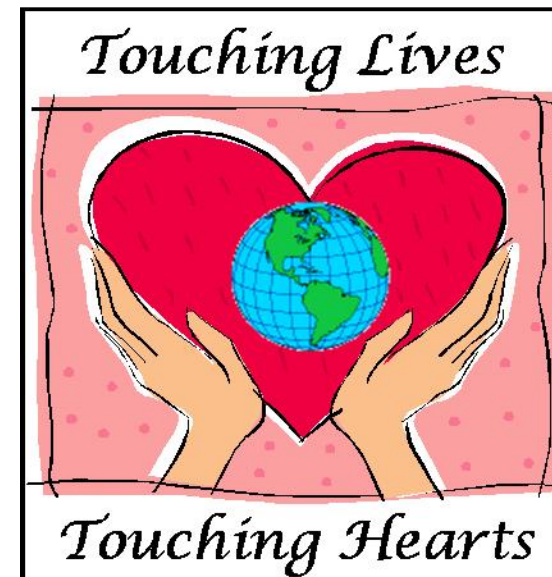




Practical Protocol Manual



April, 2007

www.zontadistrict8.org

Bibliography

There are many references on protocol. You may find the following useful for Zonta.

“Do’s and Taboos Around the World for Women in Business,”
Roger E. Axtell, et al.

“Kiss, Bow or Shake Hands: How to Do Business in 60
Countries,” Terri Morrison, et al.

“Multicultural Celebrations,” Norine Dresser.

“Multicultural Manners: New Rules of Etiquette for a Changing
Society,” (Wiley, 1996).

04/07

IO: Will the 1st VP please step forward? Your duties are [outline the particular duties of the Club 1st VP. Additionally, in case of the inability of the President to perform the responsibilities of office, it is your duty to preside and carry out the administrative obligations of the President. Do you so pledge?

1st VP: I do. [step back]

IO: (Name the incoming President) has been elected to lead this club as its President. Will you please step forward? It is your duty to preside at all meetings of the club and Board in a manner protecting the rights of each member, to administer the matters of the club in a proper manner, exercising good judgment, and to provide leadership to this Zonta club. If you pledge to fulfill these responsibilities, say, "I do."

New President: I do.

IO: In presenting you with this gavel, I also give to you the responsibilities and privileges of the office of President. In presenting you with this President's Pin, I also give you a tangible symbol of your commitment to the Zonta Club of _____ and Zonta International.

IO to the audience: Member of the Zonta Club of _____, do you pledge yourselves to cooperate with these newly installed officers? If so, please say, "We do."

All club members: We do.

IO: Congratulations and best wishes to you, officers and members.

Note: *Many clubs present a gift, a Zonta Rose or other token of appreciation to each new officer as that person takes the pledge of office. Allow time for the Outgoing President to present gifts or tokens to the outgoing Board if that is the practice.*

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decisions are to be made according to the merit of the question with consideration of the governing documents of this club and for the benefit of the entire membership. You have been elected to an honorable and responsible position. Your work will reflect upon this club, the club's relationship to the community, to the district and to Zonta International. Do you accept this responsibility? If so, please say, "I do."

New Directors: I do. [directors step back]

IO: Will the Secretary please step forward? It shall be your duty as secretary to keep complete record of the proceeding of all meetings of this club and to keep an up-to-date list of club membership. You will be expected to furnish pertinent information to committees upon request and will serve as the custodian of all club records, except the treasurer's. You will also be responsible for such correspondence as may be required for the smooth operation of the club. Do you so pledge?

New secretary: I do. [step back]

Note: If the club has a corresponding secretary, install the corresponding secretary first and then the recording secretary making adjustments for their duties.

IO: Will the Treasurer please step forward? It is your duty as treasurer to have custody of all funds, to make monthly reports to the Board and to make an annual financial report to the membership at the annual meeting. Additionally, it is your responsibility to make timely payment of dues to Zonta International, the District and the Area (if applicable) and to perform such other duties as may pertain to the finances of the club. Do you so pledge?

New Treasurer: I do. [step back]

IO: Will the 2nd Vice President please step forward? Your duties are [outline the particular duties of the Club 2nd VP] Do you so pledge?

2nd VP: I do. [step back]

At this time, the Zonta Symbol may be presented with the meaning of each part of the symbol.

[The Organization, Membership and Classification Committee [OMC] may take this opportunity to introduce each new member with a short biographical sketch, which includes name, classification, business and title and other pertinent information.]

IO: Will you repeat the Zonta pledge with me: "I pledge myself to uphold and practice the ideals of Zonta."

