

President

Role-Specific Training

Welcome

- Thank you for becoming a member of your chapter's leadership board.
- Recording, Thrivent.com, and other board members, past and present, are good resources.
- Ask, research and be open to learning new ways.

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Planning and developing a strategic direction for the year

- Chapter leaders need to understand and convey Thrivent Financial's mission and vision to members.
- Board should meet to develop a strategic direction for the year.
- Prepare by reading **Constitution for Chapters** and **Thrivent Financial's Mission/Vision** in Chapter Leader section of Thrivent.com.
- See Appendix A for a chapter leadership value statement example.

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Develop a yearly calendar

- How often, when and where will you meet?
- Pencil in dates and deadlines.
- To see important upcoming chapter dates for the year, go to CHIP.

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Establish funding request guidelines

- Resources:
 - Thrivent.com > Thrivent Community > Chapters > Volunteer Leader Resources > For Chapter Leaders > Chapter Leadership Administration > Order Chapter Supplies.
 - Decision Making booklet.
 - Review Process on Activities form.
- Discuss how to balance supporting a few critical needs with providing resources to support grassroots requests.

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Scheduling and conducting regular meetings

- Meetings are held to:
 - Conduct chapter business.
 - Approve activities.
 - Request funding.
 - Keep members informed and involved in chapter activities.
- Legally required to meet at least once every three months.
- Leadership board should meet as often as necessary.

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Installing chapter leaders

- Recognizes leaders and reinforces their responsibilities.
- See **Understanding Your Role - President** in Chapter Leader section of Thrivent.com for sample installation script.

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Deciding the best way to meet as a board

- Quorum needed.
 - If a chapter has six elected leaders, at least four must participate.
- Face-to-face meeting.

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Deciding the best way to meet as a board (cont.)

- Teleconference.
 - Details in CHIP.
 - Type “Teleconference” (without the quotes) in the Search box.
- Online chat room
 - Details in CHIP.
 - Type “online chat room” (without the quotes) in the Search box.

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Setting the agenda

- Provides an outline for what needs to be covered.
- See Appendix B for sample.

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Make your board meetings more effective

- Even if you have a lot to cover, board meetings don't need to go on for hours.
- See Appendix C for best practices.

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Review your board structure

- Minimum of five required elected officers:
 - President
 - Vice president
 - Records director
 - Financial director
 - Director of congregational advocates

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Review your board structure (cont.)

- May also include optional elected officers:
 - Assistant financial director
 - Communications director
 - Community service team director
 - Events director
 - Youth director

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Review your board structure (cont.)

- All elected leaders have equal voting rights on chapter activity/funding issues.
- Leaders can:
 - Serve a maximum four consecutive terms.
 - Return after being off the board one or more years.

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Review your board structure (cont.)

- Appointed board members:
 - Thrivent Financial representative
 - Internet advisor
 - Past president
 - Don't have voting rights on chapter activity/funding issues.

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Review your board structure (cont.)

- Having a full board:
 - Brings richness.
 - Encourages participation from more congregations.
 - Reduces the burden on any one member.
- CHIP has an “Understanding Your Role” document for each position.
- See Appendix D and E for highlights of roles.

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It's not too early to start thinking about succession planning

- All leaders shouldn't leave at the same time.
- Rotate so everyone isn't new at the same time.
- Encourage leaders to stay on as advisors.

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Three-step process for auditing chapter finances and activities

1. President selects audit committee.
2. Make sure documents are given to the audit committee/auditor:
3. Ensure the audit is completed.
 - See Appendix F for more information.

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Making the most of the president's role

- Help your board be good stewards of available resources.
- See Appendix G for best practices and suggestions.

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Closing

- Topics for board discussion:
 - Background on Thrivent Financial and the chapter system.
 - Listen to the audio recording.
 - Read more at Thrivent.com.
 - Gaining access to and using the chapter online system.
 - Web is key. Find a way to access it.
 - Need help getting set up? Contact the Member Connection Center at **800-847-4836** and say 'fraternal.'

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Closing

- Care Abounds in Communities®
 - Board’s primary role is to distribute these funds.
 - Learn about process:
 - Online.
 - In CHIP.
 - From a veteran at one of your board meetings.

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Closing

- Follow Thrivent Financial’s privacy policy and practices.
 - Care program funding recipients must complete “Permission to Disclose Information” form.
 - Adult recipient version.
 - Parent/Guardian version.
 - Found in CHIP.
 - Provides Thrivent Financial with permission to use, disclose and publish recipient’s name and other pertinent information about recipient to plan, conduct, advertise and communicate results of fundraising activity for recipient’s benefit.
 - If qualified nonprofit organization is recipient, form doesn’t need to be signed unless person’s name or likeness published.
 - Could be employee or volunteer of nonprofit organization.

