Section 2: Recruiting, Retaining and Engaging Members

- Establish a committee to develop and implement year-round strategies to recruit, retain and engage members and identify new leaders in the association.
- Ensure that accurate, up-to-date membership rosters and member contact information are submitted to OEA's Membership Department in accordance with deadlines.
- Have conversations with members and potential members and utilize contact cards to identify their values and interests.
- · Hold new member meetings and events early in the school year.
- Encourage early career educators and education support
 professionals to become involved in Ohio's New Educators (O.N.E.)
 and consider supporting the creating of an early career educator
 group within you local.
- Conduct one-to-one conversations to identify potential leaders and support them by providing opportunities for involvement in the association.
- Appoint members to appropriate leadership positions, including association and district committees as required by the local Constitution and Bylaws and/or collective bargaining agreement.

Year-Round Membership Strategies

The kind of Union power that we are trying to build — power that can bring about meaningful, positive change in the lives of members, students, and communities — isn't a static thing. It's constantly changing, as is the landscape on which Union power resides.

It takes consistent work to build and maintain this power; if we do nothing, it begins to deteriorate almost immediately in important ways that can sometimes be hard to notice. Keeping membership growing and engaged is the most important way to build and maintain power.

Helping members climb a "ladder of engagement" ensures that your local is constantly growing and building its strength. There is ALWAYS an opportunity to help members climb one rung higher on the ladder.

In this "ladder of engagement", non-members become members; inactive members get involved, become informed, and active members; active members become leaders and activists who help advance the work and goals of their Union; and leaders and activists reach out and give a boost to non-members and inactive members who have not yet stepped onto the first rung.

The work is constant and ongoing, which is why membership should be a year-round strategy.

It is essential that our Unions maintain a strong heartbeat and grow strength and power to lead positive change. If we take a break from this work, our strength and power — our Union heartbeat — begins to fade.

And if all members reach the top of the ladder, we just add more rungs and keep climbing.

To further develop our collective power, we must foster in our members a bias for action. We can no longer invite members to abdicate their personal power and agency to "the Union." Rather, member leaders exist to remind members of their own individual power and agency and invite them into relationships and actions with others in ways that build collective power, foster actions and achieve success.

Keeping membership growing and engaged is the most important way to build and maintain the power we need to improve the lives of all members. Through this commitment, we will:

- 1. Use aspirational demands for our members and students to create proactive opportunities to lead positive change and demonstrate value to members;
- 2. Position your local as an indispensable partner in the success of a member's career;
- 3. Create multiple pathways into leadership and build strong structures in each building;
- 4. Support the professional practice of members;
- 5. Build a sense of community, belonging and purpose through involvement with your local.

Everything is organizing! Any situation going on in your local is an opportunity. Incorporate the work you are doing into your Local Development Plan and then leverage these opportunities to recruit, retain and engage members and identify new leaders.

Work with your LRC for strategies on New Employee Orientations (NEO), Back-to-School engagement, Distributed Leadership, Issue and Contract Campaign organizing and other tactics to engage members.

Top 10 Reasons to Belong to OEA

Support and Relationships • Influence and Power • Protection and Advocacy

- A VOICE AT THE TABLE
 - There's power in numbers. Belonging to your OEA and your local Association gives you greater influence over the decisions that affect your students, your classroom, and your career. Whether you advocate for changes at your worksite, speak at school board meetings, advocate for increased school funding at the state and local level, or lobby your state legislators and city/county board members, we will support you.
- INCREASED PAY AND BENEFITS
 As part of your Association, you can advocate for professional pay, health care, and retirement security so a career in education is a viable profession.
- IMPROVED PROFESSIONAL PRACTICE
 Your Local helps you advocate for access to high-quality professional development and increased collaboration time so you can improve your practice. Your Association (and that means you and your co-workers!) can work with the administration to develop mentoring and other support from more experienced colleagues.
- NATION-WIDE COMMUNITY OF EDUCATORS

When you are a member of your local Association, you are also a member of your OEA and the National Education Association (NEA). Your Association is your way to connect with likeminded colleagues across the district, state, and nation who are working to better students' lives.

- improved working and student Learning conditions at your worksite

 Your Association empowers educators to advocate for smaller class sizes, less standardized testing, input into curriculum, and safe buildings, just to name a few. These working conditions mean a better learning environment for your students.
- 6 POSITIVE CHANGE IN YOUR WORKSITE

Your Association can work with the administration as a partner and collaborate with parents and community organizations to resolve issues in your school. As an educator who works with the students, you can work with the administration to solve problems together.

