



## **GOOD LEADERS, PROTOCOL, EMAIL ETIQUETTE, AND ARTICLE WRITING TIPS**

### **GOOD LEADERS**

Good leaders should be enthusiastic, flexible, have a positive attitude, and be prepared for anything. Their character is warm and friendly, and honest and fair. They also know when to share and delegate.

Sharing responsibilities keeps members interested and enthusiastic about your club. You might be reluctant to delegate because you want to make sure the job is done "right." However, your way is generally only one of a variety of ways that a job can be done well. If club members are not asked to take on responsibility, they may feel unimportant and become uninterested. Involved members are your potential leaders!

#### When a leader delegates responsibilities, Members

- Become more enthusiastic, involved, and dedicated
- Share tasks, allowing the club to undertake more projects and activities
- Can complete club projects in a time-efficient manner
- Develop skills and experiences that allow them to step into club leadership roles
- Grow a club that runs smoothly and effectively

#### Benefits to Leaders

- Not being spread too thin and "burning out"
- Gaining satisfaction from watching members grow and develop
- Acquiring more experience in executive and administrative functions

## Ways to Delegate

After thoroughly explaining the requirements and deadlines:

- Ask for volunteers by a show of hands or sign-up sheet
- Appoint or suggest someone for the task. This shows confidence in her ability and potential
- Assign the task through a committee to take the pressure off of the individual or new leader

## Guidelines for Effective Delegation

- Support members by sharing resources, information, knowledge, and plans with them. Delegate meaningful segments or portion of tasks.
- Discuss the assigned task and mutually set goals and objectives. Clearly define the responsibilities, expectations, and bounds of authority for each delegated task. Emphasize the end goal, rather than the steps to encourage creativity and innovation, while retaining focus.
- Give accurate, honest, and tactful feedback to encourage growth.

**REALLY DELEGATE!** AS A LEADER, IT CAN BE HARD TO LET GO BECAUSE YOU LIKE BEING THE DOER, BUT LET YOUR APPOINTEES DO THEIR ASSIGNED JOBS.

## How Can You Build Leadership?

- Encourage new members to join in activities. Let their fresh ideas help with planning
- Take advantage of our diversity. Each individual member brings unique skills to the club
- Mentor new leaders. Support them with suggestions. Encourage participation in all Club activities
- Share the work. It is easier if members join in planning meetings, participating in projects, or writing reports
- Be generous in showing your appreciation

## PROTOCOL

Protocol refers to the code of formal procedure and politeness important to the smooth running of an organization. It is simply good manners in an atmosphere of friendliness and politeness.

### Introductions

- Give proper recognition and respect to officers and guests.
- The presiding officer presents those seated at the head table, starting at the extreme left of the presiding officer and introduce each person in order, ending with the person at the left of the presiding officer. Then, beginning with the person at the extreme right, each person is introduced, ending with the guest of honor, usually seated at the immediate right of the president.
- Past Presidents should be extended every courtesy. It is customary to start with the one who served most recently and the others in order near to far.

### Speakers

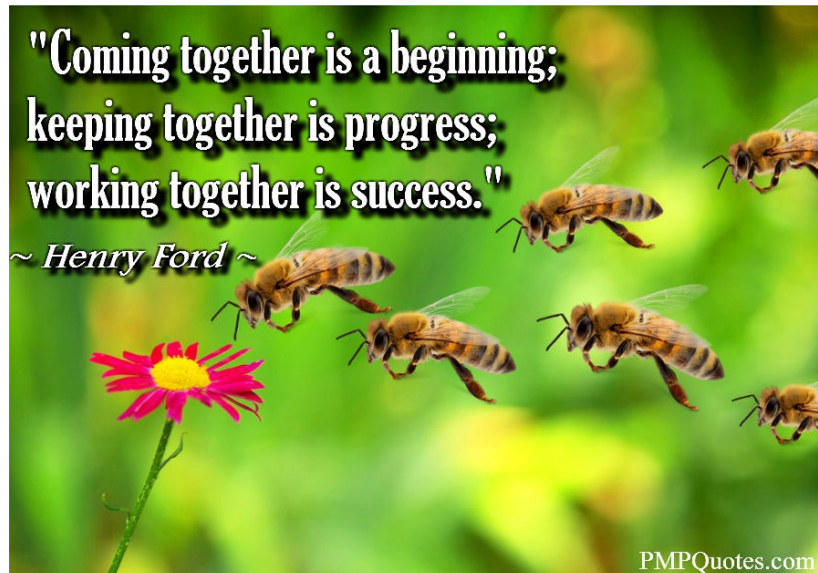
- An introduction of a speaker should be brief
- Ask for a brief biography
- If a speaker is late, wait 10 minutes before continuing with the program
- If the speaker goes beyond their allotted time, slip them a note letting them know that they have 1-2 minutes left
- Write or call your guest speaker when you have selected your program
- If calling, be sure to follow up with written confirmation
- Let them know their allotted time and approximately the time they have to speak
- Give them all information that they will need including meal choices
- Give them some idea of what you would like them to talk about
- Allow time for questions and answers when they are finished speaking
- If the trip requires an overnight stay, suggest types of accommodations available
- If speakers are flying, they should be informed of the nearest airport and should be met and escorted to where they will be staying

