



# **MHEDA-NET**

## **Group Leader's**

### **Guide**

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# Introduction

***Thank you for being a MHEDA-NET Group Leader!*** You play a critical role in making this program one of MHEDA's most valued member benefits. The following resources are included in this packet to make your job easier:

- Group Leader and MHEDA staff responsibilities
- Best Practices and Guidelines
- Meetings at a Glance
- Sample Meeting Agendas
- MHEDA-NET Antitrust Guidelines

We are committed to working with you to make MHEDA-NET a rewarding experience for you and your entire group. Please do not hesitate to contact Rebecca Hein at 847-680-3500 or [rhein@mheda.org](mailto:rhein@mheda.org) with any questions.

Thank you for your commitment!

## ***MHEDA-NET Purpose***

***To create a forum for MHEDA professionals to exchange best business practices and help one another grow and prosper.***

# Group Leader Responsibilities

## ***Teleconference Calls***

- Solicit discussion topics from group.
- Develop agenda and send to group and or MHEDA Staff ([rhein@mheda.org](mailto:rhein@mheda.org)) to send to group.
- Update Members on Upcoming MHEDA University Education Calendar.
- Actively moderate discussion to ensure balanced conversation with participation by all members.
- Report attendance, discussion topics and next scheduled meeting date/time to staff within three days of call.

## ***Prospect Placement***

- Review prospect profile and make preliminary determination on whether applicant competes directly with current group members.
  - If competitive: E-mail staff immediately to report applicant is not a good match.
  - If not-competitive: Forward application to your entire group for consideration and specify a one-week deadline for response (cc: staff liaison). Report group decision to staff.
- If group is unable to come to consensus by e-mail, add applicant consideration to agenda for next teleconference.
- Contact approved prospects by phone or e-mail to welcome to group, after MHEDA Staff sends group info to new group member.

# MHEDA Staff Responsibilities

## ***Teleconference Calls***

- Send call notice to group one month before scheduled teleconference.
- Send call reminder to group one week before scheduled teleconference.
- Send Group Leader updates on MHEDA University Education Calendar
- Compile discussion topics for all groups and add to master topics list.
- Follow-up with Group Leader if next teleconference not scheduled

## ***Prospect Placement***

- Send prospect profile to Group Leaders of appropriate groups.
- Provide regular updates to prospect on status of application.
- Send welcome package to new MHEDA-NET members.

## ***Health Monitoring***

- Track conference call attendance.
- Contact at-risk members (those who miss 2 consecutive calls without advance notice or 3 calls with advance notice) to assess root cause of attendance issues. The group member will have assumed resignation from group unless he or she attends the next call (in absence of acceptable excuse).
- Work with Networking Committee to identify troubled groups for intervention.

## ***Other Administration***

- Develop and distribute roster for participants on regular basis.
- Monitor Attendance and contact members that have not participated in last 2 calls.
- Notify Group Leader of any changes in participant status.

# Guidelines, Suggestions & Best Practices for Groups

## *Best Practices & Suggestions*

- **Meeting frequency:** Minimum quarterly/maximum monthly.
- **Meeting schedule:** Defined at beginning of year with set pattern and time determined by group (e.g., third Tuesday of the month at 2:00 p.m. Eastern).
- **Group Leader term:** Suggested minimum one year/maximum two years. Rotate term at start of new year or mid-year, notify MHEDA Staff of change.
- **Other:** One face-to-face meeting per year recommended, but not required. Opportunities include, MHEDA Convention or ProMat / Modex Trade Shows.

## *Leader guidelines*

- Select specific agenda topics that will encourage detailed discussion in relatively short time frame.
- Consider including segment to allow participants to discuss current challenge or issue of the day.
- Send out agenda at least three days in advance to give people time to prepare.
- Start and end meeting on time.
- Stick to the agenda but be open to last minute items.
- Actively moderate discussion to encourage participation; invite wallflowers to share own experiences on a specific topic.
- Use a parking lot for off-topic subjects.
- Schedule (or confirm) date and time for next teleconference before adjourning each call.

