

THE OFFICIAL VOLUNTEER RESOURCE GUIDE



TAU KAPPA EPSILON

— Better Men for a Better World —

GET THE LATEST PERSPECTIVE

VOLUNTEER MINDSET AND PERSPECTIVES

ESTABLISH PARTNERSHIPS

UNDERSTANDING THE ORGANIZATIONAL LANDSCAPE

SET PRIORITIES

CRITICAL ASPECTS FOR ALL VOLUNTEERS



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Letter from our Chief Executive Officer

Dear Frater,

Thank you for your dedication and membership in the greatest Fraternity in the world! As an alumnus, we all have the ability to ensure TKE is truly the Fraternity for Life. We have the opportunity to ensure our Fraternity continues to grow and thrive. We have the option to ensure our experience continues by hosting and attending events with collegiate and/or alumni members. Taking advantage of these gatherings or mentoring opportunities not only makes us better men who can improve our world, but champions the vision of our Founders that we would remain engaged with TKE throughout our lifetime.

I am disappointed to hear many men say “I was a Teke” as I am honored to travel throughout TKE Nation. You still are a Teke! The bond we all took involved making three promises. One of those promises was to develop our abilities and contribute them as a responsible Frater in the bond. This promised contribution of abilities continues each day. We all have different ways of contributing. You can be a great father, brother, mentor, husband, volunteer in your community, or donor to the TKE Foundation. We represent TKE in every action we take.

Thank you for being a shining example of an alumnus. If you are becoming re-engaged, welcome back! We are happy to have you back in the family. If you know of other Tekes who have lost their fraternal flame, I ask you to re-ignite it or get in touch with our Alumni Engagement Team at the Offices of the Grand Chapter. Our Professional Staff works each day to find alumni who can be reconnected with our fraternity and their fellow fraters. I appreciate your commitment to Tau Kappa Epsilon and look forward to seeing you at an event in the future.

Until then I remain...

Yours in the Bond,



Donald E. Aldrich
Chief Executive Officer
Tau Kappa Epsilon

The Concept of Key Leader

The concept, if not the language, of the Key Leader has a long history in Tau Kappa Epsilon. In our Declaration of Principles it states that “We believe that at no other period in the life of a man is the time more opportune for the fostering of such qualities than during the years of his college career. Then mind and heart are in their most receptive condition, for it is the formative period of life.”

Past Grand Prytanis William V. Muse published research almost 50 years ago describing the value and importance of applying managerial practices to chapter operations. His research demonstrated the critical nature of purposeful planning and budgeting along with the proper grooming, orientation, and mentoring of student officers and that these markers differentiated successful chapters from those that are not successful. “They [also] point out the importance of having effective adult advisors for student organizations – advisors who are interested...experienced...and effective.” He also went on to say that “if one believes that experience in [a fraternal] organization is beneficial to students, the guidance of an effective advisor might make this experience more meaningful and rewarding.” What Dr. Muse later referred to as the “Key Man” was this advisor or volunteer – the alumnus who remains actively engaged, provides valuable continuity and perspective, and serves in the role of mentor and role model.

Volunteers today demonstrate their commitment to the Fraternity for Life as our Founders did and as so many other alumni have done for over a century. Alumni volunteers expanded our Fraternity across the United States and then into Canada. Some chose to serve as part of our Professional Staff. They have served as advisors, officers, and members of boards throughout TKE Nation. The thousands of alumni Fraters who have guided the growth of our Fraternity throughout the first century have created a proud legacy. We must now answer the call to serve and lead for an even more successful TKE in the 21st century.

Each of us is called upon as a Frater in the Bond to serve for the good of our Fraters, for the good of our Fraternity, and for our own good. Without alumni volunteers – these Key Leaders – our chapters struggle and students’ experiences can become limited or even detrimental. It is in the spirit of service that we, as alumni Fraters, demonstrate our commitment to our bond, our love for Tau Kappa Epsilon, and our investment in our future. We serve by providing consistent support, leadership, and guidance for those who follow.

As Tekes, we are Key Leaders. And as Key Leaders, we are being the best Tekes.

Volunteer Mindset

There are lots of ways to be successful as a volunteer and we are, by no means, wanting everyone to think or approach their role in one particular way. The uniqueness of each Frater and every volunteer is what makes us stronger as an organization. That being said, there are some common factors we have seen in those volunteers who are both more successful and also more satisfied by their volunteerism with the Fraternity.

#1: It's all about the students!

Check your ego at the door, and always remember the value of your impact on the lives of our younger Fraters. Volunteering can be a thankless job at times, but that can be made easier if you come into it with the right mindset. This is not your chance to relive or continue your own student experience. Your experience and wisdom is a valuable resource and, because of your willingness to invest yourself, collegiates will do more and do better than they would have if they were all on their own.

"Some alumni only want to relive their previous memories. The best volunteers are the ones who are there to continue building new ones." — anonymous TKE alumni

#2: This is a team effort.