## Gifts

- Try to avoid expensive gifts.
- If a gift is given, it should be simple and useful. Inquire about a person's interests or collections.

## Members Should:

- Be on time for meetings.
- Adhere to deadlines.
- If giving a report, watch the agenda and be near the microphone or front of the room, not in the back of the room.
- USE THE MICROPHONE at all times. Don't assume everyone can hear you.
- Refrain from disturbing the meeting through whispering or restless behavior.
- Avoid walking between the presiding officer (or head table) and the audience. Go around through the back of the room.
- If you need to leave the room, do so quietly.
- Obtain the floor before addressing the group.
- Name badges should be worn on the right side. Club or other types of pins can be placed on either side but are usually worn on the left.



## E-MAIL ETIQUETTE

E-Mail is both an opportunity for greater productivity and a source of abuse depending on how it is used. Because email is so convenient to use, people can send dozens of messages each day, without ever leaving their homes or workplace, or the grocers, or the beauty shop, or even the car! Have respect for those receiving your messages by keeping them brief.

Instead of checking your emails constantly, which is really quite unproductive, set a time once or twice a day to check. I personally check my first thing in the morning, and early evening. Nothing is so important that you need to be checking every single hour.

Take time to answer your e-mails during the same time frame. Do not let them 'pile' up, thinking you will answer later. You can waste valuable time by having to re-read earlier messages to remind yourself what they were about.

If you receive a message that will take some time to answer, let the sender know immediately that you are in receipt of their message and that you will answer it at your earliest convenience. Do not let them think that you did not receive their message.

## ARTICLE WRITING TIPS

External Audience Focus – Your work is your thumbprint!

- Pay heed to your Title.
- Don't make it complicated – think non-member.
- Avoid factual errors and cite sources.
- Avoid slogans if possible.
- Add images to drive the point, create emotion, or create a bond with the reader.
- Start your article with a question, evoke shock or curiosity, share an anecdote – create a point of reflection.
- Engage the reader – avoid talking "at" them.
- Believe in the Power of Words.
- Avoid articles that are too technical or difficult to understand.
- Be concise in thought, provide alternate points of view, create dialog.
- Call to action – what is the point you want to make?
- Writing an article is a Team Sport.





# LEADERS IN HEELS *Manifesto*

*By Kasia Gospos*

**LEADERS IN HEELS ARE EXTRAORDINARY WOMEN.**

LEADERS IN HEELS ARE **PASSIONATE**. WE ARE ENERGETIC AND CURIOUS.  
WE LOVE LIFE AND ACTIVELY CRAFT IT TO CREATE HAPPINESS AND REACH OUR DREAMS.

LEADERS IN HEELS ARE **CREATIVE**. WE CELEBRATE INDIVIDUALITY.  
WE ARE THE CHANGE AGENTS. THE TRAILBLAZERS.  
WE HAVE A DESIRE TO ADVANCE CULTURE AND CREATE A NEW REALITY.

LEADERS IN HEELS ARE **INNOVATIVE**. WE EMBRACE TECHNOLOGY  
AND A NEW WAY OF THINKING TO CREATE, CONNECT AND PUSH SOCIETY FORWARD.  
WE ARE SHAPING THE WAY WE LIVE, WORK AND PLAY.

LEADERS IN HEELS ARE **CONFIDENT**. WE KNOW WHO WE ARE.  
WE'RE NOT AFRAID TO BE OURSELVES.  
WE DON'T FOLLOW TRENDS; WE CREATE THEM.

LEADERS IN HEELS ARE **DETERMINED**. WE ARE FOCUSED AND PERSISTENT.  
WE PUSH THROUGH FEARS TO MAKE OUR DREAMS REALITY.  
FAILURE IS JUST A PATHWAY TO SUCCESS.

LEADERS IN HEELS ARE **KIND**. WE ARE AMBITIOUS AND DRIVEN  
AND WE USE OUR POWER TO EMPOWER OTHERS.  
TOGETHER WE CAN SHAKE THE WORLD.

**MAKE YOUR MARK**

**BE A LEADER IN HEELS**



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