

# WELCOME to Post Leaders Workshop!

**THANK YOU to our SPONSORS:** 









# Agenda

Time	Topic
8:45 a.m. – 10:30 a.m.	The Year Ahead Find the Value, Be the Value Driving Value at your Post
10:30 a.m – 10:45 a.m.	Break!
10:45 a.m. – 12:00 p.m.	Driving Value continued
12:00 p.m. – 1:15 p.m.	LUNCH!
1:15 p.m. – 2:30 p.m.	Tabletop Exercises
2:30 p.m. – 2:45 p.m.	Break!
2:45 p.m 4:00 p.m.	Recruit, Retain, and Resources
4:00 p.m. – 4:15 p.m.	Break!
4:15 p.m.	Executive Director Transition
4:15 p.m. – 5:15 p.m.	Speed Round
5:45 p.m.	Networking Reception!



### The Year Ahead

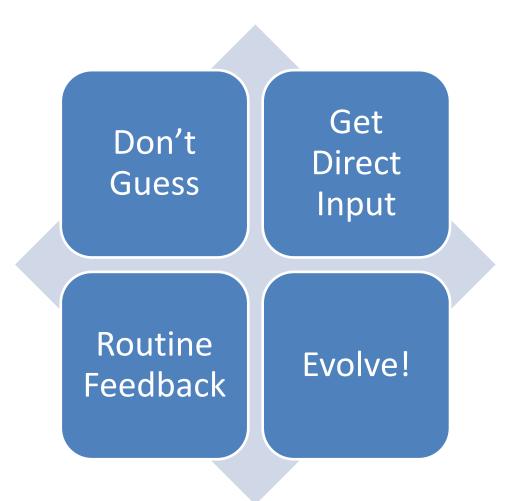


Col. Charlie Perham, F.SAME, USAF (Ret.) SAME National President 2023-2024

Find the Value. Be the Value.



# Determining Value





### **Data Sources**

	•
Demograpl	nicc
DCIIIUKIADI	$\square$

National Member Survey

**National Post-Event Surveys** 

Post Surveys

Personal Feedback

What's happening in the industry

Primary Job Functions of Individuals

Company Size / Capabilities

Type of Work in Your Area

Historical Participation



# National Survey Conducted early 2022

### Why join SAME?

- Networking = 83%
- Local engagement = 54%

### Importance of Benefits (scale of 5)

- Networking = 4.4
- Post Events = 4.09
- Tied for third:
  - Training & Education
  - Give back to the industry, profession, and/or nation
  - Industry best practices
  - Future of the field



# Recent National Post-Event Surveys

### What Drives Attendance:

- Networking = 80%
- Education / Professional Development = 55%

"SAME is a unique and very beneficial professional society. Need to continue to focus on value-added and maintain relevance to both Government and Industry."

"The organization is really integral to the military engineer mission."



# Recent Surveys Conducted for Posts

#1 Reason for becoming a member?

Networking – members routinely ask for more social events

Other Reasons for attending events?

• Speakers/Presenters & Business Development

Top benefit Posts provide?

Building Relationships

#1 topic or event that entices participation?

Industry Government Engagement



# Routine Feedback and Awareness

We can create a survey for you!

Post-event surveys...ask a general question!

**Unsolicited Feedback** 

Always keep top-of-mind what's happening out there!



# DATA informs VALUE



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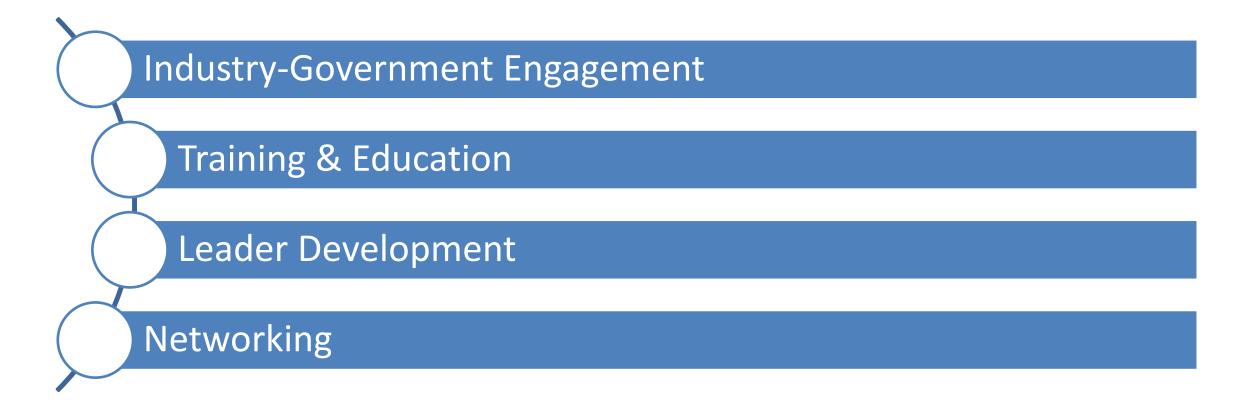
# Sunset What No Longer Works







# Next Up...How to Drive Value thru...





### This Is How We IGE!!

August 7, 2023
Post Leader's Workshop
Fort Lauderdale, FL



# IGE isn't just a streamer!!

LTC Wendell "Buddy" Barnes, P.E., F.SAME (Dist.), USA (Ret.)



# Why is IGE so important for SAME?

Ben Matthews, P.E., F.SAME

Vice President – Technical COIs



### What is IGE

<u>I</u>ndustry
<u>G</u>overnment
<u>E</u>ngagement

### The IGE Equation: Culture + Process = Impact

- IGE is a culture of transparency, trust, and teamwork;
- IGE is a process of leadership, education, and partnership;
- By solving problems and building consensus, IGE creates impact



### Resources

- 2025 SAME Streamers Program
  - Excellent examples of Post-level IGE activities from *Surveys* (25 pts) to *IGE Workshops* (250 pts)
  - Prioritizes through points earned



Revised Summer 2021





### **SAME Streamer Program**

Supporting the 2025 SAME Strategic Plan

#### **GOAL 1: OBJECTIVE 1**

Ensure SAME's Industry-Government Engagement Plan promotes multidisciplined industry-government collaboration and adds value to shared efforts to improve America's infrastructure, with the Society recognized by all stakeholders as the platform for industry-government engagement.

#### **Suggested Post Tasks**

TASKS	
<ul> <li>Conduct local Industry-Government Engagement Workshops with key stakeholders to identify issues, collaborate on solutions, and document progress. Categories can include but are not limited to: Policy/Law; Capacity (skilled labor); Project Delivery Best Practices, Business Practice; Capability (professional expertise, technology); Warfighting; Resilience; small business; market research; cyber security; knowledge management.</li> <li>Conduct Roundtable Discussion to identify potential issues</li> <li>Document IGE Workshop with complete details:</li> <li>Topic/Date; Participating Agencies/Organizations; Outcomes/Impact; Follow-up Conducted/Needed</li> </ul>	
<ul> <li>Identify new local touchpoints to key stakeholders within local, state, and federal government entities to determine how the Post can serve those entities.</li> <li>Meet with state, regional and/or local government to educate on how SAME can serve the community (could include Department of Public Works; City/County Engineer; Transportation/Transit Authority; Emergency Services; Environmental Services; Port Authority)</li> <li>Meet with military to educate how SAME can serve area's installation.</li> <li>Establish a Student Chapter with local college/university. Arrange for seminars/briefings at local college/university displaying strengths of national security A/E/C industry and emphasizing future career paths.</li> </ul>	
<ul> <li>Conduct local Joint Table Top Exercises (TTX) to stimulate collaboration among government and civilian engineers and planners on locally relevant infrastructure challenges. Include federal, state, or local agencies and strategic partners, as appropriate.</li> </ul>	150
► Host an Industry Day/Government Briefing/Small Business events.	100
<ul> <li>Provide relevant industry best practices and professional development opportunities for government and uniform members.</li> </ul>	100

#### GOAL 1: OBJECTIVE 2

Develop Strategic Partnerships to identify focus areas, challenges, opportunities, and potential solutions, integrating mutual expertise to achieve greater results.

#### **Suggested Post Tasks:**

TASKS	
Identify, establish and nurture strategic and organizational partners at local, state, and regional levels and determ how the Post can collaborate with those entities and execute two partnering/joint programs. (Examples include AS ACEC, AGC, CMAA, NSPE, DBIA). Annually review strategic partnerships for impact, value, reciprocity, and strategic significance and outcomes of partnerships. Identify opportunities for new partnerships within existing goals	
<ul> <li>In addition to face-to-face meetings, use webinars and other technology to develop and sustain collaborative relationships.</li> </ul>	100

#### **GOAL 1: OBJECTIVE 3**

Ensure SAME's Communities of Interest serve Posts and national entities as subject matter experts, leveraging the Society's broad technical diversity to advance knowledge, standards, and best practices.