New Members: I pledge myself to uphold and practice the ideals of Zonta.

IO: Members of Zonta Club of _____, do you receive these new members into Zonta and promise to work with them to further the ideals of Zonta International?

Membership: We do.

IO: The fellowship of Zonta welcomes you. We ask your support in joining with Zontians worldwide in carrying out the service and advocacy work of Zonta.*

***Note: The Zonta pin and a yellow rose [or other token] are presented at this time.**

Installation of Officers and Directors

The installing officer [IO] may be someone of the incoming President's choice, a visiting Zonta dignitary or a past President.

IO: The Zonta Club of _____ has completed another year of service to the community and to the world. We are proud of these accomplishments and turn now to the year ahead. Will the officers and directors of the club for the coming year please come forward? [New Board assembles in order of office: President, 1st VP, 2nd VP, Secretary, Treasurer, Directors.]

Directors of the club, (name the directors), your duties are many and important. You will actively participate in all club Board meetings. It is important that you attend them regularly and that you be punctual in doing so. All matters presented at these Board meetings are to be carefully and seriously considered. Board

Foreword

Dear District 8 Club Presidents,

It is our pleasure to present to you this Protocol Manual for District 8.

This manual is intended to be passed on from each club president to the next. If you find it useful, so will your successor. Note that much of the information given pertains to Zonta officers other than club president, including directors, committees, and members, so please share whatever is relevant with other members of your club. Since it is now available as a resource on the District website, it should be easy to circulate among your members.

The manual lays out protocol to guide every club. However, you should adapt the information to suit the needs of your own club.

Enjoy your term as president.

Yours in Zonta,

Cindy L. Phillips
Governor 2006-2008

Caroline Wilkins
Parliamentarian 2006-2008

Introduction

Modern information technology has a special set of rules known as protocols that telecommunication connections use when they communicate. There are one or more protocols at each level in a telecommunication exchange which both ends must recognize and observe. However, protocols existed at the diplomatic and organizational levels long before the computer and electronic age. It is organizational protocol which will be discussed in this manual. Specifically, the protocols observed within Zonta International will be addressed.

Why Observe Protocol?

- It promotes a smooth flow of events and projects an orderly image
- It provides a standard to be met by all members
- It reflects a structured organization with respect for each other and guests

The purpose of this Protocol Manual is to present guidelines for Zontians when organizing Zonta activities. Protocol is basic courtesy adapted to facilitate events within an organization. Zonta is an international classified service organization of professionals and executives working together to advance the status of women. The code of behavior takes into consideration the traditions and customs of the many countries in the Zonta International world.

Meetings, Ceremonies & Events

Getting Started

You have elected leaders to guide your Zonta Club and District. Some protocol and procedures are based on consideration for the individuals who hold these offices. It is the office which is honored. Therefore, when addressing the Club President in business meetings or District Governor at Seminar or Conference, stand and say, “Madam President” or “Governor

Ceremonies

Induction of New Members

The Installing Officer [IO] may be the Club President, a past President, a member of the OMC Committee, or a visiting Zonta dignitary.

IO: The members of the Zonta Club of _____ are honored that you wish to join with us in service and fellowship. We welcome you to a global organization of executives and professionals working together to advance the status of women worldwide through service and advocacy.

The name Zonta is derived from a Lakota word of the Sioux people meaning honest and trustworthy. Zonta International, a classified service organization of executives and professionals, is pledged to promote the objects of Zonta which are:

- To improve the legal, political, economic, educational, health and professional status of women at the global and local level through service and advocacy
- To work for the advancement of understanding, goodwill, and peace through a world fellowship of executives in business and the professions
- To promote justice and universal respect for human rights and fundamental freedoms
- To be united internationally to foster high ethical standards, to implement service programs, and to provide mutual support and fellowship for members who serve their communities, their nations and the world

Membership in Zonta is an honor and a privilege. Every member has the opportunity and the pleasure of sharing Zonta with other prospective members according to the procedures in our club. Every member also has responsibilities. Regular attendance, participation in club service projects, and support of our international programs is expected of all members. If called upon for leadership responsibilities, you are expected to serve enthusiastically. Zonta is strongly committed to the ideal of equality for all expressed in the United Nations Universal Declaration on Human Rights. We are confident you will contribute your caring, enthusiasm and talents to our club.

