Ron Pearce Video on the Secret Sauce for increasing Membership

https://www.facebook.com/watch/?v=359863984959157

# Welcome

Rotary District 7750 Membership Summit

## Please add your comments to our Graffiti Boards at the side of the room before 9:00





# Welcome

**Rotary District 7750 Membership Summit** 

## Joyce Morin

District Governor 2022-23

## **Carol Burdette**

**District Membership Chair** 







## Membership Matters

It starts with the Invitation





An invitation to join Rotary can begin with a simple conversation Inviting Members with Confidence



- Be sincere in your ask
- Ask yourself what would this person gain from becoming a Rotarian
- Know what makes being a Rotarian exciting
- Understand the next steps in the membership process
- Be prepared to talk about why you joined and why you stay in Rotary
- Close the loop-Be Comfortable

## Rotary Elevator Speech



- Start by making a personal connection
- Share what Rotary does in the community
- Share your club Value Proposition
- Provide a summary of Rotary's mission
- Explain what makes Rotary unique
- Finish with handing them your business card
- Get the potential member's phone or email so that you can stay in contact

## "Alone we can do so little ; together we can do so much."

Helen Keller



# ...It's for the WORLD NEEDS MORE Rotary

### Why should we want to retain and grow our Rotary Club's Membership?

#### You should leave the Membership Summit with:

- Inspiration and motivation to grow membership.
- Ideas for retaining members.
- Ideas for attracting members.
- Detailed membership data about your club.
- A draft of a Club Membership Plan and action tips to help execute.

## Part 1 – Member Retention





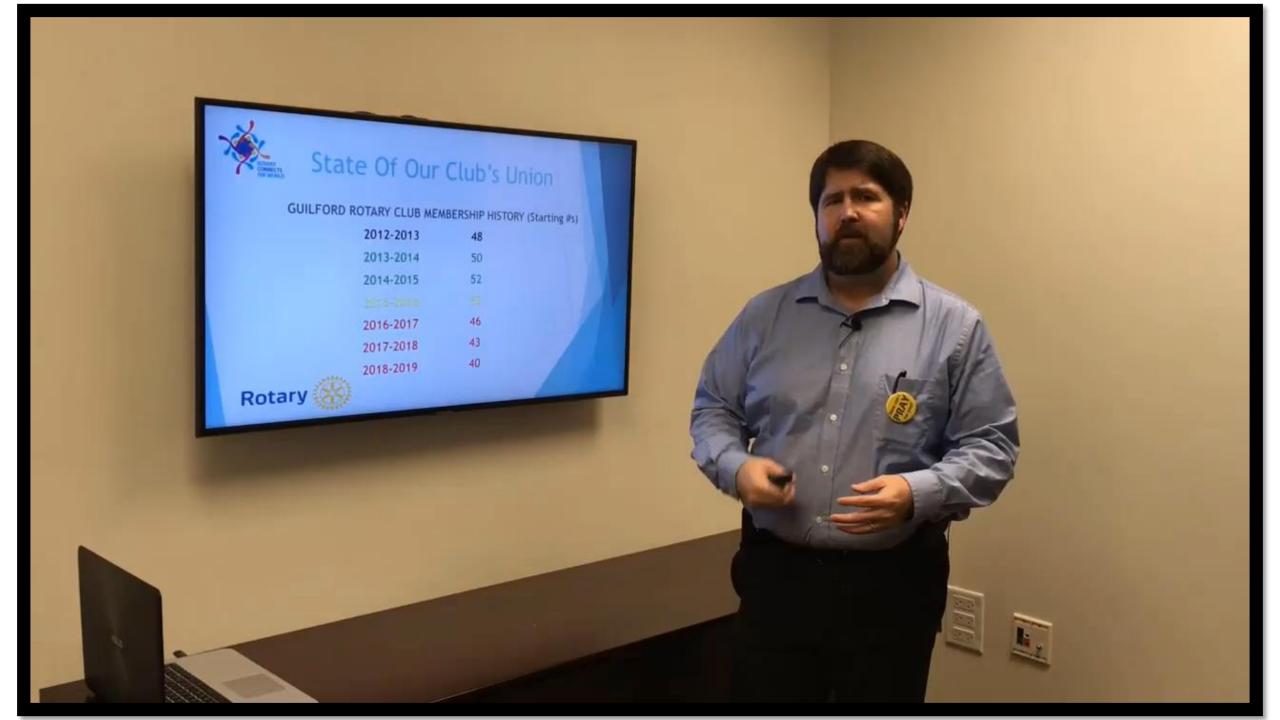
Most Financially Sound Largest Most Powerful Networking Service Organization

Whose flag is recognized in more Countries than any other flag in the world

#### Every minute of every day Rotary:

- \* Feeds someone
- \* Houses someone
- \* Vaccinates someone
- \* Performs surgery on someone
- \* Comforts someone
- \* Provides clean water to someone

