

Reports and Forms for the Administrative Year

Reports and verifications that are to be filed by the club officers during the administrative year should be listed below. Detailed instructions for completing and mailing will accompany report forms that are sent from the district and International offices. Forms and Reports should include: Club Monthly Report form, Dues and Membership Form, Annual Report of Club Election, New Member Add form, Membership roster, Certificate of Election of Delegates and Alternates to the District and International convention, International and District Convention Registration, Membership Information form, Club Budget, Meeting attendance sheet, Committee Chair report form, and other reports and forms required by the club, district, or International:

delegate

Name of Report	Officer Responsible	Description	Due Date	Sent to
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

Forms and Reports

necessity

Why do we have reports and forms? What is their value and necessity?

For which reports am I responsible?

How can I manage my data?

What are some ways to effectively keep records?

effectively
manage

Club Assessment

For each item listed below, rate your club's performance on each item with 1 meaning very poor and 5 meaning excellent.

Operations and Administration

	Very Poor			Excellent	
• The club president prepares a timed agenda.	1	2	3	4	5
• Each meeting has a clear purpose.	1	2	3	4	5
• Club meetings start and end on time.	1	2	3	4	5
• Members have the opportunity to participate in the club meetings.	1	2	3	4	5
• Club meetings are fun, friendly, and well-run.	1	2	3	4	5
• Committees are active and carry out their service projects or administrative functions. . .	1	2	3	4	5
• There is frequent communication among the club leaders and members.	1	2	3	4	5
• The club publishes an informative, regular club bulletin.	1	2	3	4	5
• The board of directors meets at least biweekly with a set agenda.	1	2	3	4	5
• The secretary produces meeting minutes for members in a timely manner.	1	2	3	4	5

Total: _____

Grand Total: _____ / 10 = _____

Member Satisfaction and Retention

	Very Poor			Excellent	
• Quality membership is a priority of the club.	1	2	3	4	5
• The benefits I receive from my membership outweigh the costs.	1	2	3	4	5
• Individual member input is solicited from club leaders.	1	2	3	4	5
• The club conducts a regular assessment to find areas of improvement.	1	2	3	4	5
• The club is open to new ideas to improve membership.	1	2	3	4	5
• More than 50 percent of the club will return as members next year.	1	2	3	4	5
• The club recognizes members who give a lot to the club.	1	2	3	4	5
• When a member does not come to a meeting or project, the club follows up with them to see why.	1	2	3	4	5

Total: _____

Grand Total: _____ / 8 = _____



Membership Development

	Very Poor			Excellent	
• Increasing membership is an ongoing club priority.	1	2	3	4	5
• The club's membership committee is effective.	1	2	3	4	5
• Club dues and other membership costs are reasonable.	1	2	3	4	5
• The club attracts a diverse group of students (male/female, major, ethnicity, etc.).	1	2	3	4	5
• New members receive pre-induction orientation.	1	2	3	4	5
• New members receive a proper induction into the club.	1	2	3	4	5
• Mentors are assigned to new members to help them become involved.	1	2	3	4	5
• New members have realistic expectations about their commitment.	1	2	3	4	5
• Throughout the year, the club continues to educate members on the Kiwanis Family.	1	2	3	4	5

Total: _____

Grand Total: _____ / 9 = _____

Service and Fund-raising

	Very Poor			Excellent	
• The club conducts an annual community analysis.	1	2	3	4	5
• The club bases service projects on the results of the community analysis.	1	2	3	4	5
• Club service projects are varied.	1	2	3	4	5
• Club service projects match members' interests and availability.	1	2	3	4	5
• Club service projects have a high level of participation by members.	1	2	3	4	5
• Fundraisers have a high level of participation by members.	1	2	3	4	5
• New members are immediately involved in service projects.	1	2	3	4	5
• The club has joint projects with other Kiwanis Family clubs, service clubs, and organizations.	1	2	3	4	5
• The club carried out at least one Focus on the Future: Children project in the past year.	1	2	3	4	5
• The club has good fund-raising activities in which the campus and community	1	2	3	4	5

