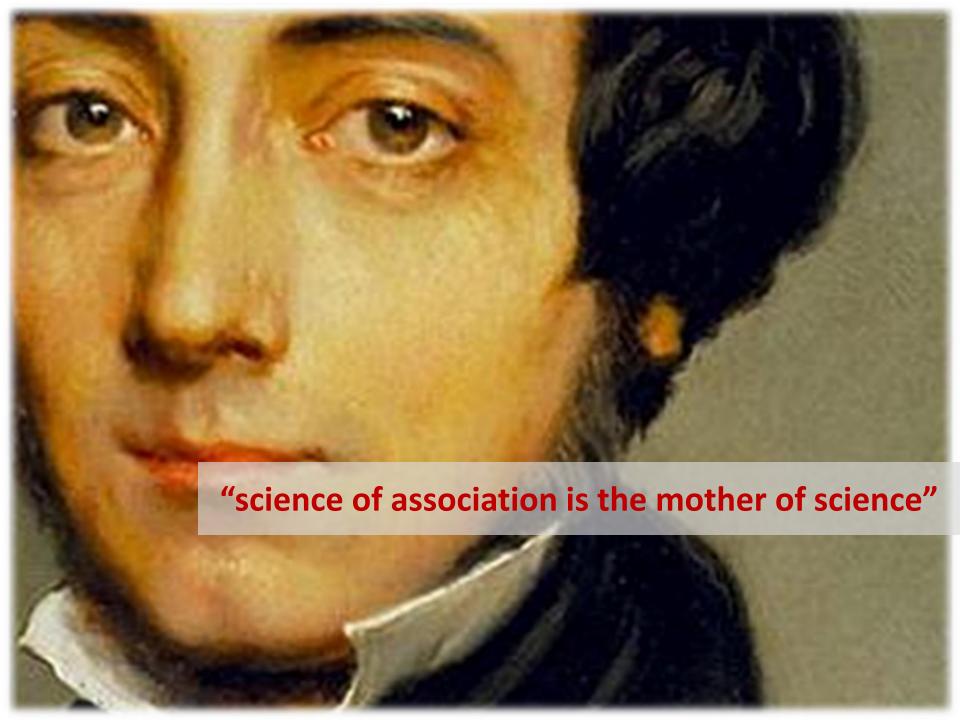
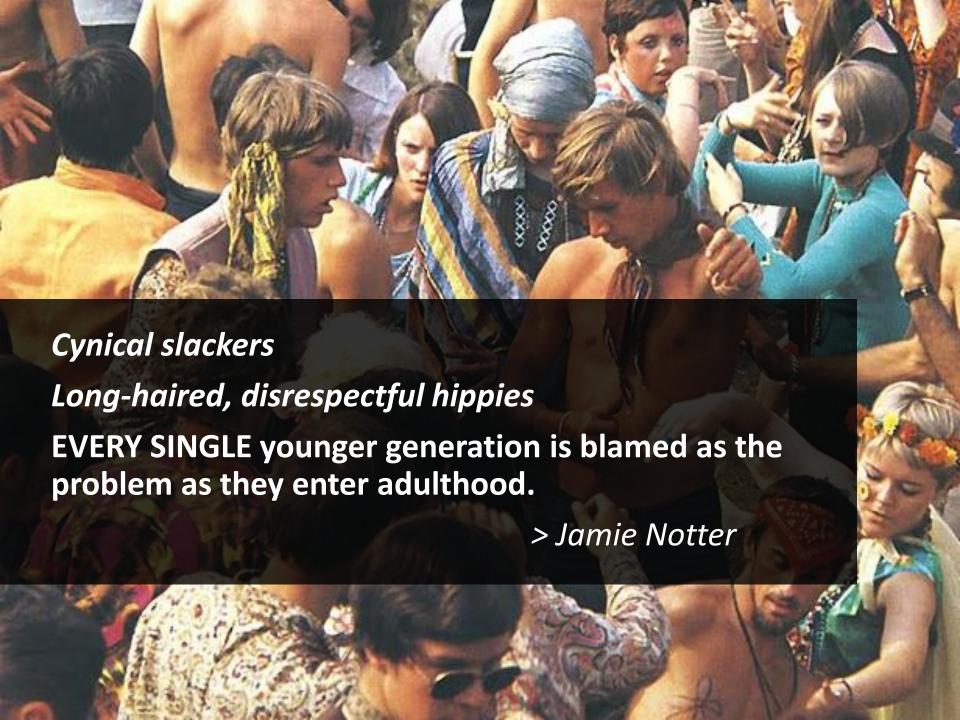
Back to the Future for Associations