Volunteering with TKE is not just about working with the students or the other volunteers in your immediate circle. TKE is a very large organization and we are all in this together – the collegiates, the volunteers, the Professional Staff, and the professionals there on the campus. Communicating well and sharing information in all directions is important for all of our stakeholders. Everyone shares in a responsibility to be informed of the others' work; we make more of an impact when we are aligned with each other and working in sync toward common goals.

"It is amazing what you can accomplish if you do not care who gets the credit." — Harry S. Truman

#3: Recruitment is the lifeblood of the Fraternity.

This remains just as true for us as alumni as it was for us as collegiates. Your ability to recruit others to assist in volunteering and advising roles is critical; your relationship building skills and network impact in other ways beyond those in formal volunteer roles as well. As a stakeholder, you will be interacting with Fraters, families, campus professionals, and other community members. Our campus groups do better with a robust team of volunteers and supporters and we all need to be recruiting 24/7/365.

"There is no problem that can't be fixed by recruiting 20 more men." — Bruce Melchert, Past Grand Prytanis

Servant Leadership

While servant leadership is a timeless concept, the phrase “servant leadership” was coined by Robert K. Greenleaf in *The Servant as Leader*, an essay that he first published in 1970. In that essay, Greenleaf said:

“The difference manifests itself in the care taken...to make sure that other people’s highest priority needs are being served. The best test, and difficult to administer, is: Do those served grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?”

A servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong. While traditional leadership generally involves the accumulation and exercise of power by one at the “top of the pyramid,” servant leadership is different. The servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible.



Servant Leadership (cont.)

9 Qualities of the Servant Leader

Adapted from "Becoming a Servant Leader" by Skip Prichard

1. Values diverse opinions

A servant leader values everyone's contributions and regularly seeks out opinions.

2. Cultivates a culture of trust

Take time to develop relationships, to listen, and to act consistently with your principles in mind.

3. Develops other leaders

It means teaching others to lead, providing opportunities, and demonstrating by example.

4. Helps people with life issues

It's important to offer opportunities for personal development beyond the job.

5. Encourages

A true servant leader says, "Let's go do it," not, "You go do it."

6. Sells instead of tells

A servant leader is the opposite of a dictator. It's a style all about persuading, not commanding.

7. Thinks you, not me

Servant leaders who focus on others are all about empowerment.

8. Thinks long-term

A servant leader is thinking about the next generation, the next leader, the next opportunity.

9. Acts with humility

Setting an example, the servant leader understands that it is not about the leader but about others.

Source: <https://www.greenleaf.org/what-is-servant-leadership/>

Desired Aims & Outcomes

Tau Kappa Epsilon aspires to become the leading 21st century college fraternity with a focused mission on building better men who, in turn, will build a better world. We will define our success by how well we:

Advance our members' character and personal development so that society is enriched by their leadership and contributions throughout their lives;

We define this as ...

Advancing character and personal development means unlocking the potential for each man to be a great college graduate and productive citizen. A Teke is a man who is trustworthy and lives the values enunciated in our Declaration of Principles, helping each member integrate love, charity, and esteem into his daily life.

We will accomplish this by ...

Delivering high quality networking and learning opportunities that reinforce TKE's core beliefs so they are displayed in the conduct of our members. We will effectively communicate our core beliefs in our programs, communications and outreach, enunciating our values so that our members and the public know what being a Teke means.

Create the definitive fraternity experience for our collegiate and alumni members so that they enjoy personal development and fulfillment through training, experience and opportunities and successfully contribute to society.

We define this as ...

The Fraternity strives to make the Teke experience something special for every man – collegiate and alumnus alike. A Teke will excel academically, treat his fellow Fraters and others with respect and dignity, and have the opportunity to network with others who share these beliefs and experiences. The Teke experience begins at affiliation and continues throughout life, and the Fraternity strives to provide this experience for every man who meets our membership criteria, without regard to wealth, rank, or honor, but based on their personal worth and character.

We will measure our success by ...

The number of Fraters who take advantage of our right portfolio of fraternal interaction opportunities for our members, the number of Fraters who meet our academic performance standards for our chapter and our collegiate members, and the number of alumni who are involved with the Fraternity

Desired Aims & Outcomes (cont.)

and network with each other post-graduation. Each Frater will view the TKE experience as a significant value-added aspect of their lives.

Develop servant leaders who will make a positive impact on society and help build a better world for the generations that follow.

To us, this means ...

Tekes work individually and collaboratively to make the world a better place. We do this by contributing to society through the personal growth of our members, and service to others. We aim to assist worthy causes through our time, talent, and treasure, and help make our Fraters and fellow man aware of our shared mutual obligation to build a better world.

We will measure our success by ...

We will demonstrate this by partnering with worthy philanthropic causes and providing quality community service activities for our members. We will make a measurable difference in our world through our actions – in terms of time, work, and financial resources.

By enhancing our members' character development, leadership skills, and producing a quality fraternity experience, we aim to be widely recognized as the leading college fraternity so that we will attract the highest caliber men for membership.