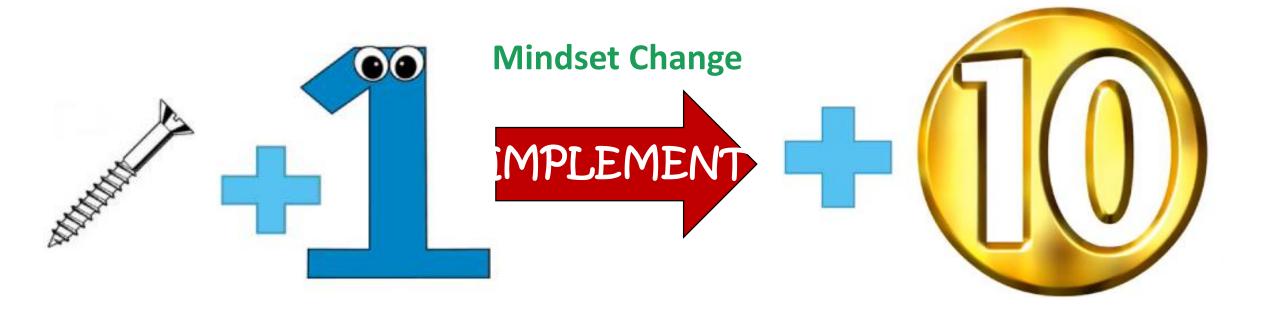
### **THIS IS ROTARY!**





### about

### **Membership Retention and Growth**





## **Culture Change Strategies**

- Communicate A Wake-up Call Meeting
- Create a Crisis
  - Showed Membership Data
  - Explained what needed to change
- Create a Coalition "The Originals"
- Assessment The P.T.S. was

### How to revive a Loss of Passion & Purpose?





## **Engaging Members**

## **Cara Hamilton**

Rotary Club of Anderson District 7750 C.A.R.T. Chair

#### Rotary Club Health Check – Member Satisfaction Survey

- Clubs can find this survey on the District Website – www.rotary 7750.org
- Create the survey in Google Forms



### ROTARY CLUB HEALTH CHECK

tinyurl.com/rotaryhealthcheck



Just as routine doctor's visits help us identify health risks before they become serious, a club health check can diagnose problem areas and prescribe remedies.

By using this health check, you're taking a step to maintain your club's health and preserve its value for members and the community.

Place a check mark in the boxes next to the statements you consider to be true. Then act on the suggested remedies for any problem areas you've identified.

### **Engaging Members**

#### **New Member Orientation**

Formal or informal time set aside outside the normal meeting to onboard and educate prospective, new, and "nearly-new" members about RI and their Club



#### **Discover Rotary**

Potential and "New" members

Tour of Rotary

Potential, new and nearly-new members

- Create a "passport" and have numerous "stops"
- Fun, Food, and Fellowship
- Explain the Club's DNA
- Explain about the connection and impact of Rotary International
- Door prizes

## **Engaging Members**



#### **Red Badge Program**

- New member identification by way of a red notation (varies) on their name tag
- Ask new members to complete a list of "Rotary" learning tasks with the goal of helping them learn more about RI and the Club
- New members become more engaged and connected in Rotary when they understand: our Structure our Foundation and our Strategic Vision

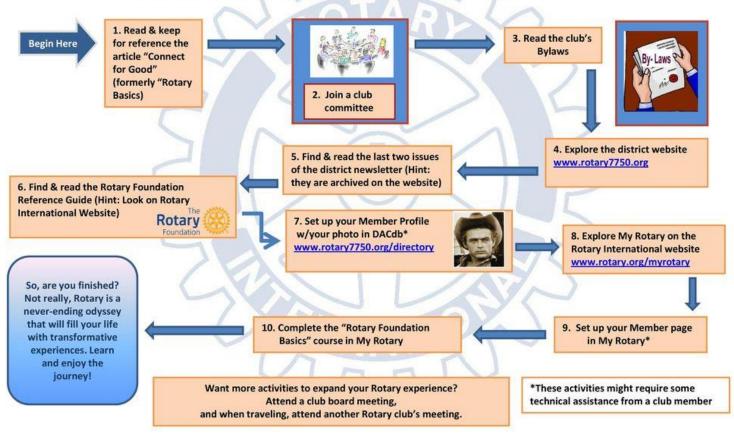
#### **Member Scavenger Hunt**

- Similar to the Red Badge Program
- The "hunt" involves a list of interesting and fun activities that new members are asked to complete.
- Completion of the hunt will expand members knowledge about RI, the organization structure, and opportunities of service and networking.

#### Scavenger Hunt



Welcome to the Rotary new member scavenger hunt! Although not mandatory for your admittance to the club, we hope you will find this activity interesting and fun as you navigate Rotary to become more knowledgeable about Rotary and its service to mankind. Completion of the hunt will expand your knowledge about the opportunities of Rotary service and the organization of Rotary International, the district, and the club. The club membership chair will act as your guide throughout this process; however, any club member will be happy to help you as well.



## Rotary





**RELEVANT** Achieving through RELATIONSHIPS with each other & with communities



**OPPORTUNITIES** Opportunities for working differently

TRAINING

Growing and developing oneself



AGILE LEADERS Being flexible and adaptable to new developments

**REAL COMMUNITY IMPACT** Assessing the needs of the community and making a difference

#### Y

Mentoring and collaborating by giving them a voice

YOUTH FOCUSSED

#### **Engaging club meetings**

- Make personal connections and contacts
- Invite members to get involved Help them find the right fit.
- High energy, well organized and informative meetings/programs
- Let members know you miss them when they miss a meeting
- Send birthday cards to members the month of their birthday

#### **Engaging Members**

#### Fun and Fellowship at club meetings

- Welcome members and guests at the door
- Ice breakers at the beginning of each meeting
- Member Spotlights
- Fundraising, service, and social events at the normal club meeting







## Fellowship and Action Groups



Encourage members of your club to get involved in Rotary activities beyond the club experience.

Rotary Fellowships are international groups that share a common passion.

