into subsidiary motions, privileged motions and incidental motions.

Motions that help dispose of a main motion are called “**subsidiary motions.**” Subsidiary motions are made (when stated by the chair) while the main motion is pending -- for example, when the wording of a main question is amended or if the main question is referred to a committee for further consideration, to limit or close a debate, or to lay the main question aside temporarily.

“**Privileged motions**” are ones that are so vital in character that it takes precedence over all other motions -- for example, in a situation affecting the right of the assembly (noise,

very inadequate ventilation, etc.) a member can raise a question of privilege which allows him to interrupt the meeting and state an urgent request or motion; a short intermission can be made by proposing to move to recess for a specified time; a member can propose to close the meeting by moving to adjourn; etc.

“Incidental motions” are motions that grow out of another motion that is already under consideration.

The secondary motion must be disposed of before proceeding with the original motion. During a meeting it is sometimes necessary to allow a temporary interruption of the immediate business of the assembly. For example -- a motion relating to nominations; an inquiry on a point of parliamentary law involved in the pending business; a request for information in matters relating to pending business, etc.

The proper way for an individual to propose that the group take a certain action is by “making a motion.” The following is the process for handling a motion:

1. A member rises and addresses the presiding officer for recognition.
 2. The member is recognized.
 3. The member proposes a motion. (I move that)
 4. Another member must second the motion.
 5. The presiding officer states the motion to the assembly.
 6. The assembly can now discuss or debate the motion. Only one person at a time may speak. They must be recognized by the presiding officer. Preference should be given to:
 - The person who proposed the motion.
 - A member who has not spoken yet to the motion.
 - A member who seldom speaks to one who frequently addresses the assembly.
 - The presiding officer should try to alternate between those favoring and those opposing the motion.
- Discussion must be confined to the question that is “before the house.”
7. The presiding officer takes the vote on the motion. Voting can be done by voice, show of hands, or balloting.
 8. The presiding officer announces the result of the vote.
 9. The floor is now open and another motion can be proposed.

Basic Rules of Voting

All motions are divided into two classes -- debatable and un-debatable. Some motions require a majority vote or one more than one half of the votes cast. A plurality vote may be used in elections when authorized by bylaws. This type of vote is the largest number of votes to be given any candidate or proposition. A two-thirds vote means at least two thirds of the votes cast by persons entitled to vote at a regular or properly called meeting at which a quorum is present.

Basic Rules of Debate

- Each member is entitled to speak once to a question, sometimes twice or more often, if there is no objection.
- Members must always make inquiries through the chair.
- The chair must remain strictly neutral.

Rules of Order

A motion to adopt, accept, or agree to accept a report when carried have the effect of adopting a committee report. This is not to be confused with “received.” Receiving a report is only permitting it to be presented to the assembly.

In ordinary meeting minutes, there is no purpose in recording the discussion or debate; record what “was done” and not what was said by the members.

A quorum of an assembly is such a number as is legally necessary to transact business -- usually the number is a majority of all the membership. When attendance is frequently less than one half of the membership, the organization may establish a quorum -- such as forty percent or even less. The requirement of a quorum is a protection against totally unrepresentative action in the name of the body by an unduly small number of persons.

Meetings may begin before a quorum is present, but only items that do not require a vote can be conducted in the absence of a quorum. In the absence of a quorum, any business transacted (except for certain procedural actions) is null and void.

When the chair has called the meeting to order after finding that a quorum is present, the continued presence of a quorum is presumed unless the chair or a member notices that a quorum is no longer present.

DEFINITION OF PARLIAMENTARY TERMS

Amending Motion - to change the wording of a resolution, etc., by inserting or adding, or by striking out, or by cutting and inserting, one or more words or one or more paragraphs.

Note: When the entire resolution is replaced by another, the amendment is called a substitute. When an amendment has the effect of striking out an entire resolution that has been adopted, the motion is called a rescind or “to repeal.”

Executive Committee - also called the “Board” acts for the assembly in an administrative capacity. The board exists permanently but the membership is chosen for a definite period of time. This group acts for the body between its meetings. This executive committee is the “trustee” of the organization. This committee is composed of the organization’s officers and standing committee chairs.

CONFLICT RESOLUTION

Conflict is an antagonistic state or action involving divergent ideas, interests, or persons; a mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands. Conflict or disagreement is what happens when what someone wants is incompatible with what you want. Conflict is natural within an organization however, if unresolved, can lead to high stress levels, reduced productivity and low morale.

As a Chapter leader, if you cannot successfully resolve conflict:

- You're less likely to be perceived as a leader by the members of the Chapter.
- You're less influential and less able to win the cooperation of the membership.
- Your credibility and authority are undermined.
- Your self-esteem and self-respect are likely to suffer.

Therefore, the successful resolution of conflict within the organization is a key aspect to chapter leadership. The S.L.O.W. Conflict Resolution Process, as outlined on the ealewisconsulting.com website, indicates the following steps in the resolution of conflict in organizations:

State the Problem Specifically

- State the problem from each person's viewpoint. Use "I ..." statements and speak only for yourself, i.e. "I feel angry." "I feel criticized." "I don't understand."
- Come to agreement on the problem. Without agreement, both parties will expect a solution addressing their needs alone. Hence, no problem solving will be able to happen.

Listen To Understand

- Ask questions. When you ask questions, you get better clarity as to what the problem really is.
- Respond with empathy.
 - Share what you feel
 - Reflect the feelings of others
 - Understand the source
- Dispel rumor and gossip. Stick to the facts.
- Determine causes.

See the Opportunity for Improvement

- Mistakes happen. Give the benefit of the doubt.
- Ask yourself if you are seeing all the possibilities.

Work Directly With All Involved for a Win-Win

- Stay task oriented.
- Target solutions together, implement together, follow-up together.

Healthy organizations are based on mutual trust and mutual respect for which openness and honesty are stepping stones. As a leader, continue to strive to resolve conflicts in your chapter effectively and efficiently to ensure optimal operational productivity and service potential.

MODEL AGENDA

Agenda
Alpha Kappa Alpha Chapter
Alpha Kappa Alpha Sorority, Inc.
10:00 a.m., Saturday, December 20, 2003

Multipurpose Room
City Library
Soror Janet Boxer, Basileus, Presiding

| | |
|--|---|
| Call to Order | Soror Boxer |
| Meditation (5 minutes) | Soror June Shell, Chaplain |
| Greetings (3 minutes) | Soror Carol Hoax, Hodegos |
| Adoption of Agenda (2 minutes) | |
| Reading of Minutes (7 minutes) | Soror Ann Fee, Grammateus |
| Reading of Correspondence (5 minutes) | Soror Hortense Joseph, Epistoleus |
| Officers' Reports | |
| Basileus (6 minutes) | Soror Boxer |
| Anti Basileus (5 minutes) | Soror Samantha Doak |
| Tamiouchos (6 minutes) | Soror Audra Dees |
| Hodegos (5 minutes) | Soror Bell Davis |
| Program Committee Reports | |
| Ivy Reading AKAdemy (10 minutes) | Soror Ellen Daniels |
| Math and Science Literacy (5 minutes) | Soror Yvette Thomas |
| Arts (5 minutes) | Soror Joann Brown |
| Unfinished Business (4 minutes) | |
| New Business (5 minutes) | |
| Announcements | |
| Adjournment -- International Hymn and Pledge (11: 15 a.m.) | |
| Refreshments | Soror Monica Foreman and Soror Ollie Day, Hostesses |

MEETING PLANNER

Date of Meeting

Start Time

Finish Time

Total Time

Venue

AGENDA ITEMS

ACTION ITEMS

Action

Responsible Person

Deadline

MINUTES

Alpha Kappa Alpha Sorority, Inc.

_____ Chapter

Date _____

Regular Meeting No. _____

The meeting was held on _____ at _____.
Month Day Year Location

The meeting was called to order by _____, _____.
Name Office

at _____ () a.m. () p.m. The meditation was given by _____. A quorum was established. () Yes () No There were _____ present, including _____ visiting sorors. See attached attendance list.

| | |
|--|--|
| READING AND
DISPOSITION
OF MINUTES | The minutes were approved as written. () Yes () No
Corrections: |
| REPORTS OF OTHER OFFICERS | |
| Tamiouchos | Summary of financial statement or explanation of budget: |
| Pecunious Grammateus | Summary of funds received: |
| Epistoleus | See monthly correspondence file: |
| Hodegos | Summary of visitors, courtesies, etc.: |
| Program | Summary of report: |

REPORTS OF EXECUTIVE, STANDING COMMITTEES AND AD HOC COMMITTEES

Disposition of committee report was:

Referred back to committee

Adopted in part (explain)

Postponed

Adopted in its entirety

Placed on file

Referred to another committee

(explain)

| | |
|---------------------|--|
| Executive Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| _____ Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| _____ Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| _____ Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| _____ Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| _____ Committee | Disposition of Report_____ Report Attached () Yes ()
No |
| Unfinished Business | Summary: |
| New Business | Summary: |

| | |
|---------------|----------|
| Announcements | Summary: |
|---------------|----------|

The meeting was adjourned at _____ () a.m. () p.m. The next meeting will be on
 _____ (date), at _____ (time), at
 _____ (location).

Grammateus _____
 Date Approved _____
 Basileus _____

THE MINIMUM SORORS SHOULD KNOW FOR CONDUCTING EFFECTIVE MEETINGS

- M** Meetings, both chapter and committee, will be more productive if all sorors, not just officers, take responsibility for proper decorum and involvement.
- I** Increased knowledge of parliamentary procedure and sorority documents should be a goal of each member.
- N** Necessary items for a meeting agenda are 1) Call to Order, 2) Minutes, 3) New Business, and 4) Adjournment.
- I** “I so move...” is unacceptable in making a motion. A motion should be made in a complete, clearly stated sentence.
- M** Motions are made by addressing the chair and simply stating “I move that....”
- U** Unless a motion is seconded, no action can be taken (and no discussion should be entertained).
- M** Meetings may begin before a quorum is present, but only items that do not require a vote can be conducted.

| MOTION | PURPOSE | CAN INTERRUPT | REQUIRES SECOND | DEBATABLE | AMENDABLE | VOTE REQUIRED |
|-------------------------------------|--|---------------|-----------------|-----------|-----------|---------------|
| <u>Principal Motions</u> | | | | | | |
| A. Main Motion | To introduce business | No | Yes | Yes | Yes | Majority |
| B. Specific Main Motion | | | | | | |
| 1. Reconsider | To consider again | Yes | Yes | Yes | No | Majority |
| 2. Rescind | To repeal | No | Yes | Yes | Yes | Majority |
| 3. Take from the table | To resume consideration | No | Yes | No | No | Majority |
| <u>Privileged Motions</u> | | | | | | |
| A. Adjourn to Specific Time | To arrange time of the next mtg. | No | Yes | No | Yes | Majority |
| B. Adjourn | To dismiss meeting | No | Yes | No | No | Majority |
| C. Take A Recess | To dismiss meeting for a specific time | No | Yes | No | Yes | Majority |
| D. Raise A Question of Privilege | To make a Request During Debate | Yes | No | No | No | Chair |
| <u>Subsidiary Motions</u> | | | | | | |
| A. Lay on the table | To postpone temporarily | No | Yes | No | No | Majority |
| B. Call for the previous question | To cease debate and vote immediately | No | Yes | No | No | 2/3 |
| C. Limit or extend limits on debate | To modify freedom of debate | No | Yes | No | Yes | 2/3 |
| D. Postpone to a certain time | To create a general order | No | Yes | Yes | Yes | Majority |
| E. Refer to a committee | To modify a motion | No | Yes | Yes | Yes | Majority |
| F. Amend an amendment | To modify an amendment | No | Yes | Yes | No | Majority |
| G. Amend or substitute | To modify a motion | No | Yes | Yes | Yes | Majority |
| H. Postpone indefinitely | To suppress an action | No | Yes | Yes | No | Majority |
| <u>Incidental Motions</u> | | | | | | |
| | NO ORDER OF PRECEDENCE | | | | | |
| A. Appeal decision of chair | To correct or reverse chairman | Yes | Yes | Yes | No | Majority |
| B. Suspend the rule | To act contrary to procedural rules | No | Yes | No | No | 2/3 |
| C. Object to Consideration | To suppress action | Yes | No | No | No | 2/3 |
| D. Raise a point of order | To correct a parliamentary error | Yes | No | No | No | Chair |
| E. Parliamentary inquiry | To request information | Yes | No | No | No | None |
| F. Modify or withdraw a motion | To modify or remove motion | No | No | No | No | Majority |
| G. Divide a motion | To modify a motion | No | Yes | No | Yes | Majority |
| H. Call for a division of the house | To verify an indecisive vote | Yes | No | No | No | Majority |