## *Recommended Solutions to Common Group Leader Frustrations*

- Problem: Difficulty holding meetings on schedule; poor attendance.
- Solution: Reduce meeting frequency.
  
- Problem: Group doesn't seem to bond, no real sense of trust or cohesiveness.
- Solution: Start meetings by asking each participant to share one personal and one professional milestone since last meeting.
  
- Problem: Discussion is too general, no real sharing.
- Solution: Choose narrower agenda topics that focus on one element of broader area and can be discussed in detail in short time frame.
  
- Problem: Difficult to get discussion moving, feel like Group Leader spends too much time talking just to prime the pump.
- Solution: Assign each discussion topic to different group member to lead off with explanation of how his or her company handles issue.
  
- Problem: End up spending most of time on one issue and rushing through other agenda items.
- Solution: Allocate time to each agenda item and assign a timekeeper to track time and give a two-minute warning as near end of allotted time.
  
- Problem: Conversation derailed by off-topic tangents.
- Solution: Place unrelated subject(s) in parking lot for later discussion (as time allows) or future meeting.
  
- Problem: One person dominates discussion with lengthy soliloquies of limited interest.
- Solution: Assure individual that group understands position and ask him or her to "bottom line" main point.

# Meetings at a Glance

## ***At the First Meeting***

- Set guidelines and group expectations.
- Designate a timekeeper to keep meetings on track.
- Review MHEDA-NET Anti-Trust Guidelines.
- Discuss the importance of maintaining confidentiality.

## ***During Future Meetings***

- Request that members send agenda items to you prior to meeting. Select Topics to be discussed as a group. Be open to last minute items.
- Start and end each meeting on time.
- Set time for discussion by item.
- Use a parking lot for items that are not on topic.
- Respect each member's contribution.
- Share facilitation duties.
- OK to ask members to "bottom line" it to speed discussion.

## ***At Meetings End***

- Acknowledge unaddressed items and move to next meeting.
- Ask for note taker's report and email to all group members.
- Ask for meeting feedback: What worked/ How to improve?
- Remember to send report summary (regarding who attended, topics discussed, and date of next meeting) to MHEDA's Networking Coordinator, Rebecca Hein at [rhein@mheda.org](mailto:rhein@mheda.org).

## **Keeping Meetings Energized**

- Celebrate members' birthdays and achievements on a regular basis.
- Ask fun trivia questions between topics.
- Conduct a quick status report at the start of the meeting: have each member report one business item and one personal item.
- Invite a guest speaker to join in on calls from time to time.

# Linked In

In an effort to engage more members in the world of social media, the Networking Committee has asked MHEDA-NET Groups to help start discussions from their MHEDA-NET Conference Calls on **MHEDA's Linked In Group Page**. We would like to see more members participate in quality industry discussions on MHEDA's Social Media Sites and if they see what leaders in the industry are discussing it may prompt more interaction between the members.

During each conference call agree on 1-2 topics to post as potential Linked In Discussions. Nominate one person in the group to be in charge of a take away from your group's discussion it could be a general topic, a question or comment and have the point person post it on MHEDA's Linked In Group Page. The discussion should start with the heading **"HEARD FROM MHEDA-NET"**.

Below is a detailed step by step guide on how to post a discussion on Linked In. Please share with any and all members of your MHEDA-NET Group that are in charge of the posting.

If you or any of your MHEDA-NET Members are not a member of the MHEDA's Group Linked In Page, [Click Here](#) to join now! (MHEDA will accept you as a member within 1-2 business days.)

## How to Start a Discussion on LinkedIn

1. Open your internet browser and go to [www.Linkedin.com](http://www.Linkedin.com)
2. Log in to your LinkedIn account using your email address and LinkedIn password.