Being part of a fellowship is a fun way to:

- make friends around the world,
- explore a hobby or profession,
- and enhance your Rotary experience.

https://www.rotary.org/fellowships



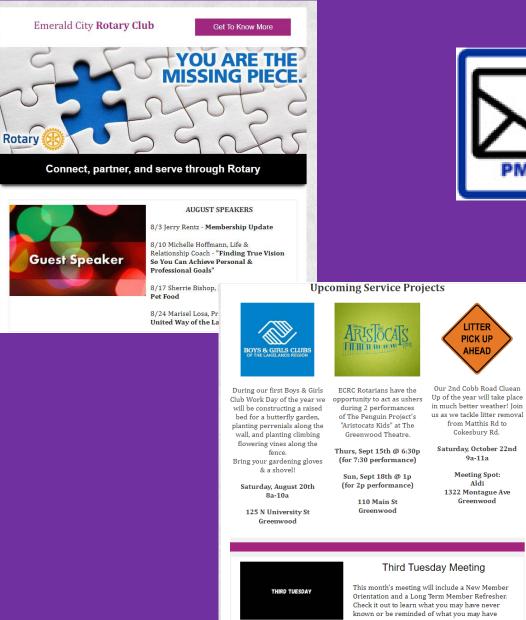
## **Club Internal Communication**

**Engaging Members** 

# Rachel Strayer

### Emerald City Rotary Club







PICK UP AHEAD

9a-11a

Meeting Spot: Aldi 1322 Montague Ave Greenwood

#### Third Tuesday Meeting

This month's meeting will include a New Member Orientation and a Long Term Member Refresher. Check it out to learn what you may have never known or be reminded of what you may have forgotten As always guests are welcom

Engaging Members –

How do you keep your members informed about club activities and members?

Pmail

- Club
  - Newsletters
- Facebook
- Instagram
- Phone calls



Promote your club. Inspire your members

> DACdb for Stories and Newsletter/bulletin templates

Rotary Brand Center for logos and more templates



## How does Rotary bring Value to Our Life?

## Renee Stubbs

Rotary Club of Newberry District Governor Elect RLI District Chair



### WHAT IS ROTARY?

BBQ Fundraisers



Helping the community

What you see before joining

Teamwork and communication skills

> New friendships and connections

Speaking and professional development opportunities

Design by

What you see once you join **Opportunities** for collaboration and networking

International aid, travel and worldwide friendships

Rotar

What does your Rotary club do?

To attract and keep members you need to be able to explain what you do.

### Rotary Club Value Proposition

- A value proposition is a simple statement that summarizes why a community member would choose your Rotary club vs. another service organization or even the Rotary Club across town.
- It communicates the clearest benefit that a community member or even current Rotary members receive by joining or staying in your club.
- A value proposition statement should consist of Relevancy Quantified value Differentiation







In our community and throughout the world

• Why should you join or stay in our club?

A value proposition is a promise of value to be delivered.

• Are all of your members on the same page about why people might want to join or stay in your club?

#### ACTIVITY:

7 min. - Write on chart paper your club's Value Proposition Statement Put it on the wall when finished.

During Breaks and Lunch read and comment on the posters



## Something to think about

Question:

Could a member leave your club because it no longer resonates with them?

Could the original value proposition become out of date and no longer relevant?





## Mid Atlantic RLI

 $\mathsf{MD} \bullet \mathsf{DE} \bullet \mathsf{DC} \bullet \mathsf{WV} \bullet \mathsf{TN} \bullet \mathsf{VA} \bullet \mathsf{NC} \bullet \mathsf{SC}$ 

#### www.rli33.org

### Rotary Leadership Institute as a Retention Tool

RLI is the best kept secret in Rotary.

**Informed Rotarians are involved Rotarians** 

Your knowledge of the History of Rotary, our Foundation, and vision will help to enable Rotarians to have a deeper impact on your community and the world.

Find Your Passion in Rotary!

## **O IMAGINE ROTARY**

Time for a Break 10 minutes



### **AVENUES OF SERVICE**

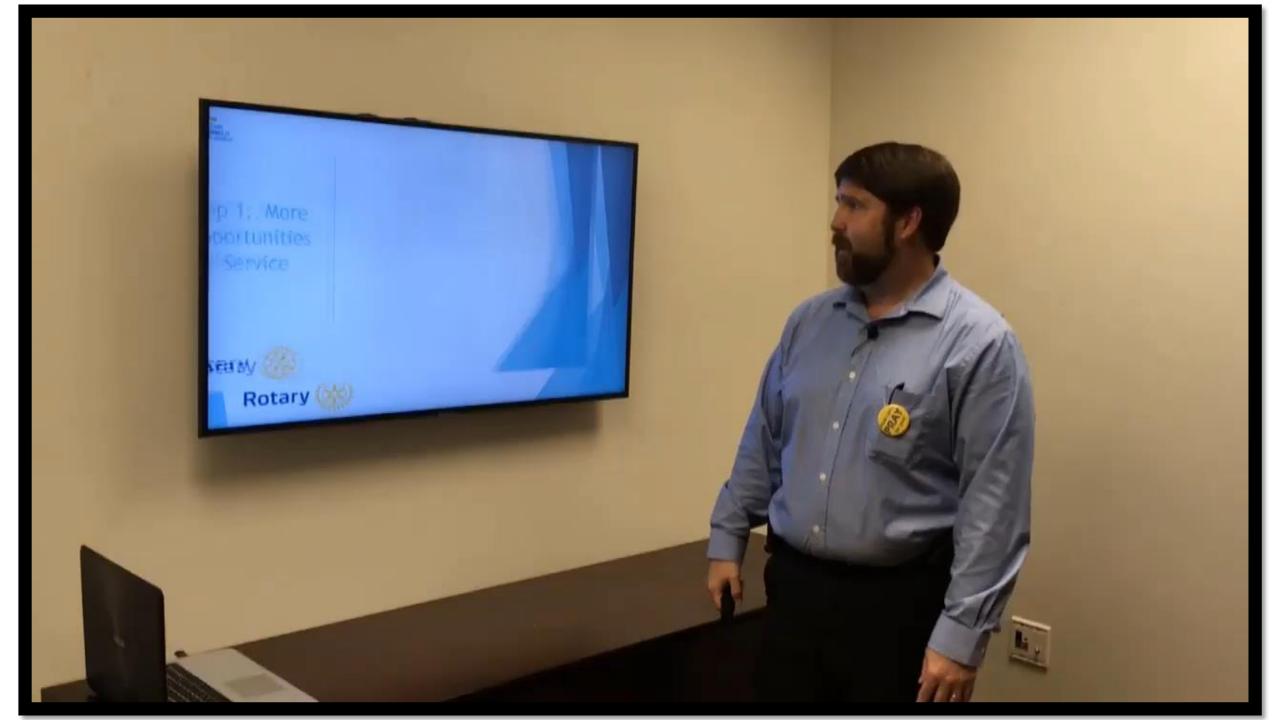
Channel our commitment to service at home and abroad through five Avenues of Service.

