

# ***MAAP STARS***

## ***Chapter Manual***

Achievement

Teamwork

Recognition

Success

Self-Esteem



# MAAP STARS

## Chapter Manual

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## **MAAP STARS**

**Success, Teamwork, Achievement, Recognition, and Self-esteem  
*Achieving extraordinary life changing results for learners throughout the world.*  
***Motto: We Make A Difference!*****

### **OVERVIEW**

This **MAAP STARS** Chapter Manual was recently revised and approved by the MAAP Board on June 26, 2025. It will be put on the MAAP Website for you to reference. To participate in the **MAAP STARS** state-wide events with students, each chapter must pay an annual membership fee to the **STARS** Treasurer. A calendar of events will also be posted on the MAAP Website along with frequent updates about **STARS** activities. We encourage MAAP Regions to also hold their own **STARS** events for students to participate in and to provide opportunities for the students to practice for the Spring **MAAP STARS** Events conference.

The **MAAP STARS** Chapter Guide is meant to be a Resource Guide to help people get a **STARS** Chapter started locally. ***You are not required to follow all of the steps/ideas/regulations included in order to be a STARS Chapter.*** As with all things “alternative” you may want to be able to adapt what will work for you and your students at your site. The emphasis is on preparing students for the workplace and life after high school. When students participate in the state-wide and regional **STARS** events, it is expected that the advisors who are with the students will provide the supervision for those students. All students are expected to obey their own District’s policies and procedures governing students’ behavior at these events. When a school/program has a **MAAP STARS** officer elected, the responsibilities for supervision and behavior of that student still remains with the advisor and school/program.

Please visit the MAAP Website frequently and “LIKE” the MAAP Facebook page.

**MAAP Website Address:** <http://www.maapmn.org>

**MAAP Facebook Page:** <https://www.facebook.com/maapmn>

## INTRODUCTION

Of all the alternative education activities, perhaps the most rewarding to the staff is their work with the **MAAP STARS** Chapter. It is with the chapter that the staff, as advisors, gets the opportunity to work closely with the students in activities that are interesting, enjoyable, and rewarding. It is perhaps with **MAAP STARS**, more than any other part of the program, that staff and students are able to work together and relate to each other as they cooperate in chapter activities.

Effectively advising the **MAAP STARS** Chapter is also one of the most challenging of staff responsibilities. The advisors must patiently guide, lead, inquire, and motivate students. They must be able to resist the temptation of doing things themselves. Instead they must be capable of motivating the students to undertake and carry out the activities of the chapter.

One of the biggest traps that advisors fall into is concentrating their efforts on only those few students who are easily interested in **MAAP STARS** activities. It is easy to assume that the others are just not interested or that **MAAP STARS** is not for them. Yet we know that there is something in **MAAP STARS** for every student. It is the advisor's job to stimulate and motivate every student, not just those few who are already interested or are self-motivated.

In this manual you will learn to serve as the advisor to a **MAAP STARS** Chapter, including initiating the chapter, training the officers and members, and managing the activities of the chapter at your school/program.

## Performance Objectives

The performance goal of this Manual is to prepare you to effectively advise a **MAAP STARS** Chapter.

Objectives: At the conclusion of this Manual you will be able to:

1. Explain **MAAP STARS** to new students.
2. Explain **MAAP STARS** to adults.
3. Develop a calendar of events for your **MAAP STARS** Chapter.
4. Initiate your **MAAP STARS** Chapter.
5. Train the **MAAP STARS** Chapter officers and members.
6. Work with and through the officers to plan and carry out:
  - Meetings
  - The program of work including setting a schedule
  - Chapter Committees
7. Implement a calendar of events for your **MAAP STARS** Chapter.
8. Utilize the **MAAP STARS** competitive events for both motivation and skill development.
9. Understand the benefits of the **MAAP STARS** Demonstration Events.
10. Prepare for and participate in **MAAP STARS** conferences/activities; state-wide and regionally.

## Information Sheet #1

### What Is MAAP STARS?

The **Minnesota Association of Alternative Programs'** youth organization, otherwise known as **MAAP STARS**, is an organization whose program of leadership, personal development and career encouragement is designed specifically for those young people participating in Alternative Education settings. **MAAP STARS** is the first state youth organization to serve the specific employment and educational needs of students in alternative education and to recognize their positive economic, educational, and social developments.

The primary goal of **MAAP STARS** is to encourage young adults in Alternative Education settings to be high achievers. **MAAP STARS** is dedicated to serving the unique and pressing needs of its students. **MAAP STARS** is an integral part of the total alternative education experience of academic achievement, employment, training, personal motivation, and social development. All activities, programs, and projects are designed to compliment and reinforce competencies that are essential for the success in the world of work and American Society.

**MAAP STARS** synthesizes all of the other program components together by providing motivation for achievement through recognition and related activities which complement the vocational instruction, academic achievement, on-the-job training, personal, social and civic growth and development. The **MAAP STARS** Chapter activities provide the spark which brings the excitement to alternative education program students. It is **MAAP STARS** activities which motivates students to come to the school at unscheduled times to work with students and advisors. The only feature of alternative education which is truly unique from all other programs is **MAAP STARS**. The other components of the job placement, academic instruction, vocational instructions, personal and vocational counseling can be found in many other programs. However, none of the other programs have a youth organization like **MAAP STARS**. While Alternative Education programs have demonstrated impressive results in developing the quality of these other program components, it is **MAAP STARS** which has attracted the greatest attention and interest.

## Information Sheet #1 - continued

Any student enrolled in an Alternative Education setting can become a member of the local Chapter and the State **MAAP STARS** organization. Each **MAAP STARS** Chapter selects its own leadership, structure, and elects its own leadership team. The Alternative Education program staff serve as the Chapter Advisors. There is no method of operation prescribed for local **MAAP STARS** Chapters. However, there is a prescribed basic program of activities which Chapters are expected to conduct and which serve as the standards for local Chapter evaluation. The majority of the Chapters conduct activities which include social, civic, career information, survival skills, and educational activities. We encourage projects that provide benefits for both students and their community.

The **MAAP STARS** Chapter is the “show window” for student achievement and progress. It is the public relations catalyst for the Alternative Education setting. **MAAP STARS** not only attracts young people to the program who are interested in selecting and preparing for careers, it also aids in retaining their participation in the total program. **MAAP STARS** is the local program’s principle means of informing and involving people in the community, including business people, civic leaders, and the general public with the activities and accomplishments of the Chapter, students and program. **MAAP STARS** has proven to be an effective tool for attracting the attention and support of adults for the total Alternative Education program.



## Information Sheet #2

### What MAAP STARS Does For Students?

**MAAP STARS** activities have a tremendous psychological effect on the attitudes of students. Most students have few opportunities to participate in positive social activities or to engage themselves in activities where they can develop leadership responsibilities of leadership and receive recognition for positive achievement. **MAAP STARS** activities are recognized as an integral part of Alternative Education because they provide for students' development of job and career interests, leadership ability, positive attitudes, appropriate citizenship characteristics, and social growth.

Prior to becoming a member of **MAAP STARS**, most students have never had the opportunity to be involved in an organized program of youth activities. Through **MAAP STARS** students work together with other students and their advisor planning and carrying out their own program of activities. They alternately assume leadership and follower roles. The most significant activities are job related; however, other activities in which they involve themselves include Chapter social events such as dances, parties, outings, and civic projects. Examples could include: providing assistance to disadvantaged children, or working with an adult civic organization to conduct or sponsor a community betterment project, recognizing employers through an employer appreciation banquet, while preparing for **MAAP STARS** competitive events and demonstration events both individually and with other students, and preparing for **MAAP STARS** conferences.

Through **MAAP STARS** students have many opportunities to gain recognition at the Chapter, regional and state levels. Recognition develops individual morale and provides positive reinforcement for achievement. Chapter activities provide abundant and diverse opportunities for student recognition. The obvious recognition is that given to Chapter Officers, Committee Chairpersons, and winners of competitive and demonstration events. Advisors must be alert to the possibilities for recognition of students whose contributions to the Chapter are less evident.

Participating in **MAAP STARS** leadership development conferences are among the most meaningful of the opportunities for students. They provide the students with the chance for travel, for association with other students from across the state and with leaders from Alternative Education, businesses, government, education, etc. The result is significant positive changes in self-esteem. **MAAP STARS** presents opportunities to students which are for most a "once in a lifetime" experience. **MAAP STARS** activities have completely changed the lives of many students and even staff.

## Information Sheet #3

### Starting A MAAP STARS Chapter

Starting a **MAAP STARS** Chapter can be challenging and also very rewarding. There are resources to help you both in written form such as the **MAAP STARS** Chapter Manual and the **MAAP STARS** Events Manual as well as asking others who have been involved with MAAP STARS.

Students can be introduced to **MAAP STARS** during their application to the program/school. A staff member, coordinator, director or a **MAAP STARS** advisor could explain the youth organization to them and communicate the commitment that will be expected of them. This explanation should be presented in a positive, enthusiastic manner to motivate the student to participate.

Activities that are a natural complement to orientation include:

1. Preparation of posters and/or other photographs depicting the purpose and/or benefits of **MAAP STARS**. Completed posters should be displayed prominently at the school to promote, to recognize the work of students, and to build the attitude that they are a part of the program.
2. Students can plan and carry out a **MAAP STARS** activity to be conducted during the orientation. Possibilities include a tour, a guest speaker, or a social event.
3. Conduct an impressive initiation. Make it as enticing and important as you can.

The specific responsibilities of the **MAAP STARS** Advisors are to:

1. Explain **MAAP STARS** to students, parents, administrators, other alternative staff and business people. In order to do this it is necessary to be thoroughly versed in the history, principles, and constitutional provisions, program of activities and other essentials of the organization.
2. Orientate new students to **MAAP STARS** and motivate them to become active participants. This requires three things. First, you must be completely knowledgeable about **MAAP STARS's** purposes, goals, and program of activities so that you can communicate them at the students' level. Second, you must be excited about **MAAP STARS** yourself so you can pass on that enthusiasm. Third, you must be able to motivate students to become active participants in **MAAP STARS** by making it meaningful to them and they can see the benefits.
3. Get the Chapter started by holding the initial meetings and organizing the election of the leadership team. While it can never be forgotten that **MAAP STARS** is the student's organization, the Advisor must assume primary responsibility to organize, plan and provide guidance and direction. It is very important that the Chapter officers are efficient and effective. The Advisor must fully explain the responsibilities of each officer, assist in setting up criteria for the officers and convince students to seriously elect only the best candidates rather than those that happen to be most popular.