**NATIONAL STANDARDS COMMITTEE
TIER ONE REPORT MATRIX**

| FORM | Module IX - Due | WHO COMPLETES | RECIPIENT(S) |
|---|--------------------------------------|---|---|
| Status Report of Chapter Objectives – Report 5A | November/December | Chapter Standards Committee | Chapter Files
Corporate Office
Regional Director
Regional Representative to the National Standards Committee |
| Report of Chapter Objectives – Report 5B | November/December | Chapter Standards Committee | Chapter Files
Corporate Office
Regional Director
Regional Representative to the National Standards Committee |
| Chapter Evaluation – Report 6 | November/December | Chapter Standards Committee | Chapter Files
Corporate Office
Regional Director
Regional Representative to the National Standards Committee |
| Chapter Records Certification | November/December | Chapter Standards Committee Completes

Basileus and Grammateus Verify | Chapter Files
Corporate Office
Regional Director
Regional Representative to the National Standards Committee |
| Chapter Operations Survey | March/April and
October/November | Chapter Members | Chapter Standards Committee |
| Chapter Operations Survey Summary | March/April and
November/December | Chapter Standards Committee | Chapter Files

<u>October/November Summary:</u>
Corporate Office
Regional Director
Regional Representative to the National Standards Committee |

ALL FORMS MUST BE SENT TO THE REGIONAL REPRESENTATIVE TO THE NATIONAL STANDARDS COMMITTEE POSTMARKED BY FEBRUARY 1ST OF EACH YEAR.

POINTS TO REMEMBER

- Members have rights and obligations. (Be a contributing member and serve on committees.)
- The Basileus never “turns the meeting over to....” - she presents a soror to give a report or presentation.
- When a report is given, no one should move to “receive the report.” A motion is made to accept, approve, or refer to a specific committee
- Always address the chair before you speak.
- Do not stand waiting for recognition while someone else has the floor.
- Do not fail to be seated if someone rises to a point of order.
- In speaking - be brief, courteous, and correct.
- Do not call “question,” let your silence indicate your readiness to vote.
- Discuss sorority business in the meeting.

LEADERSHIP SKIT

(With emphasis on interpersonal skills)

THE SETTING: A table and chairs to accommodate eight sorors. The sorors will sit and talk before the regular chapter meeting.

OBJECTIVE: The objective of this skit is to inspire the leadership of the chapter, and sorors in the chapter to work close together for the good of the chapter, utilizing interpersonal skills. All members will be encouraged to work as a team to achieve goals and objectives of the chapter. Tips on how this can be done are highlighted throughout the skit.

CHARACTERS NEEDED FOR THE SKIT:

1. Basileus
2. Soror Visualizer
3. Soror Energizer
4. Soror Deputizer
5. Soror Supervisor
6. Soror Sympathizer
7. Soror Manipulizer
8. Soror Organizer

When each soror speaks, her remarks are structured around the name that she has been assigned. Each soror should become familiar with her role and strive to put some action in her remarks as she speaks. Also, inject behavior that will focus on interpersonal skills.

Seven sorors arrive at the chapter meeting early laughing and talking, joking and just having a good time with each other.

When the sorors enter, the BASILEUS is already seated and working on some papers.

SOROR SUPERVISOR:

Madam Basileus, we decided to come to the meeting early because we have been talking among ourselves and we want you to know that we are concerned about the way things are going around here. Now I told the sorors how to do this. I said, we needed to talk it over with you first before everybody else arrives and tries to get involved. We would just have a big mess.

BASILEUS:

What are you sorors up to now? What's on your minds. I didn't know we had any kind of problem. Now sorors, you know I am always on top of things, organized and ready to go. That's my middle name. It just upsets me so when everybody else is so disorganized. That is why I like to do everything myself. You can't trust anyone.

That is why I have been Basileus for 10 years because there has been no one else to keep this group straight.

To be like me you must be able to

-Plan your work and work your plan I know I have
special qualities

-I am ambitious, articulate, accurate, alert warmhearted,
broadminded, enthusiastic, unique understanding, motivating,
loyal, loving patient, punctual, positive, qualified sincere, strong,
tactful, talented, SHALL I GO ON??????????

ALL SORORS RESPOND TOGETHER:

(Visualizer, Energizer, Deputizer, Supervisor, Sympathizer, Manipulizer, Organizer)

NO PLEASE DON'T!!!

SOROR MANIPULIZER:

Madam Basileus, we know you are all of those things and some more that you don't even know about. But I think that if you just listen to me and pay a little more attention to the way you do things you would be better off.

SOROR SYMPATHIZER:

I agree with Soror Manipulizer. I pride myself in being able to sympathize with everyone. And I sure do sympathize with you. I don't mean to be disrespectful, but there is a lot wrong in this chapter. You just won't listen to all the sorors. Only a few people can talk to you. Everybody knows that you have favorites. You just can't run this chapter with cliques.

MADAM BASILEUS:

What do you mean????????????????????

SOROR SYMPATHIZER:

Well as I said, I sympathize with everyone. Take for example poor Soror Smith who will never speak up for herself. She has been in this chapter for 10 years. She, like a lot of other sorors, has many talents, but is never called on to work on any kind of committee. I know for a fact that she wanted to work on the Connection Committee, the EAF Committee, or the Membership Committee more than anything, or any committee for that matter. It didn't make any difference to Soror Smith. But you overlooked her along with many other sorors in the chapter who have talent. The same old clique. I know I have been overlooked many times, but thanks to God I can take care of myself.

SOROR ENERGIZER:

That's right Soror Sympathizer. I agree with you, I wanted to work and I was overlooked too. But when I finished getting certain people told, things changed. I am not saying that the committee did not do its job well. You know as I think about it, after you appointed the committee, they functioned as a model committee - like all committees should operate:

First: the chairperson of the committee was appointed and that put one person in charge.

SOROR ORGANIZER:

Yes, we all know that too many people in charge of something can really mess it up.

SOROR ENERGIZER:

Let me finish, please -

Then the committee held several meetings that were announced ahead of time, so you could plan to be there. The committee established clear goals that everybody could understand, even me. The chairperson, then, let each member pick an assignment. When everything had been agreed to by the committee. A report was brought back to the chapter for final approval.

SOROR MANIPULIZER:

Wait just one minute, I have worked on many committees and I didn't ask the chapter for anything but money. I know how to use sorors to get what I want.

BASILEUS:

Soror Energizer is right about everything she said. Before a committee can carry out anything, whether you call it a clique or not, the entire chapter must agree to it with a majority vote.

Once, something is voted on and passes, we are all obligated to abide by the vote.

SOROR MANIPULIZER:

Well I sure didn't know that! You will never get some of the sorors I know to agree to anything!!!

SOROR VISUALIZER:

That is right Soror Manipulizer. I voted for the Christmas Party plans because they used the correct procedures by getting our approval of what the committee wanted to carry out. We really had a nice party. Madam Basileus. I think it was because you DELEGATED the job to the committee. For the first time, you didn't try to do everything yourself. You sure did put the clique in its place.

SOROR SYMPATHIZER:

Well anyway, I sure did feel sorry for Soror Smith. She really wanted to use her talents and work on that Connection Committee.

SOROR VISUALIZER:

Now let me tell you young sorors something. I see myself as the visualizer, because I have been around for a very long time. If any of you think that you can be successful without involving every soror in some capacity and thinking about their feelings, you are mistaken. My crystal ball tells me that women join the sorority for many reasons. Every person has a different contribution to make, and different talent to use. Madam Basileus you, along with everyone else here, have just got to do better and try to understand and use each soror and respect her feelings. I don't have all of the answers as to why women become sorors of Alpha Kappa Alpha - my crystal ball tells me that:

- it could be to make new friends and gain lasting relationships.
- it could be just to socialize and have some place to go.
- I've heard some say they want to meet new friends.
- Oh!!!, sorors, I know you can think of many more reasons.

MODULE V

Financial Operations

Topics Covered in This Section:

- Financial Operations Overview
- Financial Controls
- Financial Guidelines
- Financial Procedures that Impact Sorors Not Holding a Financial Office

Exercises/Resources Included:

- Financial Timeline (for Chapters)
- What is Your Alpha Kappa Alpha Financial IQ? (with answers)

Presentation Suggestions:

- Materials included should be reviewed and may be used as handout, if desired.
- **What is Your Alpha Kappa Alpha Financial IQ?** – This quiz can be used at the beginning of the presentation to spur discussion on the various topics or at the end of the workshop to be sure that all points were covered sufficiently.

Reference Documents to Use:

- National Constitution and Bylaws (current edition)
- Manual of Standard Procedure (current edition)
- Guide to Chapter Financial Procedures (current edition)
- So Now You're Elected (current edition)

FINANCIAL OPERATIONS OVERVIEW

One of the most challenging tasks for chapters is managing the finances. Not everyone is adept at money management. The following information should be considered in planning how your chapter's financial procedures will be established and/or modified.

- Alpha Kappa Alpha Sorority's fiscal year is January 1 through December 31.
- Each chapter must have a treasurer (Tamiouchos).
The treasurer:
 - chairs the Finance Committee,
 - disburses funds from the chapter's account based upon a voucher or a supplier's bill,
 - reconciles the bank statements monthly,
 - maintains a permanent record of all summarized expenditures in a Cash Disbursement Journal classified by purpose,
 - maintains the Checkbook keeping the check register current, showing deposits, amount of checks written and the new balance after each transaction,
 - keeps a record of receipts from the Pecunious Grammateus, and
 - presents a report on the income received and sources, amount and purposes of the expenditures and the balance on hand at the end of each month.
- Good practice is to also have a financial secretary (Pecunious Grammateus).
The financial secretary:
 - receives all funds on behalf of the chapter, regardless of the source,
 - maintains the records associated with all income received by the chapter
 - issues receipts to the source of funds using a numerically numbered Receipt Book. (The original copy is given to the Soror from whom the money is received and the other copy remains in the book for record and audit purposes.), and
 - maintains a permanent record of all receipts in a Cash Receipts Journal summarized by source and brings the record to all meetings for reference if needed.
- All financial officers must be bonded as well as the chapter's Basileus (President) and any other officer who handle the chapter's funds or whose name appears on the chapter signature card at the bank.
- A chapter's first submission of per capita fees should include their annual chapter tax.
- Chapter's financial guidelines are established in the Local Bylaws and Standing Rules.
- Per capita for an individual soror should not be submitted until local fees and assessments have been satisfied.
- All financial officers should be a part of the Finance Committee. In addition to developing the chapter's budget, this committee should enforce current chapter financial procedures and review these procedures to identify ways to improve the chapter's financial operations.

FINANCIAL CONTROLS

- No one soror should receive and disburse funds.
- Receipts should be issued when funds are received (especially if cash is received).
- Vouchers should be used to authorize expenditure and maintain an accurate record of the reason
- Two signatures should be required on all checks.
- All sorors receiving and disbursing funds should be bonded.
- The financial records of the chapter should be audited annually and a written report should be provided to the chapter. Sorors that were closely involved in the financial transactions of the chapter should not serve on the Audit Committee.
- The Employee Identification Number (EIN) should only be used on chapter accounts. Separate foundations should request a different EIN, if needed.