To us, this means ...

TKE will be widely recognized as a high quality college fraternity, with exceptional members, who make a positive impact in the world. Our members and chapters represent the quintessential example of the positive elements of fraternity life, and this success is reflected at the individual, campus, community, and national levels. Our members share a common values set in a social environment that fosters personal development, responsibility, and accountability through a wide range of experiential opportunities, aimed at better preparing our members for a productive life-both in and out of college.

Tekes are men from diverse backgrounds, but the TKE Nation is one which unites us all in a common bond, where we make an immeasurably positive impact on the lives of every member, in every community, and around the world.

Volunteer Rights & Responsibilities

The popular image of a volunteer is the selfless, giving, altruistic individual who's willing to take on any task that comes their way. While this is perhaps a noble idea, there are actually very real rights and responsibilities to volunteering. It is important to recognize the interdependent relationships involved between the volunteer staff, the Professional Staff, and the membership.

Adapted from <https://ibnamoo.wordpress.com/2013/08/18/know-your-rights-and-responsibilities-as-a-volunteer/>

01 A VOLUNTEER'S RIGHTS

1. The right to feel safe

One of the benefits of volunteering is that we can decide to intentionally leave our comfort zones in order to experience new and challenging situations, environments, or roles. However, there is a big difference between feeling off-center or uncomfortable and feeling at risk or unsafe. As a volunteer, you have the right to be apprised of any potential risks as well as have precautionary measures and safety procedures in place to ensure your physical and emotional well-being.

2. The right to information about your volunteer role or project

Whether it's questions about the selection process, or the volunteer role or project itself, you have the right to know the who, what, when, why, and how of your volunteer position.



Volunteer Rights & Responsibilities (cont.)

3. The right to feel valued

Volunteering—whether for two hours or two years—is a significant commitment that you choose to make. In return, you have the right to feel that your time and contribution—however long you’ve volunteered and whatever your task—is valued. Similarly, you have the right to feel that an organization or volunteer effort is using your skills and talents well (keeping in mind that they may not always have the capacity to take on some or all of your ideas or proposed projects) and that the work you do has meaning and makes a difference.

4. The right to negotiate your volunteer role

Find yourself in a volunteer position that just isn’t working for you? You have the right to talk to fellow volunteers or a staff member to discuss ways you might be able to shift your role or take on another project or position. And if you still can’t find a good fit...

5. The right to leave

You have the right to leave. This isn’t a decision that should be made hastily but, if after talking to and working with the appropriate people, you still feel unhappy, unappreciated, or unsatisfied with your volunteer experience, you do have the right to do something or go somewhere, else.

(A side note: should you leave, it’s best to avoid bad-mouthing the organization in the community. Not only might your negative experience have been unique to your circumstances, but publicly bashing them can both hurt the organization’s reputation and ability to work towards their mission as well as perhaps unintentionally burn some bridges of your own as you seek to volunteer—or even work—somewhere else.)

Volunteer Rights & Responsibilities (cont.)

02 VOLUNTEER RESPONSIBILITIES

1. The responsibility to communicate your needs

Feel like your work isn't meaningful? Not what you thought you'd signed up for? Or just bored and ready for something else? Talk to a more senior volunteer or member of the Professional Staff, providing specifics about your dissatisfaction and at least a few suggestions of ways to make it better. If you don't let them know that you're not getting from the experience what you'd hoped, they can't work with you to improve things. Similarly, don't hesitate to let them know if you feel you need additional tools, training, or support; if they can't provide it directly, they should at least be able to point you in the right direction.

2. The responsibility to follow through on your obligations

There's a pervasive myth that volunteers are unreliable. While of course this isn't true across the board, there are plenty of flaky volunteers who reinforce such negative perceptions. Help improve the reputation of volunteers worldwide by doing what you say you'll do, whether it's honoring the volunteer role and schedule you'd agreed to, providing ample notice if you're unable to perform your tasks or responsibilities, saying no or stepping away from volunteering when necessary, or simply serving as a good representative of the organization in the community.

3. The responsibility to not promise what you can't deliver

While related to #2, this one is worth singling out as it's fairly easy to unintentionally promise too much when one is excited about making a difference. This is especially important to avoid if you are working with members. By not following through with your promises, not only can you potentially hurt the reputation of the organization and undermine its work but, more importantly, you could unintentionally do harm by giving the person a reason not to trust you—or possibly even others.

Volunteer Rights & Responsibilities (cont.)

4. The responsibility to honor the organization's investment in you

Another pervasive myth about volunteering is that volunteers are free. In fact, organizations invest quite a bit in their volunteers via staff time, tools, training, and so on. This is why it's important to research your volunteer position first to determine if it's a good fit for you, and, once you're in the role, to always first try negotiating your volunteer role if you're unsatisfied, rather than just suddenly leaving.

