MEMBER RETENTION & DEVELOPMENT

once you got'em, how do you keep'em?

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LEARNING OUTCOMES

* Understand the importance of member retention and development

* Learn Strategies to assist in member retention and development
RETENTION

What is it? Why is it important?
RETENTION BASICS

Keep in mind, members can be active with your organization at a variety of levels.
KEYS TO STRONG RETENTION

* Involvement
* Ownership
* Benefits
RETENTION STRATEGIES

* Conversations
* Updates
* Participation Channels
* Organization
* Social Activities
RETENTION ISSUES

* Alienation
* Conversations
* Communication
VALUES

Do your personal values align with the organization's values?

*Values Inventory
STRENGTHS

*Strength’s Analysis
*Using member’s strengths
SCAFFOLDING

*Facilitate Mentor/ee relationships
TEAM BUILDING
FEEDBACK

*continuous, not just once*
QUESTIONS?
LET’S PLAY SOME GAMES!
ONLINE RESOURCES

TTU.OrgSync.com/Leadership