



Kin Canada
Association of Kinners, Kinners and Kin clubs

Membership Matrix

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SPECIAL POINTS OF INTEREST:

- Dealing with De-Kinners
- Increase Motivation
- Responsibilities to new members
- Meet Les Cox, D4 DMD

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De-Kinners

By Glenn Dobben, Chair of the National Membership Committee

Recently, I was discussing with a member the challenges of running a club that just couldn't get along. "Two months ago, my club was like that," Josh said. "The club was always divided. Complaints were rampant, members arrived late and left early, they didn't communicate well with each other, and they either fought over every project decision or didn't talk at all. People weren't getting as much done as I thought we should, or even could." Josh grimaced. "I felt more like a parent than a fellow member, spending all my time smoothing ruffled feathers and trying to keep things moving along."

This sounded like a club comprised of challenging members. But the more we talked, the more it became clear that his club was being held hostage. The behaviour of one club member was affecting the entire club – not just the club's attitude, but its productivity as well. One rotten apple was spoiling the whole club dynamic.

I call these "bad apples" de-kinners, and they are notoriously difficult to work with. They don't carry their own load, yet complain about how overworked they are. In fact, de-kinners tend to complain to everyone about everything: the club, national, district,

processes, and workload.

Never underestimate the impact of one person on an entire club. One person with a problem attitude or divisive nature can stifle communications, make people tense, and ruin the productivity of everyone around him. De-kinners can make teammates unhappy by their mere presence in a room. They can keep people from working together and make others feel like they are always choosing sides. The club is reduced to a collection of individuals and ceases to function as a powerful entity. The things we want from a club, including synergy, support, mentoring, coaching, and learning, can all be negatively affected by a single person. When a de-kinner is present, the club is divided. Communication is disrupted because the de-kinner is always intruding. Worst of all, productivity for the whole club drops. If you have a de-kinner in your club, don't be held hostage.

Don't Just Ignore the Problem

Problems like this won't go away on their own. Address the problem directly and honestly, allow the person who is de-kinning the club to own her problem and her solution. Josh originally tried to hide

the member on less important, less difficult projects. He put his de-kinner on projects with members who appeared to put up with her. But that didn't work. The problem was still there, ready to reappear at the first opportunity. Don't bury the problem by isolating the de-kinner. Don't keep remixing the club to make it work. The club will suffer. The projects will suffer. Everyone will suffer!

Don't Try To Save the De-kinner

You are a member, and it's not your job to save people. Clearly tell the de-kinner the bad behaviour you observe, and allow him/her to solve the problem or to seek help. Don't accommodate the de-kinner. Josh didn't ask his/her de-kinner if she/he wanted to be saved, Josh assumed she/her did. Only when Josh asked him/her to solve the problem did things change.

Do Address the Problem Honestly and Directly

This is your responsibility as a member; not addressing problems directly only perpetuates them. Communicate clearly to the member what you observe about his behaviour and his ability to serve the club.

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Quick Ideas to Increase Motivation



Open communication is vitally important to the success of your club.

Club's Responsibilities to the New Member

Share your Enthusiasm

Attitude is infectious.

How you feel about making positive changes to your club will affect how members respond. Be upbeat and enthusiastic - your members will be motivated to support your efforts.

Have an Informal Gathering

Invite new members to meet with club executives in a casual, non-club setting. This will help them become acquainted, informally, with the leadership team where they can ask questions.

Share Praise Freely

Important to *all* members, and especially new mem-

bers, is positive reinforcement for a job done well. Often, simple acknowledgements are best - a special thank you during a club or committee meeting, a personal note of thanks, a word of encouragement.

Consider creating a "Kudos" column in your club bulletin or website to list those members who have done their jobs well, made great suggestion, or gone above and beyond the call of duty.

Emphasizes Social Involvement

You want to involve members in your club socially as well as through activities. Socialize with members during

and outside of meetings. Share happy occasions - birthdays, anniversaries, a special achievement or the achievement of a spouse or child. The club bulletin and website are great places to list these special occasions.

Communicate Constantly

Open communication is vitally important to the success of your club. It creates a comfortable, productive environment that will motivate members to do their best. Encouraging input from members and using your club meetings, bulletin and website to communicate club happenings will help you with this task.

So, your club has several new members, now what? Hope they come back? Too many times clubs have successful recruitment meetings, only to neglect new members after they join. Successful clubs follow-up with new members, making them a productive part of the club within six to 12 months. Here are some suggestions for getting new members involved:

New Member Orientation: One of the main responsibilities of your club's Kin Education Chair is to arrange new member orientation. New members

need to know about the Association, especially about their club, what is expected of them and how they can participate in areas that interest them. A successful club will arrange a special "welcome social" for new members to meet with the club's Kin Education Chair and learn about Kin and their club. It is very important to include their spouses, as it will help them to understand why their spouses attend Kin meetings and special projects.

New Member Initiation Ceremonies: All new members should be initi-

ated into your club as soon as possible. Successful clubs usually initiate new members at the meeting following the membership meeting. A formal initiation ceremony is important to show members their commitment is appreciated. If possible, contact your district officer to conduct the initiation ceremonies. Many clubs use the current deputy governor for this ceremony. Be sure each new member receives a new member information kit, membership lapel pin, completed membership card, creed certificate, and most importantly, a warm welcome.