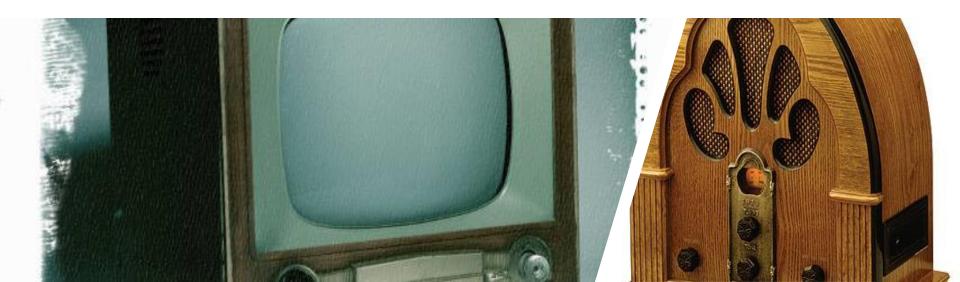


What do I do to engage vs. how do I do a better program





4 Different Mindsets



Generations

- Boomers I
 - Born: 1946-1954
 - Coming of Age: 1963-1972
 - Age in 2016: 62 to 70
- Boomers II, Generation Jones
 - Born: 1955-1965
 - Coming of Age: 1973-1983
 - Age in 2016: 51 to 61
- Generation X
 - Born: 1966-1976
 - Coming of Age: 1988-1994
 - Age in 2016: 40 to 50
- Generation Y, Millennials
 - Born: 1977-1994
 - Coming of Age: 1998-2006
 - Age in 2016: 22 to 34

Source: http://socialmarketing.org

Getting involved is CYCLICAL

tied to family & profession STAGES

TOP BENEFITS BY GENERATION

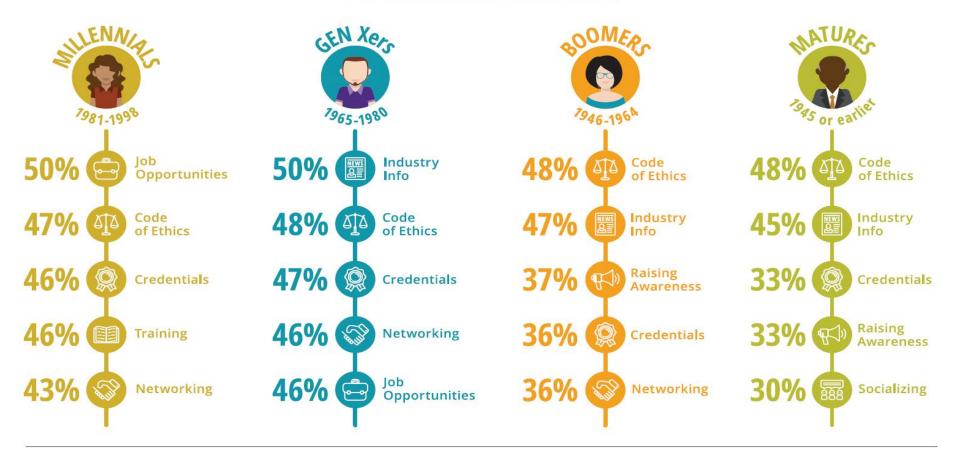
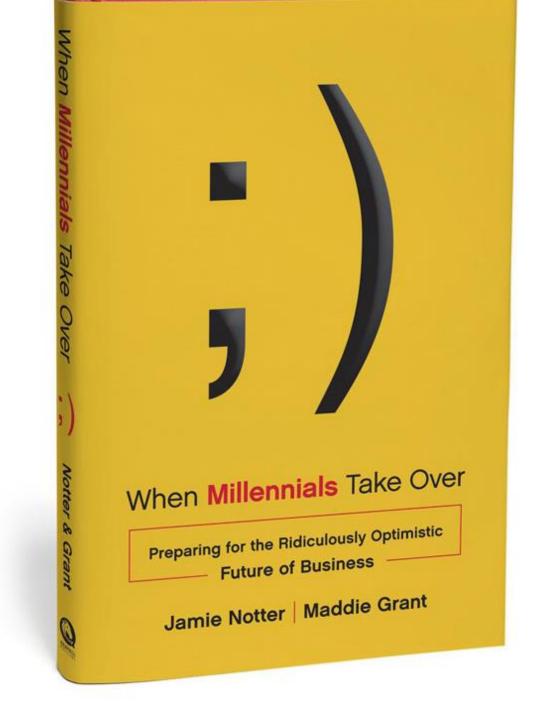


