2021/2022

BNI

BNI CHAPTER PRESIDENT MANUAL
MEETING AGENDA, SCRIPT, CHAPTER SUCCESS MEETING INFO AND BNI CONNECT LINKS

WHAT IS YOUR ROLE AS PRESIDENT?

RUN AN ENGAGING MEETING THAT IS VISITOR/GUEST CENTRIC, HAS A LOT OF ENERGY AND STAYS ON TIME WHILE FOLLOWING THE BNI MEETING AGENDA

BNI® Overview

Dr. Ivan Misner was a management consultant when he started the organization in 1985. He worked with companies that needed assistance in strategic planning and organizational development. As a business consultant, he received most of his business through referrals. However, he was not satisfied with the types of business groups that existed and he put together a networking group that was structured and focused on doing business and had an emphasis on positive reinforcement and support. That organization became BNI®.

To learn the entire history of BNI® globally and in your country, you can find an electronic copy of *Givers Gain®: The BNI® Story* on BNI® University under Training > Presentations.

BNI® Philosophy & Principles

Philosophy

Success in BNI® means you need to be a positive and supportive Member of an organization based upon mutual support. This requires commitment to your fellow Members as well as to the philosophy of Givers Gain®. By giving business to others, you will get business in return.

Mission Statement

Our mission is to help Members increase their business through a structured, positive and professional referral program that enables them to develop long-term, meaningful relationships with quality business professionals.

Vision

BNI's Vision statement is Changing the Way the World Does Business®

BNI® Core Values

1. Givers Gain®

   Be willing to give first, before you expect to gain. Like the farmer who must plant seeds before crops will grow, you must invest first. This is often difficult to follow if you grow up in a transactional culture; however, giving unconditionally yields the largest bounty.

2. Building Relationships

   No one is successful by themselves. Becoming good at developing relationships, creating a network of support and always growing your network is the key to success in business and in life.

3. Lifelong Learning

   Your value grows as you develop your knowledge and skills. Our world is in a constant state of change. Unless you are learning, you are falling behind. Create a curriculum based on the person you want to become and follow that curriculum to get yourself there.

4. Traditions + Innovation

   Traditions are your foundation while innovations are your opportunities. Always keep your feet firmly planted with your traditions while you reach to the sky to create innovation. This keeps you from losing your place in the world while you continue to strive to create a better life for others and yourself.

5. Positive Attitude

   A habit of finding the good in everything that happens to you propels your life beyond setbacks. Those who see the best in situations, others and themselves magnetically attract people, opportunities and wealth.

6. Accountability

   The only way to build trust is to make promises and keep them. Rather than expect others to believe and accept your word, demonstrate who you are by accepting leadership roles, following through on your promises and be the one that follows through, even when it appears no one is looking.

7. Recognition

   Tell the people around you that you appreciate what they've accomplished for themselves, you and the organization. Recognition is the fuel that builds organizations and societies. The person who masters the art of recognition attracts a strong network.

BNI® Code of Ethics

When evaluating Members, please apply the following BNI Code of Ethics to the various situations. This is not meant to be a list of specifics but can be applied in principle to almost any conflict or complaint.

Upon acceptance to BNI®, I agree to abide by the following BNI Code of Ethics during the service of my participation in the organization:

1. I will provide the quality of services at the price I have quoted.

2. I will be truthful with the Members and their referrals.

3. I will build goodwill and trust among Members and their referrals.

4. I will take responsibility for following up on the referrals I receive.

5. I will display a positive and supportive attitude.

6. I will live up to the ethical standards of my profession. *

   *Professional standards outlined in a formal code of conduct for any profession supersede the above standards.

General Policies

Membership Committees of each Chapter have final authority related to BNI® Policies. Membership Committees may put a Member on probation or open a Member's classification for failure to comply with the Member Policies, the Code of Ethics or BNI® Core Values.