	<b>CLUB SERVICE</b> focuses on making clubs strong.		<b>VOCATIONAL SERVICE</b> calls on every Rotarian to work with integrity and contribute		
		their expertise to the problems and needs of society.			
<b>COMMUNITY SERVI</b> encourages every Rotarian find ways to improve the quality of life for people in their communities and to serve the public interest.					
INTERNATIONAL SERVICE         exemplifies our global reach in         promoting peace and understanding.					

## Service for Member Engagement

### **Rotarians at Work**

Rotary 🛞 🔅 IMAGINE ROTARY



### **Service Projects for Member Engagement**

Spring Sing Pleasantburg Dress a Child Pleasantburg





### Fundraisers for Member Engagement

Oyster Roast Rotary Club of Clemson





### Fellowship for Member Engagement

### Summary for Retaining Members

- Upgrade the Club Experience
- Create Meaningful Service Projects
- Microprojects 30 minutes or less

Something the least physically capable can do

• Fun and Fellowship Events

North Spartanburg Coloring Book Project

# Start with Rotary and good things happen.

### • 15 minutes

- Talk in Groups of 4 and share how your club engages ALL members from the new members to the "Originals", participates in RLI and handles internal communication
- Write ideas on chart paper.
- Select a few to share with whole group.
- Put on wall next to your proposition statement

# **Group Activity**



#### MEMBERSHIP

### ROTARY'S MEMBERSHIP EXPERIENCE

Why do people join Rotary? What makes them stay in their clubs, and what makes them leave? Rotary conducts the Membership Experience Feedback Survey every year to better understand the needs, interests, and engagement of our members. The most recent survey offers insights on prospective, current, and former members.

#### PROSPECTIVE CURRENT FORMER MEMBERS MEMBERS MEMBERS ••••• WHY THEY JOIN ••••• ••••• WHY THEY STAY ••••• .... WHY THEY LEAVE •••• Participate in local service Participate in local service Cost or time projects 40% projects 46% constraints 34% Participate in international Enjoy friendship and Club environment and service projects 31% fellowship 41% culture 32% Connect with people outside Gain personal development and Unmet expectations 17% training opportunities 27% their work and social circles 29% AGE GENDER AGE GENDER GENDER 78% 60% 67% 32% 35% 44% 27% 27% 22% 24% 24% 21% FEMALE FEMALE FEMALE MALE MALE 50-59 69-09 40-49 50-59 69-09 20-29 30-39 40-49 MALE +02 .... WHAT YOU CAN DO.... ••••WHAT YOU CAN DO•••• ••••WHAT YOU CAN DO•••• Assess your club Contact them when they **Display leadership in action** express interest Be a vibrant club Work on building a diverse club Give them a positive Practice flexibility and innovation Engage people at all stages orientation experience of membership Engage them in local and international service projects Read more about the survey results in the Global Executive Summary. Gender breakdown reflects participants who did not specify a gender. Age breakdown includes only the top three responding categories. Respondents were asked to rank in order of preference and could respond to more than one.

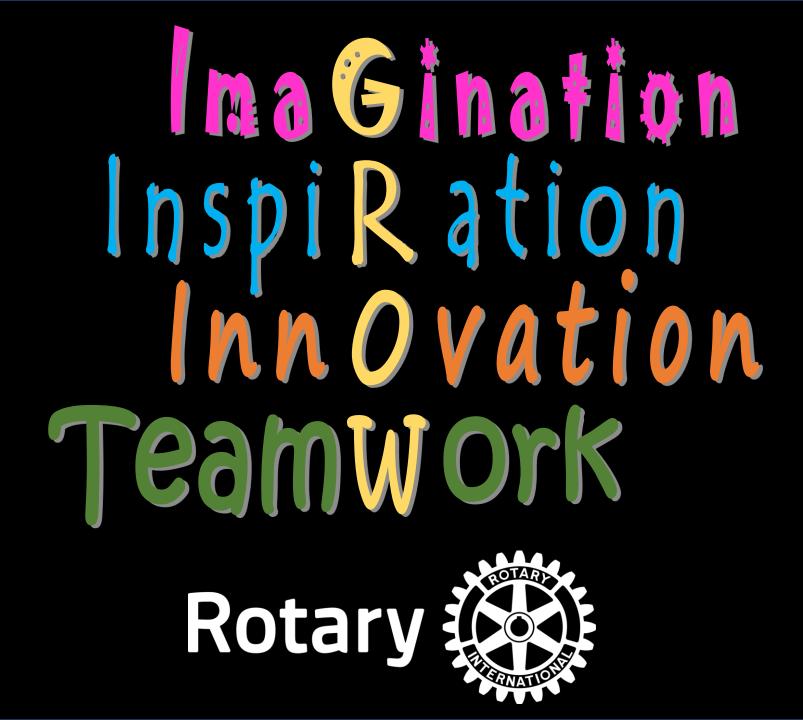
# Lunch



Rotary **WE'RE LOOKING FOR...** 

Community Minded People Passionate & Fun People Practical & Resourceful People Helpful People

If you're one of these people, then get in contact to see how you can change the world starting in your very own community!