FINANCIAL GUIDELINES

Vouchers

- Vouchers should be prepared for all checks that are disbursed.
- Vouchers should be signed by the designated sorors. This is usually the committee chair, the Basileus, or the Grammateus.
- Vouchers should have invoices, bills, or receipts attached. Bills and receipts should be originals.
- Vouchers should be submitted to the Tamiouchos with the appropriate signature(s).
- Vouchers exceeding budget should be held until funds are approved and reallocated by the Executive Committee or the chapter.
- Vouchers should be available to substantiate and explain the purpose of each check.

Checks

- Requests for checks should allow sufficient time for two signatures to be obtained.
- Checks should be returned to the Tamiouchos if voided or canceled.
- Sorors should not be given credit, in place of a check.
- Voided checks should be retained by the Tamiouchos and turned over with canceled checks at the time of the audit.

Reports

- Reports should be developed monthly for reconciliation purposes.
- Reports should be distributed to the Basileus, the Grammateus, and any others designated to receive copies of the financial reports.

- Reports of receipts should be broken down by the type of income. The specific purpose of the income (i.e., dues, fund-raiser, etc.) should be included to allow for proper crediting and tracking by the treasurer.
- Periodic reports of income by individual sorors should be provided to the chapter to prevent confusion at the end of the year. This information should be available from the Pecunious Grammateus at any meeting.

Receipts

- Only one receipt book should be used, at any time.
- The Pecunious Grammateus should receipt all income.
- Deposits should be made in a timely manner.

Audit of Financial Records

- All of the chapter's financial accounts should be audited annually and a written audit report should be received. The audit should measure compliance with sorority and chapter procedures and completeness of the chapter's financial records.
- The internal audit can be performed by one soror or a group of sorors who are not involved in the day-to-day financial transactions of the organization.
- Upon completion, the written report should be reviewed first by the Tamiochos and the Pecunious Grammateus, next with the Executive Committee and then it should be presented to the chapter.





FINANCIAL PROCEDURES THAT IMPACT SORORS NOT HOLDING A FINANCIAL OFFICE

Chapter Dues

- All per capita is due on or before January 1st of each year and is subject to a late fee on February 1st.
- EAF should be treated as an assessment and included in each soror's dues.

Chapter Assessments

- Assessments should be voted on by the chapter. After an assessment is approved, it must be paid in order for a soror to be active, in any chapter, in future years.

Sorors' Financial Responsibilities

- Sorors that have checks returned for insufficient funds should be responsible for any bank charges that are imposed upon the chapter. These fees should be treated as an assessment. This would have to be included in the chapter bylaws to be enforceable.

Responsibilities of Committees

- All money handled by individuals or committees should be accounted for in an itemized written report signed by the individual responsible for the funds.
- Vouchers should be treated as advances until receipts and actual expense vouchers are received.

FINANCIAL TIMELINE

January

\$ National Financial Reports Due

February

\$ Proposed Budget To Be Reviewed And Revised Based on Active Membership

March

\$ Revised Proposed Budget To Be Presented to Chapter

April

\$ Auditors Report Should Be Reviewed For Suggested Changes within the Chapter

October

\$ Budget Committee Must Develop Proposed Budget for Next Year

\$ Changes to Financial Procedures Should be Discussed for Upcoming Year

November

\$ Proposed Budget Must Be Presented to Chapter

December

\$ All Outstanding Vouchers Due By December Deadline

WHAT IS YOUR ALPHA KAPPA ALPHA FINANCIAL IQ?

1. Alpha Kappa Alpha operates on a fiscal year beginning _____ and ending _____ of each year.
2. The _____ should be developed in September by committee, presented to the chapter at the October meeting and approved in November.
3. Every budget should contain a _____ fund to allow for unseen and unexpected expenses.
4. Chapters should have at least two kinds of budgets: _____ and _____.
5. Dues are due January 1st and are subject to a 10% fine if postmarked after _____.
6. COIP are the abbreviations for the _____.
7. Dues payments to Alpha Kappa Alpha are/ are not tax deductible.
8. Contributions to EAF are/ are not tax deductible.
9. All dues and chapter assessments are received by the _____ who should maintain a cash receipts journal.
10. All expenses are disbursed by the _____ who should maintain a cash disbursements journal.
11. _____ are used to authorize expenditures and record reason for the expenditure.
12. All checks should contain _____ signatures. All signature cards should contain _____ signatures.
13. The separation of duties within any organization is an example of strong _____.
14. The _____ is the chief Financial Officer of Alpha Kappa Alpha Sorority, Inc.
15. Bank statements should be _____ monthly.
16. The formula for reconciliation of a bank statement at the end of a period is:
Balance per bank statement plus _____
less _____ equals Reconciled Balance.

17. Alpha Kappa Alpha does/ does not file a tax return.
18. Each Alpha Kappa Alpha chapter does/ does not file a tax return.
19. Alpha Kappa Alpha chapters are/ are not exempt from sales tax on purchases.
20. The financial records of a chapter should be audited at least _____
_____.
21. Sorors in the chapter who should not be members of an Internal Audit Committee are the _____, _____ and the _____.
22. Each chapter should have an Employer's Identification Number that is primarily used for _____ purposes.
23. _____ for a soror should not be sent to the Alpha Kappa Alpha headquarters until all financial obligations to the chapter are paid.

WHAT IS YOUR ALPHA KAPPA ALPHA FINANCIAL IQ?

Answers:

1. January 1/December 31
2. Budget
3. Contingency
4. Operating and Fund Raising
5. February 1st
6. Corporate Office Improvement Project
7. are not
8. are
9. Pecunious Grammateus
10. Tamiouchos
11. Vouchers
12. Two/Three
13. Internal Controls
14. Supreme Tamiouchos
15. Reconciled
16. Outstanding Deposits/Outstanding Checks
17. does
18. does not
19. are not
20. annually
21. Tamiouchos/Pecunious Grammateus/Basileus
22. tax
23. Per Capita

MODULE VI

Our Documents

Topics Covered in This Section:

- Alpha Kappa Alpha Sorority's Governing Documents
- Document Descriptions

Exercises/Resources Included:

- Standards Reference List
- DIQ Test
- "It Pays To Have a Bag Full of AKA Knowledge"

Presentation Suggestions:

- Documents should be available visually by either using a PowerPoint, overheads, or having the documents on hand to display. Reference on who can purchase the documents and where they can be purchased should be included.
- **DIQ Test or "It Pays To Have a Bag Full of AKA Knowledge"** - Use these items as icebreakers or a closing fun activities after all documents have been reviewed. The test may be modified to include local and regional documents.
- **Standards Reference List** – The use of the various documents can be incorporated into the presentation as each document is reviewed. It can also be provided as a handout at the conclusion of the presentation.

Reference Documents to Use:

- Standards Resource Guide (current edition)

ALPHA KAPPA ALPHA SORORITY'S GOVERNING DOCUMENTS

- All matters not provided for in the National Constitution and Bylaws and in the Chapter Bylaws shall be governed by Robert's Rules of Order, Newly Revised.
 - Amendments to the Bylaws may be proposed by any active member who shall present the same in writing to the Constitution Committee.
 - Amendments must be read at the meeting immediately preceding the meeting in which the voting is to take place.
 - Members shall be notified in writing of any proposed amendments to be voted upon at an upcoming meeting.
 - Amendments are then adopted by a two-thirds vote.
-

National Constitution and Bylaws

- Supersedes all other rules and guidelines.
- Documents:
 - procedures for withdrawal of privileges,
 - procedures for restoring academic privileges, and
 - chapter reporting requirements.
- Defines characteristics of organization
- All financial members must have the current issue.
- May only be changed by approval from 2/3 of the voting membership.

Manual of Standard Procedure

- Special Rules of Order
 - Updates are an administrative function of the National Constitution Committee as approved by the Directorate.
 - Provides a simplified approach to interpreting the National Constitution and Bylaws
 - All financial members must have the current issue.
-

Anti Hazing Handbook

- Developed by a Special Committee
- States Alpha Kappa Alpha's zero tolerance policy on Hazing.
- Outlines procedures for addressing hazing complaints and consequences of hazing.
- Provides references for State Anti-Hazing Laws.

Graduate Advisor Certification Manual

- Maintained by the National Graduate/Undergraduate Concerns Committee.
- Available from the Corporate Office as a part of Certification Training.
- Provides all Graduate Advisors with consistent information and tools to carry out the duties and responsibilities that they must perform.
- Serves as a resource for clarification and verifications of policies and procedures.
- Documents qualifications for Graduate Advisors.

Guide to Chapter Financial Procedures

- Revised by the National Finance Committee.
- Documents proper chapter financial procedures – Who Should Handle Funds, Bonding, Audits, Internal Controls, etc..
- Provides information concerning annual reports.

Ivy Leaf Magazine

- Prepared by the Corporate Office.
- Issued four times a year to all financial members.
- Documents current chapter, regional, and national activities.
- Provides contact information for all Directorate members and National Committee Chairs.

Mentoring Handbook

- Developed by the Undergraduate/Graduate Concerns Committee.
- Outlines types of mentoring relationships and qualifications and responsibilities of mentors and mentees.
- Suggests activities for both mentors and mentees with evaluation forms for the chapter's use.

MIP Manuals (Graduate and Undergraduate)

- Maintained by the National Membership Committee.
- Documents Procedures, Do's and Don'ts, and Provides all Forms and Guidelines associated with Graduate MIP.

National Connection Guide

- Prepared by the National Connection Committee.
- Documents the sorority's public policy program initiatives (i.e., AKA Day at the Capital, Voter Registration, etc.).
- Answers questions regarding the sorority position on involvement in political issues and outlines ways to become involved and conduct letter writing and telephone campaigns.

A Guide to Effective Protocol

- Prepared by the National Protocol Committee.
- Documents proper protocol within Alpha Kappa Alpha for correspondence, event planning, conferences, courtesies, rituals, and bereavement.

National Program Resource Guide

- Prepared by the National Program Committee.
- Current Issue released in Fall 2002 for Use through Fall 2006.
- Documents all Spirit of AKA Program Targets for the Current Administration.
- Provides resource information for chapters as well as calendars reflecting proposed program activities.

Rituals Manual

- Revised by the Rituals Committee
- May only be purchased by Chapter Basilei through the Corporate Office.
- Includes ALL Sorority Rituals. (i.e., Installation of Officers, etc.)
- Should be physically protected by the chapter.
- Provides guidelines for wearing the sorority badge

Sisterly Relations Handbook

- Prepared by the National Membership Committee
- Provides a resource for defining sisterly bonding and retention activities to be used throughout the year.
- Demographic information and additional resources has also been included.

So Now You're Elected

- Prepared by the National Standards Committee.
- Resource for officers, committee chairs and chapter members on their duties and responsibilities within the chapter.
- Outlines each officer's individual responsibilities, as well as, committee chairs and members. Prepared by Soror Norma Soloman White

So You Want To Run For Office

- Prepared by the National Nominating Committee.
- Outlines National Nominating Committee responsibilities, election protocol, nomination guidelines and the election process for national positions.
- Provides forms that must be completed by all candidates.

Standards Resource Guide

- Prepared by the National Standards Committee.
- Includes all evaluation forms, documentation checklists, and guidelines for Tier 1 and Tier 2 evaluations.
- Documents procedures for use all forms.
- Provides resource information for chapters on meeting management, operating efficiency, and other references for leadership training, etc.

Alpha Kappa Alpha Sorority, Inc.