MEMBER POLICIES
1. Only one person from each BNI Classification can join a Chapter of BNI. Each Member can only hold one BNI classification in a BNI Chapter.
2. BNI Members must represent their primary professional focus.
3. BNI Members must arrive on time and stay for the entire published meeting time.
4. An individual can only be a Member of one BNI Chapter. A Member cannot be in any other program that holds Members accountable for passing referrals.
5. A BNI Member is allowed three absences within a continuous six-month period. If a Member cannot attend, they may send a
substitute; this will not count as an absence.
6. Members are expected to be engaged in the BNI Chapter by bringing qualified referrals and/or visitors.
7. Visitors may attend chapter meetings up to two times.
8. Only BNI Members who have completed the Member Success Program, and BNI Directors/Director Consultants can do Feature Presentations during the BNI Meetings.
9. Leaves of absence are possible for certain extenuating circumstances (e.g., extended medical issue that prevents member from working) at the discretion of the Membership Committee.
10. Members who wish to change their BNI classification must submit a new membership application for approval.
11. All BNI membership lists are for the purpose of giving referrals only. Before sending any marketing or business solicitation
communications to BNI Members outside your chapter or Director/ Director Consultants, the recipient must give their consent.
Consent must be freely given, specific, informed and unambiguous

Policies are subject to change. All proposed policy changes need to be reviewed first by the International Board of Advisors.

Non-Discrimination Policy

BNI® Global requires that Chapters review and select persons for membership in all job classifications based on qualifications without regard to race, color, gender, religion, national origin, marital status, sexual orientation, age or disability. BNI® will support no Chapter's action when in violation of this non-discrimination statement.

No-Harassment Policy

BNI® does not tolerate harassment of our Franchisees, regional teams, leadership teams or Members at the hand of another. Any form of harassment on the basis of race, religious creed, color, age, sex, sexual orientation, gender identity, national origin, ancestry, citizenship status, religion, marital status, disability, military service or veteran status, genetic information or any other classification protected by applicable federal, provincial, or local laws and ordinances is prohibited and will be treated as a disciplinary matter. BNI® is committed to freedom of harassment within our network. In addition, as BNI® is a global organization, everyone needs to be culturally sensitive so that we can best relate to each other.

BNI Weekly Chapter Meeting Agenda

Wasting time in unproductive meetings has become a common joke in business. To avoid wasting your time, since 1985 every BNI chapter meeting is run by an agenda. Each item on the agenda was an innovation that generates more referrals for members.

The BNI® Meeting Agenda is the core element that makes the BNI® system work for each Member. With the best of intentions there have been chapters who have altered the agenda for their chapter. They felt their innovation was better.

When comparing the number of referrals passed in the least amount of time, no agenda has beaten the agenda below.

Only BNI chapter members get to use this agenda. It has been refined from millions of meetings to work. Use the agenda in an exciting way, to help members feel great about the agenda and you will generate more referrals for your chapter.

Meeting Agenda Outline

1. Open Networking

2. General welcome to Visitors/Guests and Introduce Leadership Team, Membership Committee, Visitor Hosts, Education Coordinator, Event Coordinator, Growth Coordinator and Mentor Coordinator - (In person: Let each Leadership Team member introduce themselves - Online: President can introduce each LT member and give a brief description of what each one does)

3. Focus Core Values

4. Purpose and Overview of BNI®

5. Networking Education

6. Recognition

7. Welcome New and/or Renewing Members to the Organization

8. Members Introduce Themselves and Give their Weekly Presentation (see note below)

9. Welcome Visitors to BNI® and Have Members Introduce Them (Option to have visitors go before members and say 4 points: Name, Business Name, Business Category and Who invited them - Asking for business is a privilege of membership)

10. Vice President's Report

11. Membership Committee Report

12. Secretary/Treasurer Announces Speaker Rotation

13. Speaker(s) Give 5-12 Minute Feature Presentation(s), Including Questions and Answers

14. Referrals and Testimonials (I HAVE, TYFCB, Visitor or Referral - not CEU's or 121s)

15. Referral Reality Check

16. President Thanks Visitors

17. Secretary/Treasurer's Report

18. VISITOR ORIENTATION

19. BNI® Announcements, Reminders and Special Reports

20. Door Prize Drawing(s), for Members Bringing Visitors or Referrals

21. Close Meeting

Meeting Agenda Detail

The Leadership Team and Visitor Hosts must arrive a minimum of 15 minutes prior to the designated meeting time to welcome visitors. **Note:** The Chapter Leaders will make or break the quality of most meetings! They must be positive, professional, and enthusiastic.

