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Protocol & Etiquette

GOVERNING BOARD

Agenda:

Business Leaders refer to Roberts Rules of Order to clarify and answer any questions. It is always recommended that you have an appointed Parliamentarian who will assist in your Governance Meetings.

Governance:

When your governing board meets, you may want to follow the following [agenda](#) as designated in Robert's Rules of Order.

Robert's Rules of Order Newly Revised (RONR) has the following standard order of business:

- Reading and approval of minutes.
 - Reports of officers, boards, and standing committees (Project Teams on local level)
 - Special orders
 - Unfinished business and general orders.
 - New business.
-

EVENTS

Setting up the room

Podiums VS Lecterns



A podium is a base on which to stand while a Lectern is a pedestal shaped raised desk to stand behind, on which to place notes. There are also Tabletop lecterns that sit on a table for certain events.

Please make sure that your lectern is not directly placed in front of the projector or screen.

Protocol & Etiquette

American Flag

<https://www.usa.gov/flag>



When **displayed** either horizontally or vertically against a wall, the union should be uppermost and to the **flag's** own right, that is, to the observer's left. When **displayed** in a window, **the American flag** should be **displayed** in the same way, with the union or blue field to the left of the observer in the street.

The **flag should never** touch anything beneath it, such as the ground, the floor, water, or



merchandise. The **flag should never** be carried flat or horizontally, but always aloft and free. The **flag should never** be fastened, displayed, used, or stored so that it might be easily torn, soiled, or damaged in any way. If the American flag is being flown with a group of other flags it should be front and to the highest point.

In addition, you can purchase a small handheld flag to keep with your network meeting materials.

Banners

If you are displaying banners, near the lectern or podium, they should be displayed to the left of the speaker, the opposite side of the American Flag.

Presentation:

When possible, email the presentation to the person / group you will be presenting it to. Also bring the presentation on a thumb drive and if possible, in two formats. PDF and PowerPoint for example.

Head Table

The guest of honor or most important person is to the right of the host. The second most important person to the left of the host. Introductions are done the same way.

THE PROGRAM

When putting together your network agenda, here is a model agenda for you to work from.

[AGENDA PLAYBOOK](#)

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Veterans:

Please remember to recognize those who have served or are currently serving our country. Prior to saying the pledge, you may want to ask all Active service and Veterans to please rise. Then you may say something, such as:

*With heartfelt gratitude, **thank** you for your service and sacrifice. God bless. We **thank** the **veterans**, but we also **thank** their families left behind to worry and support from afar. **Thank** you!*

The Pledge of Allegiance

The Pledge of Allegiance at a Meeting

- The presider of the meeting introduces the individual leading the Pledge and invites them to the lectern.
- "Please remain seated until asked to rise for the Pledge." **The audience needs to be aware that they stand for the Pledge, not for the individual leading the Pledge.**
- The individual who will be delivering the pledge may choose to share a patriotic story or explain the flag.
- They then invite the audience to *"Please stand and join me in the Pledge of Allegiance to the Flag of the United States of America."*
- The audience then stands, places their right hand over their heart and recites the pledge. Persons in uniform will salute.
- **"I pledge allegiance to the Flag of the United States of America, and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all"**
- There is no pause after Nation, it is one sentence.

<https://www.youtube.com/watch?v=I37tVDprjh0>

https://unsplash.com/photos/_VqsumQ1TO8

Meetings may be opened with an invocation and a recitation of the Pledge of Allegiance. The protocol is "God before country" so plan the invocation before saying the Pledge.

Invocation

Although we do not normally use prayers within our networks there may come a time when you feel it is appropriate. At which time a simple, non-denominational prayer is best.

Sample Non-Denominational Invocation

Lord, before we go into this meeting, We are still Ourselves before you. For you are filled with beauty and light, and care deeply about us. Help us to listen, before speaking. Help us to fully understand these people, before making our case. Help us to value and appreciate the ones we are about to meet, before thinking of our own concerns and anxieties. May your light enfold us. May your spirit guide us. May your grace abound in us. This is our prayer. Amen.

Inspiration

Some resources:

www.Thoughtcalalog.com

www.developgoodhabits.com

Protocol & Etiquette

Dignitaries

Liaison for Dignitary

What is a Dignitary: A person who is considered to be important because of their high rank or honor?

- National Women's Council of REALTORS® President
- National or State Line Officers
- National Association of Realtors President or Line Officers.
- National CEO of either Women's Council of REALTORS® or the National Association of Realtors.

How to prepare: Ask for the Bio and photo

As the Liaison you should send an introductory email, introducing yourself as their contact person for the event. You will want to gather the following information.