Total: _____

Grand Total: _____ / 10 = _____

Club Assessment

Kiwanis Family Relations

	Very Poor			Excellent	
• Two or more Kiwanians attend each club meeting.	1	2	3	4	5
• Two or more club members attend each Kiwanis meeting.	1	2	3	4	5
• Club members attend district and International conventions.	1	2	3	4	5
• The club does at least two joint projects annually with its Kiwanis Club.	1	2	3	4	5
• The club works with other CKI clubs regularly.	1	2	3	4	5
• The club holds a Key to College program annually.	1	2	3	4	5
• The club does at least two joint projects annually with Key Club.	1	2	3	4	5
• The club works regularly with Builders, K-Kids, or Aktion Club.	1	2	3	4	5

Total: _____

Grand Total: _____ / 8 = _____

Public Image and Marketing

	Very Poor			Excellent	
• The club has developed a public relations/marketing plan.	1	2	3	4	5
• The club has implemented a public relations/marketing plan.	1	2	3	4	5
• The club utilizes different media to gain exposure in the community and on campus.	1	2	3	4	5
• The club benefits from high visibility and name recognition in the community.	1	2	3	4	5
• The campus in general is aware of what our club does.	1	2	3	4	5
• School administration is aware of what our club does.	1	2	3	4	5
• Members can verbalize what CKI is and what it does.	1	2	3	4	5
• Our projects are often mentioned in print or broadcast media.	1	2	3	4	5
• Members speak knowledgeably about club service and fundraising projects.	1	2	3	4	5

Total: _____

Grand Total: _____ / 8 = _____

General

	Very Poor			Excellent	
• The meeting place is convenient for the majority of members.	1	2	3	4	5
• The meeting time is convenient for the majority of members.	1	2	3	4	5
• Meetings are well publicized to the membership.	1	2	3	4	5
• Service projects and fund-raisers are well publicized to the membership.	1	2	3	4	5

Total: _____

Grand Total: _____ / 4 = _____

Scoring

Total each column under each heading by adding together the numbers in that column. If you have not circled any number in that column, place a zero in the total category. Add across the total line and divide your total by the number of questions in that category. This should give you a number between 1 and 5.

If the category is a 1 - 2.5: This category is an area that your club needs to improve. Check with your lieutenant governor to see what resources are available from the district or International to help your club overcome this challenge. When setting goals, place an emphasis on this area of improvement.

If the category is a 2.5- 4: Chances are your club is doing just fine in this area, but there is much room for improvement. Look to other categories where you are stronger and find things the club does well that you can use to help build up this category.

If the category is a 4- 5: Way to go! Your club is doing very well in this category. To stay good or improve to that 5, make sure your club continues to practice the skills located in the category. Remember, even the best can be better!

What is your club's greatest strength? Why?

What is your club's greatest weakness? Why?

How can your club use your strength to improve your weakness?

Goal Setting

Goal:

specific measurable
attainable truthful
realistic

How is it...

Specific? _____

Measurable? _____

Attainable? _____

Realistic? _____

Truthful? _____

Five SMART Goals:

Write five SMART goals for your club for the upcoming year.

1. _____

2. _____

3. _____

4. _____

5. _____

SMART



Goal Planning

My Goal: (SMART)

1. Benefits: (what benefit/value/positive changes) _____

2. Obstacles: (past and potential) Solutions: (for each obstacle)

3. Action Steps: (from solutions list) By when? Who?

4. Tracking Systems: (charts, plan books, club meetings) _____

5. Reward and Recognition Plan: _____



specific measurable
attainable truthful
realistic

My Goal: (SMART)

1. Benefits: (what benefit/value/positive changes) _____

2. Obstacles: (past and potential) Solutions: (for each obstacle)

3. Action Steps: (from solutions list) By when? Who?

4. Tracking Systems: (charts, plan books, club meetings) _____

5. Reward and Recognition Plan: _____

Communication

What are some typical high-stakes, controversial, and emotional issues?

"You're not doing your share of the work."

"You talk too much in meetings."

"We can't count on you to get your assignments done."

What are some similar situations you've found yourself in?

DON'T MAKE OR TAKE THE "SUCKER'S CHOICE"

One of the important steps in turning a negative conversation into a positive one is not falling for the "sucker's choice." That's when one or both people think there are only two solutions-yours or mine-which usually result in one person winning and one person losing! Instead, we're overlooking the third option-one with only positive outcomes.

Do any of these sound familiar?

- Should I be honest or polite?
- Should I say what I think or just be quiet?
- Should I try to win or let you win?
- Should I do what my advisor thinks we should or do what I think we should do?
- Should I listen to my friends or my parents?

only
positive

Try a three-letter word:

"...And"

Statement: "If I don't speak up and tell the truth at the club meeting and even overstate my position to make my point no one will listen to me. If I do overstate my position, that might kill other people's ideas."