The Star Spangled Banner

Francis Scott Key

SERVICE VERSION

Attributed to
John Stafford Smit

With Spirit (♩ = 104)



O say! can you see, by the dawn's ear - ly light, What so
On the shore, dim - ly seen thro' the mists of the deep, Where the
O thus be it ev - er when free - men shall stand Be -



proud - ly we hail'd at the twi - light's last gleam - ing? Whose broad stripes and bright
foe's haugh - ty host in dread si - lence re - pos - es, What is that which the
tween their loved homes and the war's des - o - la - tion! Blest with vic - try and



stars, thro' the per - il - ous fight, O'er the ram - parts we watch'd, were so
breeze, o'er the tow - er - ing steep, As it fit - ful - ly blows, half con -
peace, may the heav'n - res - cued land Praise the Pow'r that hath made and pre -



gal - lant - ly stream - ing! And the rock - ets' red glare, the bombs burst - ing in
ceals, half dis - clos - es? Now it catch - es the gleam of the morn - ing's first
served us a nat - tion. Then con - quer we must, for our cause it is



air, Gave proof thro' the night that our flag was still there.
beam, In full glo - ry re - flect - ed now shines on the stream;
just, And this be our mot - to: "In God is our trust."

Chorus (♩ = 96)



O say, does that Star - Span - gled Ban - ner yet
'Tis the Star - Span - gled Ban - ner, O long may it
And the Star - Span - gled Ban - ner in tri - umph shall



wave O'er the land of the free and the home of the brave?
wave O'er the land of the free and the home of the brave!
wave O'er the land of the free and the home of the brave!

Smith," followed by your name and Club (if at District meeting), and wait to be recognized before stating your business.

Agendas – Minutes – Reports

All meetings should have prepared written agendas. There should be concise minutes of the meeting transactions circulated to the members. Committee Chairs should prepare written reports for Board meetings and present succinct oral reports at Club meetings. It is a courtesy to present a written report to the President and Secretary before giving the oral report. The Club President is ex-officio member of all Committees except the Nominating Committee and should be included when sending Committee notices and reports.

Guests at Business Meetings

Be certain that a business meeting is not a closed business meeting before you invite a guest to attend. Usually, the annual business meeting where officers are elected is not an open meeting.

Other meetings may have sensitive topics of discussion and, of course, one does not invite a potential member to attend the meeting where membership will be discussed and voted upon. Most Clubs have contracts with the meeting facility. It is a courtesy to check with the Club President prior to inviting a guest to a meeting. This accomplishes two things: 1. ensures it is an open meeting and 2. gives notice for food preparation and seating.

Speakers at Meetings

Most Zonta Clubs have a program and/or speakers committee which makes plans well in advance. If you have suggestions for topics or speakers, tell the committee Chair or the Club President. Do not invite someone to speak without proper clearance. Remember, Zonta is non-sectarian and non-partisan.

Hosting a Guest Speaker

A guest speaker should be told the allotted speaking time along with information about the meeting location. Gather information in order to correctly introduce the speaker and send the speaker information about Zonta. Make hotel arrangements if needed and provide media information and interviews if appropriate.

Invocation

Members of Zonta practice many faiths and to reference one religion is not appropriate. If there is an invocation, it should be non-sectarian.

Zonta Symbols

Zonta's colors are mahogany and gold. The flower is the yellow rose. Zonta's membership pin is a symbol of our bond in Zonta. It is worn on the left side. The President's gavel guard is worn up as in action while serving and at rest upon completion of the term. Name tags are worn on the right at a level to be read easily when shaking hands.

National Emblems and Flags

District 8 has Clubs in Canada and the United States. Both flags are displayed at District functions. They and the bank of International Zonta flags are held in safe keeping by the District Governor. The national anthems of Canada and the United States are in the Appendix.

New Member Induction

Clubs typically hold induction ceremonies in the spring and may hold them for new members during the year. It is a time to remind members of Zonta's dedication to service and the meaning of the Zonta Symbol. The sponsor stands with the new member and pins the Zonta pin on the left side over the heart. A Zonta rose

APPENDIX

NATIONAL ANTHEM / HYMNE NATIONAL O CANADA

O Can - a - dal! Our home and na - tive
O Can - a - dal! Ter - re de nos aî -

land! True pa - triot love in
eux, Ton front est ceint de

all thy sons com - mand With glow - ing hearts we
fleu - rons glo - ri - eux! Carton bras sait por - ter l'é -

see thee rise, The True North strong and free! From
pé - é - e, Il sait por - ter la croix! Ton his -

far and wide O Can - a - da, we stand on guard for thee.
toire est une é - po - pé - é - e Des plus bril - lants ex - ploits

God keep our land glo - rious and free!
Et ta va - leur, de foi trem - péé,

O Can - a - da, we stand on guard for thee.
Pro - té - ge - ra nos foy - ers et nos droits.

