

Leading with
INTENTIONAL
Friendship & Service





Core Values with Friends

Link Kenyonn Demps – Area Vice Director, Jacksonville (F) Chapter
Link Sylvia McGee – Chair, Leadership Development, Macon (GA) Chapter
Link Tamara Curry - Chair, Organizational Effectiveness, Charleston (SC) Chapter

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Vanessa Falls, Southern Area Director



Attendee Engagement Guidelines



Microphones will be muted by the technology team for the duration of the webinar. We ask all attendees to please keep microphones muted to minimize any disruption or interference.



Today's session is not being recorded. The deck will be available to members on the Southern Area website.



Please submit all questions via the Zoom chat feature. Questions will be addressed at designated times during the presentation.



The presentation slides will be posted in the Members' section of the Southern Area Website.



Attendees will earn **1 hour** for attending this webinar.

AGENDA

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Welcome
Linkspiration
Core Values
Scenarios/Discussion
Questions
Adjourn

Linkspiration



**Link Kenyonn Demps
Southern Area Vice Director
Jacksonville (FL) Chapter**

Meet Your Webinar Presenters



Kenyonn Demps
Southern Area Vice Director
Jacksonville (FL) Chapter



Sylvia McGee
Southern Area Leadership
Development Chair
Macon (GA) Chapter



Tamara Curry
Southern Area Organizational
Effectiveness Chair
Charleston (SC) Chapter

Sylvia McGee
Leadership
Development Chair
Macon (GA)



THE LINKS PLEDGE

I do solemnly pledge myself to all the ideals, purposes and true meaning of the word ‘friendship’ as embodied in the name ‘Links.’

I shall earnestly endeavor to uphold these standards and do my share toward serving my community and my Chapter to the best of my ability, and this I promise.

THREE KEY INFLUENCES TO YOUR LINKS MEMBER EXPERIENCE



TIME



KNOWLEDGE



MOTIVATION

THE LINKS, INCORPORATED STRATEGIC ROADMAP

OUR VISION - WHAT Do We Want to Achieve?

The Links, Incorporated is an organization that is:

- Empowered by its rich legacy and providing superior service through its circle of friendships that is a model of excellence and innovation.
- Recognized throughout the world as a collective voice of talented and professional women committed to improving the quality of life of its global citizens.

OUR MISSION - WHAT Do We Do?

Friends transforming communities through service.

OUR VALUES - HOW Do We Show Up?

- Friendship
- Honesty
- Commitment
- Courage
- Integrity
- Service
- Family Relationships
- Respect for Others and Self

OUR NATIONAL PRIORITIES - HOW Do We Amplify Our Links Culture?

- Friendship and Engagement.
- Transformational Community Service.
- Fiscal Sustainability.
- Operational Excellence and Alignment.
- Brand Awareness.
- Leadership and Professional Development.

MEMBERSHIP IS NOT

"One Size Fits All"



KNOW THE MEMBERSHIP

- Recognize each member brings a different set of experiences and aspirations and seek to understand and respond to the unique needs, perspectives and emotions.
- Foster a supportive and inclusive environment within the chapter that shows compassion and respect for their diverse identities
- **The more you know the members, the more you can create opportunities for them to connect with one another and the chapter.**



Tamara C. Curry
Organizational
Effectiveness
Chair
Charleston (SC)



Our Core Values

- Friendship
- Service
- Respect
- Family Relationships
- Honest/Truth
- Integrity and Courage
- Legacy
- Confidentiality
- Responsibility
- Accountability

