



**CRISIS MANAGEMENT:**  
**DISSECTION OF A CHAPTER DISASTER**

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# Chapter Disaster

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## Case Study: Parking Lot Venue

Your Chapter holds an annual 3 Day Professional Development Conference. One of the events includes your signature dinner social. As President, you appointed a very green Hospitality Chair, who had very little experience as a Chapter leader.

The Hospitality Chair chose a much anticipated venue for the social, however, as you get closer to the event date, it becomes clear that the construction for this great venue will not be complete. As a result, the Hospitality Chairperson chooses a parking garage.

Your Chapter ends up having a social event that included a true southern meal (pulled pork and associated sides) in a parking garage with no running water, no access to bathroom facilities, no seating, and the smell of gas and oil in the air. Needless to say your members were very unhappy about it.

As President, how do you “handle” this?



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## Case Study: Wire Scam

The Treasurer received urgent email from President asking for money to be wired from account to a consultant. Both Treasurer and President were newly elected.

Treasurer took action and wired funds to account. However, the email was a scam and did not come from the President.

How does the Chapter handle this?

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## Case Study: Benefits Gone Wrong

Contrary to the advisement of the Treasurer, the Chapter's Board of Directors voted to discount seminar registration fees for members. Subsequent BOD members indicated they were not advised of this decision because the BOD made the decision without a general membership meeting. However, the information was contained in the Secretary's minutes.

This benefit proved to be costly to the Chapter because many individuals joined to get the discount and did not renew membership in following years. The amount spent to offset the registration fees depleted the Chapter's checking account, savings account and reserves.

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## Case Study – Chapter Election Conflict

There is one candidate running, who is not a Board member. The Membership Chairperson is also running for President. In her capacity, it is her job to maintain the member database. This means that members, who needed to vote had to contact the Presidential Candidate to reset passwords for members to vote.

In the middle of the election, the Board disrupted the process and started over because they felt it was a conflict of interest. For the second election, they found a different person to manage the election, but that person wasn't as efficient with the system; and there was a tie for President.

What should the Chapter do?

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## Case Study – Chapter No Election?

Your Chapter cannot find volunteers to run for your Board. Your current Board members are ready to move on. What do you do?

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## Case Study – Image Control

One of the Chapter's Leaders seems to have a challenge with substance abuse. This is becoming increasingly noticeable as the Board Member appears to be inebriated during Board meetings and Member meetings & events. The abuse problem seems to be escalating; and most concerning is that the Board member has begun exhibiting the same behavior at national events.

Is this a problem for the Chapter to address? If so, why and how?

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## Case Study: Play, no Pay

Your State has decided to suspend payments to all vendors.

You've had no problem receiving purchase orders to cover membership; however, for over a year, your Chapter has not receive payments for all state employees (or half its membership).

How do you handle these memberships?  
What are the implications do your decisions?

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## Case Study – IRS Woes

The Chapter's Board starts their year in January. By March, the President has asked multiple times to see the year's tax filings. The Treasurer finally turns them over in April; and then resigns in May. By July, the new Treasurer received notification that the IRS is fining the Chapter about \$8,000.00 because returns were not filed for the three previous years.

What do you do?

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## Case Study – Conflict = What?

The Chapter installs their new Board each year in December for the Board to become effective January 1 of the following year. For years, the Treasurer has made it plain that she does not like the VP, who is the next incoming President, nor does she like the incoming VP. Soon after installation, the outgoing President meets the President-Elect and VP-Elect at the Bank to remove herself from the account and establish signature and debit cards for the appropriate incoming board members.

Over the holidays, the Treasurer enlists the help of the unwitting secretary to transfer all of the money to a new bank. Then refuses to issue cards to other members. What do you do?

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## Case Study – Fire Your Boss!

The Board instituted a policy, which required that voting members cannot miss more than 2 of the monthly meetings each year; and if this happens, then the Board would decide if the member is removed. Within a few months of a new year, a Board member missed the two meetings and a few grumbling members decided that the person should be removed.

The challenge is that the Board member is the President's Supervisor.

If you are the President, then how do you handle this?

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## Case Study – What say you?

Participants are encouraged to provide examples or questions of “disasters” from their own Chapters.

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Questions?

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