- **Arrival information**, if coming by air you may have to arrange to pick them up. If they are driving, then get an ETA on their arrival.
- **Departure Information**. You may have to shuttle them back to the airport.
- **Hotel Accommodations**: preference- High Floor, near elevator, pillow preference. Any Allergies. Favorite snacks, beverage.
- Tell them the hotel they will be staying at- Hotel Address
- Be at the hotel to **welcome the guest** if you did not have to pick them up at the airport. If you do pick up at the airport, have a sign available with their name for easy recognition.
- You can book the hotel for the dignitary using your networks funds. The hotel may still require ID from the dignitary.
- Have a **welcome basket** with favorite snacks and beverages and possibly a small logo gift from the network. Have this in the room, prior to arrival.
- **Accompany the dignitary** to their room and give them a brief overview of the schedule for the event.
- Will he/she need a ride to the event? If so, coordinate pickup time for that day.
- You should remain with them at all times. Introducing them to line officers, other members, and Affiliates & Strategic Partners.
- The dignitary is seated with the President of the Network unless they have a preference to be seated with someone else. Make them Comfortable.

Introductions of Dignitaries

Preparing for introductions is an important part of any meeting. Here are some guidelines to make the process flow smoothly.

Past to Present and Associations to Women's Council.

Do not announce a position unless they are present.

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Institutes, Councils and Societies Organizations

- CCIM- Certified Commercial Investment Member CRE – Counselors of Real Estate
- IREM- International Real Estate Management Realtors Land Institute
- SIOR- Society of Industrial and Office Realtors REBI- Real Estate Business Institute
- RRC Residential Real Estate Council
- WCR- Women's Council of Realtors

Order of Introductions

Worksheet

Order of Introductions

Past Presidents of **Association**

Past FR State Presidents

Past NAR Presidents

Past **Local Council Network Presidents** (**WCR**) as a group State Council Presidents (**WCR**)

Past National Council Presidents (**WCR**)

Current **Local Association** (**Directors/CEO/President**)

Current FR State Line Officers (**Officers/CEO/President**)

Current NAR Line Officers (**Officers/CEO/President**)

Current WCR **Local Network Officers**

Current WCR State Officers (**DVP**)

Current WCR State Line Officers (**Liaison -Treasurer -First VP -PE**)

Current WCR State President

Current National Council Line Officers (**Liaison -Treasurer -First VP -PE**)

Current National Council President

Strategic Partners / State & Local

Our strategic partners are very important to our organization and as such should be treated that way.

Here are some guidelines:

- They need to be introduced and acknowledged at **each and every meeting**.
- All printed materials should include State & Local Strategic Partners
- Each Network Website should include State & Local Strategic Partners
- It is very important that you pronounce each correctly, **Practice**.

When necessary, place a phonetic spelling next to those you have trouble with. If you are unsure, ask, they will appreciate it.

Protocol & Etiquette

It is important to explain to the members just how important our Strategic Partners are. It is our goal to help them grow our business and for us to grow theirs. Use them whenever you have the opportunity to do so.

- Start with the lowest level of State and proceed to the highest. Then move on to the Local Strategic Partners.

Guest Speaker Introductions

Many guest speakers will have extensive resumes or introduction bio's they use. Inquire if they would prefer you to read the entire piece or if you can highlight their accomplishments.

Here are some great guidelines for introducing the guest speaker.

- An intro should be brief, 3 minutes or less, emphasis on the less or you lose the audience before you begin.
- "A very little-known fact, Professor Smith is an avid model airplane designer, in his spare time working with young boys on the art." **MAKE IT PERSONAL**

PANEL:

- Panel introductions are basically the same.
- First introduce the structure of the panel and the format which would include the speaker order and speaking time, along with their point of view. You may introduce each briefly in the beginning or introduce them as their turn to speak begins. Many leaders then use a handout to further show the speakers full qualifications for future reference by the audience. full bio for future reference during the presentation.

Miscellaneous

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Dress for Success



“If you can see up it, down it, or through it, don’t do it”.

- When we lead, we represent more than ourselves.
- **If you are a Project Team you can't not move** – Madame President we have a recommendation... state the recommendation
- If no Action items: Madame President, we have no action item/recommendation at this time.
- Brief Synopsis of the committee/project team work is then given.
- Thank You to my Vice Chair and committee/project team members.
- This concludes my report Madame / Mr. President and Thank you for the opportunity to serve.
- Hand the report over to the 1st Vice President (or person named to collect) and send it afterwards to the 1st Vice President – don't forget the Date submitted.



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Past Florida Women's Council of REALTORS® President

[Download](#)