Standards Reference List: “Where to Find It”

| | |
|---|---|
| ATTENDANCE AT CONFERENCES
Constitution and Bylaws
Manual of Standard Procedure | MINUTES
So Now You’re Elected
Manual of Standard Procedure |
| BUDGET DEVELOPMENT
Guide to Chapter Financial Procedure | OFFICERS
Alpha Kappa Alpha Constitution and Bylaws
Manual of Standard Procedure
So Now You’re Elected
So You Want to Run for Office
Guide to Chapter Protocol
Guide to Chapter Auditing Procedures
Robert’s Rules of Order, Newly Revised |
| CHAPTER FILES
Manual of Standard Procedure
Historical Records | OFFICIAL PLEDGE
Rituals |
| CHAPTER OPERATIONS
National and Local Bylaws and
Manual of Standard Procedure
So Now You’re Elected
Standards Resource Guide | PROGRAM
National Program Resource Guide
Current International Program Brochures |
| CORRESPONDENCE
So Now You’re Elected | PROTOCOL
Guide to Chapter Protocol |
| EXECUTIVE COMMITTEE
So Now You’re Elected | PUBLIC RELATIONS
So Now You’re Elected |
| GENERAL INFORMATION
History “Past Is Prologue”
General Information for the Collegian
General Information for the Prospective
Graduate Candidate | SISTERLY RELATIONS
Sharing the Spirit: Sisterly Relations
Handbook |
| MEETINGS
So Now You’re Elected
Robert’s Rules of Order, Newly Revised
Standards Resource Guide | SORORITY HYMN
Rituals
Constitution and Bylaws
Songbook |
| MEMBERSHIP
Graduate Membership Intake
Process Manual
Undergraduate Membership Intake
Process Manual
Constitution and Bylaws
Manual of Standard Procedure
Guide to Chapter Protocol
Graduate Advisor Handbook | UNDERGRADUATE/GRADUATE
RELATIONS
Undergraduate Membership Intake
Process Manual
Sisterly Relations Handbook
Constitution and Bylaws
Graduate Advisor’s Manual
Manual of Standard Procedure
Anti-Hazing Handbook |

WHAT IS YOUR DIQ?

1. What document outlines procedures for installing officers? _____
2. Clarification on the withdrawal of privileges is in? _____
3. What document outlines the Rush Program? _____
4. Where is documentation on wearing the Sorority Badge (Pin)? _____
5. Nominating Committee responsibilities are documented in _____
6. Documentation on Chapter Mentoring Programs is found in _____
7. Tools for evaluating a chapter's operations may be found in _____
8. Duties and powers of officers are documented in _____
9. Internal Financial Controls are outlined in _____
10. Lyrics and music for the Founders' Day Hymn are in _____
11. Procedures for restoring academic privileges are documented in _____
12. Where can you find the qualifications for Graduate Advisors? _____
13. A simplified approach to interpreting the National Constitution and Bylaws can be found in _____
14. To verify that a chapter has all required sorority documents, a checklist is provided in _____
15. To find the address of any Directorate member, a soror should consult the _____
16. The Spirit of AKA Program Initiatives can be found in _____

17. Two News Sources for sorors are: (1) _____
and (2) _____
18. Alpha Kappa Alpha's zero tolerance for hazing is documented in detail in _____
19. Chapter Reporting requirements are documented in _____
20. What is the title of the most recently published History Book _____
21. Guidelines for conducting Tier 1 and Tier 2 evaluations are found in _____
22. List five official AKA Documents _____

23. Bonding and retention activities for chapters are provided in _____
24. To determine proper courtesies for Directorate members, you should consult the _____

25. To determine how to conduct an effective letter writing campaign, go to the _____

What is Your DIQ?

1. Installation of officers. *Rituals Manual*
2. Withdrawal of privileges. *Constitution and Bylaws and Manual of Standard Procedures*
3. Rush Program. *Undergraduate Membership Intake Process Manual*
4. Wearing the Sorority Badge (Pin). *Rituals Manual*
5. Nominating Committee Responsibilities. *So You Want To Run for Office*
6. Chapter Mentoring Programs. *Undergraduate Membership Intake Process Manual/Mentoring Guide*
7. Tools for evaluating chapter operations. *Standards Resource Guide*
8. Duties and powers of officers. *So Now You're Elected: A Guide to Effective Chapter Operations*
9. Internal Financial Controls. *Fiscal Fitness – Guide to Chapter Financial Operations*
10. Lyrics and music for the Founders' Day Hymn. *Alpha Kappa Alpha Sorority Songbook*
11. Procedures for restoring academic privileges. *Constitution and Bylaws*
12. Qualifications for Graduate Advisors. *Graduate Advisors' Institute Certification and Procedures Manual*
13. Simplified approach to interpreting the National Constitution and Bylaws. *Manual of Standard Procedures*
14. Document checklist. *Standards Resource Guide*
15. Address of Directorate Member. *Ivy Leaf*
16. Spirit of AKA Program Initiatives. *Program Resource Guide and Program Brochure*
17. Two News Sources for sorors are: (1) *Ivy Leaf* and (2) *Regional Newsletter*
18. Alpha Kappa Alpha's Hazing Policy *Anti-Hazing Handbook: Say "NO" to Hazing*
19. Chapter Reporting Requirements. *Constitution and Bylaws/Manual of Standard Procedure*
20. History Book. *Past is Prologue: 1908-1999*
21. Tier 1 and Tier 2 Evaluations Guidelines. *Standards Resource Manual*
22. List five official AKA Documents *Constitution and Bylaws, Manual of Standard Procedures, Rituals Manual, Program Resource Guide, Program Brochure, Graduate MIP Manual, Undergraduate MIP Manual, Graduate Advisors' Institute Certification and Procedures Manual, Sisterly Relations Handbook, Fiscal Fitness: Guide to Chapter Financial Procedures, Anti-Hazing Handbook, Standards Resource Guide, So Now You're Elected, Moving Gracefully, Public Policy Program and Resource Guide, So Yu Want To Run for Office, Past is Prologue, Singing Our Songs Through the Years, Ivy Leaf, Ivy Stand*
23. Bonding and retention activities. *Sisterly Relations Handbook*
24. Courtesies for Directorate Members. *Moving Gracefully: A Guide for Effective Protocol*
25. Letter Writing Campaign Guidelines. *Public Policy Program and Resource Guide*

Your Score _____

Your DIQ

- | | |
|---|--|
| <input type="checkbox"/> 20 - 25 Qualifies to be An Officer | <input type="checkbox"/> 15 - 19 Qualifies to be a Committee Chair |
| <input type="checkbox"/> 10 - 14 Qualifies to be a Committee Member | <input type="checkbox"/> 5 - 9 Qualifies to be a Chapter Member |
| <input type="checkbox"/> 0 - 4 Needs More Training | |

“IT PAYS TO HAVE A BAG FULL OF AKA KNOWLEDGE”

RULES:

1. Each Soror is given a score sheet.
2. The game leader will ask the following questions and tell Sorors how to score for each question. All of the items must be in the Soror's purse/book bag.
3. The object is to have the most points at the end. The top two winners will receive gifts.

QUESTIONS:

1. Give yourself 10 points if you have a copy of the current constitution and by-laws.
2. Give yourself 5 points if you have a checkbook.
3. Give yourself 1 point if you have a pen or pencil (AKA of course).
4. Give yourself 5 points if you have a calendar or datebook with chapter activities highlighted.
5. Give yourself 10 points if you have a picture of another Soror.
6. Give yourself 1 point if you have a mirror. (AKAs always look good)
7. Give yourself 10 points if you have a current Ivy Leaf.
8. Give yourself 2 points if you have pink or green paper clips.
9. Give yourself 5 points if you have a current Manual of Standard Procedures.
10. Give yourself 1 point if you were the first Soror at the meeting.

MODULE VII

Member Responsibilities and Protocol

Topics Covered in This Section:

- Member Responsibilities
- You Should Know
- Basic Protocol
- Protocol is...

Exercises/Resources Included:

- What is Your PQ?
- Practicing Proper Protocol
- Sorors Must Have the Sense of Geese
- Team AKA Skit
- The Tater Sisters
- We're Not Sisterly...Are You?
- Soror Code of Ethics

Presentation Suggestions:

- **“Protocol Piece”** - Include protocol facts in chapter newsletters or on meeting agendas
- **What is Your PQ?** - Give test at the beginning of the presentation, before any information is given out. Have sorors ‘retake’ the same test at the end of presentation.
- Prepare and present a Power Point Presentation.
- **The Tater Sisters or Team AKA Skit** - Have different sorors assist with skit(s).
- **We're Not Sisterly...Are You?** – Have sorors take test at conclusion of workshop or at beginning to get them thinking. Results are not shared.

- **Practicing Proper Protocol** – Following Protocol Presentation, use these exercises to test a sorors' knowledge of the information presented. Prepare role-play with some correct and some incorrect procedures and have attendees state what is correct and what is incorrect.
- Present information in a game show format, such as Family Feud, Wheel of Fortune, The Price is Right, etc.
- **Soror Code of Ethics** – Have sorors repeat together or take each section of code and have a discussion of what it means.
- **Sense of Geese** – Read or use as handout to stress importance of working together.

Reference Documents to Use:

- National Constitution and Bylaws (current edition)
- Manual of Standard Procedure (current edition)
- So Now You're Elected (current edition)
- Say No to Hazing (current edition)
- Sisterly Relations Handbook (current edition)
- Protocol Manual (current edition)

MEMBER RESPONSIBILITIES

Common Rules of Conduct for Members:

- Willingness to listen and be open-minded
- Willingness to change your mind
- Willingness to prepare for meetings
- Willingness to submit to majority rule
- Willingness to promote the objectives and aims of the sorority
- Cites facts, instead of personal opinions, when giving reports

Expectations of Chapter Members

- Knowledge of how to make and amend motions
- Knowledge of how to expedite business
- Knowledge of how to postpone or refer business
- Knowledge of how to reconsider action
- Knowledge of how to debate or stop debate
- Knowledge of how to vote or take action
- Knowledge of how to submit reports
- Knowledge of how to address the Chair

Expectations:

- Respect and abide by the rules of the organization
- Rally around chapter and national goals
- Volunteer your service
- Plan your motions
- Expedite business
- Attend meetings regularly and punctually
- Pay attention during meetings.
- Remain until the meeting is over
- Participate by making motions, being a part of discussions, and voting. Take an interest!
- Know what you're voting on
- Address the Chair before you speak
- Refrain from talking when someone else has the floor
- Accept committee assignments willingly and enthusiastically
- Complete your committee assignments quickly and efficiently
- React to all sorors with love, tact and objectivity (Be sisterly!)
- Discuss sorority business in sorority meeting, on the floor, or later with sorors only
- Ask questions when you don't understand
- Trust your officers
- Participate in chapter activities
- Pay dues and assessments promptly
- Know and understand the organization's structure, policies, and manner of operation

YOU SHOULD KNOW

THE DUTIES AND POWERS OF A CHAPTER (Constitution -Article VII, Bylaws Article III Secs 8-18)

PENALTIES AND RESTORATION OF INDIVIDUAL/CHAPTER PRIVILEGES (Bylaws-Article VI)

CURRENT PROGRAM THEME: “The SPIRIT of AKA” (2004-2006)

PROGRAM TARGETS

- Education
- The Black Family
- Health
- The Arts
- Economic Empowerment

MEMBERS OF THE DIRECTORATE (18 members):

| | |
|------------------------------|--|
| Supreme Basileus | First Supreme Anti-Basileus |
| Second Supreme Anti-Basileus | Supreme Grammateus |
| Supreme Tamiochos | Supreme Parliamentarian |
| Ten (10) Regional Directors | Two (2) Undergraduate Members-at-Large |

REGIONS OF ALPHA KAPPA ALPHA SORORITY, INC.