LinkedIn

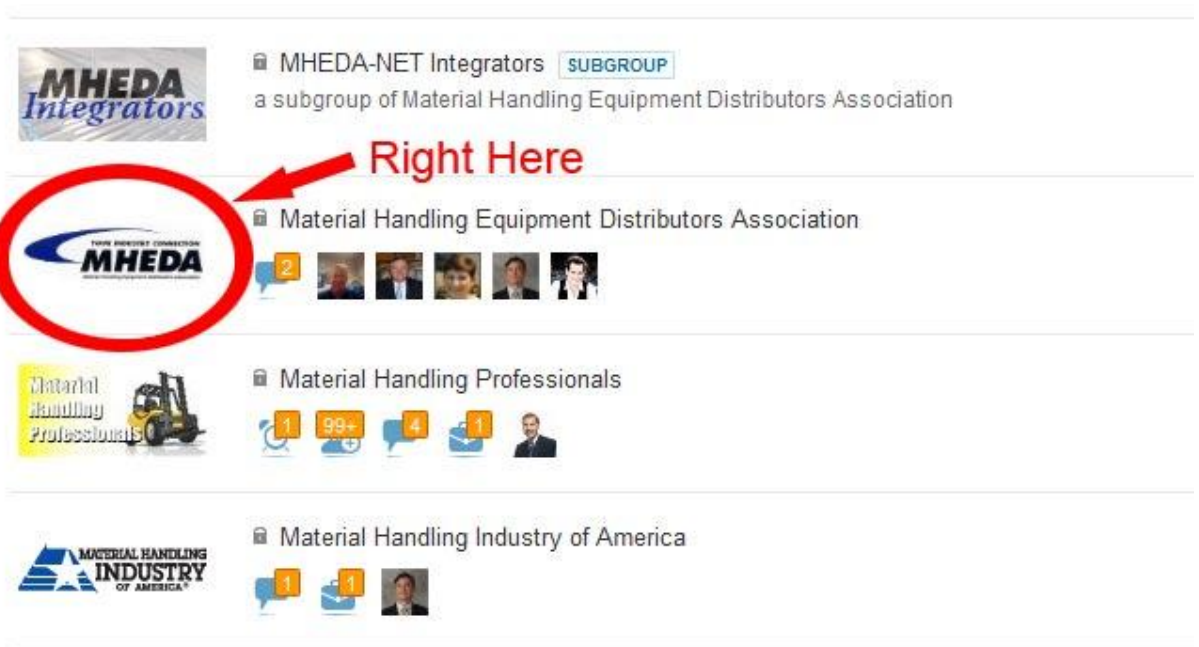
Home What is LinkedIn? Join Today Email:  Password:  Sign In

3. At the top of your homepage you will see a horizontal toolbar. Find the one that states "Groups" and click on it. This will lead you to a page with all your groups listed in your preferred order.

LinkedIn Account Type: Basic

Home Profile Contacts Groups Jobs Inbox 3 Companies News More

4. Find the MHEDA group among your groups and click on the logo. If you are not a member of the MHEDA's Group Linked In Page, [Click Here](#) to join now! (MHEDA will accept you as a member within 1-2 business days).



5. Enter your topic or question in the box that states; “Start a discussion or share something with the group...” **When starting your discussion, use the Heading “HEARD FROM MHEDA-NET”.** This field has a 200 character maximum so if you have more to say just enter the topic here.

6. Add any additional details in to the next field labeled, “Add more details...” This field allows 4000 characters.
7. You can also add a link to any related materials, such as supporting websites, by clicking on the “Attach a link” text. A new box will open where you can enter the link.

8. When you are done entering your discussion, click the “Share” Button. Congratulations you’ve just added a discussion to the MHEDA group.
9. Thank you for contributing to MHEDA’s Linked In Group Page!

