

# Being a Great Chapter Representative

By Melissa McGavick, WBN Cranberry Chapter Member, WBN President of the Board 2009 -2010

A good Chapter Representative is the ambassador for successful WBN chapter. Good listening and communication skills and the ability to work with all personality types are key skills required for this position. The Chapter Rep attends the monthly Chapter Rep meeting and is often called on by the Board of Directors to participate in organization wide initiatives.

Each chapter differs slightly in the terms a Representative is elected to serve. Traditionally, the role has been a 12 month term. However some great Chapter Representatives have had to leave during the term or have busy seasons that prevent them from serving particular seasons (like a CPA during tax season).

Some chapters elect officers for 3 or 6 months just to fill the role. To some the thought of a 6 or 12 month commitment can be intimidating. Another option holding chapter elections every 3 months giving the chapter the option to reelect the officer for another 3 month term, up to one year total.

The following checklist shows the activities and events the Chapter Representative is responsible for addressing throughout her term. Although the list may appear daunting on paper, if the Representative is organized, the whole process takes an average of less than two hours per month.

## When first elected as Representative:

- Meet with outgoing executive committee and obtain files from outgoing representative.
- Meet with new executive committee to create a Chapter Challenge Success Plan.
- Download all chapter leadership materials from website and read it.
- Attend live WBN Chapter Leadership Training program.
- Watch recorded trainings from Chapter Leadership Training if you didn't attend the most recent live event.
- Observe who in chapter would make a good representative and encourage her to consider it for the next term.

## Every meeting

- Prepare concise presentation of any part of the chapter meeting you will be facilitating, keeping within the time allotted on the agenda.
- File any membership change forms.
- Submit new members for membership and send completed application and checks to WBN Post office box.
- Officially greet all visitors and guests.
- Have membership marketing materials and applications available.
- Able to explain the benefits of membership and assist with application procedures.
- Present any potential members who have made application for voting by membership, keep within time allotted on agenda

- Welcomes the new members and sets up expectation for membership.
- Assign the new member a mentor or sets a meeting go through new member orientation.
- Learns from Secretary about any absences that may need to be discussed.

## Once a Month

- Work with Chapter Secretary in completing chapter challenge report.
- Attend the chapter Representative Meetings and take notes to report back to chapter
- Prepares a concise presentation of Chapter Representative Report for chapter meeting staying with time allotted.
- Post to the chapter blog on the WBN website.

## Once a Quarter

- Attend chapter executive committee meeting. Held once every three months to make sure things are going well within the chapter.
- The last month you are Representative meet with incoming executive committee and give files to newly elected representative. Help prepare new representative for office.
- Check chapter information on WBN website and make sure information is current.



**About the Author:** Melissa McGavick is President of McGavick Interactive Training, and a professional public speaker. Typically she works with successful business people who want to develop their public speaking and communication skills, leadership potential, and sell their ideas or products more effectively. She can be reached at by phone at 412-400-3414. More information is available at [www.mcgavick.net](http://www.mcgavick.net). Melissa has served as a Chapter Rep and Chapter Chair of the Cranberry WBN chapter, chaired ten different WBN committees, served as both Vice-President (2008-2009) and President (2009-2010) of the WBN Board of Directors. In 2008 she was selected as the WBN Woman of the Year. Melissa has also served in the top leadership positions in four other non-profit organizations, including the Pittsburgh chapter of the Downtown Women's Club, Women Entrepreneurs in Business, Women Think P.I.N.K., and Toastmasters International District 13.

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