

Top 10 Tips for Representing a Member in a Meeting

1. Advise administrator you are there to represent member; be cordial since this is an official role
2. Prepare and coach your members to be honest in answering questions, which is different from offering information
3. Advise member to keep answers brief; members will have a tendency to over explain when they are nervous
4. Listen carefully
5. Take notes recording direct statements, and make note of times, dates and places
6. Request copies of any documentation shown or referenced in meeting
7. Silence is golden - do not feel pressured to respond or have member respond
8. Sit close to the member you are representing in case you need to write notes to each other or you need to physically cue the member
9. Beware of members blurting out confessions to poor performance or improper behavior
10. If the member feels the need to talk they should ask a question