# Sample Meeting Agendas

## ***First Meeting Agenda***

- I. Welcome
  - a. Each group member introduces self/determine group name
  - b. Review antitrust guidelines.
- II. Discussion Topic 1: *Meeting Structure*
  - a. Establish meeting schedule (frequency, dates, times, next meeting)
  - b. Discuss Group Leader role rotation schedule
- III. Discussion Topic 2: *Meeting Topics*
  - a. Discuss potential meeting topics
  - b. Establish topic for next meeting
- IV. Discussion Topic 3: *Group Changes*
  - a. Describe procedure if a new member were to be added to group
  - b. Explain new addition must be unanimous decision
- V. Current Challenges/Issues of the Day
- VI. Next Meeting
  - a. Confirm or schedule next teleconference
  - b. Solicit topic suggestions and assign action items (if any)

## ***Regular Meeting Agenda***

- I. Welcome
  - a. Welcome group
  - b. Roll call of teleconference participants
  - c. Briefly review agenda/ask for additions
  - d. Assign timekeeper (if needed)
- II. Discussion Topic 1
- III. Discussion Topic 2
- IV. Discussion Topic 3
- V. Current Challenges/Issues of the Day
- VI. Parking Lot Topics (as time allows)
- VII. Next Meeting
  - a. Confirm or schedule next teleconference
  - b. Solicit topic suggestions and assign action items (if any)



# Free Webinar Technology for MHEDA-NET Groups

Exclusively Available to MHEDA-NET Groups Free Webinar Technology. In addition to audio – you can share documents online during your meeting. This easy to use technology will make your MHEDA-NET experience even more valuable.

This service is through GoToMeeting.com. No need to sign up for your own account, MHEDA lets you use their account.

- Share any application or document on your computer in real time with all group members
- Hosts up to 15 people – from anywhere in the world
- Takes only seconds to launch
- FREE!!

## 3 Easy Steps

To get webinar technology for your next meeting...

1. Contact us! Group leaders must request this service at least two days prior to your meeting. Call or email Rebecca Hein at 847-680-3500 or [rhein@mheda.org](mailto:rhein@mheda.org). Please note, only one group may use this service at a time.
2. Open your email! MHEDA will send an internet link to all group participants. You will also receive a toll-free number for the audio portion. No need for each group member to have a microphone. Use your phone to call in.
3. Click on the link! At the start of your meeting, click on the link to start the program. Once the group leader has joined the conference, MHEDA will give that individual control of the screen. The group leader can share their whole screen or just a specific application and even pass on the controls to others in the group.

# MHEDA-NET Antitrust Guidelines

The purposes of the Material Handling Equipment Distributors Association (MHEDA) are to foster, promote, improve, further and enhance the material handling equipment distribution industry and to do all such lawful acts and things necessary to further the best interests of the industry.

MHEDA therefore recognizes the need to be constantly vigilant to assure full compliance in all respects with the antitrust laws and in furtherance thereof hereby endorses the basic principles contained in this guide for members and staff of the association.

MHEDA unequivocally supports the policy of competition served by the antitrust laws and reaffirms its uncompromising intent to comply strictly in all respects with those laws. It is the responsibility of every MHEDA member and staff person to be guided by its policy of strict compliance with the antitrust laws.

## Topics of Discussion

Topics which must be avoided at MHEDA-NET teleconference meetings include discussion or agreement of:

1. Prices, range of prices, pricing methods, profit margins, possible changes in prices, pricing stabilization, cash discounts and credit terms.
2. Pricing practices of any industry member.
3. Forecasts of price increases or decreases.
4. Bids, or intent to bid or not bid on a contract.
5. Allocation of a customer or class of customers or dividing up geographic territories.
6. Refusal to buy from, or to sell to, one or more companies.
7. Preventing any person from gaining access to a market or to a customer.
8. Preventing or boycotting any person from obtaining a supply of goods or services freely in the marketplace.
9. In general, any discussions or actions which would tend to restrict competition between members or competitors, within the industry generally.

If a topic does come up, and the meeting chairperson is not sure whether it is legally appropriate, the topic should be tabled until the next meeting and the chair should confer with MHEDA staff and MHEDA legal counsel for guidance.

During informal or social discussions at the site of MHEDA meeting, when the meeting is not in session, all members and staff are expected to observe the same standards of conduct required by these guidelines.