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Closing

- Learning about RFO programs and focus.
 - Visit RFO website to find information about events, etc.
 - They can post information for you.
- Bringing it all together as part of the chapter system of Thrivent Financial.
 - Help your chapter run smoothly:
 - Tap into knowledge of past leaders and Community Engagement Team.
 - Read emails and mailings from the corporate office.

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Closing

- Ambassador for Thrivent Financial
 - Tell about your experiences and why you chose to volunteer.
 - Prework:
 - Pull together your thoughts in an “elevator speech.”

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Closing

- Get more members involved.
 - Friends, church members, new acquaintances.
 - Help service teams get more members involved.
 - Plan activities with financial representatives.
 - Provide venues for financial representatives to meet people.
 - People learn about Thrivent Financial.

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Closing

- You make an impact.
 - Today is focused on paperwork and processes, but there's more.
 - Chapter is like a foundation.
 - Reflect on what you've done and whom you've helped.
 - Share your thoughts and feelings with members and nonmembers.
 - Your enthusiasm will be contagious.

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Appendix A

Chapter leadership value statement

- As I fulfill my role with Thrivent Financial, I will strive to achieve the highest possible good for our members, staff and the community by carrying out our shared values of:
- **Stewardship.** Making sure that what is best for members drives my every decision.
- **Accountability.** Being accountable for my individual actions.
- **Integrity.** Treating others with honesty, respect and dignity.
- **Growth.** Being committed to personal and organizational growth.
- **Community.** Demonstrating concern for the whole person.

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Appendix B

Chapter board meeting sample agenda

1. Call the meeting to order.
2. Roll call.

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Appendix B2

Chapter board meeting sample agenda (cont.)

- 3. Admit new members into the chapter. (President's duty)
 - a. Leadership board required to review and vote on admitting new members at each chapter meeting.
 - b. Legal requirement for fraternal benefit societies.
 - c. Can view and print a list of new members from chapter leader's page at Thrivent.com.
 - d. Recommend reading the following script:
 - a. *A motion is made that the persons on this list are admitted to membership as members of the (insert chapter name) Chapter of Thrivent Financial. All in favor say "aye."*
 - e. Record that new members were admitted to membership.
 - f. Don't have to read each member's name, unless desired.

Appendix B3

Chapter board meeting sample agenda (cont.)

- 4. Review and approve minutes from the last meeting.
 - Required for each chapter business meeting.
 - Record of actions taken and decisions made.
 - Read and approve to inform those attending of past actions.
 - Typically, responsibility of records director.
- 5. Review and approve financial reports from last meeting.

Appendix B4

Chapter board meeting sample agenda (cont.)

- 6. Reports.
 - Financial director
 - Director of congregational advocates
 - Thrivent Builds chapter specialist
 - Others
- 7. Unfinished business from previous meeting(s).

Appendix B5

Chapter board meeting sample agenda (cont.)

- 8. New business.
 - Review and approve or deny new funding requests.
 - Follow up on activity reporting.
 - Other.
- 9. Announcements.
- 10. Adjournment.

Appendix C

Make your board meetings more effective

- Best practices
 - Send agenda to board members one week before scheduled meeting.
 - Consider inviting congregational advocates once a quarter or have quarterly socials so they can:
 - Share ideas.
 - Stay updated.
 - Be motivated to participate in future chapter board activities.

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Appendix C2

Make your board meetings more effective (cont.)

- Best practices (cont.)
 - Allot plenty of time for each topic.
 - Meet at a variety of locations.
 - Make sure all members can hear if meeting in a public location.
 - Invite chapter's Thrivent Financial representative and make him or her feel like board member.

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Appendix C3

Make your board meetings more effective (cont.)

- Visit effectivemeetings.com
 - Information about:
 - Teams.
 - Meeting basics.
 - Planning and presenting meetings.
 - A question-and-answer page.

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Appendix D

Highlights of required elected leaders

- Vice president
 - Leads in your absence.
 - Establishes contacts with local elected officials.
 - Manages chapter volunteer recognition efforts.
 - Heads the election nomination process.
- Records director
 - Maintains and posts accurate, up-to-date reports and minutes.

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Appendix D2

Highlights of required elected leaders (cont.)

- Financial director
 - Manages chapter financial activity.
 - Reports all financial activity online.
- Director of congregational advocates
 - Recruits volunteers for congregational advocates roles.
 - Encourages growth and development of director of congregational advocates.