### Information Sheet # 3 – continued

4. Train the newly elected officers. This will be the first experience most students will have in holding a leadership position in an organized group. It is assumed that they do not know what to do. They must be carefully and continuously trained and coached by the Advisors to plan and conduct the meetings and how to work with the other students.
5. Provide leadership training for all students. Whether or not they are officers or committee chairpersons, all students should be provided with responsibility training in order to do their part in being **MAAP STARS** students. They should be trained in the principles of being a good Chapter member and in Chapter meeting procedures.
6. Provide instruction and assistance in planning a Chapter program of work. Every organization needs a program of work or calendar of events in order to be effective and to be meaningful to members. **MAAP STARS** is no exception. Activities that are significant to the students must be planned and scheduled with all students informed and involved.
7. Assist and direct in setting up Chapter records and accounts. This is especially important in determining individual student contributions and achievements. Recording results of activities and fund-raising projects are tremendously valuable in the following years.
8. See that Chapter meetings are held regularly and conducted in a business-like manner. While the Chapter officers will actually conduct the meetings, the advisors must see that they are scheduled with all students being informed and motivated to attend. The Advisors must plan the meetings with the officers and supervise their practice to ensure that the meetings will be organized and effectively run.
9. Help new students become a part of the Chapter and get into the spirit of **MAAP STARS** activities. With new students regularly entering the program the Advisors must be continuously orienting the new entries.
10. Encourage participation in state-wide and regional conferences, programs and projects. State-wide and regional activities provide tremendously meaningful opportunities to the students and help motivate the Chapter members.
11. Keep abreast of new developments in **MAAP STARS** and keep students informed. **MAAP STARS** is continuously growing and accepting new challenges by providing new opportunities to students and Chapters.
12. Keep **MAAP STARS**, the local administration, the students, parents, and the public posted on Chapter activities. **MAAP STARS** is always eager to learn of local activities so that they can be publicized state-wide, can be shared with other Chapters, and so assistance can be provided. The local administration must naturally be kept informed. Keeping the public informed is very effective in promoting the **MAAP STARS** program and your students' achievements.
13. Get local leaders involved in **MAAP STARS** activities. This includes local businesses, political leaders, and other agencies who can assist with funding and volunteering such as judging events locally and state-wide.
14. Invite the state-wide **MAAP STARS** Officers to present at your school.

## Information Sheet #3 – continued

### Advisor Code Of Ethics

As a **MAAP STARS** Advisor, I agree to:

- Supervise my students at all Chapter and State-wide functions.
- Act in a Professional, Dependable and Responsible manner.
- Help with the conference planning and/or implementation where feasible.
- Discuss basic guidelines of conduct behavior with my students.
- Adhere to the organization's guidelines, rules and regulations.
- Carefully screen my officer candidates
- Avoid any unethical practices such as writing student speeches, developing student materials for use in competition, sharing privileged competitive event information with my students, or cheating in any fashion.
- Promote **MAAP STARS** whenever and wherever possible.

### Scheduling MAAP STARS Activities

Yearly state-wide **MAAP STARS** events and conferences are scheduled by the MAAP Board and the **MAAP STARS** Committee Chair. This state-wide calendar of activities should be considered when planning your local work schedule. Regional activities should be planned out in advance also.

Attendance credit may be extended for Chapter meetings, committee meetings, social activities and **MAAP STARS** activities. Scattered work schedules should not create a problem since there is no set rule for the planning and activation of general **MAAP STARS** functions.

If there seems to be a problem, there is no reason that meetings cannot be planned for “unusual” hours, such as Saturdays, Sundays, late evenings or other times. Moreover, it may be advantageous to combine business with pleasure by arranging “Dutch Treat” meetings at restaurants, pizza parlors, picnics, or other places. Scheduling may be dependent upon invited guests, speakers, and presenters you’ve asked to join your Chapter meeting. It could be dependent upon other programs/schools that you might be working with. Regional **MAAP STARS** events are encouraged and help with motivating student participation.

Operational and successful **MAAP STARS** Chapters thrive on innovation and dedication. Consequently, **MAAP STARS** cannot deliver its intended objectives to individual members and the entire Chapter if the activities are considered a burden. Positive attitudes, hard work, and initiative are requirements for total and complete success. Time and/or member apathy are not valid objections or excuses. The Advisors must lead the way, provide the input and act as the catalyst for attainment of the state **MAAP STARS** goals. Your attitude will be reflected in their attitude.

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# I want to be a MAAP STARS State Officer...

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MAAP STARS Officers are advocates for students in Minnesota in all types of alternative education school/programs. As an Officer, you participate in various discussion groups and are encouraged to contact or visit programs/schools in their region, present at their School Board meetings and local service organization meetings (such as the Lions, Legion, Rotary), etc. to spread the word about MAAP STARS during their year as an Officer.

**MAAP STARS** Officers are elected by their peers, the students attending the Fall Leadership Conference. These officers make up the MAAP STARS Leadership Team. Each program attending the Fall Leadership Conference may have **ONE** student run for office. The current leadership team achieved many goals and helped **STARS** grow. They had wonderful opportunities to learn and demonstrate leadership skills as officers. There are many excellent leaders among alternative education students and **STARS** helps them develop those skills.

Please Note: If you would like to run, read carefully the *Duties and Commitments for the MAAP STARS Leadership Team* below, and/or in the *MAAP STARS Chapter Manual* (pages 33-34). The student candidate is required to fill out the attached registration, **including an essay with the following information.**

- Biographical information about themselves and their educational journey
- Explain why they attend an alternative school
- The reasons they want to become a **MAAP STARS** State Officer

Please email the following documents to [maapstarschair@gmail.com](mailto:maapstarschair@gmail.com)

1. **MAAP STARS State Officer Candidate Form**
2. A signed **parental permission slip**. The **original signed parental permission slip** will be required when you arrive for the Fall Leadership Conference.

## **Student: DUTIES AND COMMITMENTS FOR THE MAAP STARS Leadership Team**

- Participate in Officer Training November, of current school year, in Roseville, MN (2 days)
- Participate in Leadership Training January, of current school year, in Roseville, MN (2 days)
- Participate in monthly virtual check-in with the MAAP STARS Leadership Team.
- Participate in bi-monthly virtual check-in with the MAAP STARS Leadership Team and the Minnesota Department of Education(MDE).
- Attend Legislative Day in February, of the current school year,(1 day) in St. Paul
- Preside at the Spring **MAAP STARS** Conference on April or May, of current school year, (2 days)
- Preside at Fall **MAAP STARS** Conference in October, of the following school year(2 days)
- Promote **MAAP STARS** throughout the year at various events

## **Advisor: DUTIES AND COMMITMENTS to support your school/program MAAP STARS State Officer**

- Be informed on all meeting dates
- Provide support and assistance to attend virtual monthly MDE check-ins
- Support and/or provide securing transportation to the following:
  - Officer Training, November, of current school year, in Roseville, MN (2 days)
  - Leadership Training, January, of current school year, in Roseville, MN (2 days)
  - Legislative Day, Spring Conference, and Fall Conference 2025
- Attend Officer Training on November (Thursday)

If you have any questions please contact either MAAP STARS Co-Chair.

**Patti Haasch, MAAP STARS Co-chair**  
(612) 751-2490  
Email: [maapstarschair@gmail.com](mailto:maapstarschair@gmail.com)

**Kristin Tuel, MAAP STARS Co-chair**  
(218) 731-7418  
[tuelfam3@gmail.com](mailto:tuelfam3@gmail.com)

# MAAP STARS Student Leaders: Code of Ethics

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As a student leader in MAAP STARS, I commit to the following principles to ensure I serve with integrity, compassion, and excellence.

## 1. Integrity and Honesty

- I will be truthful in my words and actions.
- I will hold myself accountable and admit mistakes.
- I will not cheat, steal, or deceive.

## 2. Respect for Others

- I will treat all people with dignity, kindness, and inclusion, regardless of background or belief.
- I will listen actively and consider other perspectives.
- I will encourage a safe, welcoming, and supportive environment.

## 3. Responsibility and Accountability

- I will follow through on commitments and lead by example.
- I will represent my school and the MAAP STARS program with pride and professionalism.
- I will take ownership of my behavior and work to repair harm if I make a mistake.

## 4. Positive Leadership

- I will uplift others and help them grow.
- I will use my voice to advocate for justice, equity, and positive change.
- I will build a culture of collaboration, not competition.

## 5. Service and Community Engagement

- I will strive to make a meaningful difference in my school, community, and beyond.
- I will engage in projects that serve others and reflect the MAAP STARS values.
- I will seek out opportunities to learn, grow, and give back.

## 6. Growth Mindset and Lifelong Learning

- I will embrace challenges as opportunities to learn.
- I will welcome feedback and strive for continuous self-improvement.
- I will support others in their journey of growth and discovery.

## 7. Confidentiality and Trust

- I will honor the privacy of others and maintain trust within my team.
- I will never share sensitive information without permission or cause harm through gossip.

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As a MAAP STARS Student Leader, I pledge to:

Be a role model.  
Serve with humility and heart.  
Uplift my peers.  
Reflect the spirit of MAAP STARS in all I do.

---

Student Name: \_\_\_\_\_

(Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Information Sheet #5

### Training Chapter Leaders and Students

An executive committee meeting should be held immediately after the leadership team is elected. This meeting should include the Advisors and the newly elected leaders. The Advisors should emphasize to the leaders the importance of their roles in the Chapter and in the entire program. Because of the tremendous power or peer influence, every effort must be made by the Advisors to motivate the leadership team to perform their roles seriously and as effectively as possible. Because they are peers, the leaders will often be able to positively influence other students more effectively than could the Advisors.