Part 2 – Attracting New Members

Why should we want to retain and grow our Rotary Club's Membership? "If's simple. The more members we have, the more people we can help. A stronger membership base will result in stronger communities."

> Gary CK Huang Rotary International President





# **Attrition and Attraction**

**Terry Weaver** Rotary Coordinator - Zone 33 Past District Governor D7750





# Membership Realities & Goal Setting

Terry Weaver Zone 33 Rotary Coordinator



Analyzed 6 years of membership trends from **16 Districts** and 846 Rotary clubs

### What We Discovered

- It is NOT TRUE that all Rotary clubs are shrinking
- Attrition is REAL (Average = 15%) Clubs lose members <u>every year</u>
- Attrition Rates are remarkably consistent (y/y)
- Retention is essential, but <u>highly over-rated</u> as a Growth Strategy

## What We Discovered

- Likelihood of membership growth in a given year is NOT RANDOM
- Unless something changes,
  - Growing clubs continue to grow year after year (80%+ likelihood)
  - Failing clubs continue to <u>fail</u> year after year (80%+ likelihood)
  - Clubs "holding their own" can go either way (fragile balance)

## "Stable" is a Fragile Balance



### **Essential Lessons**

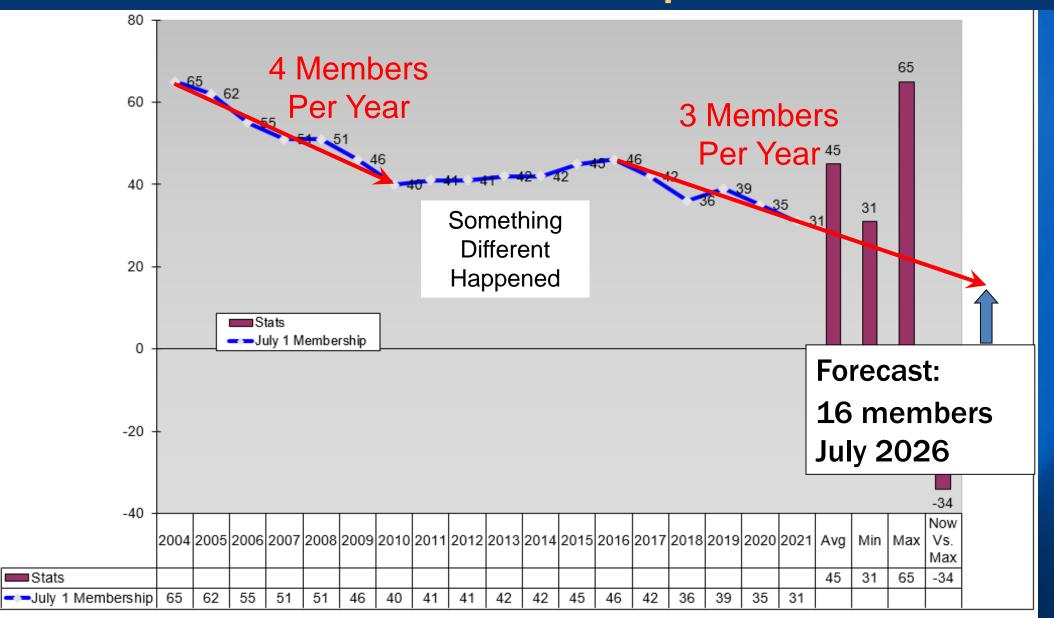
Attrition is Real

Zone 33 Average = 16.1% "World Class" = 8%-10%

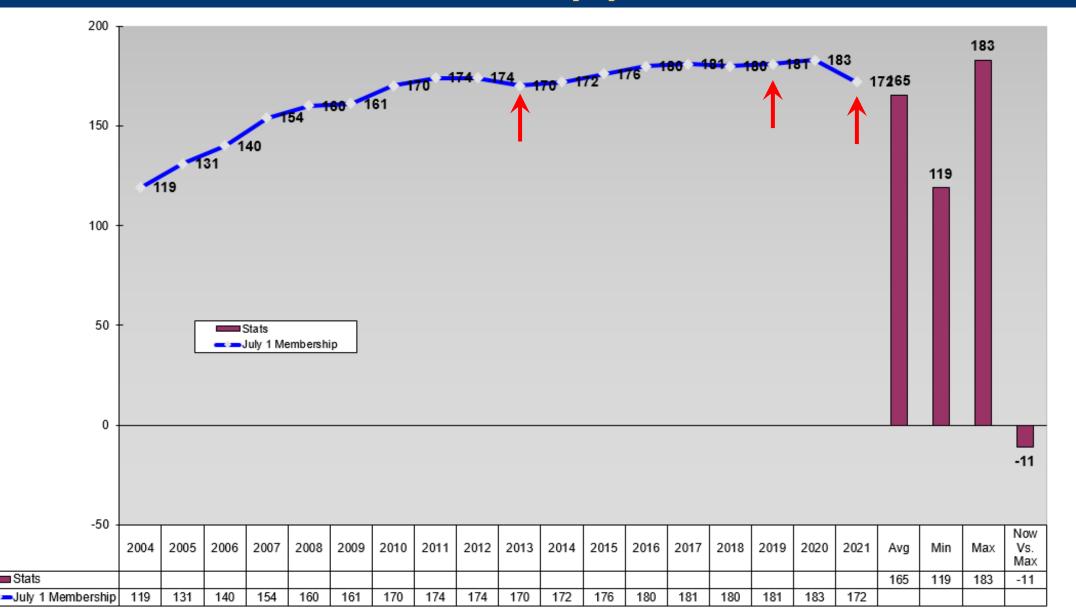
RI Global Average = 15.0% District 7750 = 16.2%

