

WPO Chair Training – New Model (May 5-6)

Summary Deck for Chairs

WHY THE NEW MODEL

EXCELLENT MEMBER EXPERIENCE

- Ensures a consistent, proven, high-value experience for members
- Easier for members to change chapters or Chairs
- Know what to expect at meetings – psychological safety

CONSISTENCY

- Chairs all deliver using the same approach, allowing chairs to personalize meetings with other value-add approaches
- Minimal pre-work for members
- When Chair leaves at least the process remains the same

BRAND / OWNERSHIP

- Unique proprietary model
- In future, can ‘Certify’ chairs in our unique methodology
- In future, we aim to create a ‘Train the Trainer’ model as an opportunity for senior Chairs to share experience and train new Chairs

EASE OF HIRING AND SUPPORTING CHAIRS

- Supports hiring practices
- We can hire well when we are clear on role expectations
- Chairs can coach each other and learn from each other
- Easier to replace chairs

EASE OF DELIVERY

- Very little prep time needed for the majority of meetings
- Agenda is simple and delivery process is consistent
- Designed for the ideal size of chapters (larger than most of our competitors)

EASE OF SELLING

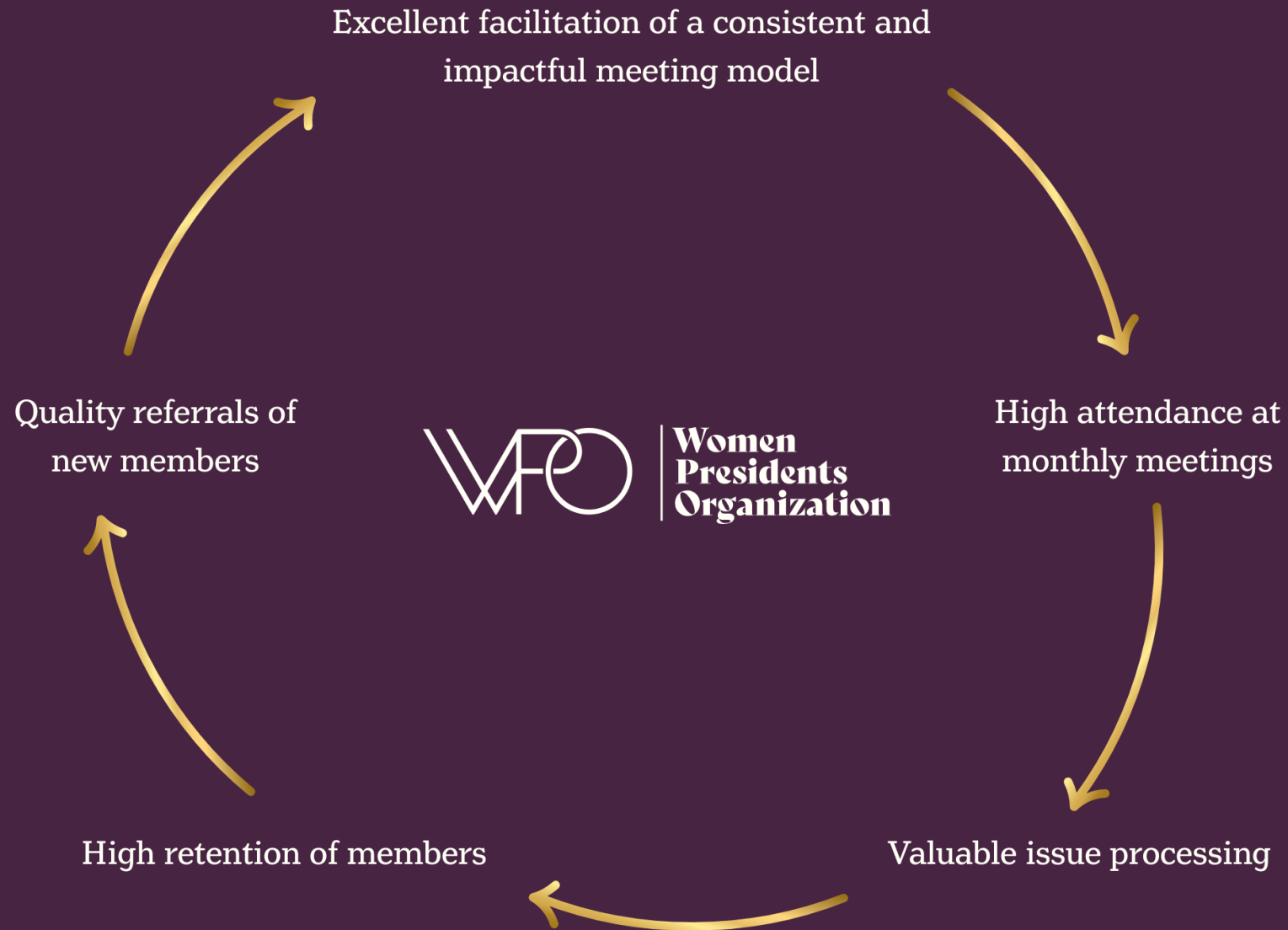
- Easier to promote WPO – sets our members up to sell it for us because they have an excellent experience to share
- When we are clear on what we deliver, we are clear on what we are selling