1 ENHANCED RIGHTS

A collective bargaining agreement is an enforceable legal document that protects your rights. It contains a formal procedure for advancing grievances with support of an expert (Labor Relations Consultant). Your Association will be there to offer guidance, advice, and, if necessary, legal representation.

8 COMMITMENT TO SOCIAL JUSTICE

As a member of your Association, you join forces with fellow educators to make a difference in the social justice issues that matter most to you. Your Association can provide training to members to develop new strategies to work to achieve equity in your schools.

9 LIABILITY PROTECTION

Because the liability potential can be so serious for individuals employed by schools and other educational units, your OEA provides all eligible members with professional liability insurance through The Educators Employment Liability (EEL) Program.

MEMBER BENEFITS
Improve your buying power and save money with NEA's Member Benefits program that offers extensive member-only benefits and discounts.

OEA's Career Continuum

This membership strategy focuses on organizing and building membership across the Career Continuum. The OEA Career Continuum is as follows:



EXPLORING EDUCATOR

Future educators are supported as they begin to explore the teaching profession and consider teaching as a career.

Aspiring Educators (OEA-AE) and Ohio Education Association (OEA) assists initial developmental support to potential educators as they learn about the rewards of teaching and developing a foundation of experiences prior to entering a teacher preparation program.



ASPIRING EDUCATOR

The OEA Aspiring Educators (OEA-AE) is a unique community within the Ohio Education Association (OEA) supporting undergraduate and graduate students as they prepare for careers in education. This community is active on college and university campuses across the state, providing members with the support they need to complete their education training and empower them to be active, successful and visible members of their profession.

https://www.ohea.org/aspiringed/



EARLY EDUCATOR

Ohio's New Educators (ONE) is a unique community within the Ohio Education Association (OEA) supporting early career educators and education support professionals in their first years of education. Our statewide network engages and empowers educators and education support professionals in the first 10 years of their career to become successful, active and visible in their profession and community through collective action.

https://www.ohea.org/one/



CAREER EDUCATOR

Ohio Education Association supports over 120,000 members by advocating for educators and the learners they serve.

OEA strives to embody the values of Democracy, Collective Action, Fairness, Inclusion, Integrity, and Professionalism as they support safe learning conditions and working conditions.



RETIRED EDUCATOR

OEA-Retired supports post-career educators by working for the future of education.

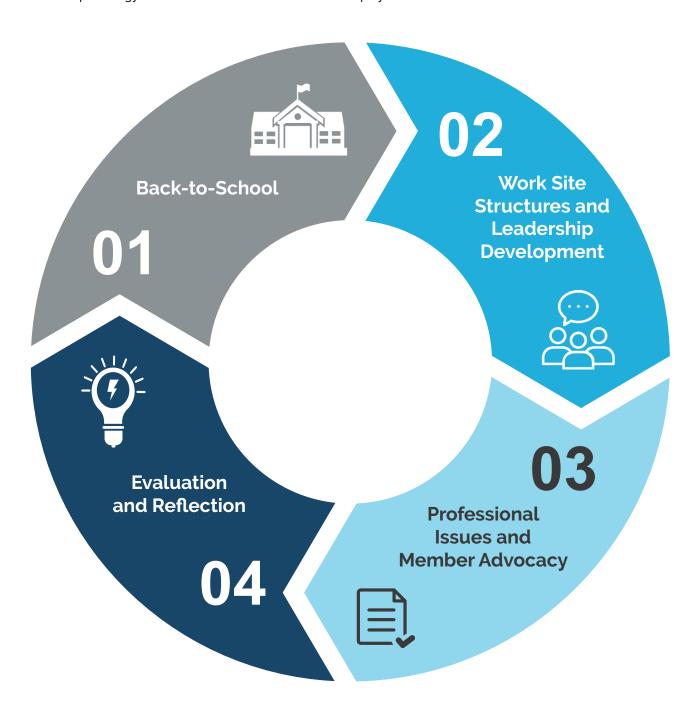
OEA Retirees advocate for public education professionals to unite our members and communities to ensure every student has a great public education.

https://www.ohea.org/retired/

OEA Year-Round Membership Strategy

We're with you! A strong, united OEA allows public school employees to have a collective voice to work together on the issues that matter most. When we stand together, we're more effective advocates to ensure our students have great public schools. Work with your LRC for strategies on Back-to-School engagement, Work Site Structures and Leadership Development, Professional Issues and Member Advocacy, and Evaluation and Reflection organizing and other tactics to engage members.