Training should begin at this first executive committee meeting. This includes: 1) explaining to them what their jobs entail, 2) guiding them to understand what it is to be a leader, 3) having them accept the responsibilities which accompany leadership, 4) training them in basic human relations skills to help them to understand that if they work with the members and ask them, rather than tell them, they will accomplish much more. The officers should also be instructed in 5) the purpose of meetings, 6) the functions of committees, 7) developing agendas for meetings, and 8) conducting a **MAAP STARS** meeting. It is essential that this training be kept simple and basic. At this time the leaders only need to know the essentials. It is much better for them to master the basics rather than to be overwhelmed with too much information. This is especially true in regard to parliamentary procedures. All they need to know about parliamentary procedure at this time is the purpose and necessity for it, the order of business at a meeting, presenting and acting upon simple motions, opening and closing the meetings and that only one student at a time may have the floor to speak.

Together with the officers, the Advisors should plan a meeting to train the students. Some things that might be included are more information about parliamentary procedures, what committees are and how they operate, and the student's responsibility to the Chapter as a whole.

The second Chapter meeting should have three main purposes: training the students, electing the leadership team, and organizing at least one Chapter activity. It is important not to become too involved in too many activities too soon, but it is necessary for the students to begin planning one activity to provide a sense of purpose to the Chapter. A social, career information, or survival activity is an appropriate beginning activity. The leaders should conduct the majority of the student training. This training should be structured along the same lines as the initial leadership team training. The students should be instructed in what makes a good member, the operating structure and organization of the Chapter and Chapter meeting procedures.

A leadership team installation and Chapter chartering should be scheduled as soon as possible. This may be a formal ceremony with invited guests such as the Mayor to install the leaders. Other invited guests could include business leaders, funding and

## **Information Sheet #5 – continued**

administration staff, MAAP Board representatives, parents, and program supporters. It will take considerable planning on the part of the students and Advisors to do Chapter planning to accomplish the goals.

All **MAAP STARS** meetings should be conducted in a businesslike manner. The students should be expected to conduct themselves attentively and maturely. The meetings should start and end on time. The meeting agenda should be done in advance and prepared for so the meeting goes briskly; less chance of students' attention wandering. The meetings should begin on a serious note with a ceremony.

Leader and student training is an ongoing and continuous process, even for the experienced students as well as the new ones. The objective of the Advisors should be to work behind the scenes as much as possible; training, encouraging and motivating the leaders and students while setting the stage for the students to provide direct leadership and conduct the operations of the Chapter.

### **Officer Responsibilities**

#### **President:**

1. Preside over and conduct Chapter meetings in accordance with accepted parliamentary procedure.
2. Prepare the agendas for the Chapter meetings.
3. Keep discussions on the subject.
4. See that time limits are observed.
5. Select and appoint members to serve on Committees.
6. Represent the Chapter at special events
7. Coordinate and guide the efforts of all Chapter officers.
8. Serve as an Ex-officio member of Chapter Committees
9. Consult regularly with the Advisor on the progress of the Chapter.
10. Determine the need for and call any necessary special Chapter meetings.
11. Promote energetic activity on the part of the Chapter members through the display of enthusiasm and periodic recognition.
12. Consult with other Chapter officers concerning their duties and responsibilities.
13. Reach out to other Chapters within your region and/or state-wide.

#### **Vice President:**

1. Assist the President in the discharge of their duties and responsibilities.
2. Preside over Chapter and Executive Committee meetings in the absence of the President.
3. Assume the full duties and responsibilities of the President should h/she be absent for a long period or leave the Chapter permanently.
4. Coordinate and guide the efforts of all Chapter Committees; thus serving as an Ex-officio member on all Chapter Committees.



## Information Sheet #5 – continued

### Treasurer:

1. Receive and account for all funds that come into the Chapter treasury.
2. Assist in the preparation of a statement of estimated receipts and expenditures for the year.
3. Keep financial records neat, accurate, and up-to-date.
4. Pay out funds on authorization of the Chapter.
5. Encourage individual Chapter members to establish “thrift accounts” or regular “savings” plans.
6. Protect the financial reputation of the Chapter by seeing that its obligations are met promptly.
7. Help plan and execute the ways and means of providing for Chapter income.
8. Assist in preparing monthly statements of receipts and expenditures.
9. Be prepared at every regular meeting to give the Chapter financial information.

### Secretary:

1. Take notes and prepare adequate minutes of each regular and called meetings of the Chapter.
2. Answer all incoming Chapter correspondence.
3. Keep a proper file of copies of all outgoing and incoming correspondence.
4. Prepare all necessary Chapter reports.
5. Protect any and all permanent records of the Chapter.
6. Is responsible for the posting of items of common interest and benefit.
7. Read any communications received at Chapter meetings.
8. Keep a proper record of votes cast; especially on important issues.
9. Be prepared at every regular meeting to give the Chapter information about any unfinished business or any new business.
10. Have available at each regular meeting: minutes of the previous meetings, a record of Committees and their past reports, the Chapter’s program of work, and a copy of the **MAAP STARS** Chapter Manual.

### Reporter:

1. Seek, gather, and classify all Chapter news.
2. Prepare articles for publication in local newspapers, on the school’s and/or District’s (if applicable) website, or other publication venues.
3. Publish a local **MAAP STARS** Newsletter.
4. Keep a cumulative file of clippings, pictures, charts, copies of special programs, etc. and assist in building the Chapter’s public relations opportunities such as being featured on television or presenting to the School Board or governing body for your school.
5. Work with the students in preparing and selecting materials for the school’s bulletin boards and displays.
6. Prepare and collect news and feature articles of state-wide interest to share.
7. Assist in planning, collecting, preparing and arranging materials for Chapter exhibits to be used for positive publicity.
8. Assist students who select the various publicity-related events for the **MAAP STARS** Spring Conference with ideas from the Chapter activities.

## **Information Sheet #5 – continued**

### **Parliamentarian:**

1. Be interested in and willing to help other students understand the fundamental purposes of parliamentary law.
2. Be prepared to advise the presiding officer and other students on points of parliamentary procedure.
3. Have reference material pertaining to acceptable parliamentary procedure available to refer to, should the need arise.
4. Be ever alert and call the Chair's attention to significant irregularities in procedure.
5. Be prepared to explain any irregularity and its effect on the fair and equal rights of all students.

## **How To Run A Meeting**

### **Getting The Meeting Under Way**

The beginning of any meeting is crucial. Follow these rules in opening your meeting to ensure success:

1. Start on time. You have full responsibility and control over the opening of the meeting.
2. Clearly state the purpose of the meeting.
3. State your ideas positively. Point out the importance of the meeting. Show that the meeting is worthwhile.
4. Use vivid words that will make your ideas sound interesting.
5. Keep the meeting short. Opening remarks should be limited to a minute and a half.

### **Making The Meeting Work**

1. Remain impartial.
2. Keep the meeting moving along.
3. Watch for emotional "build up." You must keep control of tense situations.
4. Draw contributions from all members of the group.
5. Guide meetings from problem to solution.
6. Use humor to reduce tension.
7. Watch the time.

### **Getting Ready For Group Discussion**

1. Arrange the group so that each person can see every person.
2. Provide table space for the leader, and if convenient, for the entire group.
3. Have everyone remain seated during the discussion including the leader. Keep it informal.
4. Start by making everyone comfortable. Check ventilation and lighting.
5. At the first gathering, go around the circle and have each person introduce themselves. As a newcomer joins the group, introduce yourself to that person and to the group.
6. Learn names of all persons as soon as possible.
7. Have a whiteboard, markers, and eraser ready for use. Appoint a recorder for the whiteboard if needed.
8. Start and close on time.

## **Informational Sheet #5 continued**

9. In the opening, emphasize that everyone is to take part and welcome to add to the discussion.
10. Emphasize: No leader or group member can monopolize the discussion. Limit individual contributions to a minute or so.

## **Leading Discussions**

1. Prepare. Think the issue through in advance. Aim to establish connections between background materials, experiences and ideas of group members.
2. Aim at the outset to get a sharply defined question before the group. Have three or four alternatives put on the board, perhaps.
3. In general, don't put questions to particular group members unless you see that they are struggling to find the words.
4. Interrupt the "speech maker" as tactfully as possible. "While we're on this point, let's hear from some others." "Can we save your other points until later?"
5. Keep the discussion on track. Always keep it directed at the question at hand.
6. Remember, the leader's opinion does not count in the meeting. Keep your own view to yourself as you bring forward the ideas of others.
7. If you see that some important angle is being neglected, point it out nicely.
8. Keep spirits high. Encourage ease, informality, and good humor. Let everyone have a good time. Foster friendly disagreement. Listen with respect and appreciation to all ideas, but stress what's important and turn discussions away from what is not.
9. Take time every ten minutes or so to draw the loose ends together. Be as fair and accurate in summary as possible. Close the discussion with a summary of our own or the recorder's.
10. Call attention to any unanswered questions for future study or for referencing back to speakers. Through a skillful summary, you can nourish a desire in group members to continue study and discussion.

# Sample Meeting Agenda

## AGENDA

### DATE/PLACE

1. Opening Ceremony
  - Call meeting to order [2 raps of the gavel]
  - Recite **MAAP STARS** Creed [3 raps of gavel to stand; 1 to sit]
  - Roll call (by **MAAP STARS** Chapter Secretary)
2. Officer's Reports
  - Meeting Minutes [read by Secretary]
  - Treasurer's Report \*amount of money in treasury, recent expenditures or income]
3. Committee Reports [reports should be written and a copy given to the President]
  - Standing Committee Reports
  - Special Committee Reports
4. Business From The Floor by Members
  - Unfinished or postponed motions [the President may include the nature of the unfinished business]
  - Reading of Communications or Correspondence [read by the Secretary]
  - New Business
5. Program [A special program may appear at any point in the order of business. The time of appearance depends upon the convenience of the speaker or entertainers. Career and/or survival information are always appropriate for the program.]
6. Adjournment
7. Recreation, Entertainment, Refreshments

### Things Every Chairperson Should Know And Do

1. Never start a meeting without an agenda.
2. State the purpose of the meeting at the beginning and read the agenda.
3. Keep the meeting moving.
4. Speak clearly. Be sure you are heard.
5. Prevent general hubbub. Do not let the meeting break up into a series of private conversations.
6. Talk to the whole group, not to any individual.
7. Keep the speaker talking clearly and audibly.
8. Sum up what has been said and get a decision if the meeting has been called for action as well as information.