WPO Mission

Facilitating the greatness of women leaders through community, peer learning and knowledge sharing.



WPO FLYWHEEL



6. Reflection (5 min)

EMBED LEARNING

Reflection on learnings and next action steps. All members can participate.

7. Accountability (10 min)

FOCUS ON FUTURE

All members share SMART mini goals for monthly accountability and continuity.

4. Great Questions (15 – 45 min)

Provoke deeper thought and stimulate ideas.

INQUIRY VS ADVICE

5. Experience Share (15 – 45 min)

Foster learning and drive next steps. Benefits all members.

EXPERIENCE VS ADVICE

2. Issue Selection (5 min)

NARROW FOCUS

Choose the highest priority issue for the group to collectively work on.

3. Issue Presentation (7 – 10 min)

INFORM

Gain insight into the key issue and desired outcomes. Sets members up to support the presenter.

1. Member Update (30 – 75 min)

BUILD TRUST

Timed, succinct updates with emphasis on significance. Draws out issues. Foundational for an effective meeting.

Member Update

The new form is designed to encourage:

- Members ability to stay focussed on peer updates and learn what is important to everyone.
- A focus on impact vs details – Headline vs Story
- More member challenges to be shared.
- A more intuitive approach to prioritizing what to focus on – ie business, family and personal.
- A look at opportunities vs only looking at past issues.
- A new focus on a financial metric.
- Sharing of small measurable commitments monthly.
- Staying on time with 3 – 4 minute updates per member.

NOTE: Encourage members to complete in advance, or allow time at the outset of the meeting to complete.

WPO

Women Presidents Organization

WPO Member Monthly Update (today's date _____)

Please complete this from the perspective of your whole self - business, personal, family - sharing what is most meaningful to you. Focus your update on how these events have made you feel and what impact it has had on you, your business, and your life.

How I feel in this moment: _____

What I am grateful for: _____

Headline: Use succinct bullet points in each section, focusing on the most impactful.	Meaning & Emotions: How are you feeling about each point? What is the impact on you or your business? Focus on the significance vs the story.
High Points (Business, Personal, Family Celebrations)	
<div></div> <div></div>	
Challenges (Business, Personal, Family Challenges)	
<div></div> <div></div>	
Opportunities / Possibilities (What potential exists? What is the benefit/opportunity cost to pursue?)	
<div>What financial metric are you most proud of this month?</div> <div>What are you tolerating? What has tested your patience?</div> <div>The most meaningful challenge or opportunity I need help with this month is...</div>	

=====

MEETING CLOSE: Looking forward to the next month, I would like to be held accountable for (use SMART criteria – Specific, Measurable, Actionable, Realistic, Time-bound)

Commitment from last month:
Commitment for next month:

Presentation Guide

The new form is designed to encourage:

- The member to gain more clarity about the issue so that they may present it clearly and succinctly.
- A focus on a few positive aspects (Success Factors) of the challenge, as they are often overlooked, and can hold clues to the solution.
- Set-up of the issue in a way that allows members to ask impactful questions and spend less time in establishing context and gathering facts.
- The issue holder to reflect on the experience and share what they are hoping to achieve as a result of the support from peers.

NOTE: Encourage the member to move to a quiet space to complete the Presentation Guide at break time.

Instructions: Take 5 – 10 minutes to complete this worksheet. Be prepared to deliver a succinct presentation to your peers (up to 7 minutes).

Part 1: Decision Validation, Issue Resolution, or Opportunity Exploration

1. **Concise issue statement:** In one or two sentences, clearly describe the decision, issue or opportunity.
2. **Pertinent facts & context:** What facts will help the group appreciate the challenge you are facing? (i.e. think about the expense, revenue, people and productivity factors, regulatory implications etc.)
3. **Success factors:** Share 1- 3 aspects of this challenge that are going well.
4. **Decision makers:** Who needs to be involved in the decision regarding this issue? Who is the final decision maker?
5. **Ideal outcome:** What result would make this a success for you and your company?
6. **Impact:** What will be the significance of achieving this outcome? Who will be impacted, and how?