Membership is the cornerstone of a strong Union and maintaining membership is constant and ongoing. OEA's Membership Strategy is structured to reflect the membership cycle below:



What is the New Ed Campaign?

The New Educator Engagement, Recruitment, and Supports Campaign "New Ed" is a critical part of the OEA's year-round membership strategy.

In a world of changing Union membership, OEA and our locals can continue to build power by scaling up new member recruitment. Through intentional engagement with the next generation of new educators and Association leaders, we aim to further a culture of relational organizing, destroy the myth that our Union's best days lay in the past, and build lifelong loyalty through face-to-face contact, direct digital communications, and professional supports.

Engaging New Educators at the Work Site:

- 1. New Educator Orientations: Gaining access and maximizing recruitment at New Employee Orientations (NEO) through one-to-one conversations.
- 2. Data-Digital Engagement: Collecting data on organizing conversations to build a customized email campaign which increases member retention by 2% on average. The key is to collect Year Round Organizing Form on all new to the profession educators. This form can also be used for all members. Copies of the forms can be requested at strategy@ohea.org, downloaded at www.ohea.org/supports or an online version can be found at https://www.ohea.org/one.
- 3. Work Site Membership Engagement: Ensuring Worksite Representatives engage and recruit all potential members within the first year. A key component is to collect contact information and other data on all potential members at each work site.
- 4. Data-Driven Decision Making: Customizing your local's work by addressing the needs of new and newly hired educators based upon the results of the new educator conversations and data collected on the Year Round Organizing Form.

Building and Maintaining Connections

- 1. Commit your local to the campaign!
- 2. Lead from the top with support. Locals with supportive presidents are more likely to have higher levels of one-to-one conversations and recruitment levels.
- 3. Talk to new educators at New Employee Orientations and at your local's new educator event. Make sure you are covering these NEOs and that your Worksite Representatives are trained in making the invitation to membership.
- 4. Connect new educators with the Ohio's New Educators (ONE) www.ohea.org/one.
- 5. Contact OEA at **organizing@ohea.org** for additional assistance.

Sample NEO Presentation (Year Round Organizing Form Talking Points)

The (local) is excited to be here to meet each of you as you begin your journey as an educator in our School District!

• Describe your local (who you are, who you represent, recent victories, etc.) to NEO attendees. Using the results of the BRAG sheet can be helpful.

Today we want to learn about your interests and concerns – and importantly how we can best support you as an educator – whether you are new to the profession or new to our district.

It's important for us to communicate to all of you the following:

- 1. You are never on your own. As a member, you have access to high-quality professional development and education experts to help when you need it most.
- 2. Your voice will be heard. Through (name of local), educators offer expertise and knowledge when policy decisions are made. Together, our voices give us power.

- 3. You can grow in your profession. You can access people and resources and make connections at your school, in your state, and throughout the nation among OEA's 120,00 plus members.
- 4. You have friends in powerful places. When it comes to bargaining, negotiating, and advocating for our students, we have a seat at the table, and we support each other.
- 5. As a member you are part of the OEA family that works to give students the education they deserve. When you join our local and the OEA you are part of a family filled with some of the brightest, most dedicated, passionate, energetic, and optimistic people you will ever meet.

We have staff and member leaders (have these individuals raise their hands) present today to speak to each of you. Your interests, your concerns, your needs – that's what we're here today to discuss, and to identify where we can respond to these issues.

To aid us in capturing this information so that we can support you are (have member leaders raise their hands). You'll see that the interest card/form asks about your professional interests including classroom conditions, social justice, parental and community engagement, and education policy – there's also space for you to add other interests, in case we missed one.

We also want you to know what support tools you'd like us to provide – whether it's student debt workshops, professional development trainings, or opportunities to tackle social and economic justice issues in our classrooms and communities. Filling out this interest form allows us to best support you!

We are stronger together – when we work together to support one another and our students. We look forward to speaking with each of you today, listening to each of you today, and learning from each of you today about what you need and want, and what motivated you to enter the education profession.

Thank you!

Simplified Back-To-School Process and Checklist

It is vital that we deepen partnerships for successful Back-to-School campaigns so that we recruit, engage, and support new educators as they make the decision to belong to and become part of the FUTURE of our Union. The first impression of your Union is a lasting impression.