1. Central
2. Far Western
3. Great Lakes
4. International
5. Mid Atlantic
6. Midwestern
7. North Atlantic
8. South Atlantic
9. South Central
10. South Eastern

STATE COMPOSITION OF YOUR REGION

YOUR CLUSTER AREA AND CLUSTER COORDINATOR

FISCAL YEAR OF ALPHA KAPPA ALPHA SORORITY

WHEN CHAPTER OFFICERS ARE ELECTED/INSTALLED (Bylaws Article III Sec 9)

EVERY MEMBER SHOULD HAVE (CURRENT):

1. Financial card
2. Chapter Bylaws and Standing Rules
3. Chapter Budget
4. *International Constitution & Bylaws*
5. *International Manual of Standard Procedure*
6. Corporate website address: www.aka1908.com
7. Your region's website
8. Your chapter's website address

BASIC PROTOCOL

Member Responsibilities

1. Maintain proper decorum in business meetings
 - a. Do not speak until recognized by the chair
 - b. Keep remarks brief and to the point
 - c. Listen attentively
 - d. Avoid unnecessary movement during the meeting
 - e. Turn off cell phones, handheld devices, etc. If such devices must be on, set to silent or vibrate. Leave the room to answer a call.
2. Arrive on time for business meetings and special events
3. Maintain chapter business within the confines of the chapter
4. Commend a job well done or a well written report
5. Avoid undue criticism
6. Welcome visitors and newcomers to your chapter warmly, so that they will experience a friendly atmosphere
7. Cooperate with chapter leadership in implementing all areas of program and operations. Volunteer to work on chapter projects.
8. Promptly pay all dues and assessments
9. Increase your knowledge base by participating in leadership training sessions at the chapter, regional and international level whenever possible
10. Make use of the many opportunities which arise in our daily lives, informing the larger community of our organization's outstanding programs

Registering Complaints

- Respect others by allowing them to personally respond to your concerns, if there is not a possibility of embarrassment and there is no possibility of damage to the organization.
- If there is a concern that has an impact on the organization, the Basileus should be consulted to address the concern. Once reported, allow the Basileus time to handle the problem in the appropriate manner.
- If you are uncomfortable approaching individuals in the chapter, the Basileus should be approached.
- If your concern is with the Basileus, the Anti-Basileus should be contacted.
- Be sensitive to others and always try to be sisterly.
- Remember that formal complaints should be in writing.

Ways to Voice Your Opinion

- Serve on committees where you have a personal interest.
- Vote on Issues – Silence gives Consent. If you do not vote, your silence allows those who do vote to make the decision
- Attend and participate in your organization
- Standards Evaluation – The Opportunity Afforded you by Our Organization to Give your Opinion. Please take the time to thoughtfully complete them. Be objective in your assessment.

Addressing the Body

- Every member has the right to address the body at the appropriate time. However, only one issue and only one proposal at a time may be entertained.
- Advise the Basileus of your intent to introduce new business, move to rescind an earlier action, or propose debate on specific business.
- There is a time to rise and time to be seated
 - Rise to address the Chair.
 - *Remain seated to second.*
 - Rise to address the Chair during discussion.
 - *Remain seated while others discuss.*
 - Rise for a standing vote.
 - *Remain seated for voice or show of hands vote.*
 - Rise to make a report.
 - *Remain seated while the report is being discussed.*

Protocol is:

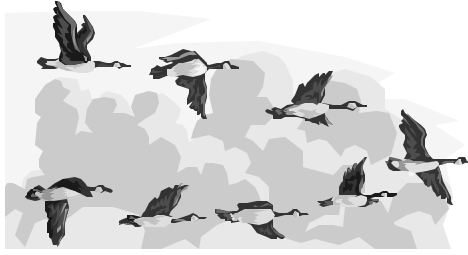
- A code prescribing strict adherence to correct etiquette and precedence
- Forms of ceremony and etiquette observed by diplomats and heads of state.
- Code of correct conduct: "safety protocols"; "academic protocol".

Regardless of where we are and the capacity in which we serve, Alpha Kappa Alpha Sorority, Incorporated has guidelines and protocol for her members to follow.



Following are some of the most important things we must ALWAYS do and remember as Alpha Kappa Alpha women.

1. Alpha Kappa Alpha Sorority was founded **January 15, 1908, at Howard University, in Washington, DC.**
2. Alpha Kappa Alpha Sorority was incorporated **January 29, 1913.**
3. The sorority colors are **salmon pink and apple green**. The sorority flower is the **pink tea rose**.
4. The sorority organ is the ***Ivy Leaf***.
5. Stand when the **Supreme Basileus**, or National President, enters a room and is being introduced.
6. Stand when **former Supreme Basileus** enter the room and/or are introduced.
7. Stand also when the **Regional Director** enters the room if she is the presiding officer of the event.
8. The sorority badge is worn **on the outermost garment that is closest to the body, and never with formal or sports attire**. When in doubt, **DO NOT WEAR THE BADGE!!**
9. The correct name for our headquarters is the **Corporate Office**. It is located at **5656 South Stony Island Avenue, Chicago, Illinois**.
10. Officers that have completed their terms of office are referred to as **FORMER officers**, not past officers.
11. Soror Dr. or Dr. Soror is incorrect when speaking to sorors. Address a soror as Dr. Alpha *or* Soror Alpha.
12. The presiding officer is addressed as **Madam Supreme Basileus, Madam Regional Director, or Madam Basileus**.
13. Members are addressed as **Soror Alpha**.
14. Use English titles for public sorority programs and external written correspondence.
15. Be prepared for meetings. Have sorority documents on hand – Manual of Standard Procedure, Constitution and Bylaws, Chapter Bylaws and Standing Rules, as well as current guides such as the *Official Guide to Alpha Kappa Alpha Protocol, So Now You're Elected*, etc.; *Robert's Rules of Order, Newly Revised* (not a sorority document, but a useful tool for conducting effective meetings),
16. **Silver Star Sorors** – have at least 25 years of membership in the sorority
17. **Golden Sorors** – have reached at least 50 years of membership in the sorority
18. **Diamond Sorors** – have reached at least 75 years of membership in the sorority
19. Stand still when the Sorority Hymn is sung. Sing the song at a brisk pace. Know the correct words to the song and pledge. (i.e., '...AND we do,' not 'AS we do', etc.)
20. When in doubt, ask questions.
21. **READ YOUR DOCUMENTS!**



Sorors Must Have the Sense of Geese

By flying in a “V” formation, the whole flock adds at least 71% greater flying range than if each bird flew on its own.

Basic Truth # 1: *People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.*

Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to go it alone and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front.

Basic Truth #2: *If we have as much sense as a goose, we will stay in formation with those who are headed the same way we are going.*

When the lead goose gets tired, he rotates back in the wing and another goose flies point.

Basic Truth #3: *It pays to take turns doing hard jobs - - with turns doing hard jobs – with people or with geese flying north.*

The geese honk from behind to encourage those up front to keep up their speed.

Basic Truth #4: *We need to be careful what we say when we honk from behind*

Finally, when a goose gets sick, or is wounded by gun shot and falls out, two geese fall out of formation and follow him down to help and protect him. They stay with him until he is either able to fly or until he is dead, and then they launch out on their own or with another formation to catch up with their group.

Final truth: *If we have the sense of a goose, we will stand by each other like that.*

Team AKA Skit

Sorors, are you ready to show some AKA Spirit: <wait for response> I said, where is the Spirit of AKA? <Initiate claps/cheers>

<Ask all Sorors to stand> Give me an "A". Give me a "K". Give another "A". What does that spell? I can't hear you! What does that spell? Thank you, Sorors. You may be seated. With football season in full swing, we thought it quite appropriate that we introduce you to the star players on Team AKA. In (CHAPTER NAME), we all have key positions. Do you recognize your position?

Good Morning Sorors. I am the wide receiver for Team AKA. I am fast and I am always trying to remain open so that I can receive the ball and head for the end zone. Are you always ready to receive new duties as a reliable member of (CHAPTER NAME)? "Just throw me the darn ball!"

Greetings Sorors: I am the Offensive Tackle for Team AKA. I think I can receive the ball and head for the end zone. Are you always ready to receive new duties as a reliable member of (CHAPTER NAME)? "Just throw me the darn ball!"

Good Morning Sorors. I am the quarterback for Team AKA. Many of you may be thinking that I am like the Basileus of the chapter because I lead the plays on the field. But actually, I represent the committee chairs. I organize all of the hustling on the field and I make sure that it happens. Are you a chairman that helps to make it happen in the chapter? Protect the quarterback, better known as the committee chair, from being ambushed? I attend committee meetings and support all committee events so that everything doesn't fall on one soror. Sorors, did you attend your last committee meeting or chapter activity?

Hello Sorors: I am the Running Back for Team AKA. I am swift. When the quarterback gives me the ball, I look for opportunities and I make a dash. I am very creative- always searching for a way to make the impossible happen. Sorors, are you Running Back material?

Hi Sorors: I am the Tight End for Team AKA. While you may think that refers to my awesome figure, it actually refers to a team member who may be lined up on the outside - but is never too far away to get that ball and make a difference. I may not score a lot of points (i.e. make a lot of noise), but my presence is ever felt.

Greetings Sorors: I play center on Team AKA. I am not afraid to touch the ball. In fact, I am the first to touch the ball on each play. New to me? Not a problem. I see every challenge as growth. Are you afraid to be the first to tackle a job or are you center material, Sorors?

Sorors, you may hate to see me coming. Unfortunately, every team has a few like me. I am the benchwarmer of Team AKA. I come to meetings, but I don't do anything but sit and talk about how I could do better than those on the field. Are you just wearing paraphernalia and not doing anything to carry out the programs?

Good Morning Sorors: I am the punter. Now I am a little different than the benchwarmer. Oh, I will take on responsibilities, but I will not finish them. I will just punt them off to someone else. Are you the punter in the chapter?

Sorors, I am the Coach of Team AKA. Yes, I am the Basileus. I work ever so hard to design the plays that make Team AKA a winner. Of course there is not a team without players, but when it is all said and done—the successes and failures of the chapter rest on my shoulders. The members depend on me to encourage them and take them to new heights. Get the Team Spirit of AKA

Leave the room singing "Give Me That New AKA Spirit."

THE TATER SISTERS

Time Required: 7 minutes

Process: Select seven sorors and arrange them in a semi-circular fashion in front of your group.
Distribute a copy of the script to each of the seven. You may wish to assume the role of leader.

Leader: Hello Sorors! I want you to meet the Tater Sisters, also known as the Tater Bugs. They just might be members of your Sorority. They are-. Ms. Dick Tater, Ms. Irri Tater, Ms. Hesi Tater. Ms. Immi Tater, Ms. Agi Tater, and Ms. Speck Tater. You will also be privileged to meet their cousin Ms. Par Tisse Pater.

Ms. Dick Tater: How do you do? My name is Ms. Dick Tater. I'm one of the most important of the Tater girls, because I know how things ought to be done in any Chapter. No, I don't actually do much, but I have a voice loud enough, and a tongue long enough, to tell everyone how to do everything. I've practically memorized the history, constitution, handbook and the Directorate. I've figured out almost everything except this—Why do I always wind up sitting on a row or at a table all by myself?

Ms. Irri Tater: Yes, I'm Ms. Irri Tater—I don't mind telling you that I'm a very faithful member because I would not miss a meeting for anything. You see, I found out a long time ago where our Basileus tied her goat, so I just get her goat real good. I just love to whisper, for instance, to any of the members during the meeting, particularly McWilliams, because she is deaf, so it makes people uncomfortable. Guess it's because I've always been uncomfortable myself. I always chew gum, and my neighbors frown. Too, I just love to make noises of any kind. There is a very little that I will do otherwise. After all, it is a free country, and I'm over 21; well, just a little over 21, and I figure I can do as I please. No organization is perfect and I do have a problem—Why does someone always rub me the wrong way?

Ms. Hesi Tater: Hello you all! I'm in a club just like my sisters. I've never held an office and I have yet really to work on a committee. After all, I am my own judge and I know that I am not smart enough to do the job right. I don't even like to work with the refreshments the way Irri does. The ice cream might melt before I can dip it into the serving dishes. They wanted me to be Tamiouchos—Why, I couldn't do that because I hesitate to pay my pledge until I have to!!! That means just in time to meet the deadline. You know my husband and I may lose our jobs, or I may have an extended illness, so I just wait until I just have to pay my dues. I'll come to the meetings when they suit me, but I don't expect too much. Would I help with the planning of a fund-raising event or the Deb Ball? I should say not—You realize that one person can't do it all. One thing I can't understand—Why don't I enjoy the fellowship of the meetings the way others do?