5. The responsibility to take care of yourself

Last but most certainly not least, you have the responsibility to make sure that you aren't overextending yourself, burning out, or causing yourself physical, mental, or emotional harm by taking on roles that aren't a good fit or that you aren't prepared for. While some stress and burnout may be inevitable depending on the project, you can significantly limit it by seeking out support, taking a break (either as you're volunteering or stepping away from volunteering altogether for a while), injecting some fun into your service portfolio (even if it's just a one day gig on the side), and having realistic expectations about what can be accomplished and when.



The Fine Print

1. Does TKE's Liability and Excess Liability policies provide coverage for alumni officers and other volunteers?

Yes. The Tau Kappa Epsilon Excess Liability insurance extends coverage to alumni officers and other volunteers who are registered with the Offices of the Grand Chapter while they are acting on behalf of Tau Kappa Epsilon.

2. Does the Liability and Excess Liability policies exclude, restrict, or eliminate coverage?

Yes. The Fraternity's insurance contains several important exclusions or coverage restrictions. The Fraternity's insurance does not provide or replace anyone's personal insurance protection. Insureds are only covered by the Fraternity's insurance under the following conditions:

- A. Only while complying with Tau Kappa Epsilon's policies.
- B. Only while acting in their official capacity
- C. Only while acting within the scope of their duties
- D. Only for their activities on behalf of the Fraternity insureds

The Fraternity's Insurance Coverage is also specifically restricted or eliminated when other types of conduct are involved. These include, but are not limited to:

- A. Hazing of any kind
- B. Criminal acts/Alcohol consumption by minors
- C. Intentional acts/Assault & Battery
- D. Sexual abuse or misconduct
- E. Violations of Fraternity policy/Alcohol policy

The Fine Print (cont.)

3. Could Chapter Officers, other collegiates, other volunteers or alumni be named in a lawsuit?

Yes. Chapters, Chapter Officers and other collegiate members are often named in lawsuits. While not often, House Corporations, their members, advisors, and other volunteers have been individually named in legal actions. Subject to the terms, conditions, and limitations of the fraternity's insurance those persons are insured under Tau Kappa Epsilon's policies.

4. As a volunteer, how is my personal insurance affected?

You should always report any potential insurance claim to your personal insurance agent or carrier. Where permitted by law, the insurance provided for volunteers under the Tau Kappa Epsilon policy is primary and will stand ahead of your personal insurance.

If you have questions or want more detailed information, please email Compliance@TKE.org



Organizational Landscape - Professional Staff

Fraters are supported by an army of talented Tekes, some of whom serve on the Fraternity's Professional Staff and many more of whom serve as volunteers. Whatever your level of involvement, it's important to understand how the organization is structured.

The **Fraternal Services team** visits and supports our campus groups. The largest of our departments, these staff work with existing groups and manage expansion efforts as well. These front-line staffers are primary resources for students, chapter leadership, and local volunteers.

The **Alumni Engagement team** works to create more opportunities for all alumni Fraters to remain more engaged with the Fraternity. They also work to identify, recruit, and support volunteers on many levels.

The **Education team** designs and delivers a vast array of programming initiatives with the support of other staff and volunteers. Enterprise level initiatives include the Blueprint program and eCompliance. They also craft and support the many programs delivered such as Province Forums, RLC's, Key Leader Trainings, the Charles R. Walgreen, Jr. TKE Leadership Academy, the William V. Muse Alumni Volunteer Academy, Conclave, and more.

The **Risk Management team** educates collegiate Fraters and alumni volunteers about the responsibilities and risks involved for our groups. They also serve as advisors when asked, investigators when prudent, and auditors when necessary.

The **Finance team** provides support and tracking for all campus groups regarding their financial obligations to the Fraternity. They provide consultation and can work with groups to develop payment plans when necessary.

The **Communications team** shares the message of TKE with Fraters and with other broader audiences. Their work can be seen on the website, in THE TEKE magazine and our marketing materials, and in the Teke Guide and our many other manuals and resource guides.

Organizational Landscape – TKE Volunteers

Chapters, colonies and alumni groups are supported by a broad team of volunteers. As the old saying goes, “It takes a village.”

Chapter Advisor is the most direct contact a campus group has. He or she should be visiting twice a month and be in frequent contact with the student leadership. The Chapter Advisor should know every member of the group and have a good working knowledge of annual performance and goals. The chapter advisor focuses largely on the current realities facing the group and operational success.

Board of Advisors is made up of a slate of officers and also includes the Chapter Advisor, Prytanis, and Crysophylos. Some larger boards include additional volunteer board members, including Fraters from other chapters, non-Tekes and women. The Board addresses more strategic issues and where the chapter would like to be 5-10 years from now. They will review budgets, help set dues and help ensure that annual goals align with the long term plan.

Alumni Association leaders function primarily to keep other alumni engaged in the Fraternity. They will organize a calendar of events to keep the spirit of the fraternity strong amongst the alumni. Alumni Associations maintain the network and regular communication among the alumni ranks. They play an important role in helping to identify and recruit alumni for other volunteer roles. Some chapters have developed very strong Alumni Associations that have organized scholarships, special projects funds, housing campaigns and other programs to strengthen the collegiate chapter.

