



# Command & Staff Training

*To preserve,  
protect, and  
grow the  
Order*

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Chief of Staff & COO, MOWW, Inc.



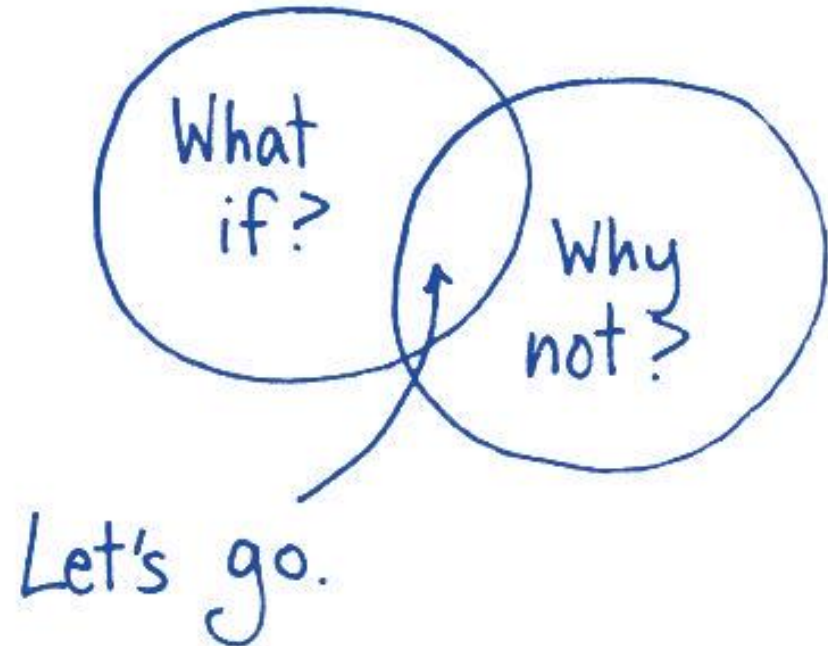
# CINC's Intent (OY 2020): For the good of the Order

- Preserve, protect, and grow the Order in terms of membership, volunteerism, and outreach. Especially as we operate under the restrictions of the COVID-19 Pandemic, it is imperative that we maintain chapter operations with a high degree of normalcy and urgency, so we do not degrade Companion interest and chapter outreach capability
- Key tasks include:
  - Strengthen commander relationships at all levels through regular contact via phone and telecommunications, secondarily through emails and written communications
  - Identify and promulgate ideas and best practices for chapter operations while operating in a virtual environment
  - Establish a robust Zoom and telecommunications capability that commanders at all levels can use for conducting EXCOM, staff, region, chapter and committee business
  - Identify chapters immediately that are no longer operational and take action to close the chapters
  - Identify chapters immediately that do not meet minimum standards for communication, membership, and outreach, and provide assistance in reaching a satisfactory operational standard
  - Identify, mentor, and grow future MOWW leaders who are willing and able to take on upward responsibility
  - Develop and implement a robust capability to advertise MOWW nationally and locally as a premier Veteran Service Organization
  - Recognize and reward chapters and Companions for superior work and dedication in preserving and improving MOWW locally and nationally
  - Identify areas and implement a plan to grow MOWW chapters
  - National committees provide pro-active support to chapter operations through regular communications and implementation of innovative ideas for improvement of chapter capabilities
- End State:
  - Meeting a net growth of Companions in the Order from the 30 June 2020 baseline
  - All chapters operating at a satisfactory operational level in Companion communication, chapter meetings and outreach activities
  - MOWW name and mission recognized throughout the nation



# Bottom Line Up Front: Make Stuff Happen!

- Be a self-starter
- Be informed
- Be involved
- Be innovative
- Be supportive
- Be collaborative
- Be the example....