O Can - a - da, we stand on guard for thee.
Pro - té - ge - ra nos foy - ers et nos droits.

Order of Precedence, Continued

- District Honorary Members, in alphabetical order of surnames
- District Committee Chairmen, Standing Committees followed by Special Committees, each group in alphabetical order of committees
- Past District Governors
- Centurions by District in numerical order and in alphabetical order
- Club President
- Club Vice Presidents
- Club Treasurer
- Club Recording Secretary
- Club Corresponding Secretary
- Club Directors, in alphabetical order of surname

may be presented by the Club to the new member. There is a model induction ceremony in the Appendix.

Nominations and Installations

The Nominating Committee reports to the membership in the spring. This is followed by the election of officers and Installation. The Installing Officer may be someone of the incoming President's choice, the out-going President, or a District officer. See a model Installation in the Appendix.

The President's gavel is worn in the up position while serving.



The President's gavel is worn horizontal upon completion of term.

**Gifts**

Provisions for gift giving should be outlined in the written Rules of Procedure for the District or Club. Generally, a token gift is given to out-going Board members from the President or Governor. The Club Vice President and Lt. Governor are responsible for getting an appropriate gift for the President and Governor. Donations to Zonta Foundation or Service projects of particular interest to the honoree are appropriate.

Area Workshops

Area workshops are one-day programs scheduled in March or April each year and are the responsibility of the Area Director and the host Club. They are training sessions for members and

provide an opportunity to learn more about Zonta while networking. Guidelines may be found in the District Manual.

Governor's Seminar

District 8 holds Seminars in the fall of even numbered year. The purpose is to install District officers and bring the biennium message from Zonta International Convention to the District membership. There are no elected delegates and no official business voted upon at these Seminars. However, they are important for setting the tone and direction for the District for the next two years. In addition to installation of District officers, District Committee Chairs are introduced and programs are highlighted. The District Committees carry out biennial goals in a timely manner and report to the appropriate ZI Committees.

District Conference

The District Conference is held in the fall of odd numbered years. The purpose is to conduct the business of the District and prepare for International Convention. Clubs elect delegates to represent them at Conference in the same manner as for International Convention. [See the By-laws]. Since District Conference is the beginning of the countdown to prepare for Convention, attention to dates and deadlines is essential. Check the District and ZI website for dates and calendar leading to both Conference and Convention. The District ZI Liaison will deliver the ZI President's message and represent her at Conference. This is an opportunity to practice courtesies to the representative of Zonta International President.

Conventions

Zonta International Conventions are held every two years in the summer of even numbered years. The purpose is to receive and make reports on Zonta International business, elect Zonta International officers, adopt the biennial service programs and budget, and set the agenda and tone for the biennium.

District Committee Responsibilities

The District Committees are the link between ZI and Clubs and are responsible for disseminating information from ZI to the Clubs and reports from the Clubs to ZI. Club Committee Chairs should make a point to connect with the District Committee counterpart. The contact information is in the District Directory and on the website. District Committees are responsible for carrying out biennial goals on schedule. Consult the ZI or District website for information and deadlines.

Order of Precedence

The Zonta International Precedence List is a reference list which serves as a tool for planning programs, ceremonies and seating. Rarely, if ever, are all parties listed present at one time.

- Presiding Officer
- International President or Representative
- Guest(s) of Honor (Non-Zontians, then Zontians)
- International President-Elect
- International Vice President
- International Treasurer/Secretary
- International Directors, in alphabetical order of surnames
- Foundation President
- Foundation Vice President
- Foundation Treasurer
- Foundation Directors, in alphabetical order of surnames
- International Honorary Members, in alphabetical order of surnames
- International Committee Chairmen, Standing Committees followed by Special Committees, each group in alphabetical order of committees
- Past International Presidents, in chronological order of terms of service
- District Governor (s)
- District Lt. Governor (s)
- District Treasurer (s)
- District Secretary (s)
- Area Directors
- Vice Area Directors

Email Manners

Zonta email should be businesslike and professional on neutral background with easily read type size and face. Save the smiley faces and flashy frills for informal messages. Keep the message short and clear. Do not 'reply all' unless asked to do so and think about what you write before pressing 'send'. Look to be sure the attachment you are sending is there before pressing 'send'. Remember, email messages can continue to circulate and reflect upon the sender. Let the story you thought was funny sit a while before forwarding it to the 'all Zonta' list.

Cell Phones

Cell Phones should be turned off or silenced when in meetings. Phone conversations should not be conducted in a meeting.