#### **Suggested Post Tasks:**

TASKS	POINTS
<ul> <li>Utilize COIs to identify topics and subject matter experts to support Post level technical events:</li> <li>IGE Workshops, Technical Briefings, Seminars, Webinars, Conferences, Table Top Exercises</li> </ul>	50
► Ensure Post members are serving on COI Steering Committees and serving as liaisons to the Post	50

#### **GOAL 1: OBJECTIVE 4**

Develop a portfolio of professional communications to inform, educate and reinforce SAME's impact to the nation; provide a repository of industry-government engagement efforts, tools, and lessons learned on the SAME national website.

#### Suggested Post Tasks:

TASKS	
▶ Promote progress of Post IGE Workshops through their conclusion by preparing and submitting articles	documenting 50
updates in TME. RealTiME. COI communications. Post communications, social media, and on the IGE wel	bpage.

#### GOAL 1: OBJECTIVE 5

Promote inclusion of stakeholder interests at the Post, regional, and national levels through meetings, workshops, symposiums, and conferences.

#### Suggested Post Tasks:

TASKS	
▶ Develop IGE programming to meet the needs of the Post or region consistent with the IGE goal.	100
► Survey members to find out interests, issues, and demographics	25
<ul> <li>Survey members to find out interests, issues, and demographics</li> <li>Ensure Post leadership reflects the diverse demographics, professions and practices that match the Post membership.</li> </ul>	



### Resources

- Post Operations Manual
  - Generic IGE Workshop Model
- Current and Past IGE Project Teams
  - Examples: PFAS, Partnering
- Post Leaders with successful Post-level IGEs
- IGE Team products
- Communities of Interest
- Other?



# **Non-Traditional IGE**



### **Public Agency History**

- 1995 Public Agency Sustaining Membership (PASM) Established
- Requested and Justified by Houston-Galveston Post Leaders
- Grown to 39 PASM's & also 21 Educational & Non-Profit
  - 11 Military/Federal
  - 28 Non-Military/Federal
  - 13 Non-Profit
  - 8 Educational



# What Posts have Non-Military/Federal Public Agencies?

- Houston-Galveston has the most!
- San Antonio
- Fort Worth
- Louisville/Oxnard-Ventura/Columbus/Jacksonville Pensacola/Anchorage/Lake Michigan /New York City Pittsburg/Washington/Louisiana



# Who are Non-Military/Federal Public Agencies?

- City/County/Parish Public Works
- Metro/Regional Transit or Mobility Authorities
- River/Port Authorities
- Water Utilities/Authorities
- Flood/Drainage Authorities
- Emergency Management
- Regional Gas/Electric
- State DOTs/Toll Road/Airport Authorities



# **Houston-Galveston Experience**

- Weave IGE into Post Operations Go Beyond the Streamer Criteria
- Every Board Meeting is an IGE
  - By-Laws Require a Public Agency Member each Board Election
    - City of Houston Public Works
    - USACE Southwestern Division
    - Harris County Precinct 4



# **Public Agency Leader Not in SAME**

- Invite to Meeting or Event that Demonstrates our VALUE
  - Collaborative Forum to Resolve Issues and Challenges
  - Professional and Personal Development
  - Networking



# Resolving Issues and Challenges

- Resiliency/Sustainability
- Staff Turnover/Training
- Funding
- Policy Changes/Conflicts
- Multi-Agency Coordination/Partnering
- Don't guess...Ask!



# **IGE Event Planning & Outcomes**



### **Event Logistics**

### Questions to consider when thinking about your IGE

- External participants and necessary agreements MOAs
- Date, location, type of facility needs to be centered on external requirements
- Budget agreements may drive pricing
- Communication focused or widely distributed
- Preparation data collection, rehearsals, appropriate format

#### Prepare

- Vision of what intending to achieve
- What data is needed ahead of the event and how to obtain it
- Assess if you have the right participants

#### **Format**

- Panel, round table, other appropriate
- Number of participants and guests
- Who gets to talk when
- Virtual component?
- Record the session(s)
- Assign a note-taker

#### **Moderators**

- Moderators are extremely helpful during a virtual event
- Need to manage the discussion, keep conversation on track
- Can aid in dealing with hybrid situations

#### **Event Closing**

- Ensure time left for group wrap-up
- Ensure discussion is at an appropriate endpoint
- Next steps assign people and dates



### **Event Outcomes**

### Prepare your audience

• Share read-aheads to allow your audience to participate

### Follow Up

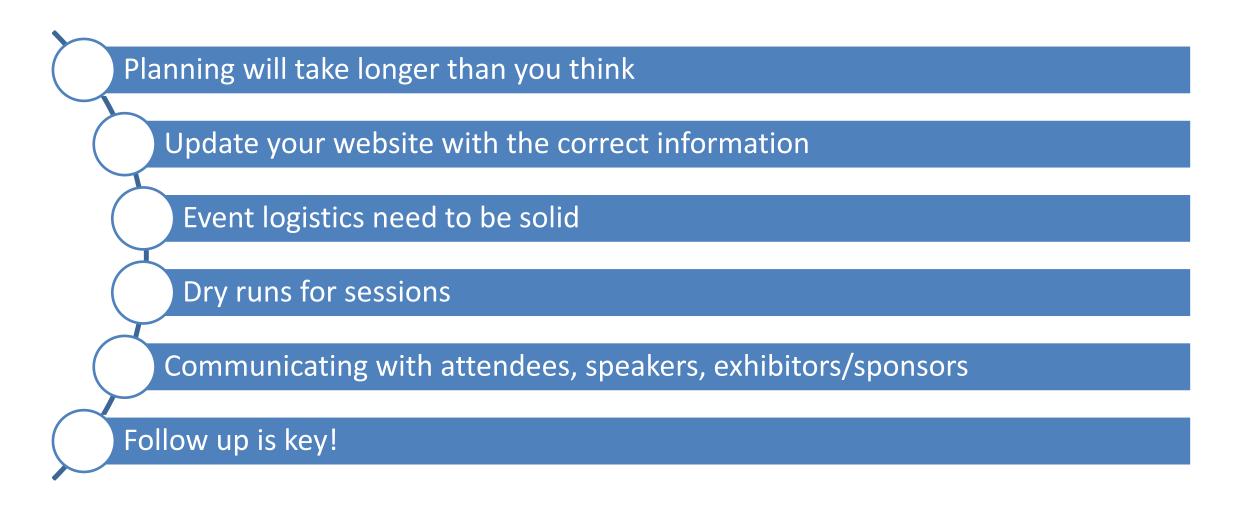
• Stay in contact with your presenters and participants after the event

### Methods of reporting successes

• White paper, website, follow up programs, tell the National office!



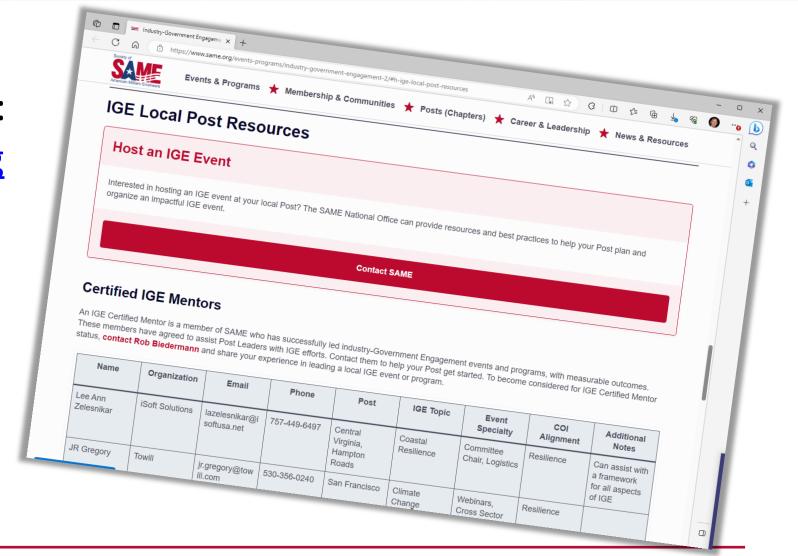
# **Best Practices & Lessons Learned**





### Certified IGE Mentors

Industry-Government
 Engagement webpage:
 <a href="https://www.same.org">https://www.same.org</a>
 <a href="https://www.same.org">/events-</a>
 programs/industry government engagement-2/





# **Planning Education + Training**

**Belle Febbraro**, Associate Director of Education, SAME **Mindy Hinsley**, F.SAME, FSMPS, CPSM, Deputy Regional Vice President, SAME North Atlantic Division