# Success Hooks

- **Success comes from looking forward, not backwards**
  - Doing what we've always done will only get us what we always got
- **Great things are done by a team**
  - Rely on many Companions to share the load, generate progress & prevent burn-out
- **Success depends on perseverance**
  - Know MOWW's Strategic Goals & strive to achieve them
- **Success benefits others**
  - Success anywhere proves success is possible everywhere

Success



what people think  
it looks like

Success



what it really  
looks like



# Commanders Build Teams & Inspire Them

- **Commanders lead, manage, plan, train, motivate, recruit & achieve**
  - Build & mentor the team
  - Publish a schedule, budget & Chapter Action Plan—and follow them
  - Appoint program chairs; assign stretch goals
  - Oversee the newsletter; author a commander's column
  - Confirm two signers for each bank & investment account
- **Submit chapter for awards & recognize excellence in individuals**
- **Attend conventions & conferences**

inspire  
be inspired

A hand-drawn diagram consisting of two red curved arrows forming a circle. The top arrow points from 'inspire' to 'be inspired', and the bottom arrow points from 'be inspired' back to 'inspire', creating a continuous loop.



# Commanders Oversee Filing With the IRS

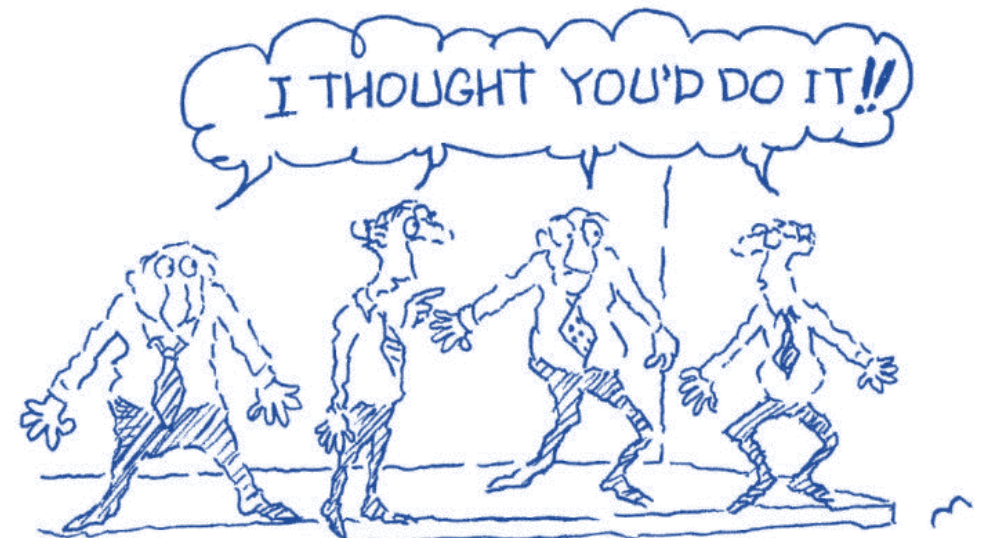
- NLT 60 days **BEFORE** chapter's FY ends, ensure treasurer has chapter's Employee Identification Number (EIN), IRS login & password
- NLT 60 days **BEFORE** chapter's FY ends, train treasurer on:
  - MOWW Bylaws, Article I, Section 9 (P&M Dividend)
  - IRS ("IRS Form 990-N (*e-Postcard*) User Guide")
- NLT 30 days **AFTER** the chapter's FY ends, verify treasurer successfully filed (IRS website)
- NLT 30 days **AFTER** chapter's FY ends, verify TG's filing spreadsheet shows correct chapter filing status (MOWW website)





# The Chapter Staff Pursues Excellence

- Know roles & responsibilities
- Make commander's agenda yours
- Keep commander aware
- Facilitate training & continuity
- Arrange interesting meeting programs & speakers
- Help chapter be vibrant, capable & successful, and members fulfilled
- Prepare for follow-on roles





# Depend on Official Publications

- MOWW Constitution, Bylaws, Strategic Plan & Policy Manual
  - [www.moww.org](http://www.moww.org) (“Companions Only”, “Publications”)
  - Know the MOWW website “Username” & “Password”
- IRS Form 990-N (e-Postcard) User’s Guide
  - <https://www.irs.gov/pub/irs-pdf/p5248.pdf>







If you forget  
everything else,  
remember...

“If somebody offers you  
*an amazing opportunity*  
but you are not sure  
*you can do it, say, ‘Yes’—then*  
learn how to do it later!”

◆ Richard Branson