2021/2022

BNI

®

BNI CHAPTER SUCCESS MEETING MANUAL
MEETING AGENDA
ROLES AND INSTRUCTIONS

LEADERSHIP TEAM AND CHAPTER CONSULTANTS

RUNNING A CONSISTENT MONTHLY
CHAPTER SUCCESS MEETING WITH ALL
ROLES IN ATTENDANCE IS ONE IMPORTANT
KEY TO SUCCESS FOR A CHAPTER.

Chapter Success Meeting Agenda

In preparation for the meeting, copies of the following reports should be available during the meeting:

- **Chapter Success Meeting Report – blank**
- **Chapter Success Meeting Report – last month**
- **Chapter Visitor Report – BNI Connect®**
- **Chapter Roster Report – BNI Connect®**
- **Chapter Traffic Lights – BNI Connect®**
- **Membership Dues Report – BNI Connect®**
- **Member Traffic Lights Report - Emailed First Week of the Month**
- **Seven Month Review (as many as needed)**

AS THE MEETING BEGINS FILL OUT THE CHAPTER SUCCESS MEETING REPORT:

- Enter the chapter name, your name and date
- Enter the names of the people in attendance
    - o **The Vice President and Membership Committee should attend for the whole meeting.**
    - o **The President, Secretary/Treasurer and Visitor Host Coordinator (optional) will attend through the Passport to Success Progress agenda item.**
    - o **The Mentor Coordinator will attend through the Member Traffic Lights Report review.**

AGENDA
The President facilitates the first half of the meeting.

1. **Review Action Items From Last Meeting**
    a. The Vice President reads from the previous month's Chapter Success Meeting Report any action items documented.
    b. Each person who received an action item from the previous meeting reports on the status.

2. **Review Visitor Attendance**
    a. The Secretary/Treasurer or Visitor Host Coordinator reports the number of visitors in attendance last month.
    b. The Secretary/Treasurer or Visitor Host Coordinator states, by name and category, the visitors who submitted applications.
    c. The Secretary/Treasurer or Visitor Host Coordinator states, by name and category, the visitors who could convert to members with some additional follow up.

3. **Membership Review**
This information can be pulled from the Roster Sheet dated the previous month.
    a. The **Vice President** or assigned **Membership Committee Member** reports the number of new members last month and mentions them by name.
    b. The **Vice President** or assigned **Membership Committee Member** reports the number of dropped members last month and mentions them by name.
    c. The **Vice President** or assigned **Membership Committee Member** discusses with the attendees the net growth for the previous month. The goal of the chapter should be net one if the chapter wants to remain the same size and net two or more if the chapter wants to be on a growth path.

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4. Reports Review:

Reports needed include the Chapter Roster Report and Chapter Traffic Lights

a. Review the Chapter Roster Report to determine if the chapter has a complete Leadership Team. If not, the Leadership Team Members with open roles should fill those roles within the next month.

b. Review the Chapter Roster Report to determine how the chapter performed in the three-month PALMS. It is important to look at this trend compared to the Chapter Traffic Lights to see if there is a change in performance. The Chapter Traffic Lights shows the last six months which makes it hard to see recent trends.

c. Review the Chapter Traffic Lights. The chapter should have the goal of being in the top percentage bracket in all areas if possible. Depending on the size of the chapter and the goal for inviting visitors, it may be acceptable

5. Other

a. Should the chapter be looking for another venue? How are venue relations?

b. How can concerns be addressed before they become written complaints?

c. How did the weekly meeting look to the Director Consultant?

6. Passport to Success

a. Discuss each member by name and his/her progress through the program generally.

b. Discuss in detail new members who are not on track. Brainstorm ideas to help him/her get back on track.

At this point the President, Secretary/Treasurer and Visitors Host leaves the meeting.

The Vice President facilitates the rest of the meeting.

7. Member Traffic Lights based on the Power of One

a. Look at the distribution of green, yellow, red and gray. The goal is to have as many people as possible in the green. What can be done to move people from the yellow to the green, from the red to the yellow and gray to red? How can the Education Moments be used to improve member performance?

b. For the members in the bottom three positions. What can be done to help them improve performance? **Note:** There is a misconception that new members can be in the gray without alarm. If the new members are actively involved in the Passport to Success Program, they will be in the yellow (completing Member Success Program for CEUs, completing one to two One-to-Ones per week and attending meetings regularly achieves 60 points).

c. Discuss how the Mentor Coordinator can help support getting these members more engaged.

At this point the Mentor Coordinator leave sthe meeting.

8. Seven-Month Review

This information can be found on the Membership Dues Report.

   a. Who is up for renewal in the five months?

   b. Who is the best person on the Membership Committee to have a one-to-one conversation with the member? This person needs to have a relationship but not be so close that the conversation can't be constructive

   c. Complete the top portion of the Seven-Month Review for each person up for renewal in five months.

9. Approving Renewals

This information can be found on the Membership Dues Report.

   a. Who is up for renewal in the next 60 days?

   b. If the person is going to be renewed, it can be communicated immediately.

   c. If a person is not going to be renewed, it must not be a surprise. It is important the Seven-Month Review reflected the member had many development opportunities. If it would be a surprise to the person, a coaching conversation must be had in the next 30 days to explain the situation. The final decision on non-renewal should happen on or around the member's renewal date.

   d. It is important that the BNI Regional Office knows the person is not going to be renewed so that administrative processes like reminders can be stopped. Please

10. Progress of Written Complaints (if applicable)

   a. All written complaints should be handled upon receipt. This is the time for the Membership Committee to review status and determine next steps to urgently complete review processes.

   b. Has the Secretary/Treasurer had any issues with people paying Chapter Dues that need to be addressed?

11. Recommendations for the Chapter President

Add any action items for the President here. Ensure they are communicated to him/her immediately after the meeting.

12. Recommendations for the Director Consultant

Add any action items for the Director Consultant here. Ensure they are communicated to him/her immediately after the meeting.

Chapter Success Meeting Form

Chapter: _____   Scribe: _____   Date: _____

In Attendance:

1. _____   4. _____   7. _____

2. _____   5. _____   8. _____

3. _____   6. _____   9. _____

	Result	Action Item
☐ Review action items from last meeting		
☐ Review Visitor Attendance Number of visitors in the last month? Who has applied? Who needs follow-up?		
☐ Membership Review Number of new members last month? Number of dropped last month? Net growth last month? (goal net 1 per month)		

☐ Reports Review
  ☐ Chapter Roster Report
  ☐ PALMS Data on Roster Report
  ☐ Chapter Traffic Lights
	☐ Full Leadership Team?	

	Result	Action Item
☐ Other		
☐ Passport to Success Progress Name: _____ Name: _____ Name: _____ Name: _____		
At this point the President, Secretary/Treasurer and Visitor Host Coordinator leave the meeting.		
☐ Member Traffic Lights Report based on Power of One Review Name: _____ Name: _____ Name: _____	☐ How can you help members in the gray/red?	
At this point the Mentor Coordinator leaves the meeting.		
☐ Seven-Month Reviews Name: _____ Name: _____ Name: _____ Name: _____		
☐ Approving Renewals Name: _____ Name: _____ Name: _____ Name: _____	Is he/she going to renew? ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	
☐ Progress of Written Complaints		

☐ Recommendations for the Chapter President

☐ Recommendations for the Director Consultant