0:00 1. ★ Open Networking

> **Goal:** The meeting begins punctually with 15-minutes of open time for Members to build stronger relationships with each other and to meet visitors. Members should follow-up on referrals given and set-up One-to-Ones. Use this time to foster stronger relationships with Members you know and initiate relationships with Members you haven't connected with. Plus, make a point to meet visitors and welcome them to your Chapter.

0:15 2. Welcome Visitors & Introduce Leadership Team

> **Goal:** The President welcomes everyone to the Chapter meeting, invites them to take their seats. The President then welcomes visitors and introduces Chapter leadership.
>
> **President Script:** "Ladies and Gentlemen, please take your seat for the next part of the meeting. Take a moment to silence your electronic devices. At this time, will the Leadership Team and Support Leadership Team Members please stand and state your name and position."
>
> I'd also like to welcome our Visitors and Substitutes. Visitors, please stand and state your name, business name and who invited you here today. Substitutes, please stand state your name, business name and who you are substituting for today."
>
> After Visitor Introductions, "We are glad for each of our visitors today. We are interviewing good businesspeople that we can give all our referrals to. Your goal today is to experience a meeting, see that we are focused on helping each other grow. At the end of our meeting today [Visitor Host's name] will meet with you briefly to discuss with you the meeting the best way to move forward from there. Sound good?"
>
> "I'd also like to introduce our visiting Director/Director Consultant and Ambassadors today.
>
> **President Note:** Observers, including those from newly forming Chapters, should designate one representative to speak on behalf of all observers.
>
> **Key Points:**
>
> - Allows extra visibility for Members who hold leadership positions
> - Educates Visitors on Chapter roles and responsibilities
> - Reminds Members who they can go to for assistance in a specific area
> - Shows structure, support and Member involvement

0:16 3. Focus Core Value of the Week and What it Means to Him/Her

> **Goal:** Discussing a Core Value each week reinforce BNI's Core Values to the Members.
>
> **President Optional Script:** "Each week, it's great to remember our Core Values and what binds us together as Members of BNI®. Today, I'd like to share <core value> and why that's important to me …"

0:17 4. **Purpose and Overview of BNI®**

Goal: The President recognizes a Member to tell share the impact BNI has had on their business. Consider if there's someone you know who would appreciate hearing this story to encourage them to visit your BNI Chapter.

Alternative Script: "Additionally, BNI® is the most successful organization of its type in the world. Currently, there are over _____ Chapters and more than _____ Members worldwide. In the last 12 months, BNI® Members passed over _____ referrals and this translates into over _____ in business being passed between Members. The BNI® philosophy is Givers Gain®: If I give business to the Members of my Chapter, in return they will want to give business to me."

Key Points:

- To get the most updated statistics, click here.
- Gives Visitors an opportunity to hear Members' positive testimonials about how BNI® is effective

0:18 5. **Netw**orking Education

Goal: The Education Coordinator (or a Member assigned in advance by the Education Coordinator) delivers a 3-5-minute presentation on networking. Always look for opportunities to improve one of the most important skills of Master Connectors.

Key Points:

- Can be used to highlight those who have excelled in Member participation (for example, inviting Visitors or passing referrals) by having them share their techniques
- An opportunity for general coaching on Membership Committee concerns delivered in a positive way

0:21 6. ★ **Recognition**

Goal: During the first meeting of the month the Vice President recognizes Members who made remarkable efforts in the previous month. Make a note to congratulate Members on their achievements to become Master Connectors themselves. Study what successful Members do, that make them so effective. Then make plans to go beat them next month.

The example below is for the monthly recognition of high performing Members through the Notable Networker Certificates. If there is more opportunity for recognition outside of the Notable Networkers, this time can be used.

Vice President Script: "For the previous month, we'd like to acknowledge our top-performing Members for …

- Most Chapter Education Units completed
- Most Visitors brought
- Most One-to-Ones conducted
- Most Referrals given
- Most Thank You for Closed Business generated

We encourage you to schedule a One-to-One with these Notable Networkers."

