

**NEED TO KNOW? WANT TO KNOW? HOW TO FIND OUT?
Dennis Lougheed A15 Z51W Chair**

Is there an undercurrent in your Club's atmosphere that you can't identify? Do you have members who don't speak up at meetings but you know have strong feelings about certain issues being discussed? Are there Club practices or policies on which you know there is a diversity of opinion but which members seem unwilling to openly discuss? Do you have members who aren't attending as frequently as they have in the past? Have you lost members and feel that you don't really know why? Do you wish you had a clearer understanding of all of the above? Do you wonder how you can get honest answers?

What follows is an example of a survey instrument you might adapt to suit your own needs and a description of how it might be used.

In order for this approach to reveal truly honest responses your members must be confident that their answers will remain anonymous. In that way they need not fear others taking offense, retaliation or further alienation. Having members take the survey instrument home and returning it anonymously to a sealed box can easily accomplish this. Once the surveys have been received the results can be tabulated for summary and reported back to the members for further discussion.

Ratings for each question can be averaged to get a sense of the overall club feeling and may as a result identify a Club wide issue. Inconsistency in the ratings on a particular item may also indicate a problem area. Individual ratings should be noted as well. If the ratings of a small group of members are significantly different from the majority you have identified another issue that needs addressing.

Discussion should be focused on how to resolve the issue in an agreed upon constructive manner. You may well find that in simply completing the survey and sharing its results the problem resolves itself simply because your members are now thinking about issues in a way they have not in the past and are now aware of the issue and how others are feeling about it.

	Strongly Disagree	Strongly Agree
	(Circle your response.)	
Club payment for Dinner Meeting meals is a valuable, justifiable expense that promotes fellowship and attendance at meetings.	1 - 2 - 3 - 4 - 5	
Dates for upcoming events should appear on the agenda for each meeting.	1 - 2 - 3 - 4 - 5	
Committee or Event reports should be concise and provided to the Secretary in writing at the meeting.	1 - 2 - 3 - 4 - 5	
Our discussions should be about ideas and proposals and should not be of a personal nature.	1 - 2 - 3 - 4 - 5	
Members should feel free to pose questions seeking clarification.	1 - 2 - 3 - 4 - 5	
A member's questions should be answered concisely and without judgment or criticism, real or implied.	1 - 2 - 3 - 4 - 5	
Our discussions should be friendly not combative and/or defensive.	1 - 2 - 3 - 4 - 5	
Some of our expressions of humor will have been offensive to others and are out of order.	1 - 2 - 3 - 4 - 5	
Sometimes our language has been offensive and is out of order.	1 - 2 - 3 - 4 - 5	
Sometimes our members become inattentive and are out of order.	1 - 2 - 3 - 4 - 5	
Sometimes our discussions become combative, defensive and/or personal and are out of order.	1 - 2 - 3 - 4 - 5	

Sometimes members are reluctant to voice opinion or pose questions for fear of invoking a combative or defensive response.	1 - 2 - 3 - 4 - 5
Combative or defensive behavior on the part of any member is stressful for all those present.	1 - 2 - 3 - 4 - 5
Stress and tension at meetings could lead to members not attending meetings or ultimately to their withdrawal from Lions.	1 - 2 - 3 - 4 - 5
Stress and tension at meetings has lead to me personally reconsidering my attendance at meetings and/or membership in Lions.	1 - 2 - 3 - 4 - 5
The flow of the meeting should be controlled by the Chair and not by members speaking out without having been called upon by the Chair.	1 - 2 - 3 - 4 - 5
The Tail Twister should fine the use of offensive humor.	1 - 2 - 3 - 4 - 5
The Tail Twister should fine the use of offensive language.	1 - 2 - 3 - 4 - 5
The Tail Twister should fine a member who persists in conduct ruled out of order.	1 - 2 - 3 - 4 - 5

Please give some thought as to how you might modify the survey contents to suit your own Club's needs. If we don't have the courage to ask ourselves these kinds of questions how can we ever be certain that there aren't hidden problems that hamper our ability to focus on the good works we all want to do?