"Sucker's" Choice: "I have to choose between telling the truth and overstating my position to make myself heard."

"And" question: "How can I speak the truth and let others share their ideas?"

Communication

Practice:

In teams of two or three, talk about a time when you were trapped into a "sucker's choice" situation. What did you say or think? Using "and," how could you have changed it?

mutual

When and where you can substitute "and" for "or." Try to use "how" rather than "why." If you had said "NO" to the Sucker's Choice, how could things have been different?

MAKE IT SAFE! There are two conditions of safety:

Mutual Purpose:

Mutual Respect:

How do you show mutual respect for others?

Signs that Mutual Purpose is at risk:

Debate
Accusation

Signs that Mutual Respect is at risk:

Interruptions
Pouting
Name calling

Communication

HOW DO YOU REACT IN A STRESSFUL SITUATION?

Silence

Violence

Masking

Controlling

Avoiding

Labeling

Withdrawing

Attacking

Which style do you use most frequently when you confront a negative situation?

How has it come up in situations in your club? If you are not sure how you react, have you seen how others react?

What are the emotional, risky situations or issues that trigger you (or others) to that style?

How can you help yourself overcome the style to create dialogue to move the conversation to a positive situation?

Two words to re-establish safety:

Apologize

Contrast

"I didn't mean to _____. I did mean to _____."

“WHY WOULD A DECENT, REASONABLE, RATIONAL PERSON...?”

Sometimes when a conversation leads to something negative or uncomfortable we immediately go to Silence or Violence. Often, we tell ourselves a story about what the person is saying or perhaps we read something into what is being said or not said.

Source: *Crucial Conversations*; Joseph Grenny, Kerry Patterson, Ron McMillan and Al Switzer, 2003 vitalsmarts.com

Communication

First, you hear or see something.

Second, you tell a story about the facts.

Third, you generate a feeling (or emotion).

Fourth, you act.

Briefly jot down a situation with a partner about something that developed into something negative.

situation

Now, try something different...

1. Listen to the story again.
2. Separate the story from the fact and identify it for what it may be.
 - a. Victim—"It's not my fault."
 - b. Villain—"It's all your fault."
 - c. Helpless—"There's nothing else I can do."
3. Stop and ask yourself, "Why would a reasonable, decent, rational person say or do this?"

Go back to your story and think what might happen if you were to separate the story from fact and ask yourself the question. Would things look different? How? What are you pretending you don't know?

USE "STATE" TO ESTABLISH OPEN COMMUNICATION

- **S**hare your facts.
- **T**ell your story.
- **A**sk for others' path.
- **T**alk tentatively.
- **E**ncourage testing.

The first three (share, tell, and ask) tell us what to do. The last two (talk and encourage) tell us how the meaning should be shared.

Source: *Crucial Conversations*; Joseph Grenny, Kerry Patterson, Ron McMillan and Al Switzer, 2003 vitalsmarts.com

Communication

Share Your Facts-Minimize defensiveness

The least controversial part is what you saw or heard:

- “You are unreliable.”
- or -
- “Of our last 10 meetings, you’ve missed seven and been late the other three. You also have missed deadlines on organizing your last three service projects.”

Facts are more persuasive. When we start with feelings we often don’t get to the facts.

Tell Your Story

Explain the conclusions and judgments you’ve drawn from the facts you just shared. This is tricky because how you share your story is critical. Look for signs that safety is deteriorating.

Don’t apologize for your views. Contrasting is not to sugarcoat, but to be sure people don’t hear more than what you intend. Express what you really want to express.

Ask for Others’ Paths (Story)

Now that you’ve told your story, it’s time for you to remember humility. Make sure you invite others to share their views. Let them share new ideas or challenge your facts.