> **Vice President Note:**
>
> - Consider framing the Notable Networker Certificates, in advance.
> - Have recipients come to the front of the room to be recognized.
>
> **Key Points:**
>
> - Gives praise and appreciation to the Members
> - Encourages Members to continually participate in the BNI® program
> - Creates an opportunity for additional visibility with social media
> - Encourages Members to find additional referrals to thank the Notable Networkers

0:24 7. ★ **Welcome New and/or Renewing Members to the Chapter**

Goal: A fun celebration of new Members and anniversaries. New and/or renewing Members (who have been approved by the Membership Committee) come to the front of the room for a formal induction into the Chapter. The President explains the contents of the Member Success Kit to newly accepted Members emphasizing the use of the name badge and lapel pin outside of the Chapter meeting. Chapter Members stand and recite the BNI® Code of Ethics with the new Member. The existing Members agree to support the new Member as they become a contributing part of the team. Aim for making an impact and having fun! Welcome new and renewing Members warmly into the Chapter with a round of applause.

President Script: "I'd like to welcome our new and renewing Members to the BNI® _____ Chapter. Please come to the front of the room so we may formally induct you. Members please stand for the BNI® Code of Ethics. New Members: Please share why you applied for membership in our BNI® Chapter. Renewing Members: Please share why you chose to renew your membership in our BNI® Chapter. New Members, please stay after the meeting today for a New Member Orientation."

Key Points:

- Celebrates Chapter growth
- Reconfirms commitment to the BNI® Code of Ethics
- Demonstrates a warm welcome to the Chapter
- Asking Members and Visitors why they chose to (re)apply to our BNI® Chapter provides positive feedback for the entire Chapter and good reasons for Visitors to join.

President Note: Be sure to notify new and renewing Members <u>in advance</u> to be prepared to briefly share why they applied for or renewed their BNI® membership.

0:26 8. ★ **Weekly Presentations**

Goal: This is second most important part of the meeting. Each Member introduces themselves, explain to Members what they do and ask for connections to their best target customers. Your 30- to 60-second Weekly Presentation to educate your referral marketing team on who you are, what you do, how you add value and how to find referrals for you. While listening to each Member, consider whether over the last week you've heard anyone using the language of referrals to signal the opportunity for referrals.

President Script: "Members will now give their Weekly Presentations. This is your opportunity to continue the process of educating your referral marketing team on who you are, what you do, how you add value and how to find referrals for you. Please include your name, business name and specific referral request. Substitutes, During Member introductions, give the Weekly Presentation for the Member you are substituting for. We will be timing our Weekly Presentations today, so keep your eyes on our timekeeper."

President Note:

- Include BNI® Ambassadors and Directors with the Members, if in attendance.
- When people exceed their time, please stand and say Thank You.
- When the Chapter membership exceeds 60 Members, it is important to expand the meeting time from 90 minutes. Each Member needs to have at least 30 seconds to complete their Weekly Presentations as a Member benefit.

Secretary/Treasurer Note: The timekeeper may consider using the BNI® Timer App or flags for timing Weekly Presentations. For example, the yellow flag means you have 10 seconds, the red flag means time is up.

0:49 9. **Welcome Visitors to BNI**® - SEE NOTE IN AGENDA OUTLINE

(After all Members have presented) "Now it is time for our visitors to give your Weekly Presentation. Please educate us on your business and tell us how we can find referrals for you. You will also be timed so keep your eyes on our timekeeper."

0:51 10. **Vice President's Report**

Goal: To keep Members excited about generating referrals, the Vice President provides the "PALMS Report" providing the average number of monthly referrals, average number of monthly visitors and the total referrals to date. Identify where you are on the report and consider how you can pass more referrals and sponsor more Members to practice Giver's Gain and increase the results of your Chapter. This weekly report is derived from the Summary PALMS Report in BNI Connect® and is no more than two minutes in length.

Vice President Script: "I'd like to share the results of our business activities …

- Average number of monthly referrals
- Average number of monthly visitors
- Total referrals to date
- Total Thank You for Closed Business last month
- Total Thank You for Closed Business to date

To ensure that our results remain up to date, please remember to submit your activities online each week."