Continued from Page 1

But, remember, this is where your member responsibility ends. Say, "I am observing these things in your behaviour – they need to change. How do you want to handle it?" Place the responsibility in the hands of the de-kinner. After all, it is his/her behaviour, her/his position in the club, and his/her life.

Don't Delay Letting Go of the De-kinner if Things Don't Improve

If the de-kinner does not take responsibility and change his/her behaviour in a meaningful and noticeable way, it's time for you to take stronger action to save your club. Letting go of a de-kinner may not be pleasant, but it may be the best remedy. Ultimately, Josh and his de-kinner agreed she/he needed to move on.

Today, Josh's club is completely changed. Members are talking with each other, productivity has increased, members are

contributing and showing initiative, and they enjoy coming to meetings. The club is a lot more effective and productive. Initially, some club members expressed resentment that the disruptive member had been protected for so long. Some complained as they picked up his/her unfinished tasks, but in the end, people were glad to take over the projects and do them well. Now that the de-kinner was gone, they began to interact with each other and work together. They even started fine sessions and laughing again.

A healthy club is one that works together toward a common goal – successful project completion, where everyone plays a part and does their work well. When club members work effectively together, tease each other respectfully, and play to their strengths – you know you have a good club. When they voluntarily go the extra mile, make suggestions for improving things, and ask for help when stuck – you know you have a good club. When they don't

talk about each other behind one another's backs, and don't rant at you that "some member is stupid" - you know you have a good club.

Once Josh recognized the nature of the problem and realized the effect this one person was having on the club, he took action. Today, Josh's club looks and acts completely different. The kind of club that people want to join.

This is just one of the many membership challenges our Association faces today. Although this specific situation may not pertain to your club Life, it is essentially the basis from which the Healthy Club toolbox was born.

The challenge to each member in our Association is to better oneself and, in turn, better one's respective club and community by improving the health of the members and club as a whole.

The Toolbox is an exercise in professionalism, integrity and a broad knowledge of "all things Kin."

Please utilize the materials and suggested links and be sure to write an action plan at the end of each section.

The toolbox will make you and your club attract and retain members with greater ease.

If you've read this far and don't know what the "Healthy Club toolbox" is, contact your President or Deputy Governor or District Membership Director or Debbie Moxam at HQ - dmoxxam@kincanada.ca



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Kin Canada Figures and Stats

As of September 30, 2007 there were 327 Kinsmen Clubs, 192 Kinette Clubs and 26 Kin Clubs registered at Kin Canada National Headquarters, bringing the total number of clubs to 545. The number of Active, Active Life and Associate Members in the Association was 7,282.

Contact Us!

The Matrix would like any articles that you have that would make great stories for this newsletter. Or, if you have a fantastic program for membership, we would be happy to print it. Please email kimura@telusplanet.net or moxam@kincanada.ca

Gem Award Winners

Jodi Amyotte Kinette Club of Leduc
Al Martin Kinsmen Club of Stampede City
Aj O'Neil Kin Club of Orleans & Dist.

National Membership Committee

The members of the National Membership Committee are ready, willing and able to assist you with any membership questions or concerns that you may have. Please feel free to contact any member with your inquiries.

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Meet Your DMD

I joined the Fort Saskatchewan Kinsmen Club in October 1986. I'm not sure I remember my original reasons for joining, but I think it was mainly because I wanted to meet people and get involved in our new community. Kin has become, and will continue to be, an integral part of my life. I have had so many great experiences that I would not have otherwise had the opportunity to enjoy, if not for my involvement in Kin. I have attended numerous Zone, District and National Conferences and feel that I always come away knowing just a little bit more than I did before. My wife, Susan, joined the Kinette Club several years after I joined Kinsmen, and together we have explored many new aspects of Kin, such as serving on District Council and the District 4 Kin Foundation. I am really looking forward to serving on District Council once again, this time as Past Kinsmen Governor and District

Membership Director. I am also looking forward to working with Governors Mel Rogers and Tracy Manz, their Executive committee and the wonderful group of Deputy Governors that will be representing their Zones this year. On a personal note, Susan and I will celebrate our 33rd anniversary in November. We have two grown children, one daughter and one son, (adorable) twin grandsons who will turn 12 in June, we now have our first (gorgeous) granddaughter born January 2006 and a new grandchild on the way. We moved to Fort Saskatchewan in 1979 and I have worked for the City of Edmonton as a Dispatcher and Driver/LRT Operator for the past 31 years. I have been involved in minor sports, including hockey and ringette as a coach and referee, and served one year as the zone rep. for ringette. Together

with my wife, we founded the Fort Saskatchewan Friends of STARS and are charter members of the Fort Saskatchewan Diamond Communicators (Toastmasters), where I have earned my CTM. I was named a City of Fort Saskatchewan Ambassador in 2004. My other interests include camping, motorcycling, bike riding, "playing" hockey and spending time with the kids.



Les Cox, District 4 DMD