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Appendix E

Highlights of optional positions

- Assistant financial director
 - Can write checks and provide funding information when the financial director is away.
 - Important that the individual learn the position to possibly assume financial director position in a future term.

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Appendix E2

Highlights of optional positions (cont.)

- Communications director
 - Helps determine:
 - What to communicate.
 - Who to communicate to.
 - How to communicate.

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Appendix E3

Highlights of optional positions (cont.)

- Community service team director
 - Works with community service teams who conduct fundraisers or hands-on service activities.
 - Keeps chapter board apprised of community service teams' progress.

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Appendix E4

Highlights of optional positions (cont.)

- Youth director
 - Brings energy and young families to events.
 - Youth pastors and Directors of Christian Education (DCE) make great candidates.
 - Can request chapter funding to benefit youth throughout your chapter area via:
 - Service events.
 - Social events.
 - Awareness events.

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Appendix E5

Highlights of optional positions (cont.)

- Events director
 - Help projects stay on task.
 - Work with publicity and awareness.
 - Facilitate communication between the chapter, service teams and financial representatives.

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Appendix E6

Highlights of optional positions (cont.)

- Internet advisors
 - Help develop your site on Lutherans Online.
 - Having updated site provides needed forms, dates, news, highlights and information to chapter.

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Appendix F

Three-step process for auditing chapter finances and activities

1. President selects audit committee.
 - a. At least three chapter members (no close relatives of chapter board members).
 - b. Additional nonmembers may also serve on the committee.
 - c. Can also use a portion of operating funds to pay a professional auditor/accountant.
 - i. Chapter board must vote to approve.

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Appendix F2

Three-step process for auditing chapter finances and activities (cont.)

1. President selects audit committee. (cont.)
 - d. To help ensure impartiality, the following should **not** be on the audit committee or serve as professional auditor:
 - i. Thrivent Financial representatives.
 - ii. Field managers.
 - iii. Chapter leadership board members.
 - iv. Close relatives of leadership board members.
 - e. President or another leader without chapter financial responsibilities should oversee audit process.

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Appendix F3

Three-step process for auditing chapter finances and activities (cont.)

2. Make sure these documents are given to the audit committee/auditor:
 - a. Chapter meeting notes.
 - b. Monthly bank statements, checkbook ledger and duplicate check register.
 - c. Copies of, or access to, the list of activities reported online.
 - d. Receipts for general expenses.

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Appendix F4

Three-step process for auditing chapter finances and activities (cont.)

2. Make sure these documents are given to the audit committee/auditor:
 - e. Activity report forms for each Care program activity.
 - f. Year-end Chapter Summary Report (CSR).
 - g. Step-by-step guide, titled "Conducting Year-End Audit of Chapter."
 - i. Found on Thrivent.com > Thrivent Community > Chapters > Volunteer Leader Resources > Quick Reference Guides.
 - h. Audit commit information.
 - i. Found in CHIP by searching for "audit committee" (without the quotes).

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Appendix F5

Three-step process for auditing chapter finances and activities (cont.)

3. Ensure the audit is completed.
 - a. Audit chairperson must sign the Chapter Summary Report (CSR) and Group 990 Tax Return Verification and give it to a chapter leader.
 - b. Mail Verification page to the Operations Center in Appleton, Wisconsin, by Feb. 28.

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Appendix G

Making the most of the president's role

- Invite elected officials and Thrivent Financial representatives to attend chapter activities.
- Inform members of chapter activities to increase member awareness and engagement.
 - Information and tools to help spread the news.
 - Go to CHIP and type Visibility Toolkit in the Search box.

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Appendix G2

Making the most of the president's role

- Send a chapter newsletter at least quarterly.
 - Use postcards to highlight activities and gain participation.
- Use Member Activity Highlights to show the great work you are doing at events and in your congregations.
 - To find the highlights page for your chapter area, go to Thrivent.com/community and click **Member Activity Highlights** in the Related Items box.

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Appendix G3

Making the most of the president's role

- Conduct educational activities to attract and involve more members.
 - Done in partnership with your financial representatives.
 - Educating members enables them to:
 - Make more informed decisions.
 - Be more financially secure.
 - Live their values in a meaningful way.
 - Details and links to tools about eligible chapter educational events available in CHIP.

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Appendix G4

Making the most of the president's role

- Social activities provide Thrivent chapters opportunities to attract and involve more members.
 - Helps members better connect with Thrivent Financial.
- Make awareness funds available to congregations that would like to host Thrivent Financial Awareness Days.

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Appendix G5

Making the most of the president's role

- Actively partner with your Thrivent Financial representative(s) and your Community Engagement Team members.
 - Helps build better events for your chapter and service teams.