Preparation for Back-to-School

	Membership materials have been prepared and a distribution plan is in place;
	Request a list of new hires from the district before the start of the school year;
	Determine and list all members and potential members at each work site;
	Plan the strategy and tactics for New Employee Orientation (NEO);
	Order membership organizing materials from OEA (Membership Training Template, New Teacher Guide
	New ESP Guide, Worksite Leader Guide, flyers, promotional materials, etc.). Materials can be ordered at
https://ohea.org/supports	
	Review OEA's ideas for 12-month membership engagement. Request OEA's Membership Engagement
	Calendar. https://ohea.org/supports

Starting Strong During Back-to-School

- ☐ Secure speaking spot in the New Employee Orientation (many new hires will not understand who you are). Make a concerted effort to design "an invitation to membership" and INVITE new hires to BELONG to their career/field/job category/profession.
 - Have a current member do a testimonial (story of self).
 - Have 1-to-5 ratio of new hires to member leaders in the orientation room picking up membership forms from new hires.
 - · Make belonging fun with a raffle and/or activity.

Train and Empower your Worksite Representatives

- □ Schedule a before school Worksite Representative training on 1-to-1 conversations, asking and answering tough membership questions, and have worksite representatives map their building (see Section 5: Power Mapping starting on page 73) to better track membership invitations;
- ☐ First week of school Send a welcome letter from the local Association (See sample letter on Page 35 for new employees)
- New hire contacts have been delegated to individuals in each work site. Consider implementing a "First Friend, Best Friend" Union buddy system:
 - Worksite Representatives map the building. Determine who is best positioned to be the Union buddy for the new hire (request OEA's "First Friend, Best Friend" flyer for suggestions);
 - Prep the 1-to-1 conversation process;
 - Distribute other helpful local information for new hires (top contract provisions, work site specific information, Worksite Representative contact information, administrative contacts, etc.).

Building Loyalty

- Check-in on the relationship building;
 - President/designee calls Worksite Representative to see how contacts are going;
 - · Troubleshoot any concerns;
 - President/designees visits work sites where there are no representatives to help with making contacts or determining a Union buddy for the new hire;
 - President/designee designs a Union orientation for new hires;
 - Follow-through on the initial invitation to membership from orientation.
- ☐ Get all new members registered for an upcoming event (i.e., Fall Conference, an Ohio's New Educators (ONE) event, local development training, etc.);
- Get all new hires to fill out the Change to Year Round Organizing Form. An online version of the card can be found at https://www.ohea.org/one
- One month in, request a refreshed list of new hires to be sure you get any the district missed;
- ☐ Check in on new hires monthly (both members and potential members);
 - · Make sure all hires have safety information and a copy of the contract;
 - What can you do for specials? Counselors, Nurses, Speech/Language, Techs, etc. (Coordinate help from neighboring districts for newbies).
- ☐ Hand-deliver a copy of the first newsletter from your local or district to new hires.

Success at Back-to-School time means that every educator starts the year off with a powerful sense that their Union is their best resource for ensuring their professional success, throughout the year and through their entire career.

This should be demonstrated not just by what members GET, but what members can BECOME, ACHIEVE, and IMPACT through Union membership.

Sample Letter for New Employees

Note: Significant editing must be done to make this letter personalized for your local. REMOVE heading and anything in parentheses below. Type a letter on your official association letterhead. Handwrite notes on your own cards. Make sure spelling and grammar are perfect.

Dear	;
	the members of the (Insert Local Name here), we want to share an opportunity Enrollment Program with you.
potential me UniServ sup	prollment Program offers a no cost membership between April 1 and August 31 to embers with no-cost access in the NEA Educators Employment Liability Program, port and select NEA Member Benefits Programs. You are eligible if you are a first-member, sign up and pledge to pay dues beginning September 1, 2023.
	last spring employees took advantage of this exciting opportunity so we wanted to lable to everyone.
tional Educa (ESP) in the importantly, students and	Name here) is an affiliate of the Ohio Education Association (OEA) and the Nation Association (NEA). We have represented classified/education support staff district as: aides, custodians, food service, secretaries, and transportation. More however, we are a professional family working to enhance our great schools for the employees that tirelessly support education every day. Our members' workers are one in the same as our students' learning conditions.
	growth is a continuum that we need to improve so we can ALL enjoy the rewards red workplace experience.
	happy to meet with you and answer any questions you may have I can be reached XXXX at home or email (Insert email address here). I look forward to speaking and α you.
Sincerely,	
(Insert Nam	e of President)

Membership Processing

Membership Codes

Many of the forms and documents you will be utilizing require the use of Membership Type Codes. Please be sure to familiarize yourself with these identifiers.