### **Belle Febbraro**

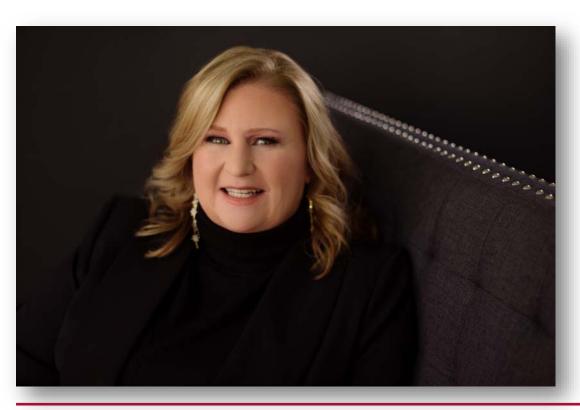
### Associate Director, Education

- When I was 10, I came 3<sup>rd</sup> in the UK for figure skating in the under 14 category
- I'm obsessed with Sudoku
- I have experienced more jobs than I can count
- I love to paint and draw, and my favorite medium is acrylic. Have a degree in Fine Art and minored in Art History



#### Mindy Hinsley, F.SAME, FSMPS, CPSM

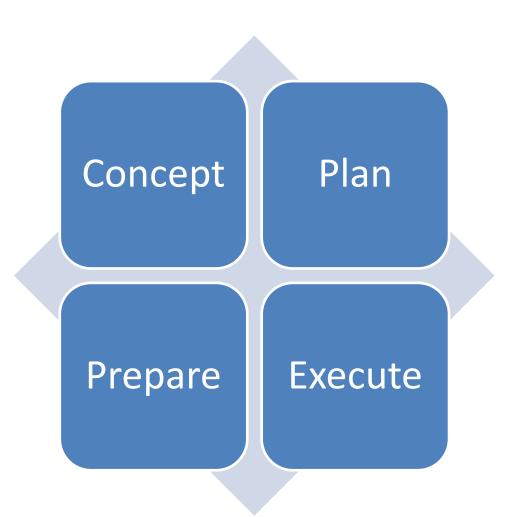
#### President, Hinsley Collective



- Die hard Baltimore Ravens and Nebraska Cornhuskers football fan (by marriage!)
- Love to travel and plan milestone birthday trips and adventures for friends and family – Greece, Switzerland, Scotland, and any island in the Caribbean
- Golf and paddle boarding are my favorite outdoor activities
- Never liked margaritas or tequila until I had Covid and started to crave them (true story!)
- SAME Baltimore Post Past President, current DRVP for the SAME North Atlantic Division, chair of the Marketing + Business Development committee, Small Business COI, and Co-founder + Chair, MEGA Maryland

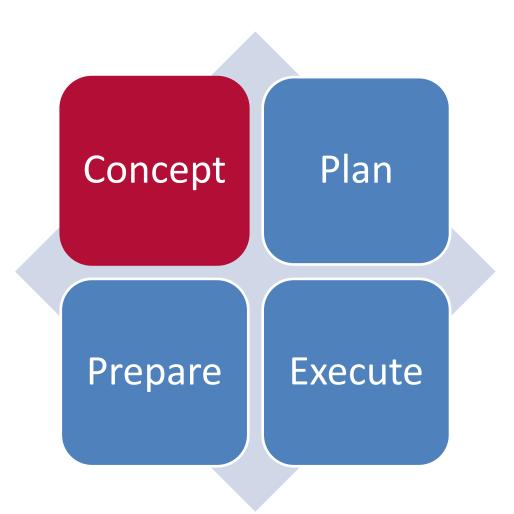


# **EVENT PLANNING**



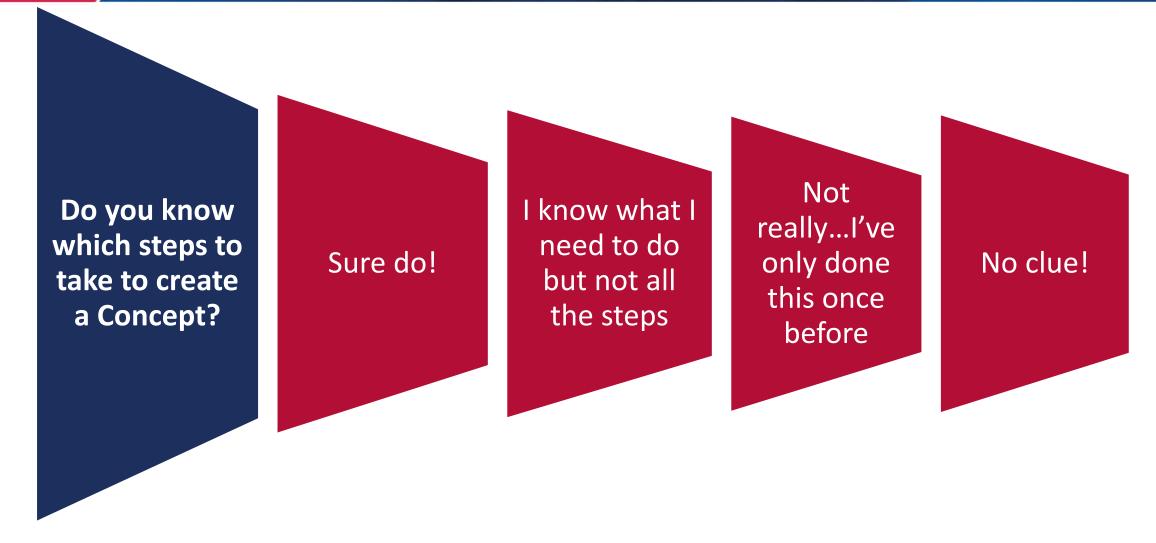


### **EVENT PLANNING**





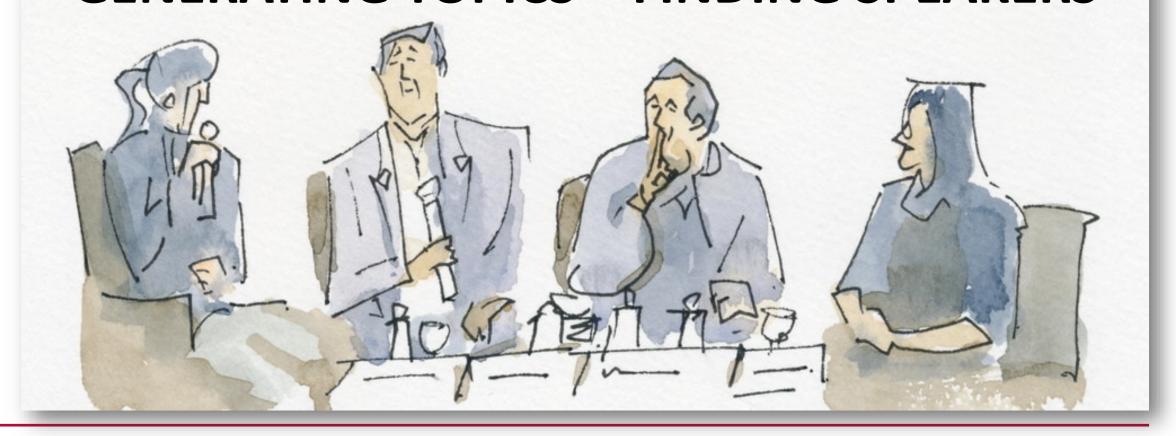
### POLL AUDIENCE





# BUILD AN AGENDA

#### **GENERATING TOPICS + FINDING SPEAKERS**





### **GENERATING TOPICS**

- Trends in industry
- Follow the money
- Member surveys results
- JETC, SBC + regional programs
- SAME COI content
- Industry partners
- Align streamer requirements + SAME strategic plan





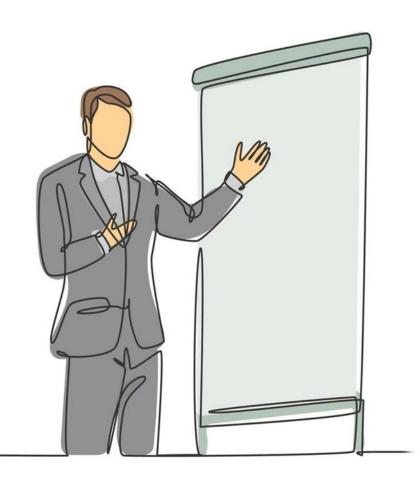


- Who can speak to the topic?
- Does it add value?
- Is it revenant to Post members?
  - O Will it appeal to few, some, most or all?
- Are there tangible takeaways for attendees?
- Has it been overdone? Is it fresh?
- Are you offering PDH or AIA credits?

