



An Invitation to Participate in the Research Initiative on Member Engagement

Associations play a distinctive role in our society. Their members embody their very existence. These institutions can only fulfill their mission - advancing their members' lives, that of the domain they represent, and ultimately the larger society – by generating a high-degree of member engagement.

While member involvement is necessary to associations' sustainability, we know very little about the phenomenon...we are unaware of what influences some members to be active while most others fall into some measure of passivity. We've yet to discover the strategies that can activate the vast majority of those members who remain at the margins.

You have expressed an interest through your Society of Association Executives to participate in the **Melos Institute's Research Initiative on Member Engagement**. We are delighted to welcome you as part of a specially-invited group of association professionals in search of a solution.

An invitation will be coming your way via **LinkedIn** shortly. This invitation offers insight into the research effort and your participation.

The Highlights

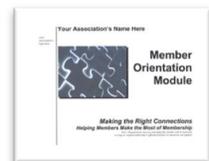
In a few short weeks, a **core group of 200 specially-invited association professionals** will begin examining this issue in an unprecedented way. Together, in a closed online LinkedIn community, they will **begin** examining critical elements surrounding member engagement.



The compiled opinions will be analyzed to generate a better understanding of this phenomenon specifically within associations that represent trade, professional and personal avocations; or membership-based organizations (MBOs). The findings will ultimately be shared with a wider range of colleagues in an open online community to expand the conversation and secure greater insight into and appreciation of the actions that inspire members to participate fully in MBOs.

In Recognition of Your Participation

Your time is valuable, your participation deeply appreciated. Your name will be posted online and in the final documentation (unless requested otherwise) as part of this core group. And, each time you respond to one of the four scenarios, you'll receive a small gift: information, ideas or tools relevant to that topic that can help inspire member engagement in your organization.



sample

How It Will Work – Anticipated Time Commitment Starting Week of August 19th

- A hypothetical scenario will be posted weekly to a closed LinkedIn online discussion group.
- Four hypothetical scenarios will be posted: degree of engagement, options for metrics, member awareness/socialization, and communication.
- You will be notified each time a new scenario is added for discussion.
- At your convenience, review and offer your opinion to the scenario; it may be as brief or lengthy as you desire (within LinkedIn parameters).
- If needed, you are free to forward additional thoughts offline.
- You are not expected to respond to other comments, though you are welcome as long as they are respectful.

How It Will Work....continued

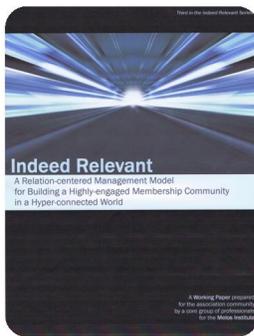
- Discussions will remain open for comment for 6 weeks, through September 28th.
- You decide how much time you want to allocate to this research effort.
- At any time, you may ask to be personally contacted to discuss an issue further, offer a recommendation, or express a concern.
- You may withdraw your participation at any time.

How the Findings Will Be Used

The findings will help establish.....

- A standard definition of member engagement, including metrics for measurement.
- A generic model of member engagement for use by MBOs at all levels of sophistication.
- A series of vignettes that describe actions that have been successful at increasing and sustaining member engagement.
- Assessment & other relevant tools that will help evaluate & generate a high-degree of member engagement.

The information will be made available to the association management community via the Melos Institute's website. Most will be available for immediate download at no cost. Remaining items will be available at a reasonable and affordable cost.



Information about the Melos Institute's overall philosophy, theoretical framework and other working papers is available at: www.melosinstitute.org.

Questions? Phone: (650) 355.4094

Key Operational Definitions for this Initiative:

Membership-based organizations (MBOs) represent a population of eligible individuals or organizations that voluntarily join together to promote and protect their mutual interests; primarily advancing the body of knowledge. They exist to support their members' self-fulfillment and that of the discipline they represent. These micro-communities are built upon a network of relationships in which members recognize themselves as citizens and members are recognized as the organizations greatest asset. These organizations advance when members are highly-engaged and are willing to be of support to their peers.

Member represents the "individual" or "named representative of an organizational unit" as defined in the MBO's bylaws.

Engagement: in development via the Initiative

The Melos Institute is a 501(c)(3) independent nonprofit think tank dedicated to working with the association management community to identify solutions to the persistent challenges facing membership-based organizations. The Institute's research projects solicit the support of a multi-disciplinary group across professions and generations in an effort to understand the problems from a systems perspective and identify practical solutions that can affect long-term positive change.