2020 Nevada Delegates Report

Submitted by: Elizabeth Benion & Ivy Adams, NV Chapter Delegate

Assembly of Delegates Meeting
Tuesday, September 15, 2020
1 PM – 3:30 PM (EST)

GoToWebinar

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The American Massage Therapy Association (AMTA) 2020 Assembly of Delegates (AoD), comprised this year of elected members representing 45 states, convened virtually to discuss, debate, and present individual and chapter opinions, in break out groups only, regarding one Proposed Discussion Topic (PDT), there was no 'Proposed Idea for a Position Statement' (PIPS) submitted for review this year, and to conduct other business, as designated in the final agenda (attached).

The meeting went live at 1:00 pm (CST) via webinar.

Lee Stang, Moderator, addressed the Delegates, welcomed everyone to the first virtual AOD Meeting.

Angela Barker, AMTA National President, gave an update on the year and wished the Assembly a good session in this new platform.

The 2020 *Agenda* and *Rules of Procedure* for the Assembly were previously approved, using the AMTA HUB in the Delegates Forum, by the AoD to help with the flow of the new virtual meeting platform and process.

Lee Stang, AoD Moderator, took over leading the meeting to complete 2020's Assembly Business, calling the Meeting to order.

<u>DT presented:</u>
What do you think you needed to know that you didn't, coming into your AMTA various volunteer position(s)?

The Discussion Topic was placed on the forum on June 9, 2020 giving Delegates just over three (3) months for review and dialogue. A list of thoughts, suggestions, and comments was generated from the forum discussions and used to facilitate both the small and large group discussions at the AOD virtual meeting.

Numerous ideas around volunteer training needs were generated. Three themes were repeated throughout:

       1. Leadership training is very important.

       2. Further development of a 'Mentoring' program is needed.

       3. Financial support for training at the Chapter level should be considered.

In addition to these overall themes a lengthy list of topics that could/should be considered as part of leadership training was generated.

The *2020 Forum Discussion Ideas* document (as described above) became the basis for the small group discussions along with being the template to generate the final list that the AOD will then approve through vote to send on to the Governance Committee.

A ten minute break was given to transition to the pre-assigned small group conference calls.

Delegates were pre-assigned to one of seven small discussion groups conducted via conference call. A non-delegate Facilitator was assigned to each group to make sure everyone got a chance to speak and to ensure the discussion stayed focused and respectful, along with a Reporter responsible for recording important takeaways and info from the discussion to report back to the main group.

Format/rules were announced, attendance was recorded and everyone in the group was allotted three minutes to answer the following questions using the *2020 Forum Discussion Ideas* document as the base:

       1. What on the list do you feel is important?

       2. what do you feel is not important or should be removed from the list?

       3. What do you want to add to the list?

Any remaining time, after all Delegates spoke, was used for additional comments or rebuttals.

A ten minute break was given to transition back to the large group webinar.

Back in the large group, 45 minutes was allotted for floor discussion. Due to the virtual meeting every delegate was not given the opportunity to speak. The Reporters from all

seven small groups were given time to present the takeaways from the small group discussions.

A motion was put to vote for the AODAC to complete a report, based on information from both the Delegate Forum discussions and the virtual AOD meeting, to be forwarded to Dr. Ann Blair Kennedy, Chair of the Governance Committee.

- Accountability for Delegates in attendance was recorded at 70 actually "signed in" (74 initially registered) or in attendance. *The simple majority determined was 36 (delegates/2+1). The number that participated in the vote was 62. The number that abstained during the vote was 8. The number that voted for the motion was 62. The number that voted against the motion was 0. Number needed to approve the motion was 36.*

The motion passed. (A copy of the report is attached)

Ms. Stang adjourned the 2020 Assembly of Delegates Meeting at 3:30 pm.

The Nevada Chapter Delegates would like to thank all the members who participated in our Survey in October and assisted us in representing them during the first virtual 2020 Assembly of Delegates Meeting.
The official minutes/report from the AoD meeting are available and will be shared with the Chapter members.