The following levels of membership are available to the members of a bargaining unit. The codes are used for reporting/billing and classifying the different membership types.

Active Educator Full-Time (AC-1-100)

· Classroom teachers, professors, school nurses, pupil personnel workers that work more than half-time.

Active Educator Half-Time (AC-1-50)

- Classroom teachers, professors, school nurses, pupil personnel workers that work half-time or less.
- Active educators on official leave of absence for one-half or more of the school year, and who are not paid full-time salaries. (February 1 is the date used to determine half-year leave status.)
- Substitute employees.
- Educators in reduction in force (layoff) status for one-half or more of the school year and with statutory or contractual recall or rehire rights.

Active Educator Quarter-Time (AC-1-25)

• Classroom teachers, professors, school nurses, pupil personnel workers that work quarter-time or less.

Active Education Support Professional Full-Time (AC-2-100)

• Paraeducators such as educational aides, secretaries, custodians, food service personnel, bus drivers, etc. that work more than half-time.

Active Education Support Professional Half-Time (AC-2-50)

- Paraeducators such as educational aides, secretaries, custodians, food service personnel, bus drivers, etc. that work half-time or less.
- Active education support professionals on official leave of absence of one-half or more of the school year and who are not paid full-time salaries. This could include those active members who are classified by the employer as full-time employees but whose actual work hours are routinely less than full-time hours determined by the local association.
- Education support professionals in reduction in force (layoff) status for one-half or more of the school year and with statutory or contractual recall or rehire rights.

Active Education Support Professional Quarter-Time (AC-2-25)

• Paraeducators such as educational aides, secretaries, custodians, food service personnel, bus drivers, etc. that work quarter-time or less.

Forms and Documents

This section will review forms and documents utilized throughout the membership year to communicate membership information between your local association and the OEA Membership Department. A brief explanation and example of each form along with some guidelines for each have been provided. Please refer to the OEA Treasurer's Handbook for more details.

Enrollment Form:

Join Now Information

OEA offers convenient online enrollment for new enrollments and annual renewals. The on-line module is extremely easy to use and requires only a few "clicks" to complete the enrollment process. "Join Now" can be accessed via the OEA website at: www.ohea.org/why_belong or via QR code.

Once on the "Why Belong" web page the new member will select "Join Now" and will immediately begin the enrollment process. Upon completion of their enrollment, the new member will be provided a confirmation reflecting the information they submitted along with their new member ID number. This confirmation will be sent directly to the member via their email address and a copy will be sent to the OEA Membership Department.

An electronic roster of all online enrollments will be sent directly to the appropriate Local Treasurer's email of record as new members join.

All new enrollees must agree to continuous membership and must pay their dues obligation via the payroll deduction payment method. A cash paying member or those wishing to utilize the eDues payment method will still need to complete a paper enrollment form.

The Enrollment Form is an alternative way to enroll new members in your local bargaining unit.

You will be sent a limited supply of Enrollment Forms prior to the start of the membership year pre-printed with your local information including the unified dues amount for that particular membership year. Once these are completed, they should be returned to OEA in the envelope provided.

Who fills out an enrollment form?

• New members in your local bargaining unit who do not wish to enroll online.

Who should not complete an enrollment form?

• Individuals already on the Continuous Membership Roster, unless they are changing pay method.

Enrollment Form Guidelines:

- Confirm the dues amount on the pre-printed enrollment form.
- All enrollment forms need a method of payment indicated (continuing payroll deduction, payroll deduction, cash or check). All checks should be made payable to the local association. Deposit any cash or check payments to the local's bank account and send one check to OEA.
- Make sure the member has signed and dated the form in all appropriate places. (2 signatures required)
- At the beginning of the year a limited supply of new Enrollment Forms will be mailed to the Treasurer of record. Additional Enrollment Forms may be requested from the Membership Department. These additional Enrollment Forms will be sent in an electronic format.
- · Return the top copy of the enrollment form to OEA as instructed in the packet.

