

ORGANIZATIONAL EFFECTIVENESS

Fostering a Positive Culture



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Organizational Effectiveness (OE) provides support and resources that foster positive cultures and strengthen the bonds of friendship. In our role we analyze data from Western Area chapters provided through surveys and gauge the temperature of chapters. All chapters should have appointed a sister who can help implement healthy chapter tools that she created or were provided by the Western Area (WA) OE team.

During this time of year we often reflect on how grateful we are to have family and friends to celebrate the holidays. Count your blessings and take pride in our organization. Your contribution in your chapters makes a big difference in each other's lives and the communities we serve. Our team hears the good stuff and the not so good stuff in our chapters but know overall we are blessed to be able to give back with likeminded sisters and often need to approach our organization with that in mind. Overall, the Western Area is shining with healthy chapters; but any healthy person or organization needs to be introspective and work on areas that could use some improvement. Our survey has provided great data from which to glean our fine tuning opportunities. Thanks to all of you for participating in the survey!



The Results Are In!!!!

The Western Area survey was distributed in October to all Western Area members as well as Alumna. The objective of the survey was to provide demographic data for all Western Area chapters and evaluate four areas which included: operating effectively, friendship, optimizing return on investment, and utilization of each member's skills. The survey results were sent to your chapter leaders in November, and they will share your chapter results if your chapter received over a 50% response rate. Share with your OE Chair any ideas you have to improve chapter effectiveness based on the survey results and feel free to get creative.

Congratulations to the Trinity (TX) Chapter for 98% survey participation!! The chapter is well on its way towards an award at the 2019 Western Area conference in Austin!

Key data for Western Area

- 19% of WA chapter members will be seeking alumni status in the next 3 years. This would indicate that all chapters should review their specific survey results and understand your member's intentions. Keep in mind that Alumna status will impact the chapters financially and continue to think about Intake and chapter sustainability
- 65% of the Links are married – Most chapters need to develop activities that include Connecting Links and Significant Others. Members expressed a desire for broader friendship activities
- 58% of members work full time – This statistic indicates that programming activities need to be

scheduled at a time that is convenient for all members

- 14% are transfers and that number is likely to continue trending. All chapters need to develop a formal mentor program for new members as well as transfers
- 77% of Chapters feel that there is favoritism among its membership. Leaders need to make a conscientious effort to reach out to all members and not just a select few. The WA OE committee will work in concert with chapter OE Chairs with tools that will help in that effort



We Hear You!

Most of the open ended comments were related to members reading reports prior to the meetings, and shorter chapter meetings. A long chapter meeting does not mean it is effective. Most chapter business can be accomplished within two hours, if it is well organized. Members expressed that committee meetings should be organized, focused, and presented concisely at chapter meetings. Many Link sisters asked for additional leadership and succession training.

Members submitted open ended comments with useful and meaningful recommendations which we deeply appreciate. Chapter leaders should have received the open ended comments with their results and the Western Area is taking some of the ideas into consideration to be used in webinars and future chapter training. Below are a few of the open ended comments members submitted:

“Just relax some to make sure we enjoy being a Link”

“Treat one another with respect and kindness. Prepare ahead of time for the meetings by reading the reports and the minutes. Learn Roberts Rules of Order.”

“It feels like instead of focusing on friendship and actually helping others, we are now expected to become statistician's data divers, and data task masters, which is stressful.”

“Prioritize friendship, Connecting Links, and Heir O' Links.”

“Everyone participating! Offer incentives! Create purposeful activities. Expect "All" members to be involved....”

The comments were very robust and we would like to continue hearing from you. Dive into your chapter's survey results and see how your chapter can be the best it can be. The OE Committee would like to thank you for all you do in your chapters and your community! Have a happy and safe holiday season!

In friendship and service,

Link Beryl