Part 2: Reflection (upon completion of the issue processing)

Instructions: Please take a few minutes to share your thoughts with the group. Be prepared to share an update on your challenge at the next monthly WPO meeting as well.

1. **Reflection:** How are you feeling? What resonated for you, and how has the group helped?
2. **Next action:** What immediate next steps will you take in order to make progress towards the desired outcome?
3. **Success story:** When you return to WPO next month, what would you like to share in terms of a success story related to this challenge?

Toolkit - Issue Selection

Transparent Ranking & Voting: Quickest and most democratic method.

How to:

- Each member places her issue in the appropriate quadrant
- Give each member 1-3 votes to distribute as you like.
- Voting for your own issue is allowed.
- Each member chooses according to what piques their interest and where they can offer support.

OR....Talk it out. Lead a discussion to determine who wants to process their issue.

Eisenhower Matrix for Issue Selection



Facilitation Tactics for a Great Question Round

- ❑ Allow a few minutes for members to write thoughtful questions down.
- ❑ Start with WHAT VS 'When', 'Did you' (be careful of Why).
- ❑ Open-ended are better than 'Yes or No.'
- ❑ Time-box both questions and responses.
- ❑ Ask only one question at a time.
- ❑ Follow a predictable order, vs popcorn rounds.
- ❑ Assign a scribe to capture questions and share with member(s), OR write in Zoom chat.

Facilitation Tactics for a Great Question Round

- ☐ Check in with issue holder to see if she is open to more questions after round one.
- ☐ Gently re-direct when advice sneaks in.
- ☐ Engage members to coach and support each other
- ☐ Use a Moderator to support you.
- ☐ Highlight great questions in the moment.
- ☐ Keep judgement out. Aim for neutrality.
- ☐ Lead with genuine curiosity. Ask questions you do not know the answer to.

Brain Science: Asking vs. Telling:

Sample: Have you considered firing her?

vs. What potential solutions you have considered?

1. **Curiosity & Dopamine:** Questions stimulate curiosity, which triggers dopamine release, enhancing **learning**.
2. **Ownership & Autonomy:** When we generate our own insights (vs. being told) we are more likely to **follow through** and act on those insights.
3. **Reduced Resistance:** Receiving advice can make us feel **defensive** because of a cortisol release.



Experience Share Game

I fired my sales guy, and this is what I learned...

If I were you, I would fire him.

You should fire him.

I believe that if he were gone you would have a better company.

I have no experience to share but I offer you my support.

I have never fired anyone, but this conversation is highlighting an issue for me.

I have expertise in HR so I can share legalities to consider if you are open to that.

You seemed upset when talking about him, so I think that informs your next steps.

Experience vs Advice

Advice =

"You should."