Vice President Note: Please reference your Chapter Goal Boards, if utilized.

0:52 11. Membership Committee Report

Goal: Delivered by the Vice President or a Membership Committee Member, this report updates Members regarding professions still needed in the Chapter, pending applications and policies and matters of interest from the Membership Committee. Fill in gaps within your referral network by inviting visitors and sponsoring new Members.

Vice President Action: Ensure a Membership Committee Member is pre-selected for this report each week.

Key Points:

Mention the professions of the visitors in the room as professions that the Chapter is seeking to fill. This will make the Visitors feel welcome and important.

0:53 12. Introduction of Featured Speaker(s)

Goal: The Secretary/Treasurer announces the speakers for the next six weeks and introduces this meeting's speaker using the Member's Biography Sheet. Pass along any questions you have to upcoming featured speakers. It will help your Member give a better presentation by customizing it for the needs of her fellow Chapter Members.

Secretary/Treasurer Action:

- Announce upcoming speakers for the next six weeks.
- Remind upcoming speakers to bring a door prize.
- Deliver an engaging, professional introduction for this week's Featured Speaker(s) using the Biography Sheet.

Secretary/Treasurer Note:

- Schedule your upcoming featured speakers for 8-12 weeks. Please refer to the "Manage Feature Presentations" course on BNI® University for more information.
- Request a title for each speaker's presentation.
- Enter next month's upcoming speakers on BNI Connect®, so Members receive reminder emails.

Key Points:

- By entering your upcoming speakers on BNI Connect®, your fellow Members will be highlighted on your Chapter website.
- Members can be highlighted by fellow Members when inviting Visitors

0:54 13. Speaker(s) Give 5-10 Minute Feature Presentation

Goal: One or two Members provide a presentation that gives Members greater clarity as to the target market and business to help generate more referrals. Always listen with a "beginner's mind." Look for new ideas or for things you used to know but have recently forgotten. A 5- to 10-minute detailed business presentation.

President Script: "Now that we know more about _____, let's do our best to bring him/her a referral next week."

1:04 14. ★ **Referrals & Testimonials**

Goal: All Members stand for this, the most important part of the meeting. Members report referrals given or provide a testimonial for any Member of the Chapter. Make the decision to set aside the time throughout the week to ensure you always have a referral to report or a testimonial to provide.

President Script: "This is the most important part of the meeting. All Members of this Chapter stand and participate. Keep it brief and positive. Start with 'I have ....' Examples include referrals, visitors or testimonials. All other activity should be recorded in the BNI Connect® Mobile App. Visitors, tell us briefly what impressed you most about the meeting."

President Notes:

- Since all slips should be entered into the BNI Connect® mobile app, it is important that the energy is main very high during this part of the meeting. It is the most important part of the meeting. Consider the following:
  o Remind Members to be excited. They are helping a Member grow their business.
  o Have each Member state how many referrals and visitors they have before naming the Members. "I have 3 referrals, one for Robin for copywriting, one for Vince for travel and one for Hazel for coaching."
  o At the end, give a summary of how many referrals and visitors were reported in the meeting. "In summary, we had 3 visitors and passed 68 referrals this week. That is 68+ opportunities to close sales."

Key Points:

- Members are encouraged to focus their testimonial time on one person as well as submit it in writing.
- Starting with Members allows visitors an opportunity to observe then comment on the power of the Referrals & Testimonials.

1:22 15. **Referral Reality Check**

Goal: The Vice President chooses two referral slips from two weeks prior and asks the Members who shared them to stand to report the outcome to the Chapter. Consider what makes a quality referral so you can strive to become the best Master Connector you can be.

Definition: Vice President picks two referrals from two weeks prior. Ask the Members who received the referrals to stand and share the status.

Vice President Script: "This is the quality control portion of our meeting. For the Member who received the referral,

- Have you called the referral?
- Was the other person prepared to take your call?
- Was this an opportunity to do business?"

1:24 17. ★ **Visitor Recognition**

Goal: The President excuses visitors to another room to speak with the Visitor Host for more information to consider applying for membership in the Chapter.