9. Recommend Committee study when discussion slows meeting is not coming to an agreement.
10. Keep control of the meeting without cutting off discussion.
11. Do not argue with any speaker. The Chairperson is the umpire; not a contestant.
12. If you have a comment, get another Chairperson to preside while you participate.
13. Do not squelch a troublemaker; ask the group for their opinion.
14. Be aware of the physical comfort of all – room temperature, drafts, lights, thirst, adequate seating, etc.
15. Before closing the meeting, check the results. See that nothing is omitted that should be said or done.

### **Message From An Association Member**

“Leader, if you want my loyalty, interest, and best efforts as a group member, you must take into account the fact that:

I need a SENSE OF BELONGING:

- A feeling that no one objects to my presence
- A feeling that I am sincerely welcome
- A feeling that I am honestly needed for my total self, not just for my hands, my money, and my time.

I need to have a SHARE IN PLANNING THE ASSOCIATION’S GOALS. My need will be satisfied only when I feel my ideas have a fair hearing.

I need to feel that the GOALS ARE WITHIN REACH and that they make sense to me.

I need to feel that what I am doing CONTRIBUTES TO HUMAN WELFARE – that it’s value extends beyond the Association itself at some time.

I need to share in MAKING THE RULES OF THE ASSOCIATION, the rules by which together we shall live and work toward our goals.

I need to know in clear detail just WHAT IS EXPECTED OF ME so that I can work confidently.

I need to have RESPONSIBILITIES THAT CHALLENGE, that are within the range of my abilities and that contribute toward reaching our goals.

I need to SEE THAT PROGRESS IS BEING MADE toward goals that WE have set.

I need to be kept informed. WHAT I AM NOT UP ON, I MAYBE DOWN ON!

I need to have confidence in our leader. . .confidence based upon ASSURANCE OF CONSISTENT, FAIR TREATMENT; OF RECOGNITION WHEN IT’S DUE; AND TRUST THAT LOYALTY WILL BRING INCREASED SECURITY.

In brief, the situation in which I find myself must make sense to me regardless of how much sense it makes to the leader.

## Information Sheet #6

### MAAP STARS Ceremonies

There are many reasons to conduct Chapter ceremonies. The two most important reasons are to provide an opportunity for the students to plan and work together and to instill a feeling of pride in the students for their organization. There is a great deal to be learned from planning and conducting a formal ceremony by young people who have most likely never even attended such an activity. They must plan and control many details. They must work harmoniously together and they learn the importance of teamwork and of the necessity of each member of the team completing their responsibilities.

Every Chapter ceremony should be conducted with dignity, solemnity, and beauty. When conducted properly, ceremonies create pride in the organization, in each other, and in individual students. Ceremonies help develop a belief and confidence in the value and worth of themselves. Properly conducted ceremonies are one of the strongest tools available to create positive attitudinal changes in the associates.

There are a number of ceremonies that local **MAAP STARS** Chapters will conduct. They can be divided into those that are conducted with only the students and Advisors present and those that are conducted with guests in attendance. The principles are the same; however, they must be conducted with as much dignity, sincerity and solemnity as possible.

**Chapter Charter Presentation:** This is the formal presentation of the Chapter Charter. It is recommended that it be combined with the Open House or installation of the leadership team and initiation of students. It should be conducted formally with guests invited. It can provide a tremendously inspirational kick-off to the Chapter and should be the first formal activity of the Chapter. Since everyone in the program, Advisors and students alike, are inexperienced, the Advisors will want to be sure that everything is planned carefully and that the ceremony is conducted without major problems. While the students will do the actual operation, the Advisors will want to check and double-check each and every detail; leaving nothing to chance. A **MAAP STARS** State-wide Officer and/or representative of MAAP is the most appropriate individual to present the Chapter.

## Information Sheet # 6 - continued

**Leadership Team** This ceremony should be conducted shortly after the officers are elected. The first election of leaders is most appropriately combined with the Charter ceremony and member initiation. When in the course of the program other elections are held, the installation can be conducted at a Chapter meeting when the election takes place.

**Student Initiation** After the initial student initiation oath at formation of the Chapter, new students should be initiated at the next meeting after their entrance into the program or at the conclusion of their orientation training.

**Employer Recognition Functions** A number of ceremonies are appropriate at these activities. Among them are the **MAAP STARS** Creed and formal explanations of the purposes of **MAAP STARS**. Ceremonies at these affairs should be kept brief, but they should be conducted because of the opportunity they present for promoting the Chapter and the students.

**Ceremonies At Chapter Meetings** Ceremonies at Chapter meetings must be kept brief in order to hold the attention and interest of all the students.

### Officer Installation

For the first officer installation, state officers of MAAP STARS, officers of other **MAAP STARS** Chapters, representatives of MAAP, or local government officials can administer the oaths of office.

**Staging** In the center of the stage, place a table with lighted candles. If possible, use a floral centerpiece representing **MAAP STARS** colors – black, white and gold. Display the **MAAP STARS** banner prominently either in the background or across the front of the table. If your Chapter does not have a star, be sure some method is used to display the Chapter colors. Place the American flag in the proper place on the platform in such a manner as to be visible to the audience. If the platform is small, place only enough chairs on it for the outgoing officers. The incoming officers can then be seated in the first row – ready to take their places upon the platform at the proper time. However, if the platform is large enough to accommodate them, the outgoing officers should sit on the

## Information Sheet #6 - continued

right side of the stage (from audience viewpoint), with the incoming officers on the left and opposite their corresponding officers.

**Ceremonies** [The ceremony is modified depending upon the offices of the local Chapter.+ The outgoing President speaks first. “Fellow members of **MAAP STARS**, it is my pleasure at this time to present your new officers – duly elected and entrusted with the administration of this organization. Will each of our incoming officers please stand when called upon and face his predecessor for induction into office?”

The outgoing President calls upon the President-elect to step forward and addresses him/her concerning the duties and responsibilities of their office in this manner.

“Mr./Ms. President-elect, you have been chosen by the Chapter members of this Chapter of **MAAP STARS** to lead this organization for the following year. In electing you President, we have indicated our faith in your qualities of leadership, responsibility, diplomacy and intelligence and hereby entrust you with the future administration of this Chapter. As President, you will preside over all of the meetings of this Chapter and be responsible for our progress during the coming year. We will look to your leadership in all endeavors. If you are willing to accept this responsibility, please raise your right hand and repeat after me.”

I understand fully the honor and responsibilities which have come to me as President of this Chapter of **MAAP STARS** and do solemnly and sincerely promise to accept and fulfill these responsibilities to the best of my ability.

The retiring President then shakes hands with the President-elect and presents him/her with the gavel - handle first. The new President then returns to his chair. Each outgoing officer is then called upon by the President to induct their successor.

The retiring Vice-President says to their replacement: “You, (*name of incoming Vice-President*), have been chosen as Vice-President of this Chapter of **MAAP STARS** by your fellow members. They have thus demonstrated their confidence in your ability to assume the leadership of this organization in the President’s absence. It shall be your duty to assist the President whenever called upon to do so and to serve as Chairperson of all meetings of the Chapter in the absence of the President. If you are willing to assume these responsibilities, please raise your right hand and repeat after me this pledge:



## Information Sheet #6 – continued

I understand fully the responsibilities of the Office of Vice-President and hereby promise to accept and fulfill these responsibilities to the best of my ability.

The Vice-President then follows the same procedure as the incoming President did.

Retiring Secretary: “You, (*name of the incoming Secretary*), have been chosen by your fellow members as Secretary of this Chapter of **MAAP STARS**. As Secretary, you will be responsible for the records of this organization and keeping accurate minutes. You will also be called upon to carry on all official correspondence. You will keep an accurate list of members and furnish members with membership cards. You should provide the President or his/her substitute with a written agenda for each meeting and if possible, with a list of Committees. If you are willing to accept these responsibilities, please raise your right hand and repeat after me:

I understand fully the responsibilities of the Office of Secretary and hereby promise to accept and fulfill these responsibilities to the best of my ability.

The outgoing Secretary shakes hands with the incoming Secretary and takes their proper place.

Retiring Treasurer: “You, (*name of the incoming Treasurer*), have been chosen for a position of high honor and trust. Your duties will require you to keep accurate records of all receipts and disbursements of this Chapter and be ready at all times to give a report of its financial condition. It is your duty to receive and deposit all Chapter funds, pay them out as direct, prepare a budget of proposed expenditures and collect dues. It is also your responsibility to encourage thrift spending in the Chapter and among your fellow members, thus performing an educational function. If you are willing to accept these responsibilities, please raise your hand and repeat after me:

I understand fully the responsibilities of the Office of Treasurer and hereby promise to accept and fulfill these responsibilities to the best of my ability.

They shake hands and return to their proper place.

Retiring Reporter: “You, (*name of the incoming Reporter*), have been chosen by your fellow members, as Reporter of this Chapter. You will be responsible for gathering Chapter news and reporting it to the local paper and to **MAAP STARS** for possible use in state-wide publications. It should be considered as part of your duties to provide continuity between previous, present and future members of this Chapter by keeping

## **Information Sheet #6 - continued**

complete records of events of importance in the life of your Chapter to pass onto your successor at the end of your term. If you are willing to accept these responsibilities, please raise your right hand and repeat after me:

I understand fully the responsibilities of the Office of Reporter  
and hereby promise to accept and fulfill these responsibilities  
to the best of my ability.

They shake hands and return to their proper place.

Retiring Parliamentarian: "You, (*name of incoming Parliamentarian* ), have been chosen by your fellow members as Parliamentarian of this Chapter. You should be well versed in Robert's Rules of Order and be able to settle all questions of parliamentary procedure as they arise. If you are willing to accept these responsibilities, please raise your right hand and repeat after me:

I understand fully the responsibilities of the Office of  
Parliamentarian and hereby promise to accept and fulfill  
these responsibilities to the best of my ability.

They shake hands and return to their proper place.

## **Student Initiation**

This ceremony can be as elaborate or as simple as your resources and desires allow. It can be strictly a "student only" affair, or it may be held in the evening with guests attending. Whether small or large, it must be conducted with due solemnity and beauty. The ceremony may be conducted either on a stage or in the center of a room, with the audience around the outer edge. If there is a head table, it should be draped with a white cloth and lighted candles placed at either end.