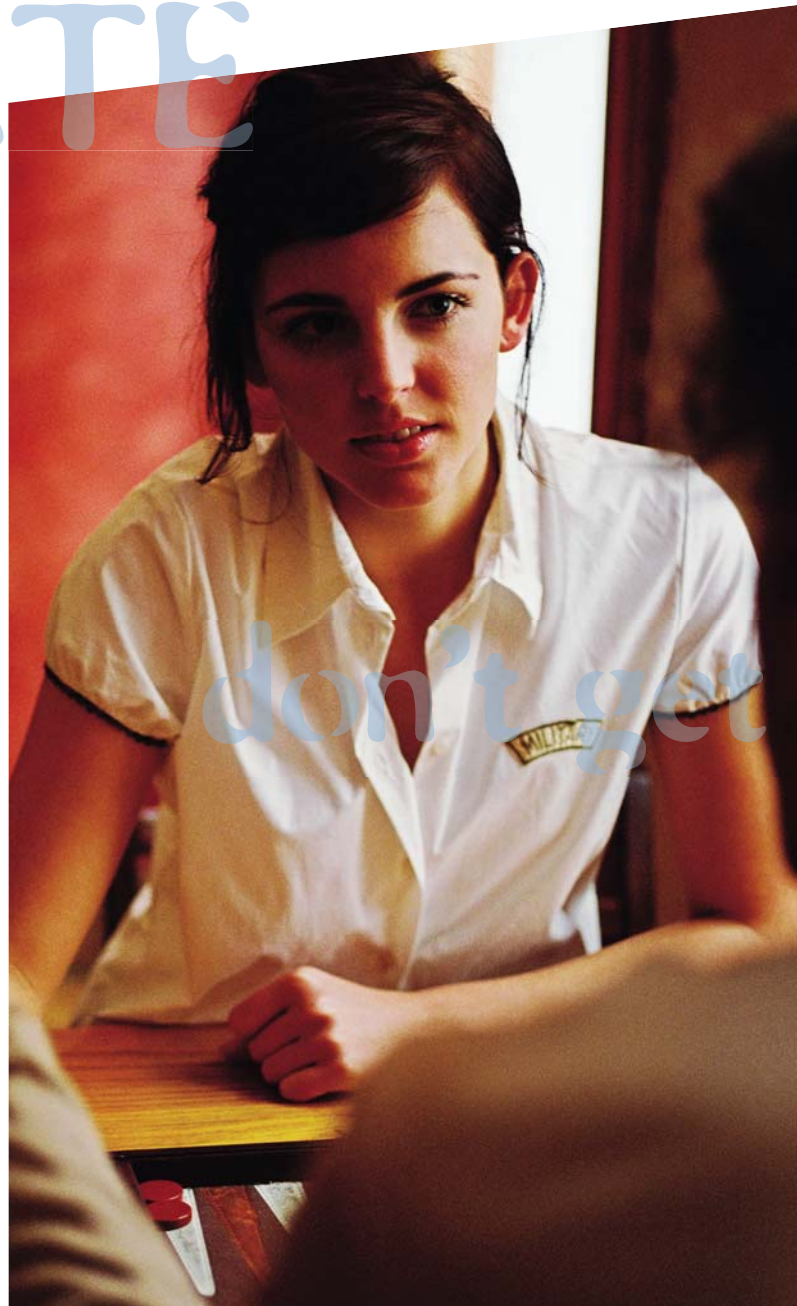
Let them express their observations, opinions, and feelings. Ask them to tell their story; maybe it’s different than yours.

If your goal is to get to the truth and get things resolved, you may need to modify or abandon your story based on the results of the conversation.

Source: *Crucial Conversations*; Joseph Grenny, Kerry Patterson, Ron McMillan and Al Switzer, 2003 vitalsmarts.com

STATE

don't get



share ask tell
encourage talk

Talk Tentatively

Tell your story as a story, not as a fact. This shows you're open to information. (Tentative does not equate to wimpy.)

Too Forceful

The fact of the matter is...

That's a dumb idea.

The only reasonable option is...

You are completely incompetent.

More Tentative

In my opinion...

Maybe it would make more sense to...

I believe what we should do is...

This is the third time we've talked.

I'm wondering if it could be that you aren't as experienced as others in this one task.

One of the paradoxes of dialogue is that when we share emotionally risky views, the more forceful we are, the less persuasive we are. With tough subjects, tentativeness increases influence.

Encourage Testing

How do we ask others to share their story? If we want to establish open dialogue and turn something negative into positive, we must be enthusiastic in encouraging others to test our views. That's really putting yourself "out there." That means candid, honest feedback and you might hear something you don't like.

When others become defensive, our natural tendency is to push harder. When people push back, stop, take a breath, and invite questions and opposing views.

Don't get married to your ideas. They may change quickly.