Ms. Immi Tater. Yes, I'm Ms. Immi Tater. My sister Agi and I always do the same things. Agi didn't marry, so I decided not to marry either. I don't like to be different—I figure other people can think better than I can, so I just do what they do. I don't try to develop my own ideas. I would make a mistake, you know. In the business part of the meeting, I vote however my neighbors vote. That way I don't have to listen too closely to the motions. When the other members stand, I stand; and when they sit, I sit. If my neighbor puts in a dollar for a special taxation, I put in a dollar, too. The other meeting they took up

money for the Martin Luther King Center for Social Change, my neighbor put in \$20.00 and, well, I found another seat. When the other members go to a meeting, I go. Guess that's why I'm here now. But I'll say this much, one gets mighty tired of having people think for them. I'd really appreciate a way out of this dilemma.

Ms. Agi Tater: How do you do? I'm Agi Tater. Immi's older sister. I like to keep things in an uproar. I know all the latest gossip and I'm an expert at adding a little flavor to my stories. I have a keen sense of humor and can make up in suspicion what I lack in knowledge. I tell everything I get my ears on. I may not know the people well enough to talk about them, but I talk. I've always been one not to choose friends—I'd rather pick them—to please, I mean. Yes siree!! You ought to see how quickly I can damage a friendship with my attitude. I'm a born agitator. I just don't know nor understand why I do not have any close friends—other people do!!!

Ms. Speck Tater: Hello, I'm Ms. Speck Tater. I'm a member of an organization and I attend most of the meetings, most of the time, but I'm not very smart, and I'm scared to speak in public, so I go to the meeting early, get my favorite seat, and there I stay until the meeting is over. I enjoy listening to the ideas they present, and the programs they plan. I don't know what I can do. I'll quit if I have to do something. I am a born looker-owner. My trouble is that I can't seem to get much sense out of all the stuff people find themselves doing. Seems like a lot of time and energy being wasted over nothing.

Leader: The last member is actually a cousin of the Tater Family, but her last name is Pater—Ms. Par Tisse Pater. One look at her and you will know that she is one ideal member of the group. Let's hear what she has to say.

Ms. Par Tisse Pater: Hello friends! Yes, I'm Ms. Par Tisse Pater, and I want you to know that I thoroughly enjoy being a member of an organization. I am a member of Alpha Kappa Alpha Sorority. My cousins do not seem to understand the purpose. They have not taken time out to find out the general information about this national organization.

I want you to know that since I am a member, I clearly understand its purpose. I know that it works and I know that it really stands for something. I realize that there are thousands of others working for the same goal; and with their energies focused in the same direction, it is a pleasure for me to participate fully and be of service to all mankind. I'll serve on any committee, either as chairperson or a member. It is a real challenge and a joy to be of service to my sorority. The biggest challenge now is to Recruit, Reclaim and Retain for Alpha Kappa Alpha.

Too, I enjoy the social and cultural activities, community involvement, leadership and human relations training, friendship, intellectual stimulation, assistance and encouragement for continuing education.

I wouldn't trade places with any of my cousins. However, I have a problem too. "what are we going to do with Dick, Irri, Hesi, Immi, Agi, and Speck?"

Leader: Now that you have heard from the whole Tater Family, how can we bring about a change in the cousins, if they are members of our great sisterhood?

WE'RE NOT SISTERLY... ARE YOU?

There are so many comments that "We Are Not Sisterly." Do you know what Sisterhood is? This test was devised so each soror can find out for herself if she is sisterly. Please answer each question honestly with: Always, (4); Almost Always. (3); Sometimes, (2); Seldom. (1); Never. (0). Record the numerical equivalent on the line at the right.

AM I SISTERLY?

1. Have I made an unwavering commitment to the ideals of Alpha Kappa Alpha and promote these within the sorority and to the public? ____
2. Do I meet my financial obligations: *per capita, dues* and *assessments* PROMPTLY (before the beginning of the sorority year), so the business of the sorority can proceed smoothly? ____
3. Do I attend meetings regularly, on time stay until the end not only when programs are appealing to me but when business is being transacted? ____
4. Have I learned the essentials of parliamentary procedures and familiarized myself with the rules and regulations of the sorority so I can participate intelligently? ____
5. Do I wait to be recognized by the Chair and then make my comments or suggestions, knowing it is hard for sorors to understand and follow the discussion when I speak 'out of turn'? ____
6. Do I yield the floor to Calls of Order and avoid disturbances to the speaker, respecting the right of the speaker's opinions and giving the speaker the right to express them freely? ____
7. Do I speak to the Question when it is called for not waiting to discuss it later when it is not relevant? ____
8. Do I listen attentively to minutes, reports, debates and motions so when voting is called for I can vote my convictions? ____
9. Do I accept the results of a vote by cooperating with the decision of the majority, avoiding undue criticism, with the understanding that programs can not please all members at all times? ____
10. Do I keep the business and affairs of the sorority within it and not spread it to un-involved parties and get un-needed opinions? ____
11. As an officer and chairwoman, do I remember that I am there to see that the will of the sorors is carried out, not to impose my will on the sorors? ____
12. Do I do my share of work on committees, (not leaving it to the chairwoman) so that the committee work can be a vital part of the chapter program? ____
13. Am I doing what I have consented to do when I have promised to do it since I know it poses problems and works an extra hardship on the soror that is depending on me when I don't? ____
14. Do I express appreciation, verbally or written, for the work of leaders, committees, or sorors when there is a job well done as I know expressions have always made me feel that it was all worthwhile when I have received them? ____
15. Do I control my emotions and not get angry or disturbed when things do not go my way, or with a soror when her opinions are different? ____
16. Am I big enough to say, "I am sorry." when I know I have hurt a soror's feelings, realizing to do this is the most refined and generous virtue I can have? ____
17. Am I looking for the best in sorors—diligently searching, patiently seeking, carefully screening—as I want sorors to look for the best in me? ____
18. Am I friendly and cheerful to all sorors, especially at meetings and during hospitality hour, being careful that I greet and welcome the new sorors, not just chatting with my friends only? ____

19. Am I coming to the assistance of sorors when they need it, giving a word of encouragement, telephoning or writing a note to those that are having difficulties since I always appreciate these courtesies? ____
20. Do I remember that the Undergraduates are Alpha Kappa Alpha sorors and not my 'Little Sisters,' supporting them in their efforts and including them in mine? ____
21. Have I made myself a committee of one to recruit as many inactive sorors as possible encouraging them at every opportunity since the expansion of the sorority depends on getting additional members? ____
22. Am I careful to do things in a forthright and an "Above Board" manner and not insult the intelligence of my sorors by doing things underhandedly, knowing this will lead to divisiveness in the group? ____
23. Am I working in the sorority to promote Alpha Kappa Alpha as a whole and not using it to promote myself, knowing that to do this would retard the growth and development of the sorority as well as my own? ____
24. Do I continue to ride with the Alpha Kappa Alpha Caravan when the road gets rocky, not getting off to wait for other sorors to smooth out the road before I rejoin the caravan? ____
25. Am I loyal to Alpha Kappa Alpha—as I pledged to be; to the officers as they were elected to represent Alpha Kappa Alpha for me, understanding that to not be loyal is a reflection on me as an Alpha Kappa Alpha Soror? ____

WHAT KIND OF SISTER AM I?

- 0-15 Lost Sister (We will pray for you)**
- 15-30 Play Sister (One step from being lost)**
- 30-45 Step Sister (Need a lot of improvement)**
- 45-60 Adopted Sister (Need some improvement—try harder)**
- 60-75 Half Sister (Satisfactory—just a little more)**
- 75-85 Whole Sister (None are perfect)**
- 85-100 You are not a sister... You are an Alpha Kappa Alpha Goddess...**

Practicing Proper Protocol

After reviewing Protocol Guidelines with sorors, perform the following activities as a ‘test’ or refresher. Any of these activities may be adapted, as necessary. Stop during examples, if necessary, to offer discussion and/or clarification.

1. Label various index cards or stick on name tags with titles such as: ‘Supreme Basileus’, ‘Former Supreme Basileus’, etc. and have assigned sorors wear the tags and discreetly enter the room. All sorors should stand without prompting.
2. Have an assigned soror improperly wear the badge. Check to see if audience members can spot the problem.
3. Have assigned sorors wear titled name tags/index cards labeled ‘Silver’, ‘Gold’, ‘Diamond’, etc. Ask sorors in the audience to name the criteria needed to attain such status.
4. Have assigned sorors refer to themselves as a ‘founding’ member of a chapter. Audience sorors should be able to spot the problem.
5. Have assigned sorors address another soror inappropriately—‘Soror Dr.’ or ‘Dr. Soror’. Audience sorors should be able to spot the problem.



What's Your PQ? (Protocol Quotient)

1. A verbal invitation to special guest should always be followed by a _____
2. It is important for sorors to know how to _____ address each other in closed and public settings and when sending correspondence.
3. Persons are positioned in a receiving line according to _____
4. The head table is also called the _____.
5. Head table guests should be _____ in a _____ room before entering the ballroom.
6. The presiding officer is always seated to the _____ of the podium.
7. The guest of honor is always seated to the _____ of the presiding officer.
8. The person who introduces the speaker is seated at the immediate _____ of the podium.
9. An acceptance speech is _____ after receiving a gift at a banquet.
10. When making a motion, the _____ and the _____ name of the soror making the motion should be recorded.
11. _____ Although occasionally used, represents an older practice that is not essential in signing the minutes.
12. Chapters have _____ members and not founders.
13. A motion must receive a _____ before it can be discussed or acted upon.
14. When several members want to speak to a motion, preference is given to _____
15. An all white dress or suit befitting the solemnity of the occasion should be worn to _____.
16. The correct attire for founder's day is _____.
17. The sorority pin should be worn _____.
18. When singing the National Hymn, join hands _____ over _____ and do not _____.
19. The pledge is _____ and should not be recited _____
20. The pin of an Ivy Beyond the Wall may be _____ , _____ or _____.

Answer Key

1. Written
2. Appropriately
3. Rank
4. Dais
5. Assembled. Holding
6. Right (however the person presiding (i.e., mistress of ceremony) is seated to the left of the podium)
7. Right
8. Left
9. Made
10. First. Last Name.
11. Respectfully Submitted
12. Charter. Founders
13. Second
14. The maker of the motion
15. Sorority rituals
16. Based on local customs
17. On the outermost garment, nearest the body and closest to the heart (never on a lapel).
18. Right. Left. Sway
19. Secret. Publicly
20. Given to a family member, another soror or buried with the soror

ALPHA KAPPA ALPHA SORORITY, INC.
SOROR CODE OF ETHICS

In order to honor its Founders, maintain a standard that allows its members to serve as role models for young women and girls in the global community, preserve Alpha Kappa Alpha Sorority membership as a desirable and honorable affiliation, and to protect Alpha Kappa Alpha Sorority, Incorporated from harassment, ridicule, scandal or legal liability, I do voluntarily agree to observe the following rules of conduct:

- 1. To respect and comply with the Alpha Kappa Alpha Sorority, Incorporated Constitution, Bylaws, Manual of Standard Procedure, Protocol Manual, Membership Intake Manual, Rituals, other official handbooks and documents, as well as Chapter Bylaws and Rules of Order.*
- 2. To remain subject to the authority of the Boule and the Directorate.*
- 3. To respect our elected/appointed leaders and support them in conducting the business of Alpha Kappa Alpha Sorority, Inc.*
- 4. To present myself publicly in a way that reflects the high moral and ethical character of Alpha Kappa Alpha women, by:*
 - a. Obeying the law.*
 - b. Exercising good manners.*
 - c. Displaying concern for my appearance by following Alpha Kappa Alpha guidelines.*
 - d. Refraining from profanity, acts of violence, and criminal conduct.*
 - e. Exhibiting respect for other Pan-Hellenic Organizations by avoiding demeaning remarks or ridiculing them.*
 - f. Wearing identifiable paraphernalia only if conduct or circumstances will bring no negative repercussion to the Sorority.*
- 5. To demonstrate the high regard we have for each other as women and sorors by:*
 - a. Avoiding derogatory, demeaning and insulting remarks.*
 - b. Being polite, kind, honest, fair and conciliatory.*
 - c. Assisting with the special needs of elderly and disabled sorors.*
 - d. Keeping confidences and maintaining confidentiality.*
 - e. Refraining from acts of hazing, reporting its occurrence to the appropriate authority and demonstrating compliance with all aspects of the Alpha Kappa Alpha Sorority, Inc. Anti-Hazing Policy.*
 - f. Abiding by and actively supporting official Chapter and Sorority decisions even in the event of personal disagreement.*