Definition: President acknowledges and thanks the Visitors for attending, directing them toward the Visitor Orientation.

President Script: "Visitors, do you think your business could benefit from referrals from Members of our BNI Chapter?

Only one person can become a Member from your BNI® Classification. Positions tend to fill up very quickly. While you are securing your position, upon acceptance by the Membership Committee, will also lock out your competitors from the Chapter!

Will the Visitor Host Team please stand? Will our Visitors please stand? Thank you for being here today. The Visitor Host Team will now meet with you to answer any questions and to walk you through the next steps. You may leave your things here, as you may come back and network after the brief orientation is complete. Thanks again for being here this morning!"

President Notes:

- For recognition, ask Visitors and Visitor Host(s) to stand and stay standing.
- Pause to allow them to leave the meeting area (or proceed to Announcements if Visitor Orientation is conducted after meeting).

1:26 16. **Secretary/Treasurer's Report**:

Goal: Increase Member renewal rates by inviting expiring Members to renew. At the first meeting of the month, announce Members up for renewal as indicated on the Membership Dues Report in BNI Connect®.

Secretary/Treasurer Script: "The following Members are up for renewal in the next 90 days … _____, _____, _____. To apply for renewal of your membership, please submit your Renewal Application online in BNI Connect® or see me for details."

Secretary/Treasurer Note: This statement is repeated at subsequent meetings during the month for any Members whose membership will end prior to the first day of the following month (or are already overdue) and who have not yet submitted their renewal with the appropriate participation fees.

1:28 18. **BNI® Announcements, Reminders and Special Reports**

Goal: Deliver more value to Members and increase participation at other BNI networking events, Member training programs and other regional activities.

Key Points:

- Use this as an opportunity to promote upcoming events. Have Members share testimonials on their past experience attending these events.

1:29 19. **Door Prize Drawing(s) for Members Bringing Visitors or Referrals**

Goal: A celebration, a chance to have fun and build relationships among Chapter Members. The Door Prize Drawing is recognition for Members bringing Visitors or referrals. Each featured speaker brings a door prize. The Vice President conducts the drawings each week.

Vice President Notes:

- Prior to the meeting start, ensure that today's door prizes are present and business appropriate.
- Ensure the Chapter has a backup plan for a door prize.

1:30 20. Close Meeting

Definition: The President or a designated Member gives a positive quote for the week and requests that Members focus on bringing referrals or visitors for the next meeting.

Additionally, the President ends the meeting with:

"We will see you all at next week's meeting, which begins … right now!"

★*Visitor Orientation is in progress.

Immediately following the meeting, the President or designee conducts a New Member Orientation and informs new Members that they are required to attend the Member Success Program.

★Hidden Elements of the Meeting

Large Chapter Agenda Adjustments

All times listed assume a 7:00 am start time. Please adjust your times accordingly, if necessary. Chapters with 50+ Members may collectively agree to facilitate the BNI Weekly Meeting Agenda beyond 90 minutes with Executive Director/Regional Director approval.

	Up to 50 Members	51-70 Members	71+ Members
Open Networking Begins	7:00 am or earlier	6:45 am or earlier	6:30 am or earlier
Structured Agenda Begins	7:15 am	7:00 am	6:45 am
Visitor Introductions	Name and business name only	Name and business name only	Name and business name only
Networking Education	3-5 minutes	3 minutes	3 minutes
Weekly Presentations	Up to 60 seconds	Up to 45 seconds	Up to 30 seconds
Feature Presentations	Up to 2 speakers; Up to 10 minutes total	Up to 2 speakers; Up to 10 minutes total	Up to 2 speakers; Up to 10 minutes total
Member Referral/Testimonial	Up to 30 seconds	Up to 25 seconds	Up to 20 seconds
Visitor Weekly Contributions	Up to 15 Seconds	Up to 15 Seconds	Select two Visitors to share positive feedback; Up to 15 Seconds

Monthly Chapter Success Meeting

The Chapter Success Meeting is the former Leadership Team Meeting, Membership Committee Meeting and Director Consultant Meeting wrapped into one. It should happen the first or second week of the month when the Director Consultant visits the Chapter.