Province Volunteers are members of a team who work with groups in a specific geographic area. The Grand Province Advisor and Province Advisors are responsible for providing additional chapter visitation and support. They will organize a Province Forum each year, typically in the fall, to provide members of the chapters with a low cost, high value educational opportunity.

Fraters can also volunteer at the inter/national level to assist with delivering workshops and training (either on campus or at regional events), to serve on a committee (finance, programming, alumni involvement, etc.), to support and represent the TKE Foundation, or even to serve on the Grand Council of TKE.

Organizational Landscape – TKE Volunteers (cont.)

The Grand Council of Tau Kappa Epsilon is the Fraternity's Board of Directors. Eight board members are elected by the members of the Fraternity attending our biennial Conclave. Those eight officers can then appoint two additional board members who offer additional skill sets and experiences that are desired on the board. There is also one student representative, the chair of the Collegiate Advisory Committee, who serves as a member of the Grand Council.

The Grand Council defines, pursues and protects the long-term success and sustainability of Tau Kappa Epsilon. They serve to ensure the Fraternity is moving in the right direction and getting stronger each year. They set policies and goals that guide the staff, chapters, and other volunteers. Regional Leadership Conferences and Conclaves provide opportunities to meet and interact with members of the Grand Council. One member of the Grand Council will also preside at each chartering as a Chief Installation Officer. Grand Council members will also try to attend significant chapter and alumni events when possible. It is good to build a relationship with the members of the Grand Council, to understand their role and to recognize their service as TKE Volunteers.



Advice on Working with Other Volunteers

Understanding the role of each volunteer is important. As you come to understand the network of volunteers, it is important to understand that these are separate roles requiring certain skill sets, not a hierarchy. It is not about who is more important or who outranks another volunteer. Each position is critical to the long term success of the chapter. A full advisory team forms the village that supports the growth of the group and each of its members.

This is a team effort. Utilize the TKE Chapter Module to view critical information, to submit reports and share notes from visits. Make a call to other volunteers working with a group if there is something you believe they should follow up on.

Be respectful of the time that each member of the volunteer team is able to contribute. Strive to respect their opinion and to understand their point of view. Understand that you may not always agree with each member of the team. Keep the focus on the students' experience.

Communication is key to any good relationship. Establish relationships and maintain regular contact with each other across various roles; work to attend events and conferences together. Invite other alumni to significant events like initiations and chapter anniversaries. Understand that the team may be from different chapters but they are all Tekes; each person has made a personal commitment to the Fraternity and has something unique to contribute.



Organizational Landscape – Campus Professionals

Fraternity/Sorority Life Office Professionals are a critical resource for your campus group. Chapter leadership should be meeting and communicating with them regularly and building a foundation of trust. Though your group probably has a primary staff person assigned as a contact, do not overlook other professionals in the office who are also available. It is good for other Fraters in the chapter to recognize this office and their staff as a valuable resource. The FSL professionals are familiar with campus policies, procedures, and deadlines. They are often skilled trainers who can be an additional resource for you during officer transitions and new member education.

Faculty Advisors are another important link to the campus and to the academic endeavor, whether they are actually a member of the teaching faculty or perhaps a campus administrator. Faculty

Advisors can help your officers shape an academic success plan for the entire group and they can provide additional support for individuals in need. Depending on their own expertise and preferences, they may provide a lot of direct support or they may provide more connections and referrals to other campus resources.

There are several other Campus Departments that you should intentionally be developing relationships with. Every single Frater should be actively encouraged to be utilizing the Career Center starting during their first year. There should also be an expectation for Fraters to be meeting with their academic advisor regularly and to utilize other academic resources like tutoring centers.

Orientation Programs, Residence Life, Counseling Centers, and Leadership Programs can all provide leadership training and education for officers, new members, and the entire chapter. Staff from Multicultural Programs, LGBT offices, or Women's Centers are other valuable resources that can assist with programming and/or individual consultation.

Campus Safety is another critical issue. Chapter leadership should have relationships with campus security, local law enforcement, and with the local fire department. New officers should reach out to key individuals. Inviting these folks to a session for new members or perhaps a social/dinner event with the Fraters can be extremely valuable.

Advice on Working with Campus Professionals

The goals and desired outcomes from our colleagues on the campus are much more similar to our own than we sometimes want to admit. It is the differences in our thresholds of what determines success and what will be tolerated that often stir up discomfort or conflict. Our language and theirs may differ, they may prioritize certain issues differently than us, or they may be working on a dissimilar time line. Ultimately, though, they want to know that individual members are safe and benefiting in a positive way from their affiliation, they want to see organizations prosper, and they want to see chapters making a positive impact on the campus and the broader community. They have every right to challenge us if we are not living up to our own ideals.

