



EAA Chapter Inclusiveness- Best Practices

These best practices will help your chapter provide a welcoming environment

1. Wear your nametags and give guests nametags
 - a. Use the guests' name when interacting with them. They will immediately feel more connected to the group.
 - b. When the guests' know the names of different members, they will be more like to interact with the chapter members.
2. Have a chapter greeter
 - a. Everyone who comes in the door is greeted, and introduced to others.
 - b. This is a great way to learn about the guest, what their aviation interest are, and how they heard about your chapter.
 - c. Try to connect the guests with members who have similar interests/experiences.
3. Consider your meeting day/time
 - a. Must be at a time that works for the majority of people. A Tuesday morning gathering for coffee at the local restaurant automatically excludes most except retirees. Friday evening can also be a difficult time to meet.
4. Have variety in your program content
 - a. The broader the range of interests you cover throughout the year in your meetings, the better.
 - b. Don't become to one sided, this may drive members with different interests away.
 - c. Homebuilding, hands-on, aviation history, warbirds, vintage, pilot proficiency, IMC/VMC, youth outreach, etc.
5. Recognize that diversity of interests and levels of experience within a chapter is a plus.
 - a. From the 10,000-hour airline captain, to the student pilot with 10 hours, to the aviation enthusiast who has 0 hours of flight time and may never get their pilot's certificate but just simply enjoys being around airplanes; from the guy working on building his 5th airplane to the gal just starting on her first, welcome anyone who has an interest in airplanes and flying.
 - b. No discrimination based on age, gender or whether or not someone is a pilot, builder, etc. All that matters is that they have an interest in aviation.



6. Offer your help and support to new or prospective members
 - a. The chapter should be a very supportive environment in which we help each other out. For those more experienced, welcome those who are new to the aviation world and offer your help and support in any way you can.
 - b. If they're looking to get started with flying lessons, introduce them to a flight instructor or near-by flight school.
 - c. Are they wanting to start a build project but don't know where to start? Here is an opportunity for someone in your chapter who has that experience to shine as they offer their knowledge and expertise!
 - d. Maybe they just came to a meeting because their spouse or friend dragged them along. Find some way to engage them and get them involved!
 - e. From building tips, to flight training, to general aviation knowledge your chapter has the resources to help people out. Don't keep this collective wealth of knowledge to yourself. Share it!

7. Give members a voice.
 - a. Allow chapter members the opportunity to take charge of various tasks. Trust and empowerment can go a long way!

8. Invite new or prospective members to take part in upcoming activities.
 - a. Ask if they would like to "assist" with a specific task. This will help the member feel valued by the chapter.
 - b. Is there a chapter fly-out coming up? If there is an open seat, invite the new member to fill it!

9. Conduct yearly chapter surveys
 - a. The best way to get a pulse on chapter membership is to run a yearend survey.
 - b. This will ensure that your chapter is providing a welcoming and open environment, for all members to enjoy
 - c. In addition, it will help the chapter plan the correct types of programming to satisfy the needs of all different types of chapter members.

10. Get to know your members
 - a. Survey each member when they join the chapters
 - b. Understand why they joined the chapter and what they hope to get out of the experience.
 - c. Find out the individual's strengths. This will help you recruit them for different volunteer tasks.