Figure 8: What matters most to members in different age groups (% very important)

Millennials act as a "secret decoder ring" to help us understand what drives customers and employees in today's business climate.

> Daniel Pink



How do we amplify "relationships"?

















freecycle.org









"Value is no longer created by the association themselves, but by the people within."

> Sarah Sladek

Knowing Y: Engaging the Next Generation Now

The problem lies in the practice of over-structuring in an increasingly unstructured world.

We are challenged to reduce structure to allow members to associate when and how they need and want to do so.

How can we optimize access?



- transparency
- immediacy
- easy-access
- self-formation
- customer-centricity

Technology will be to associations what the assembly line is to manufacturing.

It will fundamentally change the way we deliver value.

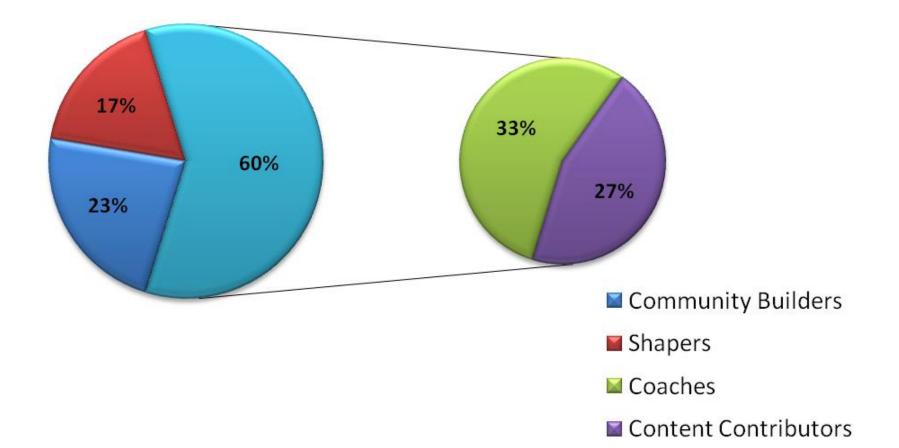
Source: Race For Relevance

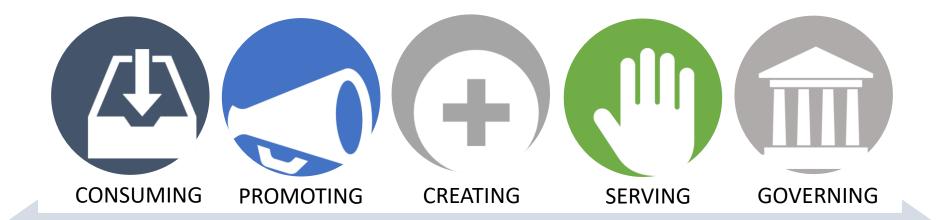
How can we leverage technology?