The ceremonial team, those who will light the candles for the new students can be almost anyone, but as a general rule it should be made up of the President, Vice-President, a Past President, and perhaps the Chapter Advisor. For the Chapter's first initiation, a state officer or an officer of another Chapter and/or a MAAP representative could perform this function.

Parts may be read from scripts; however, the initiation ceremony will be more effective if parts are memorized. Where the initiation ceremony is large enough to warrant it,

## Information Sheet #6 - continued

spotlights and background music are most effective. The suggested script which follows might be helpful:

President: "The Chapter of MAAP STARS is now in session. The purpose of our meeting is to receive into our organization a number of new students. Will the installing officer please read the list of new students?"

Installing Officer: "The candidates who have qualified for membership in this Chapter are (*reads list of names*). I recommend that these candidates be formally granted the rights and privileges of full membership."

President: "You are about to take an important step. Your qualifications have been examined and you have been recommended for membership in our organization. Will you accept the responsibilities and obligations of membership in our organization?"

Candidates: "We will." \*all together+

President: "You are now prepared to take the vows of membership in our organization. As you repeat these vows, think of the meaning of the words you say and resolve to do your best to live by them. Please repeat after me: I solemnly pledge myself to carry out to the best of my ability all of the duties and responsibilities of membership in **MAAP STARS**. I fully accept the purposes of this organization and promise to uphold its ideals in my personal life and in my business activities. I realize that importance of working cooperatively. I will so conduct myself that I shall reflect honor upon the organization and will at all times endeavor to maintain high standards of personal integrity."

As a symbol of your induction into our organization, will you now please take your places and your fellow members will light your candles as a token of your acceptance.

After the candles are lit: "I now declare you to be members of the \_\_\_\_\_ Chapter **MAAP STARS** with all the rights and privileges of membership.

## Information Sheet #7

### Planning A Program Of Chapter Activities

Many factors contribute to the development of a strong **MAAP STARS** Chapter. Probably the most important factors are interested Advisors who can motivate, enthuse, inspire, plan and organize in ways that will spark interest and encourage participation by all the students. A potential danger for every Advisor and every Chapter is the temptation for Advisors to forget that the purpose of **MAAP STARS** is to provide opportunities for all students to participate in planning and executing activities. There is always the temptation for Advisors to involve only those students who have proven themselves interested, dependable, and reliable. As a result, it is always the same small number of students who are involved in everything. While this can perhaps result in Chapter activities running smoother, it does nothing for the majority of the students who are not involved. The real challenge for the **MAAP STARS** Advisors is to interest and motivate those students who otherwise would not be involved.

The key to attaining maximum student participation and involvement is to provide a broad selection of activities. There must be sufficient variety in activities that any student can find some activities of interest. Not all students can be expected to be interested and involved in every Chapter activity. A student who has no interest in individual competition may be motivated to participate in a Chapter competitive project, to become heavily involved in a Chapter sales project or in an employer appreciation banquet. The Advisors must be alert to determine student interest and motivate each and every student to become involved in some Chapter activities.

**Developing A Plan For Chapter Activities** A well-rounded program of activities does not “just happen.” It must be developed and planned well in advance. Its development requires sound thinking and careful planning. What, when, where, who, and how are important questions which must be considered well in advance. In order to get a broad view of the whole proposed program, it is necessary that the entire plan be put on paper. Any program developed and put into action should be built keeping the needs of its members and in harmony with available human and community resources.

The program of work carried on at the local level is the most important phase of the entire **MAAP STARS** structure. It is at the local level that the greatest amount of students’ participation takes place and there is the greatest student benefit. The program of work should be planned carefully. While the Advisors must have a concept of

## Information Sheet #7 - continued

possible and probable activities for an entire year, it is probably best to initiate Chapter planning on a three month and then six month basis in order not to intimidate students.

Criteria for the development of a program of work are:

1. It is an outline of activities covering a definite period.
2. It includes specific goals, ways, and means of reaching them.
3. It should be well planned and carefully worded.
4. It should be based primarily on the needs of the students and the organization, with consideration given to the needs of the community.
5. It should represent the combined thinking of a majority of the students.

A suggested approach to the development of the Program of Work is:

1. Review the possibilities for Chapter activities; create a "laundry list".
2. Decide on all activities that will definitely be included.
3. Appoint a Program of Work Committee with subcommittees for each section of the program. Turn over the preliminary materials as listed by the group. It should study suggestions already offered and set up a tentative Program of Work including goals, ways, and means.
4. Have the subcommittees report back to the Chapter.
5. Put the total Program of Work in writing and on a calendar.
6. Have students seek approval of the plan from administration.
7. Adopt the Program of Work formally.
8. Appoint a permanent committee to be responsible for each activity.

**Obtaining Maximum Student Participation** While always guiding, directing, motivating and inspiring individual students, the primary role of the Advisors in planning, developing, and implementing the Program of Work is working with and through the Chapter Officers. The Officers, possibly with the Committee Chairperson, form the Executive Committee. The Advisors must always be available to provide assistance and support when needed.

## Information Sheet #8

### Forming And Guiding Committees

To ensure that all of **MAAP STARS** are involved in the Chapter, each member should participate as an officer and/or serve on a Committee. One of the first goals of a **MAAP STARS** Chapter is to acquire full participation. This task is accomplished when each student works toward a goal in which they are interested.

One desirable plan is to allow each member to select their own Committee. The Committee Chair should be determined by the Committee Members. Group dynamics has taught us that the object of participation must be relevant to the participant's interests. People learn what they want to learn! We do this by freedom of choice – to choose the Committee that best fits individual needs.

Recommended Standing Committees which can be formed are:

- Executive Committee
- Leadership Committee
- Finance Committee
- Social Committee
- Civic Committee
- Public Relations Committee

This Committee structure will vary from Chapter to Chapter. The important thing is to involve each and every student on at least one Committee. Each student should also have the opportunity to be the Chairperson or the leader of a group as well as to serve in a follower or committee member capacity.

The Leadership Team may find that the Chapter's needs may best be served by selecting the Committee Chair. The Chairperson may be selected by:

1. Appointed by the President
2. Vote of the membership
3. Assigning persons receiving the second highest number of votes in the Officer's election to head the Committee

Committee membership may be determined by:

1. Appointment by the President
2. Selection by Committee Chair
3. Volunteering
4. Random selection
5. Any other appropriate method as determined by the Chapter

## Information Sheet #8 - continued

Members of the Executive Committee may serve as non-voting or ex-officio members on the various Committees if desired. In stating the purpose and responsibilities of each major committee, the diversity of alternative education programs should be taken into consideration. Because of this diversity, the ideas presented here are intended to serve only as a guide which should be adjusted to fit each individual program's needs. Primary responsibilities for each Committee are those activities which most Chapters should involve themselves in during the calendar year. Suggestions for supplementary activities are listed under "secondary responsibilities".

### Executive Committee

Objective: To coordinate and provide overall leadership of the Chapter. Primary Responsibilities:

1. Plan all Chapter meetings
2. Be a grievance committee to settle complaints.
3. Work in conjunction with the Advisors in regard to policies and decisions.
4. Plan, with the Chapter Advisor, a tentative calendar of events for the entire year that will be presented for Chapter recommendations and approval.
5. Present all plans to the program administrator for final approval.

### Leadership Committee

Objective: To provide all members with an opportunity for development of leadership, civic consciousness, social intelligence, and a better understanding of the world of work.

### Leadership Committee

Primary Responsibilities:

1. Plan the installation of local **MAAP STARS** Officers.
2. Stimulate Chapter attendance and promptness at meetings.
3. Attend the **MAAP STARS** Fall Leadership training and encourage a candidate to run for a State **MAAP STARS** Officer position.
4. Encourage student participation in Regional **MAAP STARS** activities.
5. Select students who will attend **MAAP STARS** Legislative Day At The Capitol.
6. Promote participation of students in the **MAAP STARS** Spring Conference.

## **Information Sheet #8 - continued**

### **Finance Committee**

Objective: To organize fund raising activities to provide membership to participate in **MAAP STARS** and local Chapter activities and events. [Generally, the local Chapter Treasurer is this Committee's Chair.+]

Primary Responsibilities:

1. Develop a thrift plan for use by students.
2. Through the Advisor's guidance, learn to plan, implement, and control the Chapter budget.
3. Obtain and approve a projected itemized budget from each Committee.
4. Incorporate the Committee budgets into a Chapter budget to be presented to the Chapter for approval.
5. All committees and individuals shall submit requisitions for purchases for the approval of the Finance Committee.
6. The Finance Committee will study all submitted ideas from Chapter members for sale projects. The Committee will narrow down the most practical number of choices to be submitted to the Chapter for final approval.
7. The Finance Committee will audit the Treasurer's books and submit the final books to the Chapter for approval.
8. Depending on the budget for the calendar year, the following suggested sale projects might be used ~ pennants, t-shirts, candy, candles, seasonal cards, key chains, car wash, flowers for special occasions, flag sales, book covers, school store, posters, toys, dance, and food items.

### **Social Committee**

Objective: To provide all students the opportunity to develop socially by participating and becoming actively involved with the membership.

Primary Responsibilities:

1. Plan and organize Chapter social activities.
2. Provide refreshments at Chapter functions.
3. Promote Chapter participation in the social events locally and at **MAAP STARS** events.

### **Civic Committee**

Objective: To provide the opportunity for each member to become a better and more informed citizen. To identify and plan activities that will make a contribution to the



## Information Sheet #8 - continued

Committee. To further the public image of alternative education by involvement in civic projects.

Primary Responsibilities:

1. Promote the civic responsibility of **MAAP STARS** members.
2. Attend local governmental meetings such as City Council, local School Board, County Commissioners meetings, etc.
3. Participate in **MAAP STARS** Legislative Day at the Capitol.
4. Make contributions to worthy causes such as sponsoring a party for senior citizens or for an orphanage, make visitations to local hospitals, adopt a section of a highway to clean, rake leaves or shovel snow in people's yards who need help doing that, etc.
5. Plan and carry out a civic project that benefits the community.

### Public Relations Committee

Objective: To administer all publicity related to **MAAP STARS** and local Chapter activities. To develop and maintain good rapport with the business community, general public, and administration.