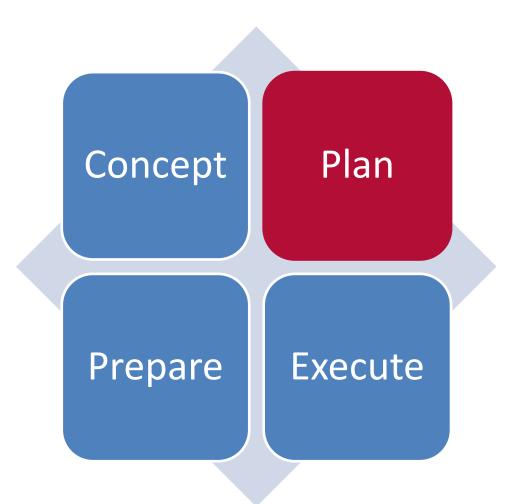


#### FINDING SPEAKERS

- Other Posts
- Leverage board + member contacts
- JETC and SBC programs
- SAME COI speaker recommendations
- Agencies
- Partners
- LinkedIn
- Other Events attended









### POLL AUDIENCE





# PROGRAM PLANNING





#### SCHEDULING



- Check for competing events, holidays
- Select the appropriate venue
  - o in person v. virtual?
  - Virtual is great for Post luncheons
- Determine the proper format, set agenda
- Include time for networking, breaks, and transitions



#### **GATHERING INFORMATION**

- Request speaker information
  - AV or special requirements
  - Provide speaker guidelines
  - o PPT template in correct format
- Determine food and beverage costs
  - Accommodate dietary restrictions
- Set ticket pricing

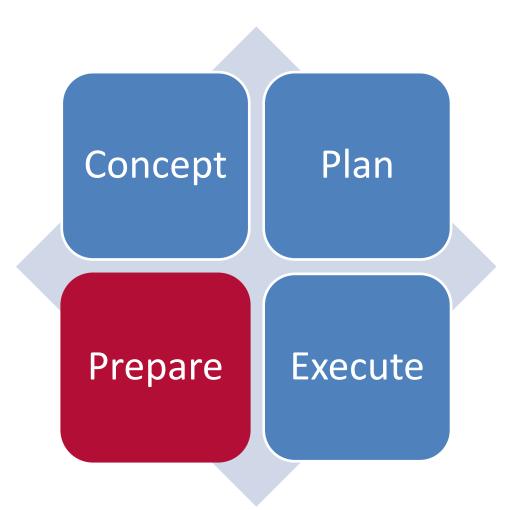






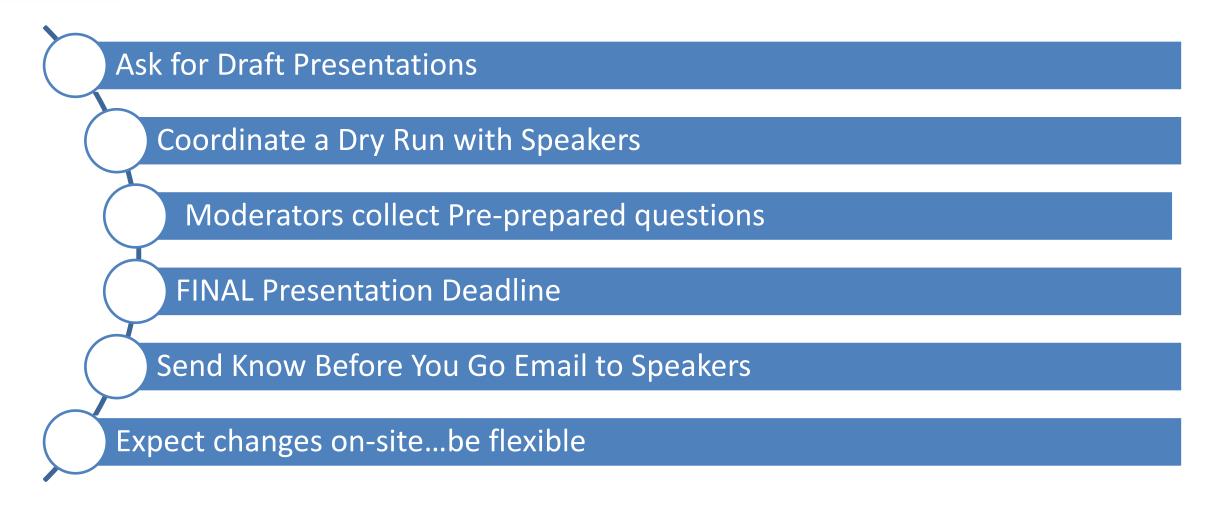
- Open registration
- Social media
- E-mail blasts
- Post website
- SAME National calendar
- Word of mouth
- Partnering organizations





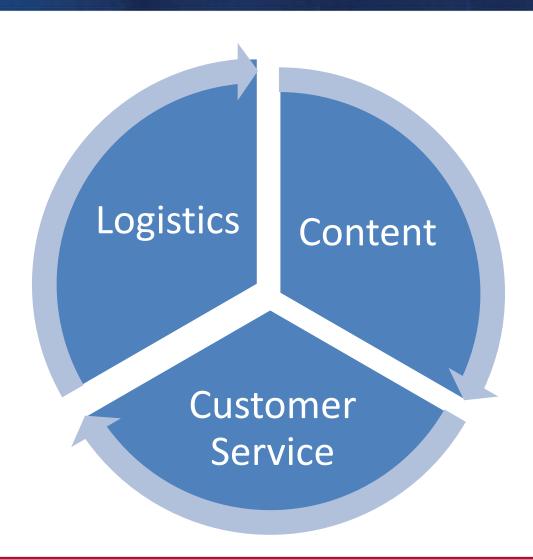


#### PREPARATION & EXECUTION





# IT TAKES A TEAM





#### PROGRAM NOTES

#### **How Many**

- Don't overwhelm your attendees with too many choices
- Take counts of people in each session to use as reference
- Keep the content strong and informative

#### Speakers

- Provide intro and fun facts
- Meet the moderator prior to session
- Be available to network with the audience

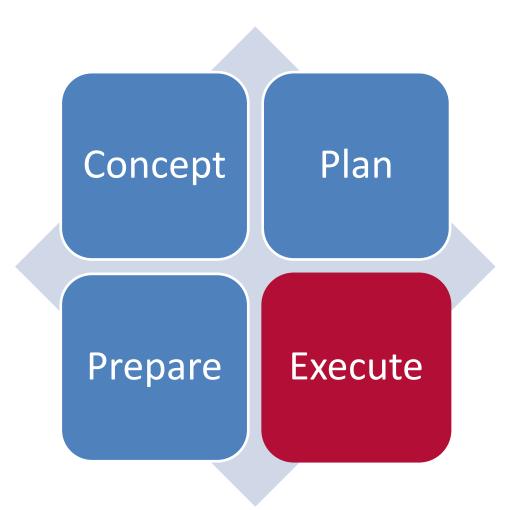
#### Moderators

- Moderators plan a pre-conference call with speakers
- Prepare Preprepared questions
- Allow your speakers to shine

#### **Credit Hours**

- 1 credit per 50 minutes of content
- PDHs for educational content only...not briefings!
- AIA credit must be pre-approved; go thru SAME National







# TIME TO EXECUTE





### **AFTER THE EVENT**

Thank your Speakers

Send Attendee Lists

Post Presentations



### POST EVENT GOLD

- Quality of content
- Networking
- Venue
- Food and beverage
- Topics for future events
- Speaker recommendations
- Call for volunteers
- Call for membership





### POLL AUDIENCE





- Belle Febbraro,
   <u>bfebbraro@same.org</u>
- Mindy Hinsley, mindy@hinsleycollective.com





### **Drive Value with Leader Development**

Presented by:

**Mike Darrow** 

**Scott Grainger** 



### **Leader Development in SAME**

Leader Development in SAME
Leader Development Tool Kit
National LDP Program Overview

**Curriculum Review - Books, Speakers, Panel Discussions** 

**UPIC** 

**Mentoring** 

**Expectations** 

More Leadership Opportunities Questions



and to develop solutions to problems across critical

Lead cullaboration to advocate for streamlined acquisition

and implementation of resilience solutions.

### Leadership Importance in SAME



that promote the entirety of veteran well-being.