IT'S A DIFFERENT VOLUNTEER









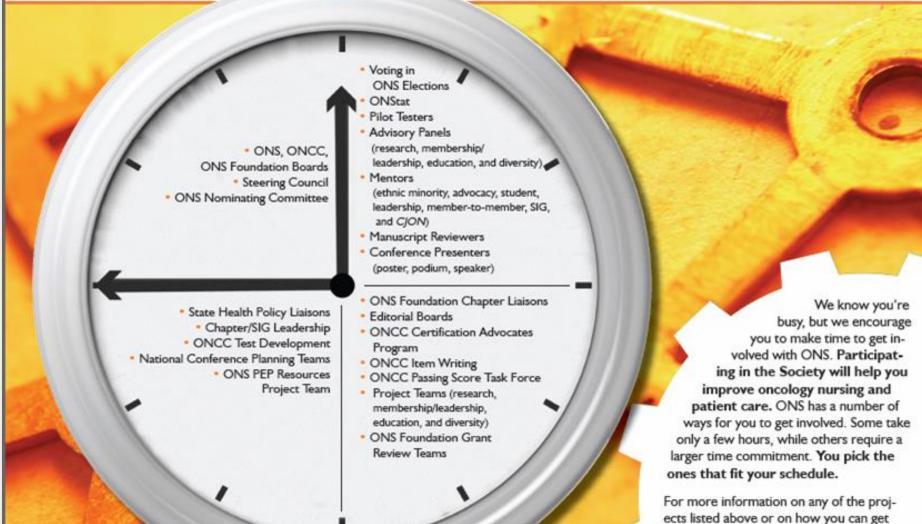
	viewing, reading, attending	liking, sharing, recommending	contributing, commenting, responding to surveys	volunteering in non-governing role	volunteering in a leadership role
s c r	Participatory & upportive; counted as a nember of the community	Validating your association, your content, your mission	Directly (e.g. speaks, writes, completes surveys, comments) or Indirectly (e.g. Member-owned blogs, white papers, webinars)	Ad-hoc, micro, committee or TF member	Board, committee chair, TF chair



It's Time to Get Involved **CONS**



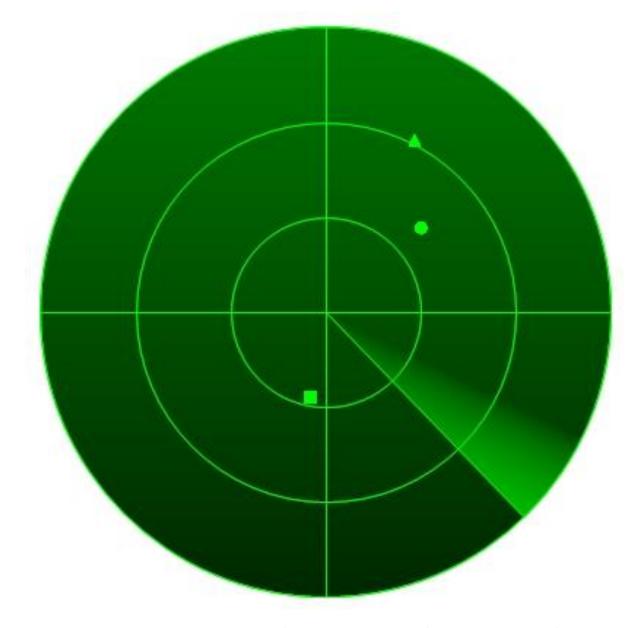
involved, contact ONS Customer Service



"The more that individuals experience the new power that the social internet is delivering, the more confused and frustrated they become trying to operating in traditional bureaucracies and hierarchies."

> Jamie Notter & Maddie Grant When the Millennials Take Over

How can we be accessible?



Meeting members where they are



future awaits ...





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