Primary Responsibilities:

1. Publish a newsletter to be distributed to administration and interested alumni. It should include any and all items pertaining to **MAAP STARS**.
2. Publish stories and other articles in the local newspaper and other news-related venues about your Chapter's activities such as **MAAP STARS** Legislative Day.
3. Prepare window displays and poster in the community.
4. Advertise your Chapter's fund raising efforts.
5. Promote public relations between **MAAP STARS** Chapters.
6. Offer your talents to civic clubs. Contact each civic club program chair to explain what **MAAP STARS** is, its role in your community, share your Chapter's program of work for the year, and how your Chapter can help them.
7. Publicize information about individual student accomplishments during any given period.
8. Publicize **MAAP STARS** Spring Event conference winners.

## Information Sheet #9

### MAAP STARS Spring Events Conference

It is universally recognized that competition is one of the most effective motivators for individual and group achievement. This is the reason that **MAAP STARS** places a great deal of emphasis upon competitive events and offers demonstration events as well. In addition to all the benefits of the recognition for achievement, there are many positive learning experiences gained in competition through **MAAP STARS**. Also the personal satisfaction of working toward a goal, the spirit of cooperation that results from individuals working together in an exciting activity and the confidence that results from completion of a project makes the activities valuable to students.

The **MAAP STARS** competitive events have been carefully designed to encourage the development of personal and vocational competencies which are appropriate to students. Any student will gain from competing in one or more of the competitive events. Among the benefits are personal growth, poise, and self-confidence. The demonstration events offers students the chance to “show what they know” and get feedback from peers and judges. **MAAP STARS** events are intended to prepare students for an ever-changing workplace. Events are designed to support and encourage, not inhibit creativity and performance. **MAAP STARS** events can be used to:

- Allow students/staff to create real-life projects
- Meet performance assessments and educational goals
- Apply and integrate knowledge and higher order thinking skills

**MAAP STARS** Advisors should be sure that they are fully informed of the details of each of the events by using the **MAAP STARS** Events Manual as their guide. Preparation for the events should occur long before the competition at the **MAAP STARS** Spring Events Conference. The events themselves are a natural outgrowth of regular program activities. As a result, students will have gained competencies or will have performed activities that can be a part of a competitive entry. The job-related events are appropriate for every employed student and will enable him/her to become a more knowledgeable and valuable employee. It provides a means of motivation and stimulation to the student to go far beyond what s/he would normally do.

Because all of the **MAAP STARS** events are so directly related to competencies which are a regular part of alternative education and so directly related to success of students in the program, on the job, and in society, local programs are encouraged to utilize them as

## Information Sheet #9 - continued

intensively as possible. The first step is to motivate as many students as possible to select one or more events for which they will prepare long before the Spring Conference. Students can receive instruction for their event through vocational classes and from their academic instructors. When appropriate, assistance and instruction can be provided by their employers.

Students are encouraged to select several events to participate in as well as sit in on the competitions and demonstrations that are going on to see and hear from others. There are team, individual, and demonstration events to choose from that are spread out over two days. They should be looking at the student art display, watching project or artistic demonstrations, using the facilities or meeting new people and friends. Students, along with their Advisors, are expected to plan carefully when their events are scheduled for; making sure the students are prepared and on time for each event they enter.

Regional **MAAP STARS** event conferences are encouraged. This gives the students the opportunity to practice for the Spring Events Conference and be better prepared when there are many more students they are competing with.

The **MAAP STARS** conferences are the most exciting and meaningful activities of the entire program for those students fortunate enough to be able to attend. There is no way to describe the motivation, self-confidence, personal growth, and maturity that students gain from the conferences. Because of the tremendous personal benefits, the Advisors should endeavor to have as many students as possible attend. The atmosphere, environment, and leadership provided by staff lends itself to students exhibiting more mature behavior because they are representing not only themselves, but their Chapter, their school, their Advisors, their community and all of alternative education. Conferences provide experiences that no student (or Advisor) will forget easily. It is truly a life-changing experience.

# MAAP STARS CONSTITUTION

Adopted November, 1993

Revised & Approved October, 2014

Revised & Approved June, 2024

The **MAAP STARS** Professional Youth Organization is structured according to a Constitution which follows. The Constitution outlines the philosophical underpinnings of the organization and specifies the manner in which the leadership is nominated and elected. It delineates the respective duties of the leadership team. In addition, the Constitution provides an amendment mechanism and describes the manner in which the MAAP Board, the State Department of Education (MDE), and State Approved Alternative Programs representatives, their Offices and Committees are involved in this process.

## Article I

### Name and Purpose

- Section 1      The official name of this organization shall be **MAAP STARS** and may be referred to as **STARS**.
- Section 2      The purposes of this organization are to:
1. Develop among student members a respect for employment, education and social skills.
  2. Stimulate self-motivation and self-confidence as well as skill development.
  3. Provide a program of career-related activities which assist the students in making an intelligent choice of an occupation.
  4. Build an appreciation for the responsibilities of citizenship, brotherhood, the American free enterprise system, and to strengthen social skills.
  5. Build a cooperative and competitive spirit through individual and team activities and competition.

## Article II

### Organization

- Section 1      The **MAAP STARS** Association is an organization of Chartered Chapters, each operating according to the charter grants by the MAAP Board.
- Section 2      Each Chartered Chapter of **MAAP STARS** will be responsible for all operation activities within the Chapter.
- Section 3      The Administration of all **MAAP STARS** youth group interests will be vested in the MAAP Board.

Section 4      **MAAP STARS** will be composed of Chartered Chapters. The Organization will be administered by the Leadership Team of **STARS** Officers to be elected annually by the voting delegates at the **MAAP STARS** Fall Leadership Conference.

**Article III**      **Membership**

Section 1      The members of **MAAP STARS** shall be the Chartered Chapters. The Chapters will consist of individual members. These members shall be referred to as students. All of the Chartered Chapters within a state shall make up the State Association.

Section 2      Chapters may be chartered as a member of **MAAP STARS** upon approval of the MAAP Board.

**Article IV**      **Voting**

Section 1      Chapters shall exercise their voting privileges at the Fall Leadership Conference.

Section 2      Each Chapter of **STARS** shall have two voting delegates for each program.

Section 3      A quorum shall consist of those present at the **MAAP STARS** Fall Conference or the Spring Events Conference who represent at least 50% of all STARS Chapters.

**Article V**      **Meetings**

Section 1      A State Fall Leadership Training Seminar may be held each year with the time and place to be designated by the MAAP Board.

Section 2      Each Region designated by the MAAP Board may have a **STARS** Regional Conference with the time and place selected by the Region.

Section 3      A **STARS** Officers Training Workshop shall be held each year for the training of the **MAAP STARS** Leadership Team.

Section 4      **MAAP STARS** Legislative Day will take place at the State Capitol annually with the time and date set by the MAAP Board.

Section 5      A Spring Events Conference shall be held each year as a state competition and outcome demonstration event. Time and place to be designated by the MAAP Board.

**Article VI**      **MAAP STARS Leadership Team**

Section 1      The **MAAP STARS** Leadership Team shall be elected by majority vote at the Fall Leadership Conference.

Section 2      The **MAAP STARS** Leadership Team will elect Chair, Vice-Chair and a Secretary. It shall be their duty to plan for the welfare of and to represent and act on behalf of the organization as occasions may demand.

Section 3      Individuals elected as the **MAAP STARS** Leadership Team members will hold office until the close of the next Fall Leadership Conference. A total of up to seven members from any region can be elected.

- Section 4      A. Only active members of Chartered Chapters of **MAAP STARS** will be eligible for State Office. To be eligible, a candidate must be a student of a Chartered Chapter of **STARS** for at least one month prior to the Fall Leadership Conference.
- B. All candidates for leadership positions must agree to attend the Fall State Leadership Training Workshop to be held after the elections.
- Section 5      Upon confirmation of the requirements identified in Section 4 and following a personal interview(s) with each candidate, and after considering all other information then available, the nominating committee will submit to the delegates a list of all candidates declared eligible for each state office. There will be no additional nominations from the floor. The officers shall be elected by a majority vote of all the voting delegates present at the election.
- Section 6      No individual may serve on the State Leadership Team more than once.
- Section 7      The State Leadership Team may fill, by appointment, any vacancy occurring in the state for the unexpired term.

**Article VII**      **Duties of State Leadership Team**

- Section 1      Chair: It shall be the duty of the Chair of the State Leadership Team to preside at all meetings of the organization, to develop with the State Leadership Team a program of action for themselves and to make him/herself available as necessary, in promoting the general welfare of **MAAP STARS**.
- Section 2      Vice-Chair: It shall be the duty of the Vice-Chair of the State Leadership Team to assist the Chair in the discharge of their duties and responsibilities. S/He will preside over all meetings in the absence of the Chair and will assume the full duties and responsibilities of the Chair should s/he be absent for a long period or leave the Leadership Team. The Vice-Chair will promote the general welfare of **MAAP STARS**.
- Section 3      Secretary: It shall be the duty of the Secretary to keep accurate records of all meetings, perform such duties as the Chairs may direct, and promote the general welfare of **MAAP STARS**.
- Section 4      Representatives: It shall be the duty of each Representative on the State Leadership Team to serve the organization in any capacity as directed by the MAAP Board to promote the growth and development of **MAAP STARS** in accordance with the program of work during their term of office; and to make him/herself available as necessary in promoting the general welfare of **MAAP STARS**.