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Core Values of Strong Teams

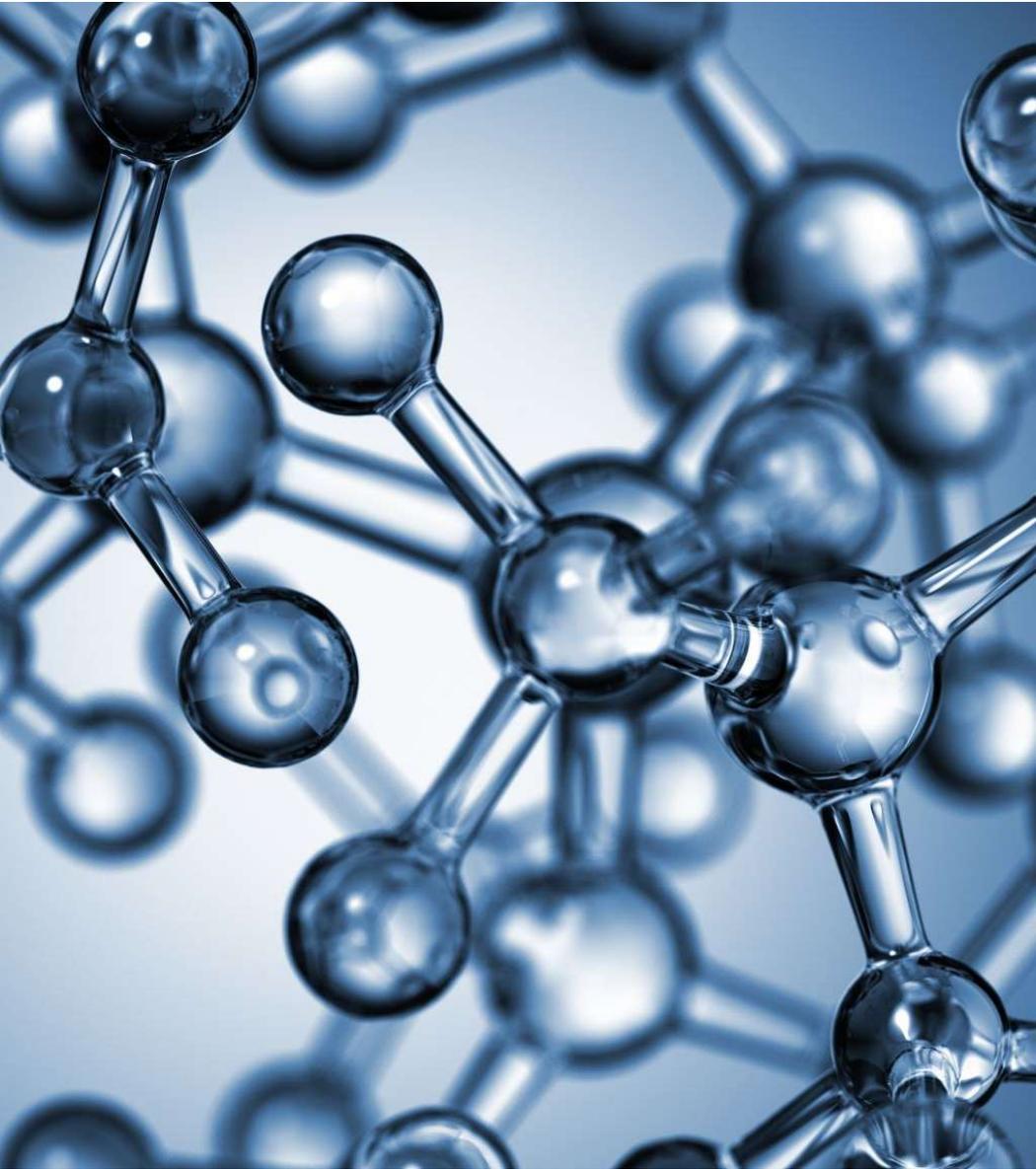
- Integrity – doing what's right

- Respect – honoring each other's
voices

- Collaboration – working together
toward shared goals

- Excellence – striving for our best
in all we do

- Service – making a difference
beyond ourselves



Building Sisterhood



Leadership Influences Organizational Culture

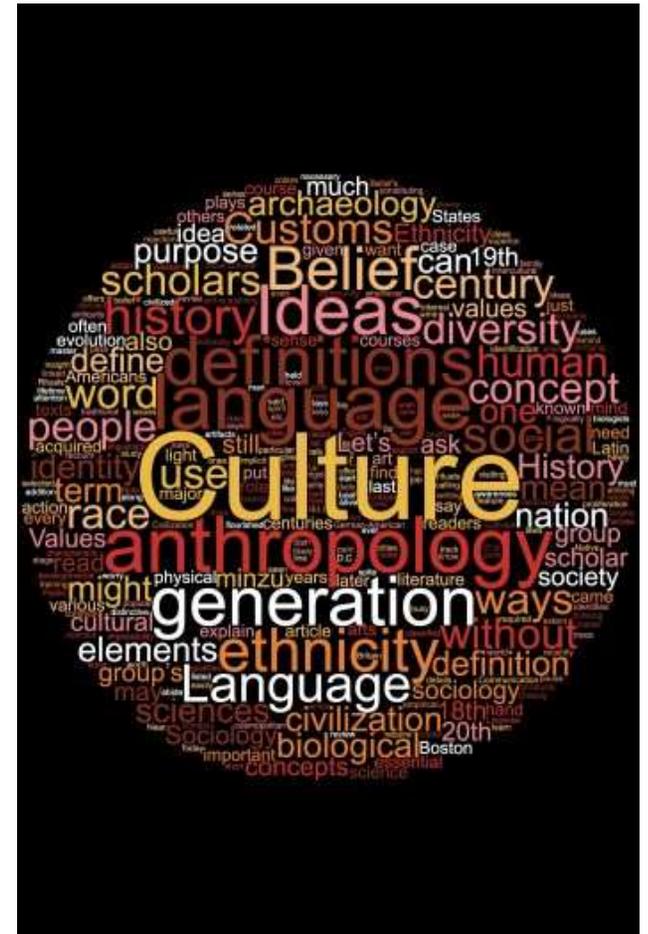
Organizational culture is the collection of values, beliefs, assumptions, and norms that guide activity and mindset in an organization.