Example Enrollment Form (front)

_	<u> </u>	Great Public Schools for Every Student!	ools for Every S	Student!
	225 East Phone	Membership	Membership Enrollment Form	n.c
Together we are creating a future shaped by our memt worthy of our students and essential to the nation.	ur members, Enroll online d†: www.ohea.org Enroll online d†: www.ohea.org/why_belong	20	2023 - 2024	
		LOCAL NA	LOCAL NAME / USER LOCAL ID	
PERSONAL INFORMATION	では、	WORK LOCATION NA	WORK LOCATION NAME / USER WORK LOCATION ID	QI NO
SOC. SEC. NO.	CHECK BOX IF YOU ARE EMPLOYED CHECK BOX IF YOU ARE EMPLOYED	ASSOCIATION	UNIFIED CODE	ANNUAL DUES
FIRST - MIDDLE INITIAL - LAST (JR, SR, ETC.) NAME		Unified Education Profession Dues (Local, UniServ, District, OEA and NEA)		
ADDRESS		Do you wish to be a member of another affiliated or associated organization? If so, indicate below the organization code(s) and annual dues amount (see back of form)	affiliated or associated organizat de(s) and annual dues amount (s	ion? ee back of form)
VTIO		Organization Code:	Fund ID:	
	STATE	Organization Code:	Fund ID:	
		Organization Code:	Fund ID:	
NON-WORK E-MAIL ADDRESS - THIS EMAIL ADDRES	RESS IS USED FOR ALL MEMBERSHIP CORRESPONDENCE		TOTAL ANNUAL DUES	
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THNICITY CODES Native American/Alaska Native		A UNIFIED MEMBER'S SIGNATURE (REQUIRED OF ALL MEMBERS)	= ALL MEMBERS)	DATE
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*Ethnic minority and Gender information is optic rights or benefits in NEA, OEA or any of their sere codes on BACK OF FORM	prional and failure to provide it will in no way affect your membership status, eir affiliates. This information will be kept confidential.	hereafter without further authorization by me in the amounts to be certified to my employer from time to time. In the event my employment is voluntarily or involuntarily terminated, or I take an unpaid neave of absence, I agree the unpaid beave of the amount dues of obligation not deducted during the year will be due the organizations. The common of the commonship of the common position of the common relative to the common relative to the common of the commonship of the common position of the common relative to the common	the amounts to be certified to my erruntarily terminated, or I take an unparion not deducted during the year will in a second unloss I rando this	nployer from time to time id leave of absence, I ag II be due the organization in a writing in a
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Example Enrollment Form (back)

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	HIGHER EDUCATION		EDUCATIONAL SUPPORT (ESP)	Ohio School Connealors Association	n intion	OAEA	20 20	\$50.00
		AGRI	Not Applicable	Ohio Comoil Tohre of English I and Arts	I and Arts	OCTE! A		\$40.00
Agric & Natri Resources AGNR Arts ARTS	Arris Arris	ARTS		Ohio Assn. Hlth., Phys. Ed., Rec. & Dance	ec. & Dance	OAHPERD		\$50.00
rriculum		BSRE		Ohio Tech. & Eng. Ed. Assn. K-12 STEM	ζ-12 STEM	OTEEA	F08	\$35.00
Business Education BSED Career and Technical Education INAR		BUSN		Ohio Council of Teachers of Mathematics	fathematics	OCTM		\$25.00
	Communications Commuter and Info Sciences	CISC		Doris L Allen Minority Caucus	~	DLAMC		\$15.00
Science		EDUC		Ohio Foreign Language Assn.		OFLA		\$55.00
Early Childhood ECDE		ENGR		Science Education Council of Ohio	Ohio	SECO		\$30.00
Elementary Curriculum ELED English as a Second Long		ENLL		Ohio Council for the Social Studies	udies	ocss		\$30.00
		FLLI		OEA Women's Caucus		OEAWC		\$15.00
Science	Geography	HIST		Ohio Middle Level Association	-	OMLA		\$30.00
ıguage		HOME		OEA Gay Lesbian Bisexual & Transgender Caucus	Transgender Caucus			\$10.00
GEOG GEOG Health H.ED		INAR		Ohio Association for Supervisi	Ohio Association for Supervision and Curriculum Development	_		\$30.00
		JOUR		Ohio Educational Library Media Association	lia Association	OELMA	F27	\$65.00
		MARK		OEA Hispanic Caucus		OEAHSC		\$10.00
	I Mathematics Madical Science	MATH						
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Social Studies SSSS	Special Education	SDED						
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Vocational & Technical Education VIED No Subject Taught NOVE								
Other OTHR								

NEA Member Benefits Programs and Services Information On-Demand

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- To learn about NEA Savings, Investment, Student Loans, Home Loans, Credit Cards and other Financial Services – Use Keyword FINANCE
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These presentations are available at no cost to members or locals and with no minimum number of members required to schedule a presentation. It is requested that if a presentation is scheduled that it not be canceled due to lower than desired interest. NEA Member Benefits believes that the benefit of making even one member feel important is better than the risk of a member feeling they weren't important enough to hold the presentation.