A Delegate position will be open for election of any AMTA Nevada Chapter member in good standing in the April 2021 timeframe - to indicate your interest in becoming part of the association in this capacity, please visit the chapter's webpage at http://amta-nv.org/chapter-news/amta-house-of-delegates-nevada-delegation.
If any member is interested in volunteering with the Assembly of Delegates Advisory Committee, please contact Colleen Leeders at ckleeders@amtamassage.org

Start/End times in various Time Zones:

- **Eastern: 2:00 - 4:30 pm**
- **Central: 1:00 - 3:30 pm**
- **Mountain: 12:00 - 2:30 pm**
- **Pacific: 11:00 am - 1:30 pm**
- **Hawaiian: 8:00 am - 10:30 pm**

AGENDA

Welcome Delegates 1:00pm ● Lee Stang, Moderator

Update from AMTA National Board President 1:05 pm **Call to Order, Roll Call and Rules**

of the Assembly 1:10pm ● Lee Stang, Moderator

Discussion topic

Governance Committee – Volunteer Training 1:20pm a. Read onto the floor (5)

      b. Transition to break outs (10)
           please use the assigned conference line for your small group that was emailed to you

      c. Small group discussion (30)

      d. Transition (10)
           please use the same GoToWebinar link that was emailed to you

      e. Floor discussion (45)

Wrap up and Feedback 3:00 pm **Adjourn** 3:30 pm

Governance Committee: Volunteer Training Discussion Topic Submission
Assembly of Delegates (AOD) Report to AMTA Governance Committee

Discussion Topic Submitted to the AOD:

What do you think you needed to know that you didn't coming in to your AMTA various volunteer position(s)?

This discussion topic posted in the Delegate Forum on June 9, 2020. This gave delegates just over 3 months of discussion time. Delegates were able to dialogue around the topic of volunteer training, and a document highlighting the common themes and ideas from the Forum discussions was produced and distributed to delegates in advance of the meeting. Having the common themes and ideas that had already been addressed in the Forum helped facilitate the breakout discussions at the AOD meeting on September 15, 2020.

The information below is a recap of these ideas collected from the forum discussions as well as the dialogue at the AOD meeting.

The AOD approved a motion for the AODAC to write this report to share with the Governance Committee.

Question 1

Considering the volunteer positions you have held within and outside of AMTA, what kind of training did you have for these positions?

- Most learning has been through trial and error.
- Training has been sporadic in the past but has been getting better.
- There is no 'standard' for training at the chapter level, which makes training inconsistent state to state. Training is dependent on individual chapters and often dependent on current chapter leadership.
  - Question: is there a way to better guide this state to state? One idea that worked: a chapter had a weekly webinar of training for several weeks, each about a different topic: organization, culture etc.

- A best practice from another organization's training program was shared: regional

directors facilitated trainings with smaller local groups. This helped keep trainings consistent and provided a 'go to' person in the event of questions.

Question 2

Knowing what you know now, what training would have been beneficial to you in your position(s)?

What types of trainings would be helpful:
The overwhelming consensus of the AOD is that **additional leadership training is very important.** This training can include a number of varied topics (to be outlined below). Training needs to be held at both the National and Chapter levels. Training should be varied in terms of medium; i.e. face to face, PowerPoint, virtual meetings, webinars, video clips, and/or printed material. Trainings should be recorded and preserved so they can be viewed repeatedly by volunteers who may have missed the original training, or for those who may just need a refresher.

A second item that permeated the discussion was **further development of a mentoring program,** both within a chapter and between chapters nationally. This was discussed primarily as a means to train volunteers for various positions as well as to identify a 'go to' person to be able to answer questions after the fact.

The third item was that of **financial support for training efforts** at the Chapter level. Questions arose around what support, financially, could National provide toward these efforts.

The discussions on the forum and in the AOD meeting generated a lengthy list of thoughts and ideas around training topics that fall into the category of 'it would have been good to know before, but it can be very valuable to learn now'.

List of training suggestions and ideas from the Assembly of Delegates

1. **Leadership trainings:** very important; the term "on-boarding" was used frequently
    a. Hold at both chapter and national Levels
    b. Job specific trainings with follow-up videos and PowerPoint (PP) that can be accessed for review
    c. Need to know expectations of a position (both National and chapter expectations)
    d. Consistency at chapter level
    e. Best practices
    f. National leaders that hold or held positions could be a resource for current volunteers in a particular position (see mentoring)

2. **Trainings:** very important and much of this would fall under the larger category of 'leadership training'.

  a. Should have more training opportunities at state conferences; i.e. see succession training below.

   b. Regional trainings with 2-3 chapters and also within regions of large states
   - What would be the financial impact to chapters?

  c. List of various forms of trainings that will be helpful:
   - Video or PP on logistics of various communities found on the forum; i.e. 1. Delegate Forum
     a. How to navigating the AOD forum
     b. What are PIPS or DT
     c. How to engage one's chapter in AOD discussions
   - Utilize virtual formats for brief trainings: small groups, creates team atmosphere, camaraderie, line of support; i.e.
     1. Delegate Forum
       a. A few brief virtual meetings throughout the months leading up to AOD with opportunity to dialogue with other Delegates
       b. Addressing issue in c1 above
   - Virtual trainings: short, sweet with the follow up of either video or PP presentation that can be reviewed at a later time to reinforce the material or refresh memory

  d. Templates for various training that can be adapted for use at chapter level.
   - Provide training consistency yet allow for customization by chapters
   - Include a webinar at the beginning and then have follow-up information by way of handouts or toolkits that are resources for follow-up trainings or refreshers
   - Recorded training videos to outline duties, expectations, goals and processes. Could they be done in such a way as to be adaptable to the chapter?
     1. How to prepare someone to fill a future position.
     2. Get info from chapters that do this well.