**Article VIII**      **Advisors**

- Section 1      Each program shall designate a **MAAP STARS** Advisor to insure the development of STARS activities and structure. All local staff will encourage and support student participation in **MAAP STARS**.
- Section 2      A Planning and Review Committee shall be established each year to assist in the professional growth and development of MAAP STARS. This

- Committee shall be composed of local staff members.
- Section 3 Each program shall have an Advisory Council made up of business, community, industrial, government, parents, and others to promote the growth and development of **MAAP STAR**.
- Article IX** **Emblems and colors**
- Section 1 The emblem of **MAAP STARS** shall be a five-pointed gold star. The five points of the star stand for: Success, Teamwork, Achievement, Recognition, and Self-Esteem.
- Section 2 The official colors of **MAAP STARS** will be black and gold.
- Section 3 The Tagline for the **MAAP STARS** organization is "We Make A Difference."
- Article X** **Amendments**
- Section 1 Amendments may be submitted by:
- (1) A Chartered Chapter. A report by the Chapter Secretary must be submitted stating the amendment, a report of meeting(s) held to draft the amendment and certification that the amendment was approved by two thirds of the local Chapter membership present.
  - (2) The State Leadership Team. A report by the State Secretary must be submitted stating the amendment, a report of the meeting(s) held to draft the amendment and certification that the amendment was approved by two thirds of the membership of the State Leadership Team present.
  - (3) The **MAAP STARS** Organization's Standing Committee. A report by the Secretary of the Committee must be submitted stating the amendment, a report of meeting(s) held to draft the amendment and certification that the amendment was approved by two thirds of the majority of the membership of the Committee present.
- Section 2 To amend the Constitution, the proposed amendment and the Secretary's report must be submitted in writing to the President of the MAAP Board thirty (30) days prior to the Fall Leadership Conference or Spring Events Conference. The MAAP designee, within two (2) weeks of receiving the proposed amendment shall send it to all Chartered Chapters, members of the State Leadership Team, and the **MAAP STARS** Standing Committee.
- Section 3 The proposed amendment must be considered and approved by two thirds of both: (1) voting delegates present at either of the two state meetings and (2) the **MAAP STARS** Standing Committee.
- Section 4 Each amendment that has the approval of the **MAAP STARS** Standing Committee and the voting delegates of **STARS** shall be submitted to the MAAP Board.
- Section 5 The President of the MAAP Board shall have the right to implement the amendment subject to the approval of the MAAP Board at their next scheduled meeting.
- Section 6 The MAAP Board shall retain the right to amend the **MAAP STARS** Constitution by majority vote at any of its official meeting

# **ADDITIONAL RESOURCES FOR MAAP STARS CHAPTER MANUAL**

1. Parliamentary Procedures
2. The Art of Leadership
3. Leadership Qualities
4. Characteristics of Leaders/ Aids For Leadership
5. Understanding Your Leadership Actions
6. Steps To Contagious Enthusiasm
7. Do You Make A Good First Impression?
8. Business Etiquette
9. Hotel Savvy At MAAP STARS Events



## **Parliamentary Procedures**

### **Based on Robert's Rules of Order**

#### **Order of Business**

1. Call to order by presiding officer
2. Reading of minutes
3. Treasurer's report
4. Committee reports
5. Old business
6. New business
7. Adjournment



#### **Officers**

President or chairperson  
Vice president or vice chairperson  
Secretary  
Treasurer

#### **Main Motion, Steps:**

1. Member is recognized by the chair
2. Member says, "I move that "
3. Another member (doesn't have to be recognized) says, "I second the motion." or just, "Second."
4. Chair states the motion, "It has been moved and seconded that "
5. Chair calls for discussion. "Is there any discussion?"
6. Chair announces discussion is over when either:
  - No one else wishes to speak.
  - The chair asked, "Is there any further discussion?" three times and no one responds.
  - A formal vote to end debate or "move the previous question" passes with a 2/3 majority.
  - The chair decides to end discussion following a member's "suggestion" made with the word, "Question."
7. Chair repeats the motion prior to voting: "It has been moved and seconded that "
8. Chair conducts vote: "All those in favor of the motion say aye." "All opposed say nay."
9. Chair announces vote: "The motion carries." or "The motion fails."

**Minutes:**

Note the time, date, place and presiding officer. E.g. "The meeting of the Advisory Council was called to order by President Smith at 8:15 am, February 11, 2001 in room 200."

Note who was in attendance.

Note reports, who made them, actions taken.

Note all motions, exact wording, and votes taken on motions.

Note all committees appointed, members, convener, and expectations (what they are to do, when.)

Note the time for the next meeting and any agenda items to be taken up.

**ELECTING OFFICERS**

It is a good idea to discuss the qualities you want in your officers. For example, the president should be fair and help the group accomplish its mission.

The election process begins with nominations:

1. After being recognized by the Chair, you say, "I nominate XX for president." Nominations do not need a second.
2. The Chair says, "XX has been nominated. Are there any other nominations?"
3. When all nominations seem to have been made, the chair says three times, "Are there any further nominations?" This to make sure everyone has had a chance to nominate someone.
4. The Chair then says, "Nominations are closed. The following people have been nominated for president: XX, YY, and ZZ." It is a good idea to call on each nominee to stand so that everyone can see the person and to ask each to make a brief statement prior to the vote. They may pass if they wish.
5. Conduct the vote by secret ballot. Count the votes. Announce the winner. Congratulate the winner. The new officers usually begin as soon as the meeting ends.

Note: If there are more than two candidates, you may want to have a primary election to narrow the number to two people. This avoids the problem of a person winning without a majority of the votes.

## EFFECTIVE COMMITTEES

1. Clearly establish the purpose of the committee, when its work is to be done or reported, and who is to do what.
2. The chairperson should be business-like, be fair to all, involve all members, use member talents, be aware of deadlines, keep things moving, and see that members are reminded of meetings and other responsibilities.
3. A recorder should keep accurate records of who is to do what and when. Other important decisions can be noted.
4. Two highly important matters about meetings:
  - Members need to come prepared for committee meetings having thought about and having gathered information. This makes committees highly productive.
  - Most of an effective committee's work is done as individuals rather than in committee meetings.
5. Subdivide large tasks with subcommittees with deadlines for reports.
6. Use reports from individuals or subcommittees to measure progress, keep members informed, and to elicit ideas from others.
7. Make effective committee reports. Tell who the members are, when meetings were held, what materials were gathered and the committee's recommendations. Make reports better with handouts or visuals.

**Main Motions.** These motions are listed in order of precedence. A motion can be introduced if it is higher on the chart than the pending motion. The bottom one is a main motion. The next five are subsidiary motions because they impact the main motion.

PURPOSE:	
Close meeting	I move to adjourn
Take break	I move to recess for ...
Register complaint	I rise to a question of privilege
Lay aside temporarily	I move to lay the question on the table
Close debate	I move the previous question
Postpone to a certain time	I move to postpone the motion to ...
Refer to committee	I move to refer the motion to ...
Modify wording of motion	I move to amend the motion by ...
Get something done (a main motion)	I move that [or "to"] ...

## **THE ART OF LEADERSHIP**

Simply and plainly defined, leaders are persons who have followers. The leader deserves to have followers. They have earned recognition. Authority alone is no longer enough to command respect.

Leaders are great servants.

Leaders see things through the eyes of the followers. They put themselves in the follower's shoes and help them make their dreams come true.

Leaders do not say, "Get going!" Instead they say, "Let's go!" and they lead the way. They do not walk behind with a whip; they get out in front and wave a banner.

Leaders assume that followers are working with them, not for them. They consider them partners in work and see to it that they share in the rewards. They glorify team spirit.

Leaders duplicate themselves in others. They help those under them to grow big because they realize that the more leaders an organization has, the stronger it will be.

Leaders do not hold people down; they lift them up. They reach out their hands to help their followers scale the peaks.

Leaders have faith in people. They believe in them, trust them, and thus draw out the best in them. They have found that they rise to these high expectations.

Leaders use their hearts as well as their heads. After they look at the facts with their head, they let their heart take a look, too. They are not only a boss; they are also a friend.

Leaders are self-starters. They create plans and set them into motion. They are both dreamers and doers.

Leaders have a sense of humor. They are not stuffed shirts. They can laugh at themselves and they have a humble spirit.

Leaders can be led. They are not interested in having their own way, but in finding the best way. They have open minds.

Leaders keep their eyes on high goals. They strive to make the efforts of their followers and themselves contribute to the enrichment of personality, the achievement of more abundant living for all and the improvement of civilization.

## LEADERSHIP QUALITIES

Part 1: Review the fifteen leadership qualities below and rank-order them. Place the number "1" before the quality you feel is most important for a good leader, number "2" before the second most important, etc. The number "15" will be the quality you believe is the least important.

Part 2: The team should rank-order the fifteen leadership qualities using group-consensus techniques.

<i>Individual Ranking</i>	<i>Team Ranking</i>	<i>Leadership Qualities</i>
		A. Be cooperative
		B. Be a good listener
		C. Always be on time
		D. Be a VIP (very important person)
		E. Be enthusiastic
		F. Set realistic goals
		G. Always look and act your best
		H. Build others
		I. Believe in America and free enterprise
		J. Persist until you succeed
		K. Recognize others
		L. Care
		M. Share
		N. Help others reach their goals
		O. Believe "the best is yet to be!"

## **CHARACTERISTICS OF LEADERS**

- Leaders maintain respect.
- Leaders deal effectively with people.
- Leaders are responsive to the needs and desires of others.
- Leaders are knowledgeable.
- Leaders possess superior motivation.
- Leaders are inspired and enthusiastic.
- Leaders tap and utilize every resource.
- Leaders capitalize on the organizational environment and on the leadership of others.

## **AIDS FOR LEADERSHIP**

1. Think clearly. Act in good taste.
2. Get the facts and analyze them before you draw conclusions.
3. Maintain the habit of cleanliness and orderliness.
4. Establish reasonable goals.
5. Take advice, but do your own thinking.
6. Encourage the other person as you go along.
7. Never admit to yourself that you are beaten permanently.
8. Spend a little less than you make.
9. Make friends and keep them in good repair.
10. Dream of what you would like to accomplish.
11. Be proud of what you do - take pride in being a state officer, but earn it.

## UNDERSTANDING YOUR LEADERSHIP ACTIONS

Each of the following items describes a leadership action. For each question put: 5 if you always behave that way, 4 if you frequently behave that way, 3 if you occasionally behave that way, 2 if you seldom behave that way and 1 if you never behave that way.