#### **Leader Development COI**



# Goal #3 Develop Leaders for the Nation!

Leader Development COI Mission: Leads Efforts to Enhance Leader Development

Mentorship

AOF
Young Professionals
Post Activities
Student Chapters
STEM/ Camps

Post Leader
Development
Post-Level Toolbox

**Streamers** 

Nat'l Leader
Development
Program
Mentors
Book Discussion
Curriculum

LDP Webinars

COI
Programs
Webinars
JETC
PLW
SBC

LD COI Mission: Executing our Objectives

LD COI Pillars: Main Lines of Effort Delivering Value to the Society

Communication and LD
COI Resource Center:
Centralized Activities
Supporting Across All LD
Pillars

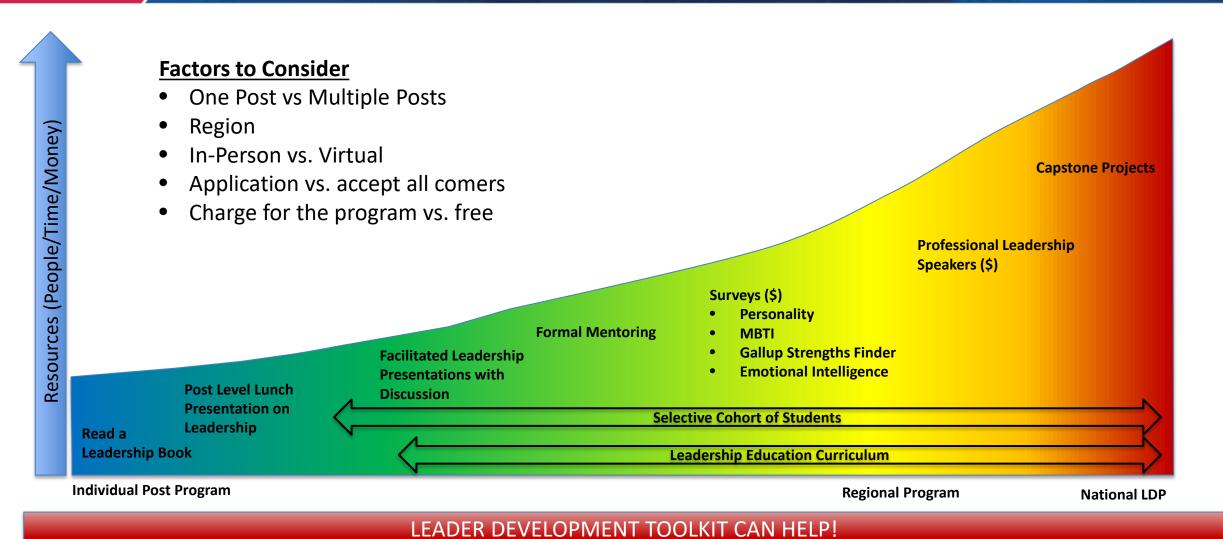
Governance: Doctrine, Strategy, and Sustainment

Marketing and Communication > Stories about LD COI's Impact LD COI Resource Center > Materials from All Pillars

Operating Manual > Doctrine and Implementing Guidance Charter > Strategic Alignment with SAME 2025



#### **Continuum of Leader Development**





# **Post & Regional Programs**

Post(s)	Program Name	Program Champions
San Antonio	Leadership Lab	Cathy Bond Sam Barnett
NoVA/DC	LMP	Philios Angelides Ed Chamberlyne
Maryland	LMP	Ree Miskimon Megan Kellner Col Tony Price, US Army (Ret) Sally Clark
Houston	Leadership Prog	Liz Parent Yvonne Rivera
Atlanta	LDP	Candice Scale
Texas Region	LDP	Charlie Hart
Kansas City		Julie Eiter
Tulsa	LDP	Anna Childers

# "Just Do Something" - Candice Scale



### National LDP Curriculum – Three Themes

#### **Know Yourself**

- Self-Assessment: Myers-Briggs Type Indicator + Emotional Intelligence + Feedback + Discussion
- Book: Leaders Eat Last by Simon Sinek
- Speakers: Jenn Campbell, Victoria Mechtley, Heather Wishart-Smith

#### **Know Your Team**

- Book: Team of Teams by Gen Stanley McChrystal
- Speakers: Tim Byers, Diana Holland, & Ted Studdard

#### **Know Your Future**

- Book: Start with Why by Simon Sinek
- Speakers: Jason Kelly, CISM Panel, Business Acumen Panel



### **National LDP Speakers & Topics**

































- Team Performance MG Diana Holland
- Leading Global Teams Maj. Gen. Timothy Byers (ret.)
- Business Acumen and Financial Management Bre M. Jones
- Time Management Chris Collie
- Personal Branding Victoria Mechtly
- Living and Working your Life's Purpose Heather Wishart-Smith
- Transition and Transformation Col Ted Studdard (ret.)
- Crisis Communication CAPT Mathew J. Martinson
- The Evolution of You: Becoming Someone You Want to Follow -BG Jason Kelly
- Mind Mapping RADM John Adametz
- Know Yourself Jenn Campbell
  - Emotional Intelligence & Myers-Briggs Type Indicator
- Utilization Projects BG Shroedel (ret.)



#### **LDP Classroom Program**

#### **Classroom Sessions**

Assignment	Student Hours
SAME LDP Curriculum	1
Projects	51
Conferences	14
Monthly Sessions	19
Books	44
Total Hours	129

#### **Books**

- The 360° Leader by John Maxwell
- Dare to Lead by Brené Brown
- Extreme Ownership by Jocko Willink and Leif Babin
- Leaders Eat Last by Simon Sinek

#### Other Activities

- Self-assessments
- Guest speakers
- Mentors
- Class interaction
- Utilization project

**Classroom Technology:** 



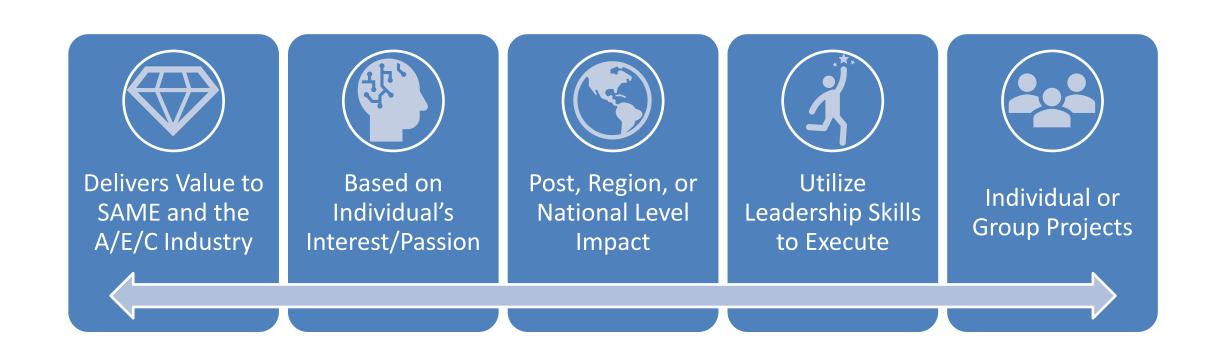




Google Classroom



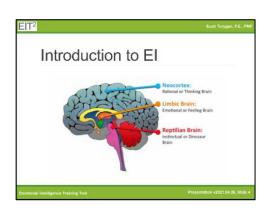
#### **Utilization Project Implementation Capstone (UPIC)**



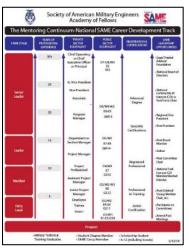


#### LDP Impact

- Adding to the Body of Industry Knowledge
- Developing Best Practices
- Expanding the Presence of SAME
- Personal and Professional Advancement



Emotional Intelligence Training Tool (EIT2), Scott Turygan



SAME Guided Pathway for Students and Young Professionals, Arpan Patel



American Indian/Alaska Native (Al/AN) STEM Outreach, TJ Fakler, Kevin Remley, Colleen Rust



### Mentoring is Key!

#### Expectations:

- All participants have a mentor
- Meet regularly (monthly)
- Engage mentor in UPIC

#### **Outcomes:**

- Develop & advance leadership skills
- Grow network
- Create professional "growth" plan



## Post Leader Development Toolkit

- Provides resources for Posts and Regions to use when developing a LD Program
- Not intended to be prescriptive, or exhaustive list of requirements
- Options include
  - Best Practices
  - Sample Curriculum
  - Book Lists
  - Potential Videos
  - Potential Speakers\*
    - \* This will be transitioning to the SAME Knowledge Network when fully implemented



https://www.same.org/wp-content/uploads/2022/09/same-leader-development-toolKit-11-21.pdf



# **Opportunities for Leadership**

- Look for other leadership opportunities to engage your members
- Leader Development COI
  - We're always looking for new perspectives
  - Lots of volunteer opportunities
- Mentoring Advisory Group
  - Opportunities at all levels to be involved
- Post and Regional Programs
  - Join one...or start one at your Post
- Apply for National LDP



- Leadership options outside the Post
  - RVP and Deputy RVP
  - National BOD/Elected Director
  - COI Chair, Committee Chairs
  - SAME Foundation BOD



## Resource Ideas

#### Leadership Topics:

- Business Acumen/Financial Awareness
- Critical Incident Stress Management & Leader Resiliency in Crisis/Trauma

#### Books:

- Leaders Eat Last Simon Sinek
- Team of Teams Gen. McChrystal
- Start with Why Simon Sinek

#### Speakers:

- Leadership Consultants
- A/E/C Industry Leaders
- SAME Leaders



# Evaluations & Feedback for Improvement

Pre-Program Survey

**Individual Session Feedback** 

Books, Speakers, Panels

Post-Program Evaluation

Post-Graduation (1 year, 2 year, ?)