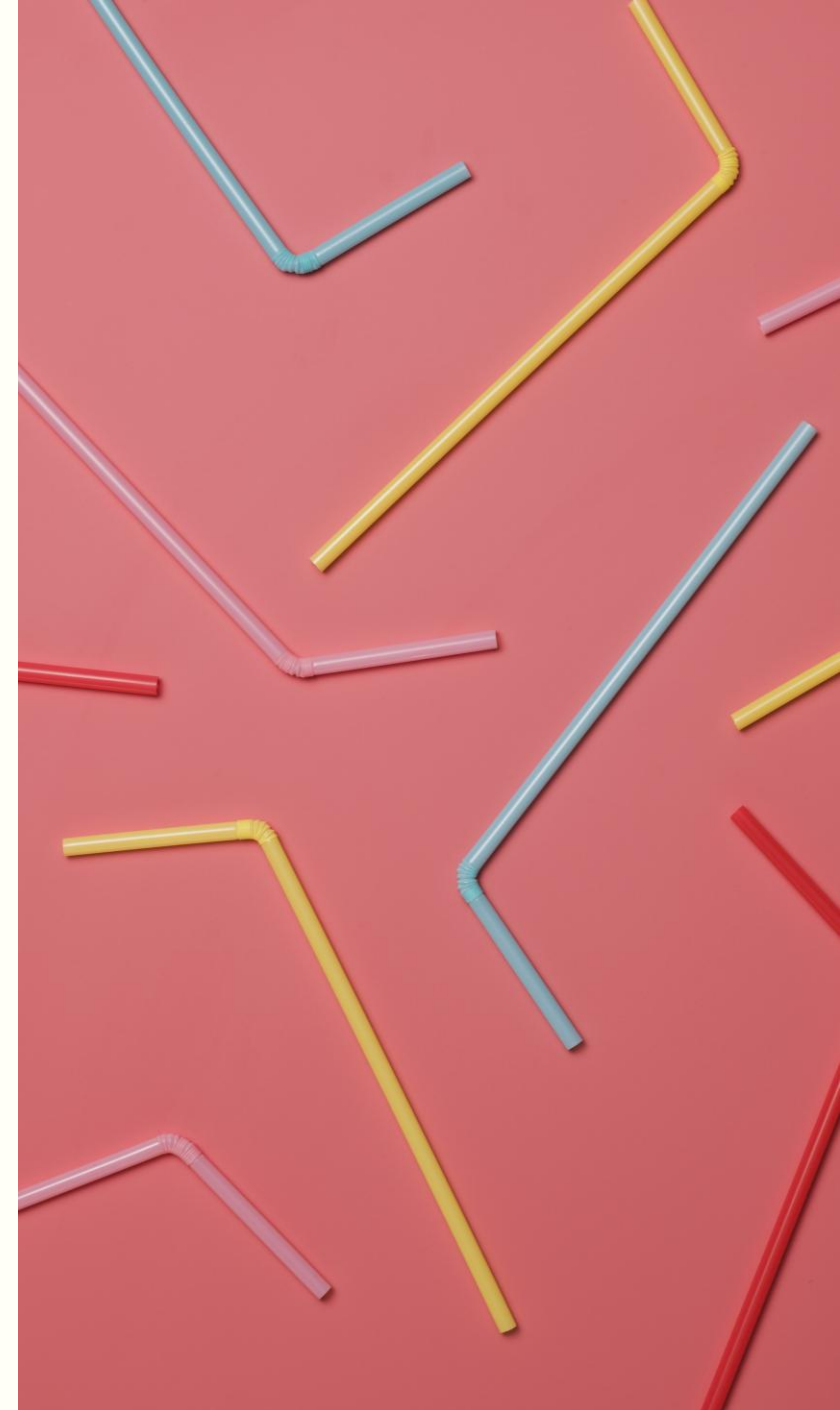
Experience Share =

"When I..."

Types of Advice – When to Flex

What conditions need to be present to allow for successful advice giving?

- High trust and deep familiarity with each business is important for advice giving to succeed.
- Willingness on the part of the receiver is key. But even then, tread carefully
- **Technical advice** – when it is not a grey area and there is a qualified expert in the room - ie legal, HR, regulatory, environmental compliance etc.



Accountability (light) – at end of Member Update

Make your own commitment based on your learning today.

=====

MEETING CLOSE: Looking forward to the next month, I would like to be held accountable for (use SMART criteria – Specific, Measurable, Actionable, Realistic, Time-bound)

Commitment from last month:
Commitment for next month:

WPO Member Update Template 2025

Resources

1. Great Questions Guide

2. Spark Kits

a. Dynamic Duo_Art of Excellent Questions & Experience Sharing

b. Effective Meetings

- When is pre-work important
- Navigating hybrid and virtual formats
- Distractions and derailing factors
- When to take things off-line

WPO Great Questions Guide

The following list of open-ended questions will encourage reflection, creativity, and self-directed problem-solving, helping WPO members uncover insights and solutions. Please add your own excellent questions!

Clarify the Issue:

- What is the core challenge you are currently facing?
- What is the biggest obstacle standing in your way?
- What is the root cause of this issue?
- What impact is this having on your business right now?
- How are the key player impacted?
- What is most important to you about this situation?
- Are you looking to make a difficult decision?
 - OR is the decision made, and you are looking for validation or help on execution?

Explore Opportunities:

- What opportunities do you see in this situation?
- How could this challenge become a stepping stone for growth?
- What strengths can you leverage to move forward?
- What are the current success factors – is what is already going well?
- What would success look like for you in this scenario?
- What will matter at this time next year, or in 5 years or 10 years?

Shift Perspective:

- What are some potential solutions you've considered?
- What ideas have you not explored yet?
- How could you approach this from a different perspective?
- What advice would you give to someone else in your situation?
- If you weren't constrained by resources or time, what would you do?
- What has to change to create the desired outcome?

Qualities of a Great WPO Facilitator

“The facilitator creates conditions that allow for the sharing of skills, resources, and most importantly, the positive relationships that help our chapter and it’s members to thrive.”

WPO Member

“The primary work of the facilitator is done in silence. To the untrained eye it may look as if the facilitator is not doing anything at all.”

Dale Hunter, author The Art of Facilitation



Thank you.



2 Park Avenue, 20th Floor \ New York, NY 10016

Web: women-presidents.com

Email: info@women-presidents.com

Phone: (646) 668-5460

Blog: womenpresidentsorg.wordpress.com