Most professionals working with fraternities and sororities have two lists; they may deny it, but make no mistake – some chapters have earned the benefit of the doubt and others have not. Our volunteers, our officers, and our chapters will get treated differently based on how much credibility they have earned and based on the strength of the relationships they have built. As volunteers, we realize this is a truism that exists in all aspects of our personal and professional lives. This is a major lesson for all fraternity members to learn that has a direct impact on each of our campus groups. It takes time to establish credibility and trust, and this process takes constant attention.

We are in the business of building relationships and recruiting. This is true not only for members, but also for allies and supporters. We can build those relationships by working with the campus leadership and by actively involving them in our activities. We should be honest and forthcoming when dealing with difficult situations. We should be taking full advantage of the many campus resources that can support our Fraters' success. Believe that a chapter's relationship with the campus is one of the true barometers of the health and vitality of the chapter. The importance of this relationship, and our genuine investment in it, cannot be overestimated.

Working with Students

There have always been certain challenges for alumni volunteers who work with college-aged students. Some would say this is more pronounced now with the millennial generation, but some of that is overly exaggerated. Volunteers need to take responsibility for establishing relationships with their students, finding effective ways of communicating, providing meaningful guidance and fostering collaborative efforts. By doing so, volunteers can have a lasting impact on the development of young men and the chapters they work with.

Today's students grew up with technology and with mobile devices; they are accustomed to having immediate access to information. This can be a very powerful tool, but it can also seem interruptive or even rude when they pull out their phone and look something up right in the middle of an intense conversation. Asking them to put their phones away during a conversation or during a meal can seem as disrespectful to a student as their using their phone at that time may seem to someone from an older generation. Asking students to put phones or other devices away for the duration of a meeting or retreat can cause reactions ranging from mild irritation to serious anxiety or frustration. People have always had varying styles and preferences related to personal communication; this is just one new facet to that interaction. Having direct conversations about devices and how they are affecting communication and interactions is a valuable step.

Current students are often chronic multi-taskers. They are convinced that they can work on a project while watching a show, texting two other friends and also carrying on an actual conversation. And let's face it, many alumni Fraters believe the same thing. This is not just a generational issue, but many students have taken this to a new level. Research shows that we can fool ourselves into believing in our productivity while multitasking, but that we are only switching rapidly among various tasks and not helping our overall productivity in any meaningful way. Again, direct conversations about how to manage multiple responsibilities and the various communication channels can be very helpful.

Many millennials are comfortable questioning authority. They have a more conversational relationship with many authority figures – and even their parents – at a young age. They have also been more heavily “programmed”; they started having workshops and lessons about a wide range of topics at a much earlier age that we might not have discussed or been introduced to until we were in college or in the workplace. They can sometimes adopt an “I already know that” attitude or “I’ve heard this all before” which can make it more difficult to challenge behaviors and attitudes.

Working with Students (cont.)

Trust is a critical element of all relationships, and much of that is built through time and communication.

Defining clear expectations, following through on expectations, and being consistent are critical steps to building and reinforcing trust. Providing meaningful feedback is another valuable step and one that is often avoided because it might make someone uncomfortable on one end of the conversation or the other. Today's students – like students before them – are generally eager to receive meaningful and well-intentioned feedback. Their demeanor and response may not always show that, but this is also not a new phenomenon. Lessons about responsibility and accountability are critical for college aged students. Your volunteer role comes with both an opportunity and a responsibility to engage this directly with our Fraters both as individuals and as groups.

Work closely with your students, earn their trust, and you will be seen as a valued mentor. Your investment in our young men will pay off wonderful dividends – both for them and also for you. Thank you, again, for investing yourself as a volunteer.



Mentoring

It is not uncommon to see the words “advisor” and “mentor” used interchangeably, but there are vast and important differences. If we alumni can actively embrace our role as mentors – regardless of our titles – we will help our Fraternity thrive now and well into the future.

Be authentic; be yourself. Mentoring is personal, and you will do it differently than anyone else. There are important policies and expectations that all volunteers need to respect and support. Working with that in mind, you are at your most powerful and effective when you are bringing your own true self, your own voice and your personal creativity to the equation.

Invest in the people as much as the process. It’s not just about knowing the checklist of what steps need to be covered. It’s not enough to just “get it done.” Good mentors also serve as teachers and coaches who are helping others understand “why” and “how.” Help support a better understanding of the big picture and better preparation for whatever is coming next.

Clear expectations build strong relationships. Start off by discussing and defining how both of you want the relationship to work. Be consistent and always follow through on your commitments. Living up to expectations is an important element of building trust.

Active listening may be your most effective tool. Don’t just be preparing your next reply; be attentive and listen to what is being said (and also for what is not being said). The better you understand, the better you can support. Mentors don’t need to know all the answers, and they can always help by asking good questions.

Facilitate; don’t fix. Think about how you can empower others rather than just stepping in to direct. Being actively involved in the front-end of the process allows you to influence steps while still in the development/planning phase rather than just reacting later to what you see happening. Reminding them to consider questions that they aren’t thinking about can be very powerful. Give them room to find their own answers.