# Q&A





# **Driving Value with Networking**

Summer Gladden, Central Virginia Post Ann McLeod, CEM, CAE, SAME National Office



# When asked, NETWORKING

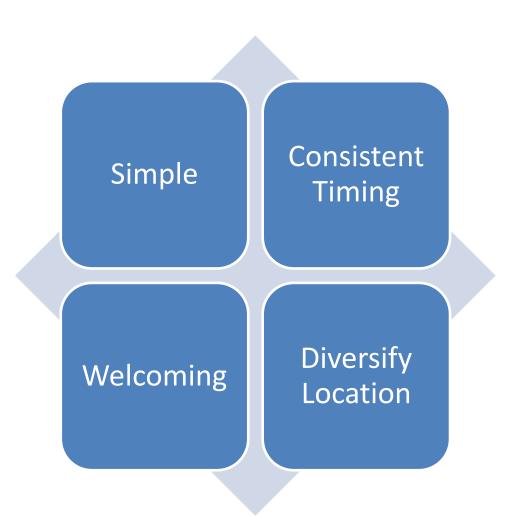
is the single most common reason people cite for:
 joining SAME
 participating in events
 remaining a member



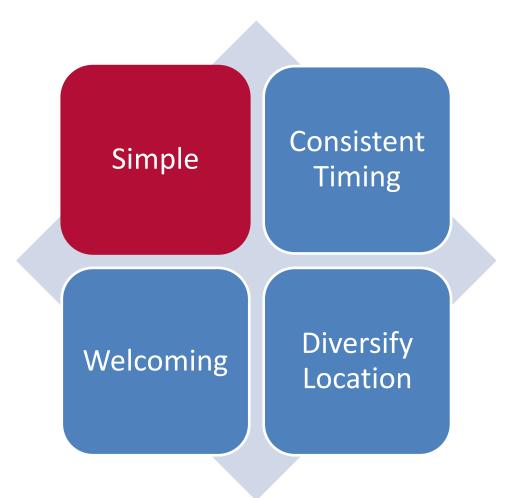
## **CENTRAL VIRGINIA POST CASE STUDY**



## **Top Tips for Networking Events**







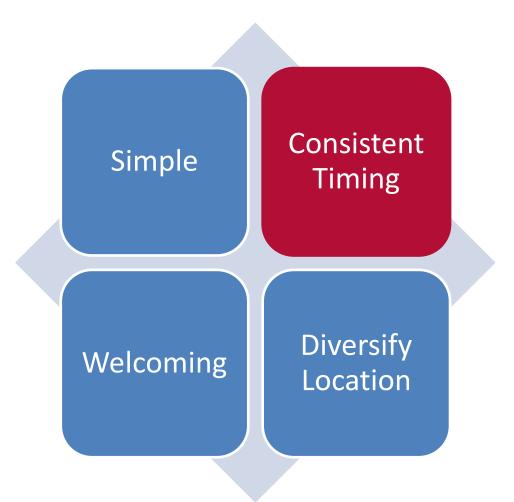


## **Start Simple**

- People just want a forum to get together!
- Maybe make it free to enter; drinks on own
- Games, activities not necessary
- Don't always have to make money or have a sponsor

Starting simple and growing participation can build your base and allow for "fancier" networking events down the road!







# **Consistent Timing**

- Having something the same time of month / time of day helps people plan
- Hold in conjunction with other things
- Avoid holidays, including religious ones
- Regularity (every month / every other month)







## Welcoming

- When people have a great experience, they will come back
- Lean on your "Lee Anns" of for organic friendliness
- Give list of newbies to your Lee Anns to make sure the newbies are welcomed and have a great experience
- Incentivize people to bring someone new free registration for newbie + extra drink ticket for those who bring someone
- Don't rely on just blast emails for invites send personal ones too
- Encourage EVERYONE to talk to someone new and not just visit with those they already know







## **Diversify Location**

- Not every location works for everyone...move the site around especially if your post is spread out
- People like trying new cool places
- Think about places that have easy follow-on (i.e. people can remain at the location to continue networking; easy to go to dinner afterwards, etc.)
- See if other organizations (SMPS, DBIA, etc.) or nearby Posts have something scheduled...if yes, ask if you can partner! And return the favor!



## Other Ideas and Tips!

- Do collect RSVPs, even if free...understand that some will no-show, but you'll also have walk-ins.
- Yep, always have name badges.
- People love an attendee list...just make sure you have permission to share contact information.
- Post on social media a week before, day of lots of people may find themselves free at the last minute
- Day or two after the event, send email thanking everyone for coming with date of next one! Remind them they can bring someone new for \_\_\_\_\_ incentive.



## **Questions?**

Summer Gladden

summer.gladden@leebcor.com

Ann McLeod

amcleod@same.org



## **Use Value to Recruit & Retain**

Presented by:
Ann McLeod & Jill Murphy
SAME National Office







## Value is Personal and Relevant



Start with thinking about "WIFFM" –

What's In It For Me?



From there, determinize how you can be <u>relevant</u> based on SAME's Mission and Strategic Plan



# Your Value Proposition (VP)?

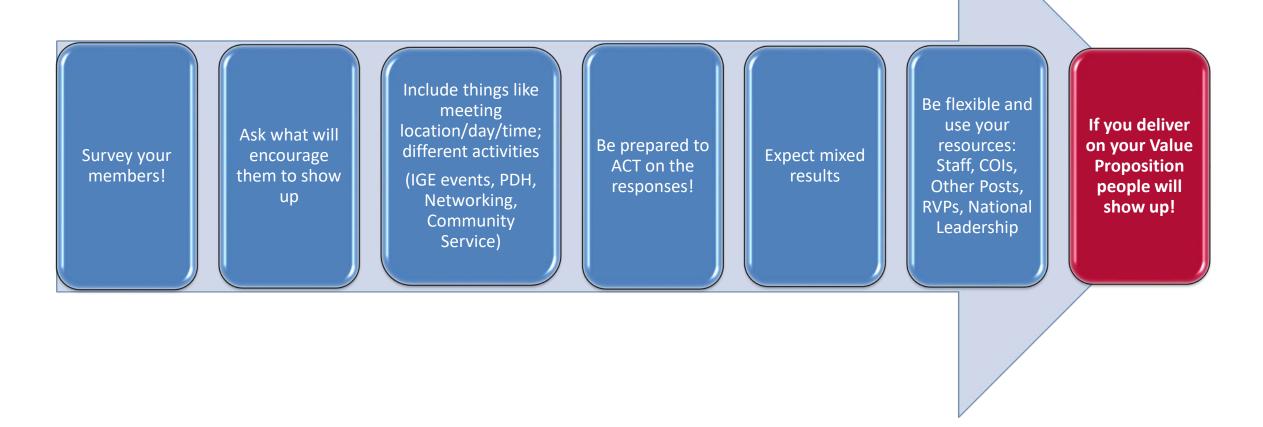
What you uniquely offer members

Promise of of delivery of those benefits

Your #1
Marketing
Tool



## What Do Members Want?





# Who Are Your Prospects?





## Recruit Them!

#### Follow up immediately after an event or meeting

- Send thank you note
- Make a personal call
- Provide an incentive to return

#### Use your Value Proposition...Make the ROI Obvious

- Remember WIIFM
- Unique to different groups...communicate it that way
- Ask current members of that segment what resonates with them, use their testimonial

#### Highlight "member only" activities

#### Use your Resources:

- ➤ National Office Staff
- ➤ Post Resource Center
- ➤ Membership COI
- Society Leadership: NLT, RVPs, COI chairs



## What is the number one reason people don't join?



The top reason people join SAME is because someone they know invited or encouraged them to join...and shared the PERSONAL value they receive from their membership and participation.



## Member Retention

#### Starts the day a member joins!

#### Reach out to new members every month:

- Welcome email/call
- Invite them to the next meeting/event Announce new members at meetings
- Pair them with a seasoned member Introduce them to the board
- REMIND them of the unique value your post provides!