- Clubs with already-low Attrition Rates can't improve much by working harder on Retention
- Attrition Rates > 15% Need Attention
- Retention is <u>Over-Rated</u> as a GROWTH strategy
- Attraction Rate must exceed Attrition Rate
- Need to know your club's history

### **Chronic Membership Decline**



# Another Approach



## A Club's 3 Essential Data Points

- Attrition Rate % of members terminated in an average year
- Attraction Rate % of members <u>admitted</u> in an average year
- Attrition Count # of members <u>terminated</u> in an average year (That will need to be replaced)
- All on Membership Goal Setting Worksheet



### Worksheet



#### Membership Goal Setting Worksheet

13.7%

3.2%

%

District 7750 Sample Club

(a)

(b) (c=b-a) (d) (c+d)

This worksheet will help you set your membership growth goals and calculate the number of **<u>new members needed</u>** to reach your goal. Actual data for your club is in the table below

Annual Attrition Rate (3-year average):

Annual Attraction Rate (3-year average):

Annual Net Growth Rate:

The problem we need to solve is:

Low Retention -- Our Attrition Rate Exceeds 15%

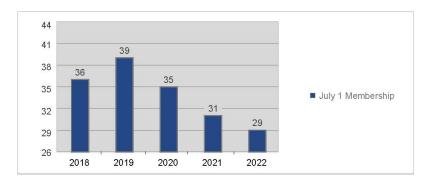
Insufficient New Member Attraction - Our Attraction Rate is less than 5% above our Attrition rate

**Neither** - We need to build on our current membership growth culture and strategies

#### Membership History

#### 2022-2023 Membership Goal Setting

Club Year	Members at start of year (July 1)	Starting Membership July 1, 2022	29
2022-2023 (Current Year)	29	Membership Goal July 1, 2023 (July 1, 2022 Start + Growth)	[
2021-2022	31	Net Membership Growth Challenge = 5% or 5 members	
2020-2021	35	Average Annual Attrition to Replace (Greater of <u>Actual</u> or <u>10% = World Class</u> )	5
2019-2020	10 N N N N N N N N N N N N N N N N N N N	1	
2018-2019	36	(Growth + Attrition)	







### Worksheet



#### Membership Goal Setting Worksheet

District 7750 Sample Club

This worksheet will help you set your membership growth goals and calculate the number of **<u>new members needed</u>** to reach your goal. Actual data for your club is in the table below

Annual Attrition Rate (3-year average):

Annual <u>Attraction Rate</u> (3-year average):

Annual Net Growth Rate:

The problem we need to solve is:



#### Success Targets

Attrition less than 15%

(July 1 membership x .15)

Attraction 5% greater than Attrition

Low Retention -- Our Attrition Rate Exceeds 15%

Insufficient New Member Attraction - Our Attraction Rate is less than 5% above our Attrition rate

**Neither** - We need to build on our current membership growth culture and strategies

#### **Membership History**

Club Year	Members at start of year (July 1)
2022-2023 (Current Year)	29
2021-2022	31
2020-2021	35

#### 2022-2023 Membership Goal Setting

Starting Membership July 1, 2022	29	(a)
Membership Goal July 1, 2023 (July 1, 2022 Start + Growth)		(b)
Net Membership Growth Challenge = 5% or 5 members		(c=b-a
Average Annual Attrition to Replace (Greater of Actual or 10% = World Class)	5	(d)

### Worksheet

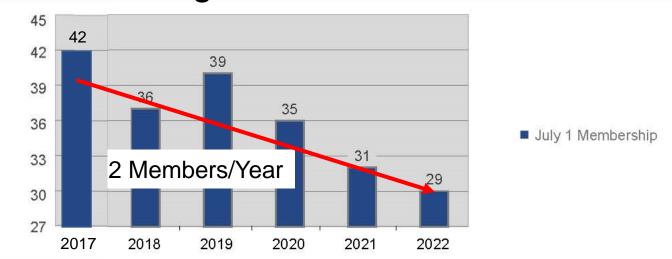
Starting	Members at start of year (July 1)	Club Year
Membe (July 1,	29	2022-2023 (Current Year)
Net Mer Challen	31	2021-2022
Average (Greate	35	2020-2021
New M	39	2019-2020
(Growth	36	2018-2019

**Membership History** 

#### 2022-2023 Membership Goal Setting



### How did we get here? 65 Members in 2004



## Simple Success Targets

Maintain an <u>Attrition Rate below 15%</u>
 = July 1 Membership x .15

 Maintain an <u>Attraction Rate 5% above Attrition Rate</u> = July 1 Membership x .20

# Major Takeaways

- Attrition is REAL and easily calculated from available data
- Attraction Rate must exceed Attrition Rate
- Chronic Membership failure is a symptom of leadership dysfunction within the club
- Your club may not be able to fix itself Ask for outside help