The consumer education and product solutions that NEA Member Benefits makes available are guided by real conversations we have with members – conversations that take place through in-person and telephone contacts, local solution seminars and workshops, member surveys, focus groups, and our Member Advisory Panel. Additionally, more detailed information can be found on our redesigned website **www.neamb.com.** And of course, you can always speak to one of our Member Services representatives live at 800-637-4636 Monday through Friday from 8:00 a.m. until 8:00 p.m. or Saturdays from 9:00 a.m. until 1:00 p.m. Eastern.

One-to-Ones

Effective organizing means building relationships, one at a time and over time, through structured one-to-one conversations. Organizing conversations are the most effective way to gather information, identify employees' concerns and issues, share factual information, move members to action and ultimately effect positive change and grow membership.

Purpose of the One-to-One Organizing Conversation

- · Develop a positive, trusting relationship with the other person
- Listen
 - To identify concerns and issues
 - Identify leaders and personal relationships at workplace and in the community
- · Assess employee's orientation to union's activities and gauge interest
- · Move into action

How to Have a One-to-One Organizing Conversation

Introduction

Who you (organizer) are and why the conversation is important.

Ask Questions /Listen

What does the individual or group of individuals do at work, what is it like to work there, what is good about the job and what is not good? A good organizer uses the 70/30 or 80/20 rule of listening to talking.

Agitate

Why are things the way they are, and who makes these decisions? How would things be better if you had a voice in making these decisions? What would it mean to you if we solved this problem? How might we solve it?

Educate

Give factual information to employees on issues, actions and other pertinent information.

Inoculate

Provide clear expectations for likely outcomes and messages that will come from the opposition. Provide factual and evidence-based refutations.

Call to Action (The Ask):

Move the employee to action:

- · Enroll as a member
- Recruit membership
- Schedule appointments for organizers to talk with other co-workers
- Attend a meeting or Association activity
- Sign a petition or wear a button
- · Sit on Association or external committees
- Serve as Association/ Building Rep. (or other formal or informal position)
- Work with your LRC for developing calls to action.
- · Engage in political campaign
- ??? The possibilities are limitless...

Discover Connections

Who else should I be talking to? Who do you know that has some good ideas on this issue? Who has been supporting you through this? Whom do you count on for good advice? Can you help me connect with them?

What is a One-to-One meeting?

- A 30 to 45 minute meeting of face-to-face conversation with one person.
- Getting to know the other person and being known.
- An inquiry into what matters to a person and why.
- An opportunity to know the private motivations each person has for doing public action such as congregational volunteerism or social justice work.
- A search for leaders and participants with the talent, motivation, initiative, energy, or anger to change a situation. A way to identify issues that need to be addressed and are not on the current action plan.

What is not a One-to-One meeting for relational organizing purposes?

- · An interview of non-stop questions or survey.
- Going through the whole life story or resume of an individual.
- A recruitment device that fits someone into a set agenda or committee.
- · An intellectual conversation about policy or strategy on issues in the organization, neighborhood, or city.
- Search for personal friendship or a social encounter.

What do you need to do One-to-One meetings?

- A firm decision that you will make the time to engage in this important leadership task. You must invest time and energy for this to succeed.
- A clear context for your introduction on the phone and in person, and a reason for doing this that you can explain to others simply.
- Regular phone call time set aside to ask for and schedule meetings.
- Patience and persistence to work with people's availability and possible resistance.
- Curiosity about other people and an ability to listen.
- Willingness to practice this skill over and over again, in multiple settings.

How do you do a One-to-One meeting?

- Have a clear introduction and ending; the middle is improvisation that is particular to the person with whom you are talking.
- Talk more deeply about a few things instead of covering 20 topics.
- Ask "why?" much more often than "what?"
- Ask the person to tell stories and personal history, talk about important incidents, time periods, or mentors – not just recite facts and dates.
- Offer back conversation and dialogue; it's not just for the purpose of the other person answering your questions.
- Close by asking the person who else they think you should be meeting with, and what questions they have for you.

How do you use One-to-One meetings?