When I am a member of a group:

1.     \_\_\_\_\_     I offer facts, give my opinions, ideas, feelings, and information to help the group discussion.
2.     \_\_\_\_\_     In a friendly way, I help the other members take part in the discussion. I am open to their ideas. I let them know I value their contribution to the group's discussion.
3.     \_\_\_\_\_     I ask for facts, information, opinions, ideas, and feelings from the other group members to help the discussion.
4.     \_\_\_\_\_     I tell jokes and suggest fun ways of doing the work in order to reduce tension in the group and increase the fun we have working together.
5.     \_\_\_\_\_     I give direction to the group by planning how to go on with the group work and by calling attention to the tasks to be done.
6.     \_\_\_\_\_     I help communication among group members by using good communication skills. I make sure that all group members understand what each other says.
7.     \_\_\_\_\_     I pull together related ideas or suggestions made by group members and restate and summarize the major point discussed by the group.
8.     \_\_\_\_\_     I ask members how they are feeling about the way the group is working. I share my own feelings about the group work and the way members are interacting.
9.     \_\_\_\_\_     I pull together group work by putting different ideas and suggestions in the proper order. I also make sure the actions of different members are coordinated.
10.    \_\_\_\_\_     I observe the way the group is working. I use my observations to help discuss how the group works together better.
11.    \_\_\_\_\_     I give the group energy. I encourage group members to work hard to achieve our goals.
12.    \_\_\_\_\_     I listen to and serve as an interested audience for other group members. I restate their ideas to make sure I understand them.

## **STEPS TO CONTAGIOUS ENTHUSIASM**

Like mumps, enthusiasm can be caught, so expose yourself to enthusiastic people. Recruit enthusiastic members. Start thinking enthusiastic, positive thoughts about yourself. Let others catch enthusiasm from you. Keep charged up---with a positive mental attitude!

### **Nine principles to build and keep a positive mental attitude:**

1. Say something positive to every person you meet everyday, no matter what the actual situation may be. The enthusiastic person habitually has some good news, a warm greeting, a funny story, an uplifting report, an optimistic prediction.
2. See something positive every day in every situation. Look for good and you will find it.
3. Habitually think, "It might work." When you see something positive in a situation, think it might work. This feeds the mind with enthusiasm, generating positive thoughts.
4. Appoint yourself president of your own "Why Not Club". If a good idea comes into your mind and you do nothing about it, somebody else will. Why not you? Someone else is succeeding. If they can do it, why not you?
5. Activate every possible idea that comes into your mind with the D.I.N. (Do It Now) degree. Never let a positive idea wither on the vine. Catch it. Keep it. Do not let it die in the limbo of inaction.
6. Exercise the power of the positive. Count your blessings, not your troubles, and with this attitude your spirits remain strong.
7. Discipline yourself to become a positive reactionary. Make the best of a situation; react positively and, instead of multiplying sorrow and compounding grief, reduce its destructive effect by letting some good come from it.
8. Keep your positive emotions charged and recharged. Fresh enthusiasm is generated by positive emotions.
9. Practice positive expectations. Why do some people always seem enthusiastic? They are continually practicing these principles.



# DO YOU MAKE A GOOD FIRST IMPRESSION?

## A Quiz

By Jane Sherrod Singer, M.A. University of California

Let us grant the fact that the most important thing is to "wear well" over a long period of time. However, the first impression you make on someone you meet is often a lasting one and very difficult to change. Indeed, there are many times when, if the initial introduction is not satisfactory, there is never another chance. Here are some keys. How many do you have on your chain to unlock the doors of acceptance and friendships?

		Yes	No
1.	Do you smile readily and often?		
2.	Are you neatly groomed at all times?		
3.	Do you have a firm handshake rather than offering what feels like a dead fish?		
4.	Is your posture naturally straight, shoulders back, head high?		
5.	When talking to a person, do you look into their eyes?		
6.	Do you speak clearly and audibly instead of mumbling?		
7.	Do you show special respect by standing, opening doors, etc. for people that are older than you?		
8.	Can you stand still instead of shuffling your feet?		
9.	Do you keep your hands away from your hair and your face?		
10.	Are your actions free from nervous mannerisms, such as chewing on something, biting your nails, clearing your throat, scratching, giggling, etc.?		
11.	When a person is talking do you give them your undivided attention?		
12.	Are you genuinely interested in other people?		
13.	Do you have a number of interests or hobbies?		
14.	Is your language free from flagrant errors, profanity, and an over-abundance of slang?		
15.	Is it habitual for you to use courteous expressions, such as "Please", "Thank you", "Excuse me", etc.?		

**Scoring: Give yourself 2 points for each “yes” answer.**

Analysis: This a difficult quiz to score, for a “No” answer on any of these questions might be enough to discourage certain critical people. In general, however, we have found the following analysis to be true.

**26 to 30 points:**

You make a very good first impression, one that encourages people to want to know you better. It is not difficult for you to land a job and, if you have the necessary qualifications, you will keep it. Your associates admire you and many look to you as sort of ideal.

**12 to 24 points:**

Like many of us, you are not a paragon of graciousness. People tend to brush past you in their first meeting, and you have to prove your worth in their eyes. A little more polish as indicated by these questions would help you a great deal.

**Zero to 10 points:**

You are licked before you start and are indeed masterful at driving people away from you. You can help yourself by practicing good manners and self- confidence, the keys to making a good impression.

## **BUSINESS ETIQUETTE**

- |   |   |     |  |
|---|---|-----|--|
| T | F | 1.  | A man should wait for a woman in business to offer her hand for a hand shake.  |
| T | F | 2.  | Female or male, a senior manager should precede those junior in rank moving through doors .                          |
| T | F | 3.  | . When entering someone' s office for an interview, feel free to sit anywhere.                                       |
| T | F | 4.  | It is polite to offer a client a beverage before a meeting.  |
| T | F | 5.  | While on lunch break it is okay to discuss how drunk you got the night before.                                       |
| T | F | 6.  | Exchange business cards at the beginning of the meeting.   |
| T | F | 7.  | At the start of a phone conversation, ask "Is this a good time or a bad time?" to show consideration for a client.   |
| T | F | 8.  | Return all phone calls within 48 hours.  |
| T | F | 9.  | If a phone conversation is disconnected, the person who received the call and is responsible for replacing the call. |
| T | F | 10. | If you forget a person's name, it's best to ignore them and hope they introduce themselves to the other people.      |
| T | F | 11. | When dining, put your napkin on your lap within 10 seconds of seating.   |
| T | F | 12. | At a table setting, your drinking glasses are on the right bread on the left.  |
| T | F | 13. | Your name tag should be placed on you left shoulder.   |

## **Business Etiquette**

Knowledge of business etiquette and protocol are essential in presenting a professional Image.

### SEVEN RULES OF BUSINESS PROTOCOL

1. Be on time.
2. Be polite, pleasant, and positive.
3. Be discreet.
4. Dress appropriately.
5. Use proper written and spoken language.
6. Follow through on promises.
7. Be empathetic.

### GOOD TELEPHONE MANNERS

1. Identify yourself
2. Speak clearly and slowly
3. Smile (use a mirror)
4. Return calls within 24 hours

INTRODUCTIONS: are something we do on a daily basis but can cause much confusion. A general rule is that the person of honor's name is mentioned first.

- Exchange business cards at the beginning of a meeting
- Include information about the people being introduced
- Shake hands
- To help remember someone's name, repeat it after being introduced

CONVERSATION / SMALL TALK: is more than the words we speak. It is active listening and appropriate responses.

Topics to avoid:

- Religion
- Politics
- Sex

Appropriate topics

- Ask questions and then be quiet
- Be careful about the personal information you share
- Don't brag about yourself

## **HOTEL SAVVY AT MAAP STARS EVENTS**

### **CHECKING INTO THE HOTEL**

1. Find the front / registration / reservation desk.
2. Tell them your name and the organization that you represent.
3. If it's before 3:00 p.m., your sleeping room may not be ready.
4. Ask where your meeting room is located. There may be a reader board or TV monitor in the lobby area displaying meeting locations
5. The front desk should be able to give you directions, provide a site map or tell you where you can locate one in order to find your meeting room site.
6. Because you are a state officer and the state organization is paying your sleeping room bill, you should not be required to give a credit card imprint when you check in. Your room payment has already been guaranteed.
7. If your sleeping room is ready, you will be given a key. If there are three or four to a room, you may be asked to share keys.
8. The front desk should give you directions to where your sleeping rooms are located and how to get there.
9. If you let a bellman carry your luggage you will be expected to provide a tip of \$1.00 per bag or box.

#### **10. ROOM CHARGES:**

- Television movies

Many hotels have pay per view TV channels. Read and follow the instructions so that you do not get charged for a movie that you turned on in error.

- Telephone charges

There are many hidden charges with using a sleeping room telephone. Local calls are expensive and must be paid for by the person listed as occupants of the room. Long distance calls have access charges added to the actual long distance charges. It is always less expensive to call from a pay phone. You will not be for room-to-room calls within the hotel.

- Room service

Room service (food delivered to the room) is available in most hotels during specific hours. The food is costly and there is always a service charge in addition to tax and gratuity. It takes 30-60 minutes for the food service items to be delivery.

The state organization DOES NOT PAY for any of the above luxury charges. You will be required to stop by the front desk and pay for these items before you can check out of the hotel.

11. Contents of a hotel room are inventoried. If a hotel item (sheets, towels, glasses, ash trays, etc.) is missing after you check out, YOU will be charged
12. If you have forgotten any personal items (shampoo, tooth brushes, tooth paste, etc.) they are available in the hotel gift shop. Be prepared to pay a high price for these items.
13. It is appropriate to tip the maid who cleans your sleeping room. One dollar per person, per night is a suggested amount.
14. If you use your sleeping room bath towel for poolside use, be certain that you return them to your sleeping room so that it will not be catalogued as missing. You may need to use that same towel for showering, so hang it up to dry.
15. NEVER .... NEVER .... NEVER ... open your sleeping room doors to someone you don't know. If a person tells you that they are from the hotel (security, housekeeping, etc.), they should have picture identification, otherwise close the door and call the hotel operator.
16. Secure both the dead bolt lock and the chain lock before you go to bed each night.
17. All hotels will provide wake-up call service or an alarm clock. Follow directions on the telephone for wake-up calls. Oversleeping is NOT an acceptable excuse for being late for a meeting.

#### CHECKING OUT OF THE HOTEL

1. Check out time is usually between 11a.m. and noon. Be sure that you know when check out time is for your room and have your luggage out of the room before that.
2. Double check in the bathroom, behind the door, under beds and in drawers for items that you may have forgotten.
3. Bring your key to the front desk and tell them you are checking out. Be prepared to pay for any additional room charges at this time.
4. The hotel should give you a receipt for charges that you have paid.
5. Have a safe trip home!