Mentoring is a two-way street. Volunteering is also a great opportunity for you to stretch, grow and learn. Remember to be open to the possibilities along the way – sometimes those learning opportunities come in disguise. What you get out of mentoring is directly related to how much you put into it, and this is part of what makes volunteering such an enriching experience. Don’t just be a mentor to others; find a mentor for yourself and keep growing in TKE.

Planning

Planning may be the single most important thing volunteers do. This critical stage affects everything we do in TKE. By planning well ourselves as volunteers, we are better prepared to serve. By helping our groups plan better – and further in advance – we can help them to be more creative and successful, to involve more people in the process, to avoid more obstacles and “unforced errors” and to put themselves on a different and stronger trajectory.

First and foremost, volunteers are role models. Being well prepared sets a tone for the students you work with. Your broader perspectives, awareness of the full year ahead, and ability to anticipate challenges makes you a critically valuable resource. They are learning by watching how you approach your role as a leader. We need to not only help ensure that they are covering all of the necessary steps in their planning process, but also that they are starting early enough and thinking far enough ahead to really make it work.

Recruitment is key! Good recruitment requires good planning. Using last year’s schedule and changing the dates does not constitute planning – it is a sign of sheer laziness. What ideas do we have for this year? Who fits best in which roles? Does everyone have the dates? How can we be more visible and be doing something different than everyone else?

Planning on the financial side is critical for the health of every chapter and colony. How much does it cost over the course of a year to be a Frater? Does everyone understand those costs and where that money goes? Is everyone clear on key deadlines and due dates? What plans do we have in place to follow-up with those who don’t meet the deadlines. How are we sharing this information with potential new members during recruitment?

Thinking about conferences has to happen well ahead of time. Province Forums, Regional Leadership Conferences and Conclave are high impact opportunities to learn more for the chapter/colony, to see TKE on a larger scale and to share in the brotherhood across generations. Who wants to attend? Who should attend? Does everyone have the dates on their calendars? How are we planning ahead to support attendance at RLCs and Conclave? Are we requesting additional funds directly from the school? Are we doing additional fundraising to help cut costs? Are we registering early and saving ourselves money?

Risk Management

Tau Kappa Epsilon is concerned for the health and safety of our members. Our risk management guidelines are designed to help reduce risks, realizing that risk cannot be eliminated; it has to be managed and controlled.

The Risk Management Guidelines of Tau Kappa Epsilon includes provisions in each of the areas which follow and shall apply to all Fraternity entities and all levels of Fraternity membership.

- Risk Management Education
- Alcohol and Drugs
- Hazing
- Sexual Abuse and Harassment
- Fire, Health and Safety

More detailed information is available at www.TKE.org/resources/riskmanagement. All volunteers are expected to be familiar with the Risk Management Guidelines so they can be effective in their leadership and advising role.

Tau Kappa Epsilon from its inception has aimed to foster a culture and environment which instills positive values and purpose in its members, in order to make a meaningful difference. We believe that by building better men they will in turn build a better campus, community and ultimately a better world.

Tau Kappa Epsilon emphasizes core values such as integrity, honesty and patience, and is committed to teaching these values to our members.

If you have any concerns or questions regarding the practices of a TKE colony or chapter being compatible with that of the International Fraternity, please direct them to Greg Roskopf, Chief Risk Officer.

So that we may conduct a thorough follow-up on your question or concern, please fill out if applicable an Incident Report and fax to the Offices of the Grand Chapter Fax. 317.875.8353.

Tau Kappa Epsilon takes violations of our risk management guidelines seriously. A response to all valid questions and concerns will be returned in a timely manner. Please note that upon your request, TKE will keep your identity and relationship to the chapter confidential.

Tau Kappa Epsilon thanks you for holding our men accountable and congruent with our values.

Ritual

Ritual is about values. Every time we sit together for ritual, we communicate, share, and reinforce what it is most important to us as Tekes. It is what connects us back to our founders, anchors and guides us in the present, and helps direct us as we build us toward our future.

Volunteers play an important role in encouraging respect for the traditions of our ritual and the consistent use of them within our groups. Initiated Fraters are encouraged to attend ritual along with collegiate members. Volunteers who are not members can still have a voice in encouraging the regular use of and preparation for ritual.

Ritual basics:

- Groups should be having a formal chapter meeting utilizing the ritual at least once a month.
- The group should have enough Silver Books for each officer. The current edition of the Silver Book was published in 2007.
- The rituals in the Silver Book are the only official rituals of Tau Kappa Epsilon.
- Robes should be maintained properly and cleaned periodically.
- Each group should have a complete set of ritual equipment.
- Ritual should be rehearsed so that everyone is familiar with their role and their script.
- Contact headquarters for any questions regarding ritual and/or equipment.