Culture

Culture impacts every facet of a Chapter:

- ❖ The way members speak to each other
- ❖ The norms surrounding Chapter relationships
- ❖ The implied expectations when challenges arise
- ❖ How each member feels about their work within the organization
- ❖ The permissibility of making mistakes
- ❖ How each member and committee collaborate



Communication

Culture impacts every facet of a Chapter:

Enhanced Communication: By understanding their own and others' personalities, team members can communicate more effectively, **reducing misunderstandings** and conflicts. Clear communication **promotes a culture of transparency, trust, and openness**, which are essential for addressing accountability issues within the team.



Are you willing to adapt?

- We must always be willing to adapt to changing conditions, administrations, and programs as we fulfill the vision of The Links, Incorporated.





Call to Action

**Decide what kind
of member you
want to be and **BE**
THAT MEMBER**

**Read the
Documents**

**Make knowing
each other a
priority**

**Be open and
forgive**

**Create a
friendship plan**

SCENARIOS: Let's Talk!

**Please raise your hand to comment
Introduce yourself and your Chapter**

SCENARIO 1

Link I-can-do-it-all has taken the responsibility of being a Facet Chair, a mentor, and a Committee Chair. She has not called a committee meeting, and the facet has not met to discuss programming. There has been no service planned for this fiscal year. She makes reports in chapter meetings, commits to events, but never follows through. The members are complaining to leadership and are in jeopardy of not meeting their service hours requirement. The President smiles and blinks but has not spoken to Link I-can-do-it-all because she sells the most fundraising tickets in the chapter.

What Core Values has been violated?

**Please raise your hand to comment
Introduce yourself and your Chapter**

SCENARIO 3

Link Ms. Community is very well known throughout her City and has worked diligently to maintain her reputation. However, the other day, the bank that she is a Vice President has been sited in the news as having committed some unethical practices in the banking area. Members in the chapter have been talking about what is happening in her bank and therefore, she is an unethical Link and should be suspended from the Chapter. Members were gossiping and making phone calls after phone calls spreading the word that she was going to jail only to find out that they were wrong! Ms. Community has submitted her resignation.

What Core Values has been violated?

**Please raise your hand to comment
Introduce yourself and your Chapter**

SCENARIO 5

Link OMG! has been a Link for 7 years. She is excited to be the chapter president and has been planning since she was the chapter vice president. She has pages of notes on what needs to be done, how, when, who, and, etc. Her ideas are the best and she can't wait to implement everything as she see's fit. Other members are excited too – but their zest has started to diminish because their voice is not being heard. Additionally, the president has stated many times that she has watched for years the chapter go down and now, its time for the members to be held accountable for being a Link.

What Core Values has been violated?

**Please raise your hand to comment
Introduce yourself and your Chapter**

PREVENTION and INTERVENTION STRATEGIES

1. Establish Core Values as meeting norms
2. Know who you are voting into your chapter
3. Establish a mentor/mentee relationship
4. Discuss the behavior – don't attack the member
5. Don't ignore the problem or the member – address the conflict
6. Know/read the governing documents

Are there other strategies?

**Please raise your hand to comment
Introduce yourself and your Chapter**

Let's Get Real . . .

The rules apply to all Links:

- ❖ **No meetings after the chapter meeting -
Make space for conversation in the room**
- ❖ **Trust Leadership – Trust your Executive
Committee – Trust your Sister Links**
- ❖ **Give context. There is no such thing as over
- communicating**
- ❖ **Establish clear and shared goals**
- ❖ **Be kind and respectful at all times**



Strategies for Success

Set	- Set clear goals and roles
Encourage	- Encourage active listening
Practice	- Practice empathy and respect
Create	- Create opportunities for bonding
Address	- Address conflict early and fairly

Processes Found In Governing Documents

1. Given the Link's priorities, what decisions are truly critical? Is it clear who is responsible (and who has the authority) to make those decisions?
2. Members in our organization must work closely together to achieve these priorities, and does our structure enable them to do so?
3. Are we clear on the strategic priorities that will enable our organization to achieve our desired impact over the next several years?
4. Do we have the right people and capabilities to achieve our priorities, and do our members feel that their goals measures and align with these priorities?





ANY QUESTIONS?

- Please submit all questions via the Zoom chat feature.
- Questions will be answered in the order received.
- Please note - Due to time constraints, all questions may not be answered.



Thank you.



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