3. **Specific topics/trainings** in the following areas were discussed and deemed important for consideration. Questions around them include - Could chapters run some of them themselves? Could there be a list of activities around these topics that could be

incorporated into a chapter meeting?

    a. **Succession planning**: what are various ways to set up and establish a succession plan for a chapter?

        1. Could there be a template for succession planning?

        2. How to help people train their successor, what tools could be used?

          a. More succession training at Chapter conferences.

        3. How to identify potential successors?

        4. How to pass on information to the new position holder:

          a. Binder to hand down from position to position

          b. Time frame for outgoing leadership to train the incoming leader(s)

  b. Public speaking training

  c. Listening skills training

    ● Along with communication strategies

    ● How do 'listening skills' change when you are doing things via:

      1. Text

      2. Webinar

      3. Virtual Meeting

  d. Anti-bias training, including:

    ● Embracing and creating diversity

    ● Conflict mediation

    ● Critical thinking

  e. CVOP listed as example of good training program

    ● Make sure these good programs have good follow up material that can be used to refresh, rejuvenate the member that attended

    ● Can CVOP also be done virtually during the face-to-face meeting in order to allow more people to benefit from the training?

  f. Committee chair training:

    ● How to organize a committee meeting

    ● How to breakdown tasks

    ● How to delegate tasks

    ● How to hold people accountable

  g. **Government Relations training:**

    ● Understanding the legal process

      1. What is a bill?

      2. What is an act?

      3. Should be available for more than just the person heading up GR for the chapter. Something to educate chapter members.

h. How to use the HUB:
- How to set up your thread access
- Video clips on accessing the various communities
- Video clips on where to find information (libraries, resources)
- Maneuvering through your home page
- Responding to a thread
    1. Via mobile app
    2. Via browser

i. **Trainings for boards** on how to manage volunteers
- What are the small ways that people can get involved?
- How do we break down tasks to get to the small tasks?
- How do we encourage, mentor, show the way?
- How can we promote diversity?

j. **Long term trainings** for programs:
- Promote a sense of ownership: maybe have various parts to 'becoming a volunteer' that people could do over time to gain some experience with the organization: like "Want to be a delegate? Watch these videos, read this info and ask questions!!"

k. **Volunteer Recruitment:** Very Important along with how to manage volunteers. ● Vol Recruitment training/video: template for chapters to use; make it editable so that chapters can plug in their people talking to their members; something they can post on website, show at schools or chapter meetings to help recruit
- Market what volunteer positions are available:
    1. On both the National and chapter sites, detailed descriptions of all positions
    2. Video from current and past volunteers describing the requirements and expectations as well as some of their experiences 3. Short official videos
- Define who we are targeting as a volunteer, maybe in a broader manner ● Toolkit for learning how to recruit:
    1. Start with a webinar or video of the how-tos of recruitment
    2. Have materials to support webinar (both paper and online)
    3. In-person training of volunteers to recruit other volunteers
    4. Member videos for websites on why you should volunteer
- How to establish and set up a chapter mentoring program.
    1. National mentoring program
    2. Discussions or breakouts at National Convention on mentoring

   3. How do you mentor someone

    4. Position to position mentors between chapters: mentoring
     someone that holds or held same position as the mentor

   5. Would assist with 'where to go for help' confusion

  I. **Other Comments/Thoughts**:

   ● Record and access to historical info:

    1. Past HOD/AOD information

    2. Access to completed Leadership training, CVOP via video recordings
     or PP:

      a. To support whatever the training is with a video or PP that
       can be referred to in the future to:

        ● Refresher

        ● Rejuvenate

        ● Review if you missed it

   ● Face to face trainings for position holders with follow-up PowerPoint or
    video to reinforce the training information

   ● Special 'Training' section on the HUB that is easily accessible.

4. Not directly related to training:

 a. Past volunteers should have access to the HUB after their terms are completed

   ● Allows for some continuity

   ● May help with mentoring and the sharing of knowledge

 b. Hold all chapter elections at the same time

 c. Organization 'glitch' is apparent:

   ● Often have March or spring transitions but fall trainings.

   ● Maybe need some webinars/virtual meetings, etc. in between