Induction is the one TKE ritual that is open to invited guests. This can be a valuable moment to invite friends and family of potential new members. It is also a wonderful chance to invite in campus professionals, faculty, and other stakeholders. Don't overlook this opportunity to share the celebration with other people who care about these students and/or the entire group.

Initiation is arguably the most important ritual of all. Be sure that your group is prepared, that they have the additional items necessary, and that they have rehearsed so they can create a powerful moment for each man joining the group.

Fraternity for Life is the ritual that celebrates graduation and the transition into becoming an alumni Frater. This ritual should be run at least once a year for graduating seniors and for other alumni Fraters who have not previously had the opportunity to participate in this ritual.

Finances

One of the biggest misconceptions is that financial matters are the responsibility of a single man – the Crysophylos for the collegiates or the Treasurer for the alumni. One of the most common reasons that a group fails is poor financial management -- too many members not paying their bills, expenditures in excess of income, deterioration of physical facilities, cancellation of events, etc. Every man has a right to know how his money is being spent, and should insist that it is spent wisely.

As a volunteer, here are a few things that you can do to increase the probability that your group will be financially stable.

- Insist that a budget be established in a timely manner.
- Require a written financial report periodically (perhaps quarterly).
- Make sure there are sound financial policies for payment of dues and for budgeted expenditures.
- Share appropriate information with all stakeholders.

The Grand Council approves an annual fee structure. New members are charged a Candidate fee and an Initiation fee. Each active collegiate member is charged Annual Membership Fees, Risk Management Fees, and Founders Housing Fee. The Chapter is charged for a Conclave Savings Plan and a Chapter Assessment Fee.

You can learn more about fees at www.TKE.org/Finance.

Recruitment

We've all heard it before. Recruitment is the lifeblood of the Fraternity. Recruitment is 24/7/365. This is not just a cliché. And it's not an exaggeration – it is the reality for the Fraternity. We are a membership based organization and we are always building relationships. As a volunteer, you can support recruitment in three key ways.

Purpose and Planning

Your life experience and perspective can add a great deal to this ongoing conversation; recognize how much you can assist in the big picture and in the planning process. Help the students understand the importance of planning ahead. Creative energy and ideas can help groups diversify their strategies and recruit in new and innovative ways. You can also help students' skill development. Though students interact with peers every day, intentional training and practice for recruitment is critical. Practice and role plays can make a big difference.

Direct Involvement

Attending certain recruitment events can be another way to help more directly. You may be able to help out behind the scenes in some cases, or your own personal story and commitment can be a powerful message to share with potential members. You may even be able to creatively reach out to students' parents.

Recruiting Alumni

And it is not just about recruiting students. Recruiting alumni who can help as volunteers – in either short-term, isolated spots or in longer-standing, more substantial roles is another part of this same equation. It is important for students to take an active role in this, but your credibility and relationship with alumni also positions you to play a significant role in expanding our active pool of alumni.

You can download our Recruitment Guide at www.TKE.org/Guides

Communications and Public Relations

We are constantly presenting ourselves and our Fraternity through a vast array of methods – some of which we are very conscious of and some of which we hardly pay attention to. Whether it's in the promotion of what we do or in the urgency of responding to a crisis situation, we need to take responsibility for managing our communication in a smart manner. Volunteers can help create a greater awareness of the importance of these issues and consciousness of the many channels where it's occurring.

These questions can be used to consider some of the pertinent issues and to start discussion with key stakeholders.

Recruitment

What messages are we sharing in the recruitment process? How are we telling our stories and sharing our values?

Promotion

What kinds of events are being held? How and where are they being advertised?

Social Media

Do you have policies regarding what gets shared on social media? How are we discussing the taking and use of photos – of ourselves, of others, of our events?

Branding

Are we respecting the branding of TKE and the proper use of logos? What's on our shirts? Learn more at www.TKE.org/Logos and find assets to use at www.TKE.org/Rush

Audiences

How frequently are we communicating with each of these stakeholder groups?

Campus? Alumni groups? Parents/Families? Headquarters? Neighbors? Sororities?

Crisis Response

Who would you need to call in case of an emergency situation? Who would take the lead in such a situation? Have you reviewed the Fraternity's crisis communication plan? Learn more at www.TKE.org/RiskManagement.

Year at a Glance

Stay up to date each year with the latest in Tau Kappa Epsilon by downloading the Year at a Glance PDF.

It can be downloaded at www.TKE.org/YearAtAGlance.

Who To Call With Questions

Tau Kappa Epsilon's Professional Staff is here to help you be successful.

If you have any questions, please reach out to the Offices of the Grand Chapter.

For general inquiries:

Email: TKEOGC@TKE.org

Telephone: (317) 872-6533

Address: 7439 Woodland Drive
Indianapolis, IN 46278

Unsure of who to contact?

Website: TKE.org/Contact



TAU KAPPA EPSILON

— Better Men for a Better World —

Established January 10, 1899, Tau Kappa Epsilon is a men's social fraternity founded on the honest convictions of Love, Charity and Esteem.

For more information,
please visit TKE.org