### **Innovative Clubs**

## **Butch Hughes**

### Rotary Club of Anderson





### **Innovative Clubs**



### Satellite Club

Impact Club

E-Club

Rotaract

### **Alternate Memberships**



### Family Membership

**Corporate Membership** 

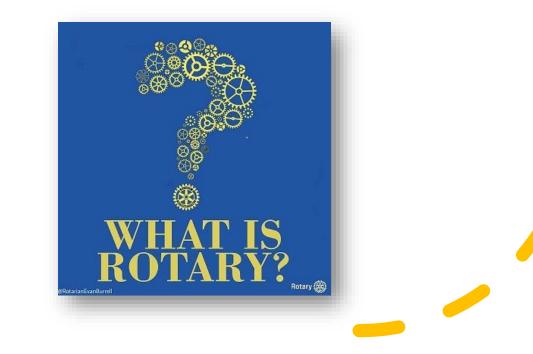
Associate Membership

**Younger Professional** 



We are all here because someone invited us.

What do you say when someone sees your rotary shirt or pin and asks: *"What's Rotary?"* 



### **HOW TO SHARE ROTARY WITH OTHERS**



AVOID THE JARGON KEEP IT SIMPLE. FOCUS ON THE WHY WE DO INSTEAD OF ROTARY'S STRUCTURE OR LINGO.



#### FIND THE "PASSION" CONNECTION LISTEN AND IDENTIFY WHAT PASSIONS

YOU SHARE. HOW DOES THAT CONNECT TO ROTARY?





KEEP IT REAL & LOCAL ANSWER QUESTIONS WITH YOUR PERSONAL EXPERIENCES & LOCAL PROJECTS. TALK ABOUT FRIENDSHIPS, NETWORKING, AND ROTARY'S VISION.



FOLLOW UP YOU CAN'T SHARE EVERYTHING IN ONE SITTING. IF YOU FEEL THERE WAS INTEREST, DON'T FORGET TO FOLLOW UP.





# **O IMAGINE ROTARY**

Time for a Break 10 minutes

### Strategies for Attracting New Members





# **Rysheeka Bush**

Rotary Club of Aiken District 7750 Governor Nominee

### Strategies for Attracting New Members

### Who Do you know?

- Everyone take out your cell phone.
- Open your contacts
- How many of your contacts are not in Rotary? Why?
- Select 3 names and bring the person to a project or meeting in the next month.



A "rotary" phone. Get it?

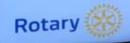
# Strategies for Attracting New Members

- Invite Potential Members to a club service project
- Classification Gap Analysis
- Club President- personal ask of each member
- Rotary Information Hour (e.g. Discover Rotary)
- Drip Marketing ("Potential Member" tab DACdb)
- Pursue other options that represent flexibility
- Corporate Memberships, young professional groups, consider a Satellite Club, etc.



#### 3rd Step: Reward For Being a Rotarian

- ► Hearts Of Rotary Weekly Drawing
  - Winner every week / not just 50/50 drawing winner
  - Gift Card Given / No Shame for not donating cash winnings to charity
  - Encourages Attendance / Only Members Present can submit weekly slip into drawing
  - ► Guests & First Time Visitors can participate as well



### Is inviting a guest to a meeting a good strategy for attracting new members?

Well.... *Maybe – maybe not.* 

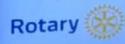
How do you run your meetings? Let's see what Ron did....





# Sth Step: New Membership Category / Service Only

- Service Only Membership
  - ► \$75 vs \$200+ quarterly dues
  - Full Rotarian / Full Paul Harris Member
  - ► Not REQUIRED to attend meetings but ENCOURAGED
  - Billed for any meals but drinks / coffee FREE
  - On all Club emails and invited to participate in all club events.
  - 4 of our New Members are SERVICE ONLY MEMBERS



# Upgrade the Club Experience

- Guest-Centered Meetings
  - Put the Meeting in Context for Guests
- Interesting, Relevant Meetings
- Conversation Starters Guest-inclusive
- Culture Change TEACH the Behaviors You Want



## What We've Learned

#### Hope is NOT a strategy

• We must be intentional about membership growth

#### **Rotary is a Membership Organization**

• Service is what we do – our product

#### Members are our customers

• Our clubs must be *relevant* and meet members' needs, or they will vote with their feet

As a Membership Organization, Consistent, Moderate Membership Growth is <u>the</u> metric of success

Using Public Image and Public Relations to get the word out

# How do we show the world outside of Rotary what we do?

**RIP 2022-23 Jennifer Jones** 

Rotary TOGETHER we see a world WHERE PEOPLE UNITE AND TAKE ACTION TO CREATE LASTING CHANGE ACROSS THE GLOBE IN OUR COMMUNITIES AND IN OURSELVES



### Using Public Image and Public Relations to get the Word out

## Maggie McMahon

Rotary Club of Spartan West District Public Image/ Public Relations Chair







Compelling, consistent brand communications — together with a great experience can strengthen our brand and help us engage and attract more members, participants, donors, and partners. Overall goal in public relations and public image is:

# **CONSISTENCY!**

### WHY Promote Your Rotary Club?

- Visibility
- Awareness
- Builds Reputation
- Brand Recognition
- Builds Relationships
- Generates New Members
- Generates New Donors