#### Encourage being active

- Ask them to help with a short-term volunteer role or sit on a committee
- Find out why they joined capitalize on it
- Check in before renewal time
- Show them that being active adds even more value



Questions /
Discussion on
Value Proposition.
Recruitment, and
Retention

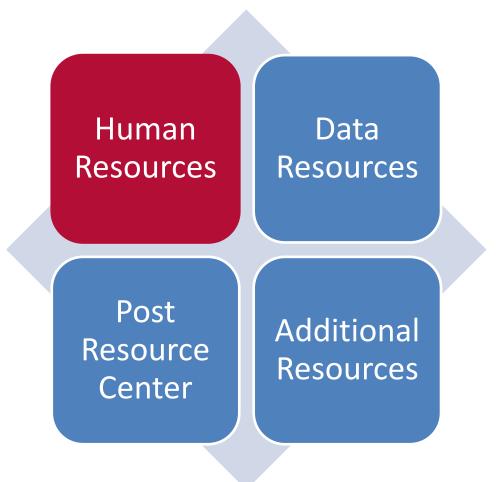




# **Resources to Support Value Delivery**



## Resources

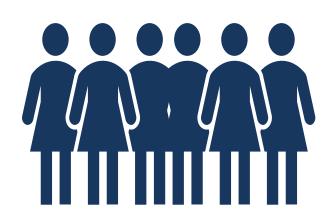




# People!

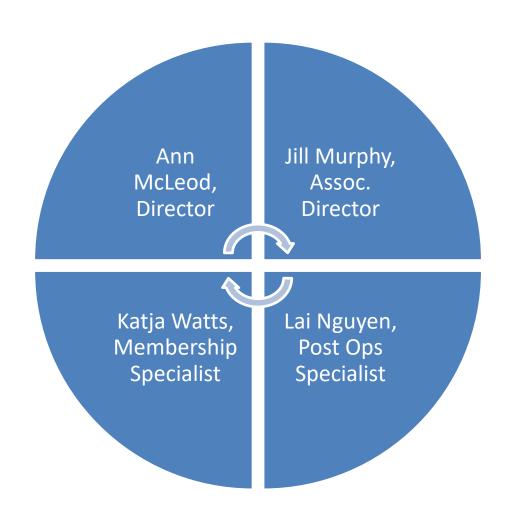
## People = SAME's Greatest Asset!

- Post Members
  - The "10 minute volunteer"
- COIs Communities of Interest
  - Topics, Speakers, Technical Expertise
- Regional Vice Presidents
  - Sources of information, support & recognition
- National Leadership Team
  - Invite to Post BOD meetings, events & activities
- SAME National Office Staff





# Membership & Post Ops Team



posts@same.org



## National Office Staff

- 1. Posts@same.org
- 2. Member@same.org
- 3. <a href="mailto:sessions@same.org">sessions@same.org</a>
- 4. programs@same.org
- 5. registration@same.org
- 6. exhibit@same.org



Dedicated to National Security Since 1920



# National Leadership Team

#### **INVITE THEM TO YOUR POST!!!!**

#### Send request to <a href="mailto:posts@same.org">posts@same.org</a>!

- Charlie Perham, President
- Cindy Lincicome, Past President
- Sharon Krock, President-Elect
- Mike Darrow, Vice President Human Capital COIs
- Ben Matthews, Vice President Technical COIs
- Mike Huffstetler, Vice President RVPs/Posts



# Communities = Knowledge

- 1. HUGE resource for content for meetings and webinars
- 2. Webpages
- 3. Past Presentations
- 4. "rejected" but still strong abstracts submitted thru CFPs
- 5. Multiview newsletters
- 6. Find people via the DIRECTORY

What topics are timely where you are? Turn to SAME's communities for knowledge network, sharing, and resources!



## Communities = Knowledge



- Architectural Practice COI
- 2. College Outreach COI
- 3. Construction COI !NEW!
- 4. Energy COI
- 5. Enlisted COI
- 6. Environmental COL
- 7. Facility Asset Management COI
- 8. Geospatial Working Group
- 9. Health Engineering Working Group
- 10. Joint Engineer Contingency Operations COI
- 11. Leader Development COI
- 12. Marketing & Business Development WG

- 13. Membership COI
- 14. Resilience COI
- 15. Small Business COI
- 16. STEM COI
- 17. Young Professionals COI





## Data Resources

Survey Results

Post Membership Reports

Online Directories – only as good as what is entered

Post Resource Center



## Online Directories

## Search by any of these fields!

- Company
- NAICS
- Contracts Executed
- Locations
- Average Revenue
- Bonding Capacity
- And more

Results appear at the bottom of the page

#### Search Our Company Directory Collaps

Use one or more of the below search criteria to find an SAME member company. Remember to click the "search" button to execute your query! Results of your search will appear BELOW the "search" button. 10 results appear per page, so remember to scroll through all the pages to view all companies found.

Click on "Collapse" at the upper right to condense the search criteria and to view only your results. If you are not a logged in member, you will not be able to see full company details.

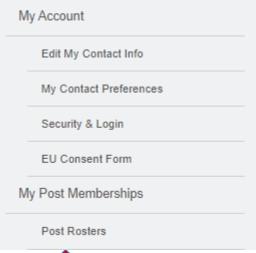
Company Name	
Company Capabilities	Select Some Options
NAICS Codes	Select Some Options
Number of Employees	То
Small Business Categories	Select Some Options
Average Revenue for Past 3 Years	None •
Previous or Current Agency Contracts Held	Select Some Options
Number of Federal Contracts Executed	None 🗸
Years of Government Contracts	None 🗸
US Office Locations	Select Some Options
States Where Business Is Conducted	Select Some Options
Countries Where Business is Conducted	
Aggregate Bonding Capacity	None •
Single Project Bonding Capacity	None •



## Rosters = Invaluable



Manage your Membership, update your information, and collaborate with your COI's and Posts.





Ms. Jill P Murphy
Associate Director, Membership & Post Operations

### Membership

Summary of your current membership.



A variety of lists for a variety of purposes!



## Online Rosters

### My Posts Roster

Post rosters are available for download only to current RVP's, Post Presidents, Membership POC's, Communications POC's, and Secretaries. If you are none of these, you will not see a Download Roster button. Please contact Lai Nguyen@same.org if you have any questions

My Account

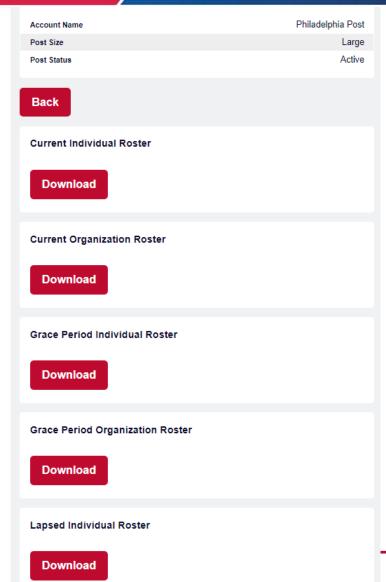
Edit My Contact Info

My Contact Preferences





## Online Rosters





SIX rosters to help manage your membership:

- Current
- Grace Period
- Lapsed



# Post Resource Center





# SAME Post Resource Center Home > Posts (Chapters) > Post Resource Center



# SAME Post Leaders

Are you an SAME Post Leader? Here you will find information about Streamer Program criteria, change of office reports, financial and administrative information, best practices samples and templates, and operations manuals.

Post Operations & Administration →

Post Membership Statistics →

Post Communications & Websites →

Streamer Awards →

Post Financial Guidelines →

### **Quick Links**

2023 Streamer Portal

**Change of Post Officers Report** 

**Post Notes Article Submission** 

**Equipment Request Form** 

**Student Chapter Status Report** 

**Diversity, Equity & Inclusion** 

**Industry-Government Engagement** 

Join a Post



## **Post Resource Center**

## Post Resource Center – Don't Re-invent the Wheel!

- Essential Forms & Documents
  - Change of Officer Report!
- Templates, Samples, Tutorials and more
- Monthly Membership Streamer Stats
- Helpful resources from other Posts
- Membership COI is available to HELP POSTS!!



## **Other Resources**

# Document Exchange

- Best Practices
- Templates
- Videos
- Membership Marketing Tools
- Sample/Examples

# Academy of Fellows

- Deep Pool of Experience
- Mentoring
- LeaderDevelopment

# Strategic Partnerships

- Event Partners
- Technical Expertise
- Membership Growth



## Other Resources

## Communications Team

- Post Logo
- Tag on social, we can like and share
- LeaderDevelopment
- Membership recruitment materials

### Programs Team

- Sample Calls for Presentations
- Connect the dots for IGE ideas/projects
- Brainstorm!

### **EACH OTHER!**

- Posts in your region
- Like-sized posts
- Posts with similar work, issues, agencies



Questions??





## Give the People What They Want!

AUDIBLE....

What would YOU find more valuable!

- 1. Continue with planned "5 Topics in 45 minutes"
- 2. Open Q&A to cover things we haven't yet answered, things you've thought of, etc.



