

*Learning to Leverage ACC Resources: Staff & Technology*

1. ACC staff is here to help you.
  - a. If you want ideas on how to accomplish a particular goal or need advice on setting goals, talk to your ACC staff liaison about receiving assistance with resources and materials.
  - b. ACC staff liaisons will be familiar with your governance documents. Use them as a reference when questions arise.
  - c. Schedule an introductory meeting with your staff liaison to get to know one another, set expectations on work style, level of interaction, and discuss ways they can help you successfully execute your projects and initiatives for the year.
  
2. Invite staff to participate in planning strategy.
  - a. On your leadership calls, staff can advise or connect you with the right person to help on particular issues or challenges that you are facing.
  - b. Encourage open lines of communication and share how often you wish to be communicated with. Some networks are very independent, while others work closely in concert with staff to help accomplish the network's objectives (e.g. global expansion, EMEA/APAC calls, recruiting new leadership, goal-setting based on historical information).
  
3. Use online resources. Below are some examples of online resources available to you.
  - a. Monthly Member Email – ACC's network newsletter service offers networks the opportunity to share resources, interview members, and discuss upcoming programs in a well-designed display with leader headshots and event photos when available.
  - b. Leadership Development Institute (LDI) Website – This website contains great tips and ACC guidelines on chapter/network programs and Annual Meeting events. You will also find a list of important dates, sample marketing letters and other materials that can be adapted by your network.
  - c. Membership Report – This membership report can be used to benchmark your networks monthly call attendance, online forum activity, and overall members numbers against other networks as well as set goals for the year.
  - d. Online membership rosters – This tool provides access to download new network members as well as identify network members by chapter. It can also be used to determine where there is crossover with other networks to foster collaboration.
  - e. Network Resource Portal – This tool provides resource download and program views information on resources and programs hosted for the network.
  - f. Network webpage – Network webpages provide information and access to the network mission, strategic plan, and leadership; upcoming and archived events, and the latest resources and online forum postings. Best of all members can join networks with just one click!
  - g. Workspaces – a collaboration tool within the existing online forums networking platform that allows you to store, share, and comment on documents; vote virtually on network business; and manage projects.

4. Get to know key staff members. Certain staff members have particular expertise that networks can tap into in addition to their staff liaison. For example:
  - a. Tori Payne has extensive experience in leadership, increasing membership, marketing, team building, collaborating with chapters, and strategic planning.
  - b. KJ Forest is well experienced in network/practice area-based group management and virtual event planning.
  - c. Rachel Okolski is ACC's internal point person on developing educational content for ACC's meetings.
  - d. Erin Berkowitz can help you with questions on developing written resources or creating a project plan for an ACC Guide (formerly InfoPAK)
  - e. Laura Cox is ACC's internal point person on webcasts.
  - f. Josh Shields and Danielle Maldonado are the points of contact for the ACC Docket.

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