6. *To work diligently to foster the programs of the Sorority and participate fully in meetings and conferences that enhance personal knowledge and improve sorority effectiveness.*
7. *To maintain integrity in financial matters related to the Sorority by:*
 - a. *Remaining current with all dues and financial obligations.*
 - b. *Following accepted financial procedures.*
 - c. *Avoiding the co-mingling of personal and Sorority funds.*
 - d. *Utilizing the tax-exempt status only as legally permitted.*
 - e. *Expecting that financial officers will maintain records, make them available for inspection and pass them on to succeeding officers and/or Graduate Advisors as required.*
 - f. *Purchasing only from officially sanctioned vendors at Regional Conferences and Boules.*
 - g. *Reporting the misappropriation of Chapter funds and/or property to the appropriate authority and taking the necessary action to protect or retrieve funds and/or property belonging to the Sorority.*
8. *To invite for Sorority membership only those community minded women of sufficient high moral and ethical character and scholarship who have true interest in serving Alpha Kappa Alpha Sorority.*
9. *To refrain from soliciting advertisements, endorsements and sponsorships that harm the image of Alpha Kappa Alpha Sorority or that conflict with its program concerns and values.*

I shall remain cognizant that others will judge the values and principles of Alpha Kappa Alpha Sorority by my personal deportment and conduct. Furthermore, should I attain a leadership position in Alpha Kappa Alpha Sorority, Incorporated that requires me to be an official spokesperson or public representative, I understand that my conduct must rise to the highest standard. Should my behavior compromise Alpha Kappa Alpha's image or the reputation of its members, I shall relinquish my position either of my own volition or when instructed to do so by my Chapter or the Directorate.

In promising to obey these rules of conduct, I acknowledge that the perpetuation of Alpha Kappa Alpha Sorority, Incorporated as an organization of women of high moral and ethical standards depends on my compliance.

*Revised August 2001
Ratified July 2002*

MODULE VIII

Mentoring

Topics Covered in This Section:

- Overview of Mentoring
- Types of Mentoring Relationships in Alpha Kappa Alpha
- Role of Mentors/Mentees
- Mentoring is.... Mentoring is not
- Mentorship – A Two Way Process
- Connections Build Our Chapters
- Leadership In Action
- Six Tips to establishing a Successful Chapter Mentoring Program
- Transitioning from Undergraduate to Graduate
- New Chapter Members – Reactivated, Transfers, New Initiates
- Suggested Activities for Mentors/Mentees
- Graduate Mentoring: Paving the Way for Leaders of Tomorrow

Exercises/Resources Included:

- Undergraduate/Graduate Mentoring Data Form
- Adopt-A-Soror Information Form
- “Secret Soror” Form

Presentation Suggestions:

(It is strongly suggested that specific sisterly relations activities be incorporated into this presentation to gain full effectiveness.)

- Use overheads or PowerPoint to present this workshop
- Use activities suggested in the Sisterly Relations Handbook

Reference Documents to Use:

- MIP Manual (Graduate and Undergraduate) (current edition)
- Sisterly Relations Handbook (current edition)
- Mentoring Handbook (current edition)

OVERVIEW OF MENTORING

Mentoring comes from the Greek word meaning to endure. It is defined, among other things, as a sustained relationship between two people. Mentoring is one of the oldest forms of influence between two people. Most adults can identify someone who had a positive and significant impact on their lives - someone who served as a role model or a guide and a source of support. As we seek to infuse the spirit and culture of Alpha Kappa Alpha throughout the organization, sorors are asked to be the source of wisdom for new, transferring, or reactivating sorors. The key to mentoring is a focus on wisdom.

Wisdom is more than having knowledge, but includes good judgment, understanding and perception. It does not mean that a person always has the answer, but can serve as a resource, a catalyst, a collaborator, a facilitator, an idea generator, a networker; someone who has learned from experiences and is willing to share lessons learned and wisdom gained from those experiences. Mentoring allows sorors to help other sorors with social, professional or personal choices. The purpose is not to tell the soror what to do or how to do it, but to provide a supportive and nurturing environment for a novice soror (new, transferring, or reactivating). The goal of mentoring is to have the mentor be someone who can listen for understanding and without judgment; someone who can ask the right questions. The mentor must also be able to ensure that the key values in any relationship are maintained and respected; that is privacy, honesty and integrity. Both the mentor and the mentee should expect that what is said between sorors stays between sorors. That is the only way that trust is earned and kept in the relationship.

It is also important that mentoring not be a one-way street with a giver and receiver. Both the mentor and the mentee should get something valuable from the relationship. Both should feel that their time is well spent and that they will grow and learn together. The mentor needs to feel that she is valued and mentee needs to feel that she is a vital part of the relationship. The mentor needs to be able to understand what the mentee is feeling and experiencing and be able to communicate and gently guide in the spirit of Alpha Kappa Alpha.

The spirit and culture of Alpha Kappa Alpha Sorority must be passed on to future generations. The mentoring program, fully and successfully implemented, can be the mechanism through which the torch is passed.

TYPES OF GRADUATE MENTORING RELATIONSHIPS IN ALPHA KAPPA ALPHA SORORITY, INC.

I. Graduate Soror to Graduate Soror Mentoring:

This type of mentoring relationship occurs within the graduate chapter between two graduate sorors. There are three circumstances that may give rise to the need for a mentoring relationship between graduate sorors.

- A. Sponsor to new member - A mentoring relationship exists between a sponsoring graduate soror and the new member she sponsors.
- B. Seasoned soror to reactivated soror - A mentoring relationship may exist between an active graduate chapter member and recently reactivated soror to that graduate chapter. Seasoned soror to recently graduated undergraduate member - A mentoring relationship may exist between an active graduate chapter member and a newly transferred member from the undergraduate chapter to the graduate chapter.

II. Graduate Soror to Undergraduate Mentoring:

This type of mentoring relationship occurs between an undergraduate soror in an undergraduate chapter and a graduate soror in a supervising graduate chapter. All undergraduates in a chapter. Should be assigned at least one mentor in the supervising graduate chapter throughout their tenure as undergraduates. There are four suggested ways that the graduate/undergraduate mentoring relationship can be structured.

- A. Graduate Chapter Officer to corresponding undergraduate Chapter Officer - The relationship may be structured by pairing graduate chapter officers to the corresponding undergraduate chapter officer.
- B. Graduate soror to newly initiated undergraduate soror - With newly initiated undergraduate soror, the relationship may be structured using one of the following methods:
 - 1. Graduate soror paired by current profession and undergraduate's career aspiration
 - 2. Graduate soror paired by shared interest with undergraduate soror
- C. Graduate soror to newly transferred undergraduate soror - Newly transferred undergraduate sorors using one of the above pairing methods.



ROLES AND RESPONSIBILITIES OF THE MENTOR

- Will you be available on a regular basis and maintain consistent contact?
- Will you be willing to discuss problems and will you be a good listener?
- Will you sincerely welcome the Mentee's interest and concern?
- Will you be open to feedback, working through important or strong issues?
- Will you accept information the Mentee provides without interpreting it as evaluation?
- Will you follow through on commitments and seek help when needed?
- Will you level with your Mentee about feelings that arise during the course of the relationship that are important and/or strong?
- Will you contribute ideas about options for solving a given problem?
- Will you do anything possible and appropriate to build a solid relationship
- Do you recognize the mutual respect and honesty are the foundation for achieving mutual commitment to mutual goals?

ROLE OF THE MENTOR

- **Teacher – imparts knowledge**
- **Counselor – encourages and supports**
- **Role Model – leads by example**
- **Reality Checker – source of feedback**

Guides a soror in assuming her rightful place

ROLES AND RESPONSIBILITIES OF THE MENTEE

- Will you be available to meet on a regular basis and maintain consistent contact?
- Will you be willing to discuss problems and will you be a good listener?
- Will you sincerely welcome the Mentor's interest and concern?
- Will you be open to feedback, working through important or strong issues?
- Will you accept information the Mentor provides without interpreting it as evaluation?
- Will you follow through on commitments and seek help when needed?
- Will you level with your Mentor about feelings that arise during the course of the relationship that are important and/or strong?
- Will you contribute ideas about options for solving a given problem?
- Will you do anything possible and appropriate to build a solid relationship?
- Do you recognize that mutual respect and honesty are the foundation for achieving mutual commitment to mutual goals?

ROLE OF THE MENTEE

- **Student - Identifies what she wants to learn and is open to learning**
- **Volunteer - Asserts herself; communicating her expertise and offering her skills**

Proactive in assuming her rightful place

Mentoring is...

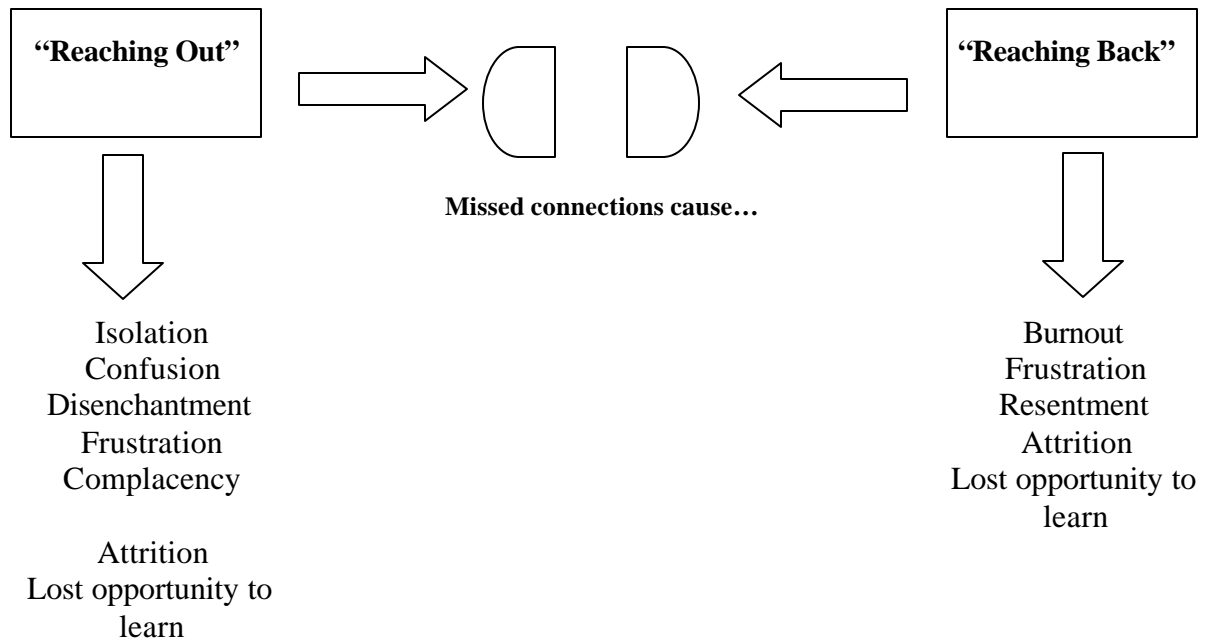
Overseeing and promoting the personal growth and contribution of another person, usually a more inexperienced person, through teaching, counseling, protecting and at times sponsoring.

