

Supporting the Chapter Experience



JUSTIN FISHER



Chief Operating Officer

- Brother from UNCG, where he served as High Alpha
- Has served in this role for 3+ years and at the OoA for 10+ years
- Father of two

DESIRED OUTCOMES

- Identify and utilize the Strategy & Support Model.
- Identify how chapter advisors assist in supporting the chapter
- Identify the support and resources available to High Alphas and High Pis

Chapter Support from the Office of Administration (OOA)

HOW DOES THE OOA PROVIDE SUPPORT?

- Strategy & Support Model
- Training Specialists
- Resources & Best Practices

Strategy & Support

WHAT IS STRATEGY & SUPPORT?

- OOA's primary method of supporting High Alphas
- A regular meeting between a High Alpha and a Chapter Support Coach or High Alpha and another officer
- An opportunity to seek feedback on goals or plans
- An opportunity to ask questions and learn best practices

STRATEGY & SUPPORT MODEL



Preparation



Check In



Review of Previous Goals



Discuss Current Goals



Questions

PREPARATION

- Review previously set goals
 - Were you successful?
 - Why or why not?
 - If not, what have you learned to apply in the future?
- From the coach perspective: “what does this person need from me to be successful?”

PURPOSE OF THE CHECK IN

- How are you doing?
- Understand what is going on in your world
- The Check In dictates the rest of the meeting

WHY SET GOALS?

Goal Setting is a Tool

It helps officer
define and then
achieve success
by breaking a plan
into a series
of smaller plans

Creates a Road Map for Teams to Follow

Helps officer
focus on only
things that matter

Goal Setting is a Collaborative Process

Keeps the officer
involved; provides
him power

SETTING NEW GOALS

S

Shared

- Both people agree on the goal

M

Measurable

- Quantifiable, needs to have a concrete measurement of success

A

Attainable

- Needs to be reasonable, plausible path to success

R

Relevant

- Needs to be tied to overall goals of the chapter

T

Time-phased

- Able to be broken down to a time-based sequence

GOAL REVIEW AND DISCUSSION



- Understand if we are on track, ahead, or behind our goals
 - If we are behind, what happened?
- Discussion of current or future goals?
 - What is your action plan?
 - What are potential roadblocks?
 - How can we get around those?

QUESTIONS

- Ask any questions you may have
- Discuss any administrative tasks
 - Key dates in the future
 - Potential visit

Training Specialists

ROLE OF THE TRAINING SPECIALISTS

- Subject matter experts that work with these officers
 - High Delta/High Theta
 - Olivia Fitchett
 - High Kappa/High Phi
 - Avery Baker
 - High Tau/High Gamma
 - Tim Wilkinson
- Help with onboarding and skill development
- Share best practices

BEST PRACTICES & RESOURCES



- Chapter Resource Library
- Monthly Officer Training
- Officer Newsletter
- Leadership Skill Certification Academy

Life of (a) Pi

Advice for Alphas & Advisors

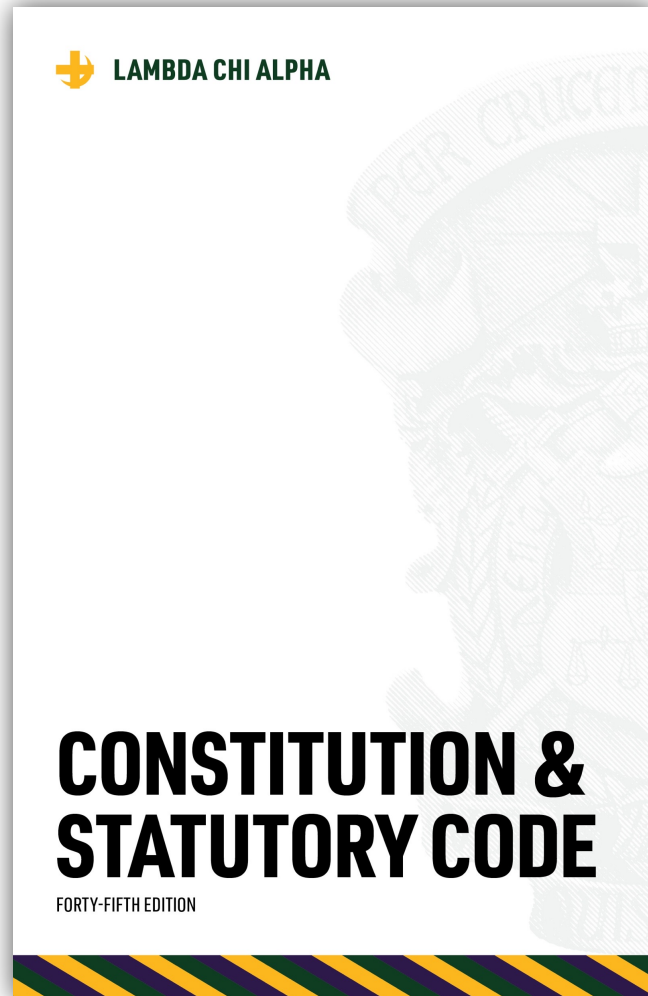
ROLE OF AN ADVISOR

- We are all brothers
 - Deep personal relationships matter
- Advisors support and coach, not direct
- Advisors are present
- Advisors listen

LEADERS DON'T ALWAYS KNOW THE RIGHT ANSWER

- It's okay to say, "I don't know"
- It's everyone's job to keep learning
- Being right isn't always important
- Learning happens through mistakes
 - Everyone makes mistakes

POLICY KNOWLEDGE IS IMPORTANT



- Knowing where to find information is more important than memorizing all the information
- Understanding the Constitution & Statutory Code and chapter bylaws
 - How the Executive Committee runs
 - Individual and Chapter Discipline
 - Finances
- LCA events
- University/College policies and events

KNOW WHO TO CONTACT

- Campus IFC/FSL Advisor
- High Pi and other Chapter Advisors
- Chapter Support Coach
- Training Specialists

FIND ALLIES WITHIN THE CHAPTER

- Who is going to tell you the truth about :
 - What is happening in the chapter?
 - What is happening with a particular member?
 - How are you doing in your role?
- Find people who will give you honest feedback

LAMBDA CHI ALPHA SHOULD BE FUN

- We are a brotherhood, built on creating a sense of belonging
 - This doesn't just happen because we are brothers
 - It takes work, share who you are, let others in
 - Let your brothers know you care about them
- This experience shouldn't consume you
- This doesn't mean it will always be easy

YOU AREN'T ALONE

- There are a lot of people who want you to succeed, and who will do what they can to help you.
- There are people across North America who are in a similar situation as you. Help each other.



Questions