When you decide to do a One-to-One meeting campaign, it is important to establish a context: Are you the only one doing meetings, and for what reason (e.g., staff person, local president, committee chair, task force leader, leading on developing a new project)? Is a team going to agree to do them with a particular list (e.g., new members, veteran members, non-members, potential leaders, AR's, elementary teachers, etc.)? Is staff preparing to do them with a certain constituency (e.g., new members, officers, executive board, PE teachers, etc.)?

Keep track of each meeting by making notes on each individual, deciding ahead of time what kinds of things you want to remember. Just write down important items, not everything you heard. However, don't ever take notes while you are having the meeting itself; this makes you a surveyor or interviewer, which is not the right purpose or tone for the conversation.

Create a process for evaluating what you learn once you have a significant number accumulated. This may be your individual work or involve a meeting with the team that is working on the campaign. It's important to go into the meetings with an open mind. You can test for certain interests or issues, but if you have one specific purpose in mind (need to recruit teachers, for example) you won't be finding out what you need to know. Your goal is to ask questions important to each of you, not a session where you work to get the person to do something.

After you have met your goal for a certain number of meetings, either individually or as part of a team, evaluate what you learned. This may lead to various choices:

- · Additional One-to-One meetings with new people,
- · Some kind of different group action,
- · Second meetings with especially interesting or strong leaders,
- · A new project or event,
- Revising how you have been operating based on what you heard,
- Asking people to take some sort of new initiative based on what you discovered about them.

The entire process is improvised and created out of what you actually hear and how you decide to respond. You can't plan this response until you have a number of individual meetings.

What are the benefits of building a relational culture of organizing?

- · Leaders who come to know each other beyond a task-oriented agenda and can do new things in new ways.
- New people who can be engaged around their own interests, not an existing plan.
- The capability to do a new project or campaign based on people's real energy and motivation, not an annual or monthly repetition of activity.
- A network of people who know and trust each other, able to take action in a variety of ways over time.
- A stronger, more dynamic, more creative organizational life.

One-to-One Conversation Review

A One-to-One conversation is conducted with purpose and intention:

- Make personal contact to develop an ongoing relationship.
- Be natural, be yourself. Convey a friendly, helpful attitude.
- · Have a positive opening. Praise the work she/he does as an educator or educational support professional.
- Be in full attention and actively listen.
- · Ask open-ended questions, without interrogating or intimidating.
- Get the person to share her/his story. Focus first on learning from them.
- Be willing to share your story. Highlight the things that connect you.
- Identify the person's passion and what motivates her/him.
- Give her/ him the opportunity to share workplace or career concerns and issues.
- Ask how the Association can support her/him in the work they do.
- Educate and Agitate without arguing. Be kind and emphatic even when faced with criticism or excuses.
- Reflect on how the person might get involved in the Association. Assess if this person could have a leadership role in the Association.

The 5 Steps of a One-to-One Organizing Conversation



Introduction

- Clear
- Concise
- Concrete



Listen/Agitate

- Ask open-ended questions
- Don't make assumptions
- · What motivates them?



Educate

- Make the connection between a strong active union and their concerns
- Give a vision and hope



Inoculate

- Prepare them for negativity they are likely to get from coworkers and/or managers
- Dig deeper: Do you see any other way to change the situation?



Move to Action

- · Make the ask: Be specific
- If they object, return to Step 2 and their concerns and make the connections.
- Don't Beg
- · Three Strikes Rule

One-to-One Reflection

Use the One-to-One Reflection Form as a place to write notes after meeting with someone. This will help you remember key details and stories that were shared in the visit.

Person Visited	Phone
Address	City
Local Association	
Questions for Reflection:	
Relationship: • What do we have in common?	
What might be the basis of a relationship	
— Important things I learned about this person: _	
— Talents, background, and/or gifts this person h	as to offer:
— What are this person's areas of passion, vocati	on or self-interest?
Passions, Vocations, or Self-Interest:	
• What does this person care most about? Why? —	
What do they get excited talking about?	
How do they spend their time?	
What talents and abilities does this person have?	
How and where are they using them? What relation	onships does this person have?
What specific concerns or ideas does this person	have? Why?
What is this person's story?	

Self Evaluation:

- What did I do well?
- What can I do differently next time?
- Did I establish a relationship?
- Did I listen for the stories behind people's facts and opinions?
- How courageous was I? Did I probe?
- What was the riskiest question I asked?
- Were there "leads" I need to follow-up?