Mentoring is not...

- Bossing
- Condescending
- Mothering
- Related to age
- Superior/Subordinate relationship
- Taking advantage of another
- Hazing/Power Tripping



Mentorship - A Two Way Process



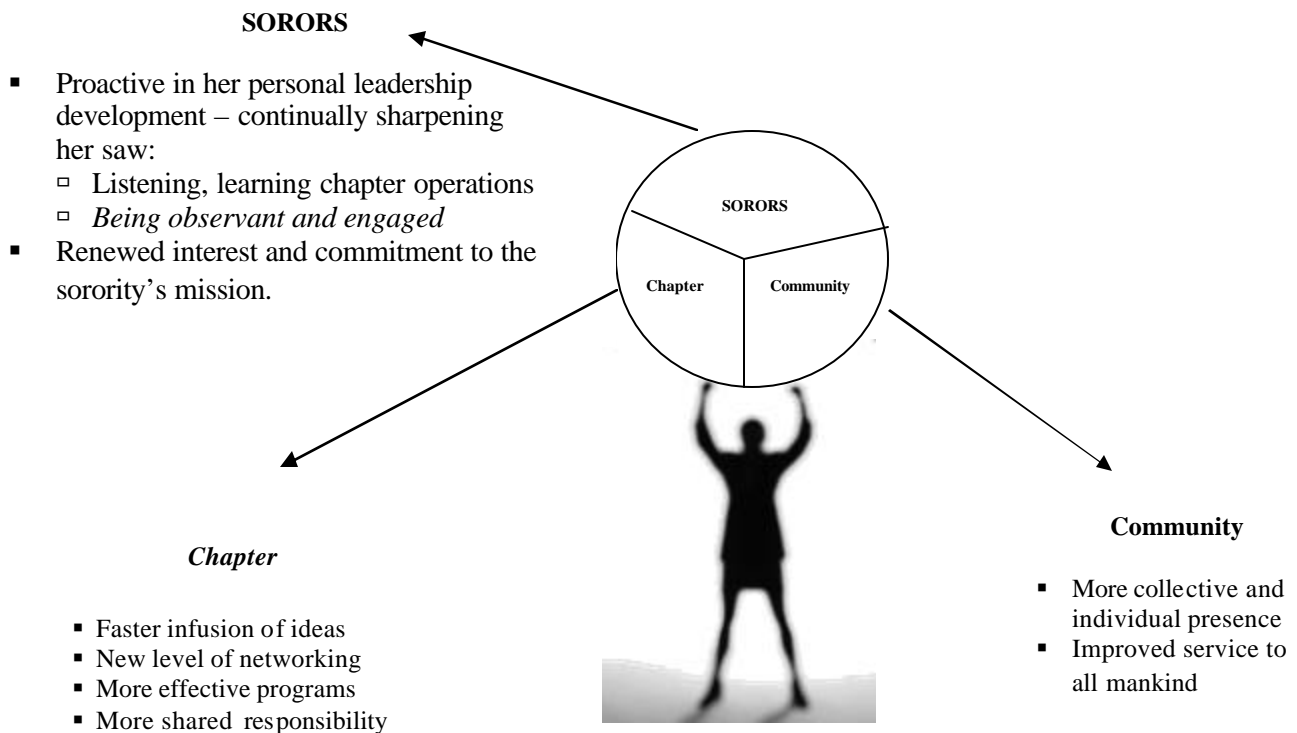
Connections Build Our Chapters



- Empowers all members
- Serves as a catalyst for leadership growth

Leadership In Action

Foster Leadership Development through Mentoring



Six Tips to Establishing a Successful Chapter Mentoring Program

- Organizational Fit – Design the program to align with the goals of Alpha Kappa Alpha.
- Clarity of Goals – Clearly define and communicate the purpose of the program.
- Training – Equip participants with tools that will highlight the importance of listening to foster understanding and empathy.
- Monitoring – Assign a chapter champion who regularly checks with each partner to determine how things are going.
- Evaluation – Perform periodic format evaluations for the program to identify areas of improvement.
- Mutuality – Mentors as well as mentees should receive a rewarding experience.

Transitioning from Undergraduate to Graduate

Alpha Kappa Alpha wants sorors to commit to a lifetime of active service. Establishing a relationship with Alpha Kappa Alpha at the graduate level will allow for continued growth and development, and nourish the bonds of sisterhood. However, establishing a graduate relationship can be frustrating and intimidating if the process is not completely smooth.

Eight Easy Steps to Transitioning from Undergraduate Soror to Graduate Soror:

1. Make sure all of your financial obligations to your undergraduate chapter are completed prior to graduation.
2. Fill out the Transfer Verification Form
3. Ask your Graduate Advisor to contact in-advance chapters in the area you will be located. This can serve as an informal introduction.
4. Send a letter of introduction to chapter Basilei in the area you will be located.
5. Visit chapter/s in the area you will be located.
6. Attend community activities and events that are sponsored by chapter/s in the area you will be located.
7. Once you have selected a chapter for which you wish to affiliate, be prepared to submit your Transfer Verification Form along with dues associated with the chapter. Many Graduate chapters waive dues for soror making this transition.
8. Ask to have a mentor.

SUGGESTED ACTIVITIES FOR MENTORS AND MENTEES

- Attend a Church Service or Bible Study
- Go Shopping
- Provide academic and tutorial support
- Secure resources, if needed for other Soror not presently serving as Mentor (e.g. job searching, preparing resumes, etc.)
- Attend university events
- Help with the development of future aspirations
- Serve as a catalyst for helping a young soror to comfortably bridge the gap of leaving and undergraduate chapter and immediately affiliating with a graduate chapter
- Attend sorority events together (e.g. Program Activities, Cluster Meetings, Regional Conferences, Boules)
- Go to lunch together
- Sit together at joint chapter meetings
- Discuss issues that impact the sorority
- Review and discuss the Constitution and Bylaws, Manual of Standard Procedure and Roberts Rules of Order, newly revised.
- Organize a “get to know your chapter soror” history activity for new sorors

Graduate Mentoring: Paving the way for leaders of tomorrow – Investing in the future of Alpha Kappa Alpha

The challenge in our world today is to inspire others to share their talents and expertise. Alpha Kappa Alpha supports and encourages leadership development. Your challenge is to create a culture where sorors can develop leadership greatness, personal greatness and organizational greatness.

A mentor is an experienced Sorority leader who is in a position to act as an advocate, friend, role model, nurturer, sponsor and coach. An important role of a graduate mentor is to encourage other graduate sorors to aspire for leadership roles in Alpha Kappa Alpha on the local, regional and national level.

As a mentor:

- Identify a soror with leadership potential that you would like to assist in becoming an effective leader in Alpha Kappa Alpha Sorority.
- Assist the soror in networking opportunities that would engage her in activities on the chapter, cluster, regional and national levels.
- Identify other graduate sorors throughout Alpha Kappa Alpha that can help you to create opportunities for your mentee.
- Develop and make available for your mentee opportunities to present her talents in arenas outside the local chapter where other sorors are in a position to recommend your mentee to others for workshops and collaborative projects.
- Encourage and have your graduate mentee attend cluster meetings, Regional Conferences, Boules, leadership workshops and special Alpha Kappa Alpha sorority activities on the local, regional and national levels.
- Encourage the mentee to become familiar with all Alpha Kappa Alpha documents.
- Identify best leadership practices that will assist your mentee in developing skills that will impact the organization.
- Create - at all times - an honest, trustworthy and confidential environment that allows openness of communication to exist.
- Be a knowledgeable resource and change agent for the mentee.
- Create memorable opportunities that will challenge and allow the mentee to leave knowing that she has gained wonderful experiences in preparing for leadership greatness.
- JOINTLY develop short and long-range goals that will be beneficial to the leadership development of your mentee.

As a mentee:

- Be proactive in the relationship.
- Show ability and desire to learn new skills.
- Accept responsibility for own development, decisions and actions.
- Take on new challenges and carry out tasks and projects at agreed times.
- Be available and open.
- Seek guidance and advice on your leadership development.
- Be willing to understand organizational culture.
- Be willing to invest time and effort in the relationship.
- Make sure your expectations and needs are clear.
- Prepare yourself for change.

INVEST IN YOUR SORORS BY BECOMING A MENTOR. TAKE THE TIME TO INSPIRE OTHERS TO SHARE THEIR TALENTS AND EXPERTISE. INVESTING IN FUTURE SORORITY LEADERS KEEPS ALPHA KAPPA ALPHA A PREMIER ORGANIZATION.

Alpha Kappa Alpha Sorority, Incorporated

INSPIRING AND PAVING THE WAY FOR LEADERS OF TOMORROW

Mentor_____

Mentee_____

Goals:

1. Secure and introduce to the mentee essential Alpha Kappa Alpha governing documents.
2. Create opportunities for the mentee to participate in Alpha Kappa Alpha workshops on the local, regional and international level.
3. Identify sorors that will give your mentee experience on planning, organizing and participating in activities that will allow her to utilize her skills and talents.
4. Encourage your mentee volunteer to join the standards committee on the chapter level.
5. Have your mentee attend the standards workshops on the cluster, regional and international level.
6. Engage your mentee in social activities that will assist her in the art of Alpha Kappa Alpha networking.

Suggested Action - Mentoring Projects

- A. Convince the mentee to actively participate on local chapter committees, chair events and run for local chapter offices.
- B. Invite your mentee to join you in attending leadership workshops on the local, regional and international level
- C. Create opportunities where the two of you can thoroughly discuss and interpret Alpha Kappa Alpha documents by applying them to realistic situations.
- D. Help your mentee to become a delegate to various conferences.
- E. Have your mentee observe Alpha Kappa Alpha chapter meetings and share observations related to agenda implementation, meeting management, parliamentary procedure, financial procedures, etc.
- F. Encourage her to volunteer/offer her talents and expertise to Sorority leadership, as appropriate.

Alpha Kappa Alpha Sorority Inc.

Graduate/Undergraduate Mentoring Data Form

GRADUATE INFORMATION:

Name

Address

City

State

Zip

Phone

(Home)

(Office)

E-Mail

Fax

Occupation

College Attended

Special Interests/Hobbies

UNDERGRADUATE INFORMATION:

Name

School Address

City

State

Zip

Phone

(Campus)

(Home)

E-Mail

Permanent Address

College Attending

City

State

Zip

Major

Classification

Special Interests/Hobbies



SECRET SOROR

Birthday, Valentine's Day, St. Patrick's Day,
Easter, Mother's Day, Christmas

1. NAME: _____

2. Birthday:

3. Anniversary date (wedding):

4. Initiation date and name of Chapter initiated:

5. Place of employment/Job Title:

6. Favorite foods:

7. Favorite colors:

8. Favorite celebrities or well-known personalities (i.e. actor, singer, dancer, author, athlete):

9. Dislikes:

10. Interests/Hobbies:

11. Memorable AKA Experiences:

12. Please list below other information you wish to share with your *secret soror*!

Adopt-a-Soror Information Form

This form will be used to obtain information from the soror who will be adopting a soror **and** from the new chapter soror who will be adopted. The information provided will be helpful when pairing sorors for the “Adopt-a-Soror” program. Space is provided if you wish to provide more information than requested.

I am completing this form: **To “Adopt-a-Soror”** _____ **To be adopted** _____

Name _____

Address/Zip _____

Phone Numbers: **Home** _____ **Cell** _____ **Work** _____

Email Address _____

Birthday _____

Husband/Children _____

Chapter/Year Initiated _____

Name/City/Year of last chapter affiliation _____

If applicable, please indicate your office in the Sorority _____

Please answer all that apply:

Current Occupation _____

Hobbies or Special Interest _____

Community Service Involvement _____

Chapter Committee Involvement _____

Miscellaneous _____

"Our most practical and
satisfying way of getting
things done is still
together.....

There's a network of helping
hands behind every genuine
//
success.

Barbara Sher
Author of *Wishcraft*
and Organizer of "Success Team