Newsletters

Club and District newsletters should be scheduled for regular publication and made available for general distribution. The Club President or District Governor make up the schedule and content at the outset of the Club year or District biennium. Newsletters should report past, current and coming events important to the Zonta world. Committee meeting minutes and project information are reported to the membership through newsletters. New member profiles and calendar of events should be regular features.

Area Director Visits/Reports

The Area Director's job is to visit each Club in the Area during the biennium. Clubs should present several meeting dates to the Area Director and invite the AD to attend on a mutually agreed upon date. During these visits, Club members should have an opportunity to ask questions of the AD and vice versa. The Area Director represents the Governor and reports back to the Governor and Board.

Proxies and Reports

Delegates from Clubs carrying proxies for other Clubs to Conference or Convention should make a report to the Club for which the proxy is carried just as they report to the home Club. The Club being represented by proxy should make a monetary contribution toward the expenses of the delegate carrying the proxy for them.

Presentation of Awards

Presenting Awards such as the Young Woman in Public Affairs Award, Jane M. Klausman Award, Amelia Earhart Award and other recognitions can accomplish a number of Zonta goals in addition to advancing the status of women in your community. It is a way to build name familiarity and identity of Zonta as an advocate for women.

Joint Events

Hosting events with other organizations in the community can help project Zonta's message, but be sure that the message is clear and on target with Zonta goals. Check the ZI website for more details on Branding and clarity of presentation.

Z Clubs and Zonta

Z Clubs, at high schools, and Golden Z Clubs, at Colleges and Universities, are sponsored and chartered by a Zonta Club. Each Z Club needs at least one sponsor within the sponsoring Zonta Club membership as well as a liaison on the faculty where the Club is established. The Z Club Zonta Sponsor reports to the Status of Women Service Committee. Budgets are approved through the regular Zonta Club channels.

Fund Raising

Zonta Clubs have established a variety of ways to raise funds in communities to help achieve the service goal which is Advancing

the Status of Women Worldwide. Successful fund raising events enlist the assistance of others in the community who identify with Zonta's goals. Develop relationships with donors and potential donors to raise financial awareness and support for service projects. Use a Circle of Influence [see Club Manual] to develop a list of potential donors and plan recognition events and awards to solidify these partnerships.

Communication

Channel of Communication

A channel of communication exists in Zonta. It flows from the Zonta International President and Committees to District Liaisons, Governors, Committees and Area Directors to Club Presidents, Boards and Committees. As the end of the biennium approaches, reports flow from Committees to Club Presidents, Area Directors, District Committees and Governors, to District Liaisons, Committees and Zonta International President. When questions arise, usually they can be answered along the chain of communication or by reading the **Zontian** magazine or consulting the Zonta website www.zonta.org. There is a place to ask questions on the website. This gains prompt attention and answers from Headquarters to members.

Circularization (use of membership lists)

The Zonta International Rules of Procedure (published in the Bylaws booklet) contains provisions for circularization of organizational information. [ZI Rules of Procedure, item 3]

- Membership lists (club member lists, Zonta International directories, district directories or other lists including members' addresses and/or email addresses or telecommunications numbers) are not to be made available to non-Zontians, or to be used by Zontians for the purposes of selling goods and services or for personal, financial or political gain.
- Zontians will not use membership lists to contact other Zontians to lobby for or against proposals to be voted on, or to lobby for or against candidates who are running for

office at international conventions, district conferences or other Zonta meetings.

- Membership lists may be provided to other organizations only with the approval of the ZI Board and the district boards and in compliance with any local privacy legislation.

With the exceptions mentioned above, Zontians are encouraged to network with each other for business and other purposes.

Electronic – Privacy and Networking Policy –

adopted February 2004

How we define networking: Networking within Zonta International is a benefit of membership and a privilege. The mission of the organization, *Advancing the Status of Women Worldwide*, is a shared commitment among all Zonta members. Shared friendships and fellowship, professional interests, and business relationships, especially across national borders, enhance a member's total Zonta experience. Networking will facilitate these activities.

In general, Zonta networking is a *person-to-person* activity or *club-to-club* activity. Networking is positive, productive communication. Networking is *not* a mechanism for lobbying or gossip. For examples see the Zonta Club Manual, Part I, Sec. 6.

Email Policy –

adopted February 10, 2000

Email communications are to follow the standard Zonta lines of communication, i.e., club, area, and district. Zontians are to exercise restraint and adhere to this line of communications. Email addresses are to be used with the same discretion as other addresses and contact information [Rules of Procedure, item 3]. Zonta Clubs should establish a generic email address and check it regularly.