Agenda and Instructions

Attendees

- The Vice President and Membership Committee are present for the entire meeting.
- The President, Secretary/Treasurer and Visitor Host Coordinator (optional) will attend through the Passport to Success Progress agenda item.
- The Mentor Coordinator will attend through the Power of One Report review.

Preparation for the Meeting

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 – previous month
- Chapter Visitor Report – BNI Connect®
- Chapter Roster Report – BNI Connect®
- Chapter Traffic Lights – BNI Connect®
- Member Traffic Lights Report
- Membership Dues Report – BNI Connect®
- Seven-Month Review (as many as needed)

As the Meeting Begins

- Enter the Chapter name, your name and date
- Enter the names of the people in attendance

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.

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 for the visitor conversion rate to be lower than the maximum point value.

5. Other topics as needed

   a. Secretary/Treasurer reports on Chapter finances.

   b. Should the Chapter be looking for another venue? How are venue relations?

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

   d. 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 may leave 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 yellow to green, red to 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 may leave the meeting. Only the Vice President, Membership Committee and Director Consultant should be in attendance for the remainder of the meeting

8. Seven-Month Review – This information can be found on the Membership Dues Report.

    a. Who is up for renewal in 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 that 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 communicate non-renewals to the BNI Regional Office in the way they have been prescribed.

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

Annual Theme Calendar (Sample)

Chapter Name: _____   Term Date: _____

Month	Marketing Strategy	Begin Date	End Date	Goal	Outcome Result
OCT	Networking Mixer				
NOV	Real Estate Day				
DEC	Toy Donation				
JAN	Construction Day				
FEB	*International Networking Week* Bring Your Best Client Day				
MAR	CEO/Business Owner Day				
APR	Visitors' Day Program			# Invitations Per Member: _____. # Invitations for Chapter: _____.	
MAY	Visitors' Day Program			# New Members: _____	
JUN	Bring a New Substitute Day				
JUL	Begin BNI Game				
AUG	End BNI Game				
SEP	Health & Beauty Day				

View Chapter Goals

Running User	Run At	Country	Region		Chapter
Mark Simmons	**2021-07-28 8:38 AM**	**Canada**	**BC Lower Mainland (West)**		**BNI Uptown**

Long Term Vision

Mission Statement

	4/2021	5/2021	6/2021	7/2021	8/2021	9/2021
Attendance percentage						
Goal	0%	0%	0%	0%	0%	0%
Actual	0%	0%	0%	0%	0%	0%
Mechanism 1						
Mechanism 2						
Total number of 1-1s						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						
CEU - Chapter educational units						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						
Visitors						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						

Mechanism 2						
New Memberships						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						
Number of members in chapter						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						
Number of referrals						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						
Thank you for closed Business						
Goal	0	0	0	0	0	0
Actual	0	0	0	0	0	0
Mechanism 1						
Mechanism 2						

IMPORTANT BNI CONNECT PATHWAYS

Meeting Notes Report

This report can be used by every member at every meeting during the Weekly Presentations. It lists all the members names and company names with a space for writing notes. Using this during the meeting will help members pay attention to each other's weekly ask. Chapters that use this at every meeting have more qualified referrals and higher TYFCB.

As president you can hand it out at every meeting ahead of time or set the expectation that each member downloads it every week. For an online meeting this helps stop all the back and forth going on in the chat. Pen and paper works well too.

(Every member has access to this)

Log in to BNI Connect and go to:
REPORTS → CHAPTER → MEETING NOTES REPORT → GO

Managing Chapter Goals

What gets measured gets done. The path to success involves setting goals with the LET and Membership Committee collectively. These goals are then entered in to BNI Connect. Once entered you will always know where you are at as they are constantly updated every time the VP submits the PALMS report each week.

Enter Goals
Log in to BNI Connect and go to:
OPERATIONS → CHAPTER → MANAGE GOALS → ENTER CHAPTER GOALS

Viewing Goals
Log in to BNI Connect and go to:
OPERATIONS → CHAPTER → MANAGE GOALS → VIEW CHAPTER GOALS