Welcome to

Hereford

Rotar

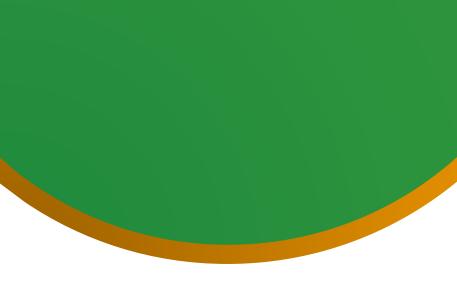
Supporting communities locally and





#### <u>www.rotary.org</u>

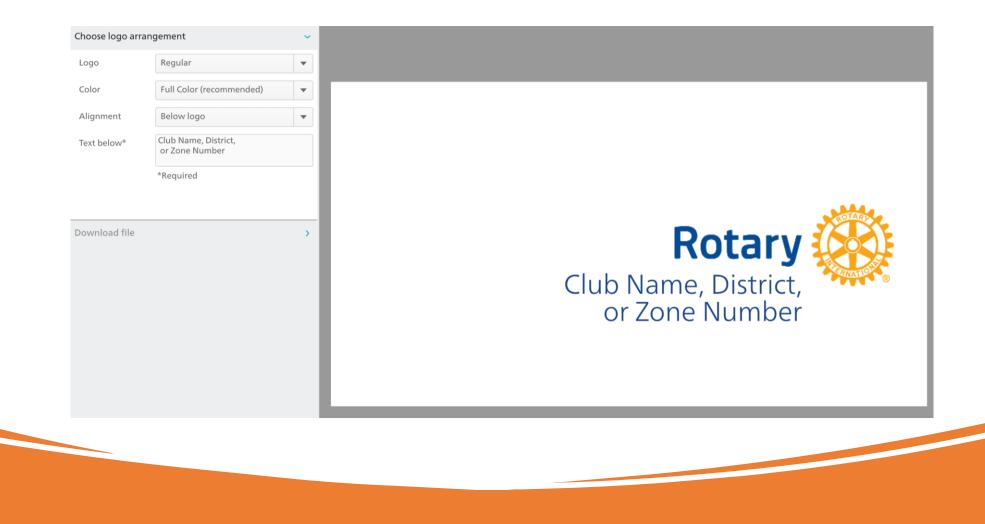
- Select My Rotary and log in
- Select Member Center
- Select **Brand Center** and log in again

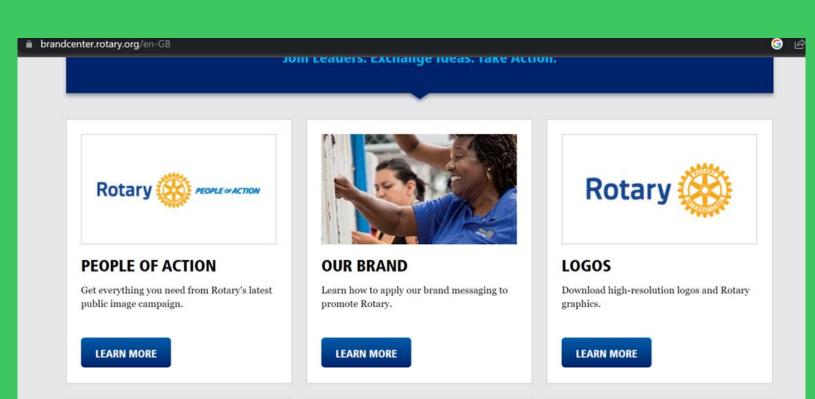


### Rotary International Brand Center

					n Rotary.org	English	<b>~</b> ∣ (	<b>()</b>
Rotary 🛞 🛛 My Rotary						Donate		Join
HOME   EXCHANGE IDEAS		LEARNING & REFERENCE	MANAGE	THE ROTARY FOUNDATION	NEWS & MEDIA	MEMBER C	ENTER	
Online tools	>							
Products & Services	>							
Rejoin or change clubs								
Resources & reference	>							
Join Us!								
Refer a new member								
International Convention								
Rotary magazine	>							
Brand Center								
Awarus & Recognition	>							
Membership Society								

### **Create your club logo in the Rotary Brand Center**





POWERPOINT

MATERIALS

Use our customizable materials to promote your club, projects, and programs.



#### ADS

Download online, print, outdoor, and radio ads to promote Rotary in your community.



IMAGES & VIDEO Select images or videos that captu

Select images or videos that capture Rotary's essence and reflect our work and our members.

Create club materials in the Brand Center

- Logos
- Club brochures
- Business Cards
- Templates for ads
- And more!

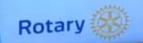
**Maggie McMahon**District Public Image/ Public
Relations Chair
Email:
Maggieamcmahon@gmail.com
Phone: 864-941-6490



**Rotary International** Strengthen Rotary's brand recognition around the world by using Rotary elements consistently in all your communications.

### 6th Step: A Sprinkle of Chaos

- MIX UP THE MEETING
   Not always a speaker but If so, someone who IS NOT a 501c3 Non-Profit asking for money
  - Combination of Microprojects, Fun Days, Special Events, Speakers, Training, etc.
  - SUGGESTION: Assign Members a week during the year to have a speaker and instruct them they fill it either with themselves or someone else.



# What's Your Plan?

#### Work on Club Membership Plans





# **Membership Matters**



#### Membership Matters for the Impact

Carol Burdette District Membership Chair

The Great Reset Reimagine - Reinvent - Restore



# Seminar Summary

- For one minute Share with the people at your table one thing you learned and will try with your club.
- Rapid Fire Share with the group two things you learned today

# Membership Matters for the Impact



### Please complete the Summit Evaluation



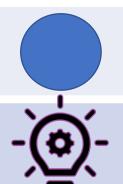
Something that really "shines" about the membership summit



"Three things" you have learned at the membership summit



Something you are "Squared Away" about Growing and Retaining Rotary members



Something still "spinning around" in your head about membership.

What are some things about membership that you wish we had included in the summit?

Thank you and afe Travel Hom

Rotary