# SPEED ROUND! 5 Topics in 45 Minutes

Post Websites & Membership Impact- Jill Murphy Marketing & Events - Ann McLeod Diversity, Equity & Inclusion - Dana Otto



## Post Websites

# The first 30 Post websites are now LIVE!

 Legacy sites will be active through the end of 2023 New Post websites have been migrated based on website analytics

Training videos are on the website and very useful

Website is much more user friendly for admins and users All functionality remains and is better! Including calendar and search functions.

Your website
URL will change
and we will
redirect

#1 thing to know: TRAINING VIDEOS ARE THE KEY TO SUCCESS!

### **Post Webmaster Training and Resources**



Welcome to the training and resources page, Post Webmaster!

The tutonals listed below offer you the introduction to the WordPress, how to maintain and update your website. Contact the **SAME web manager**, if you have additional question after going through the tutonal

#### **Training Videos**

- Introduction to WordPress (9:51)
- Adding and Managing Events in WordPress (27:14)
- Adding News Items to WordPress (21:06)
- Managing Pages in WordPress (27:42)
- Preparing Files and Images in WordPress (3.30)
- Adding Media to WordPress (9:32)
- Introduction to Block Editor Basics in WordPress (10.47)
   Inserting Images in WordPress Using Block Editor (14.21)
- . Inserting Links and Buttons in WordPress Using Block Editor (9.59)
- Block Editor Advanced Layouts in WordPress (14:58)

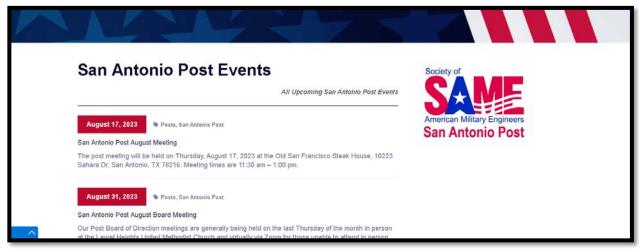
SAME Website Style Guide

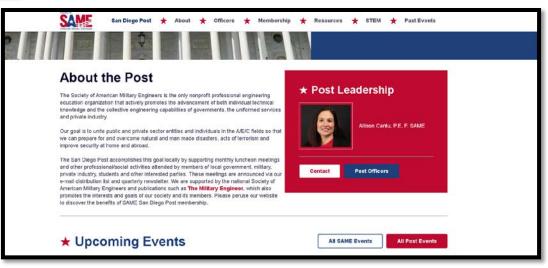












8/15/2023



## Marketing Best Practices

Set up a marketing calendar/schedule

Always pull a new distro list before sending...ideally immediately prior to sending!

Peak time to SEND emails is 10am, 1pm, 5pm ish....

Messaging should clearly state WIIFM!

Make it easy for people to see WHEN and WHERE for events

LINKS LINKS – include them and always test them

Make sure they look mobile friendly!

VIDEOS and PHOTOS are essential!



# Marketing – Social Media Best Practices



Create a Post email account to set up all social profiles and make for any easy officer transition.



When setting up your handle use @SAME and the name of your Post. (@SAMESpaceCoast, @SAMENoVA)

Tip: Save your email address and passwords to each profile to a spreadsheet to easily transition when Post officers change



## Marketing – Social Media Best Practices

### Post at least once a week

Use relevant hashtags in your posts to grow your audience

Respond to all the messages you receive in a timely manner

Reply or react to all the comments on your social post

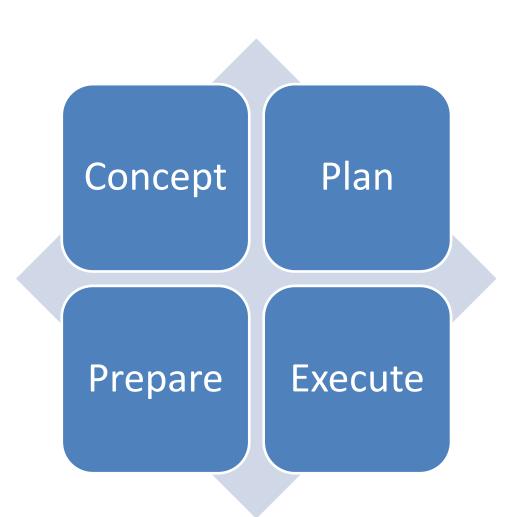
Always tag the people and companies represented in your social media post

Make it fun! Share an image, video, gif, or use emojis instead of just plain text. Information containing a visual component is retained 65% more than just text.

AFTER an event is over, share photos so people see what they missed



# Event Planning



# Event Planning – "Plan"

### WHEN to hold your event

- Deconflict dates with national events, other posts close by / "competitive"; holidays
- Regularity

### Contract with Venues — NEVER SIGN THE BOILERPLATE CONTRACT!

- Use historical performance
- Force Majeure
- Financial obligations
- We will review your contracts...BEFORE they are signed!

### **Event Schedule**

- Longer breaks allow for more networking and organic conversation (30 minutes minimum)
- Time to visit with exhibitors
- Commute time for locals

# Event Planning – "Prepare"

### 3 Tiered pricing for events/meetings

- SAME Post Member
- SAME Member, not member of your post
- Non-Member
- YES you can have tiers within tiers (i.e. government / small business / large business)
- Speaker rates? Exhibitor only rates?
- Date tiers? Early, regular, on-site...

**Registration forms** 

Include Opt in for sharing info

Collect demographic info

Include cancelation policies!

Agree to Code of Conduct

Communicate!

Post event survey...create it prior to the event so you can deploy it immediately afterwards



# Event Planning – "Execute"

Don't underestimate how many people it takes to run things on-site! It's the EXPERIENCE that keeps them coming back! Give people specific roles to help execute things on-site Expect the unexpected Have a crisis plan The devil's in the details What makes people happy?! What are people's hot buttons?



## **After the Event**

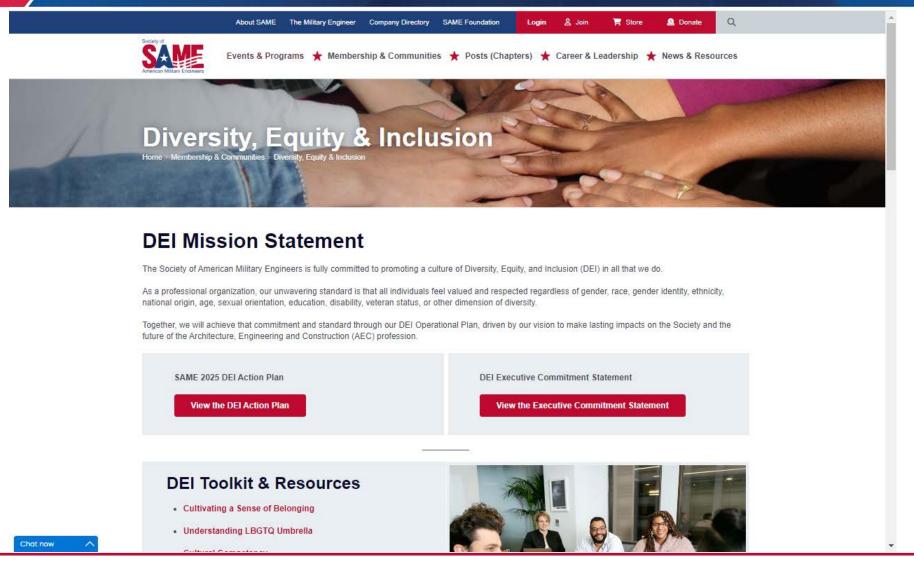
Survey Attendees

**Team Review** 

Plan for future events



# Diversity, Equity & Inclusion





# Diversity, Equity & Inclusion

DEI Ideas for Post Leaders Invite a DEI-focused speaker to a Post event or workshop. Reach out to our DEI subcommittee for ideas

Check out SAME's
DEI Toolkit at
<a href="https://www.same.">https://www.same.</a>
<a href="mailto:org/about-same/dei">org/about-same/dei</a>

Expand advertising and sharing of scholarship and camp applications to schools with underrepresented populations

Expand K-12 activities in your post to include schools with underrepresented populations.

DEI Contacts: Debra Crafter DRCrafter@leoadaly.com or Elaina Edwards elaina.edwards@wsp.com



# Impacts of New Membership Structure



As of July 1st all members (individual and organizational) are in the new structure



Companies are being deliberate when renewing



Yes, membership numbers are lower but... we have members who want to be members!



Dues are now equal across member types and cover costs for all members



### **TONIGHT:**

Reception includes contests for making the best salsa and margaritas! Teams of up to 5 people each...get your group together!

### **TOMORROW:**

By Post size: Small & Medium Posts together and Large Posts together. You will stay in your room – speakers will rotate between rooms!

45-minute break after breakouts and before last session for hotel check out.

Closing session is on Strategic Planning for 2030 and everyone will reconvene in \*this\* room!