Meeting Skills

Excellent club meetings depend upon a number of factors:

WELL MANAGED:

The club president conducts a meeting that is organized and has a nice flow to it. A prepared agenda is a major help.

INFORMATIVE:

A good club meeting is informative. Club members are informed of issues that are of general concern to the club. Good programs are those that provide the membership with information on issues affecting their community, their club, their families, etc.

FUN:

A great club meeting is a fun place to be! Members actually enjoying themselves during the meeting will be more likely to attend more meetings. Remember, FUN is good!

A QUALITY EXPERIENCE:

People attend functions such as CKI meetings only if they perceive that there is some value in their attendance and participation. It has been said that our CKI club meetings should be the “Best Shows on Campus.”

How can we keep meetings running smoothly?

How can we make our meetings entertaining?

What is the purpose of our club meeting?

How can we use our time efficiently?

How do we make our meetings fun?

“Best Shows
on Campus”

Club Bylaws



1 Question: In the absence of the club president, who shall preside at all meetings of the club and the board of directors?

Answer:

Reference:

2 Question: Who approves the final amount for the club's annual dues?

Answer:

Reference:

3 Question: When should the club hold its annual election?

Answer:

Reference:

4 Question: If a member in good standing graduates in December, when does their membership in Circle K end?

Answer:

Reference:

5 Question: Who is responsible for all committee activities?

Answer:

Reference:

6 Question: During the school year, where and how often should the club meet?

Answer:

Reference:

7 Question: How are the club's committees and chairs determined?

Answer:

Reference:

8 Question: How often should the club bylaws be reviewed?

Answer:

Reference:

Team Building

What is a team?

What is team building?

Why are groups effective?

Synergy: What energy is to the individual, synergy is to groups. The synergy of a group is always potentially greater than the sum of the combined energies of its members. When team concepts are applied to group formation, the result is not only the effective use of energy but also the creation of new energy.

Interdependence: The focus of team efforts is on combining rather than coordinating resources. Interdependence in today's organizations is a simple reality. Most services and products are so complex and the skills needed to produce them successfully so specialized, that it is impossible for any individual to accomplish anything alone. The team concept provides the necessary approach to organizational objectives from a position of strength and creativity.

Support Base: Team members share a common goal and thus are able to provide vital support and encouragement to each other in their work. Also, sometimes it's simply more fun to work with someone else than to work alone.

benefits

Benefits of Team Building:

- A better understanding of the team's purpose.
- Increased communication among team members about things affecting the group.
- Greater mutual support.
- A clear understanding of the group processes—how people work together.
- More effectiveness in working through team problems.
- The ability to use conflict positively.
- Greater collaboration among team members with less competition.
- A sense of interdependence among team members.
- Greater chances for success and group and individual rewards.

Source: *Team-building from a Gestalt Perspective*: H.B. Karp, 1980 Annual Handbook for Group Facilitators

Resources

The following resources are available to help each CKI club and leader have a successful year.

The Lieutenant Governor

My lieutenant governor is: _____

Address _____

Phone _____ E-mail _____

The District Officers

My district secretary is: _____

My district governor is: _____

Other clubs in my Division

(President's name, contacts, and meeting place-time)

Club Officer Packet

Mailed to our club by CKI.

Club Resources

Obtained from the Service Leadership Programs department at CKI or downloaded from the CKI Web site at www.circlek.org

Circle K International

Phone: 1 800-KIWANIS (549-2647) or 317-875-8755; Fax: 317-879-0204

E-mail: The departmental e-mails can be located by their first initial, followed by their last name, followed by @kiwanis.org. For example: llee@kiwanis.org.

The Circle K International director is: Casey Keller, ckeller@kiwanis.org; extension 258

The Circle K International specialist is: Gloria Bidgood, gbidgood@kiwanis.org; extension 123

The Service Leadership Programs Member Services staff:

can be reached at extension 390

Action Steps

The most important part of any training is learning how to apply your new knowledge to your club. Please complete the following so you have a plan of action for implementing ideas in your club.

Idea:

What resources are needed?

look and feel

Who will help?

What will a good result look and feel like?

What problems will I encounter?

How will I overcome them?

What is my time line?

who? how?
what?

Idea:

What resources are needed?

Who will help?

What will a good result look and feel like?

What problems will I encounter?

How will I overcome them?

What is my time line?

encounter