



JOB'S DAUGHTERS UNIVERSITY JDU

2019 EDITION

JOB'S DAUGHTERS INTERNATIONAL

LANDMARKS

Job's Daughters was organized and consent obtained from J. B. Fradenburg, the Most Worshipful Grand Master of the Grand Lodge of Nebraska, the Worthy Grand Matron of Nebraska, Mrs. Anna J. Davis, and the Worthy Grand Patron, James E. Bednar, Order of the Eastern Star of Nebraska, to work under the following landmarks:

- First - To be known as Job's Daughters.
- Second - Membership to be composed of developing girls who believe in God and bear a Masonic relationship.
- Third - The meeting place to be called a Bethel.
- Fourth - The teachings based on the "Book of Job" (with special reference to the 42nd chapter, 15th verse).
- Fifth - To be taught in three epochs (not degrees).
- Sixth - Motto "Virtue is a quality which highly adorns woman."
- Seventh - The emblems to be the Open Book, Horn of Plenty, and the Lily of the Valley.
- Eighth - Requiring all members, guardians, and visitors to assume a pledge, based on honor.
- Ninth - To be a democratic organization with the right of appeal to a supreme authority, with all members and guardians amenable to the laws.
- Tenth - A Supreme Guardian Council with Constitution and Bylaws in conformity with the landmarks governing Supreme Guardian, subordinate Guardians, and Bethel members.

Ethel T. Wead Mick, Founder

Emblems and Motto

The **Motto** of Job's Daughters is:

"Virtue is a quality which highly adorns woman"



These are the emblems of Job's Daughters. "Iyob Fillae" is Greek and Latin for Job's Daughters.



The Honored Queen represents the Horn of Plenty which symbolizes reward.



The Senior Princess represents the Urn of Incense which symbolizes prayer.



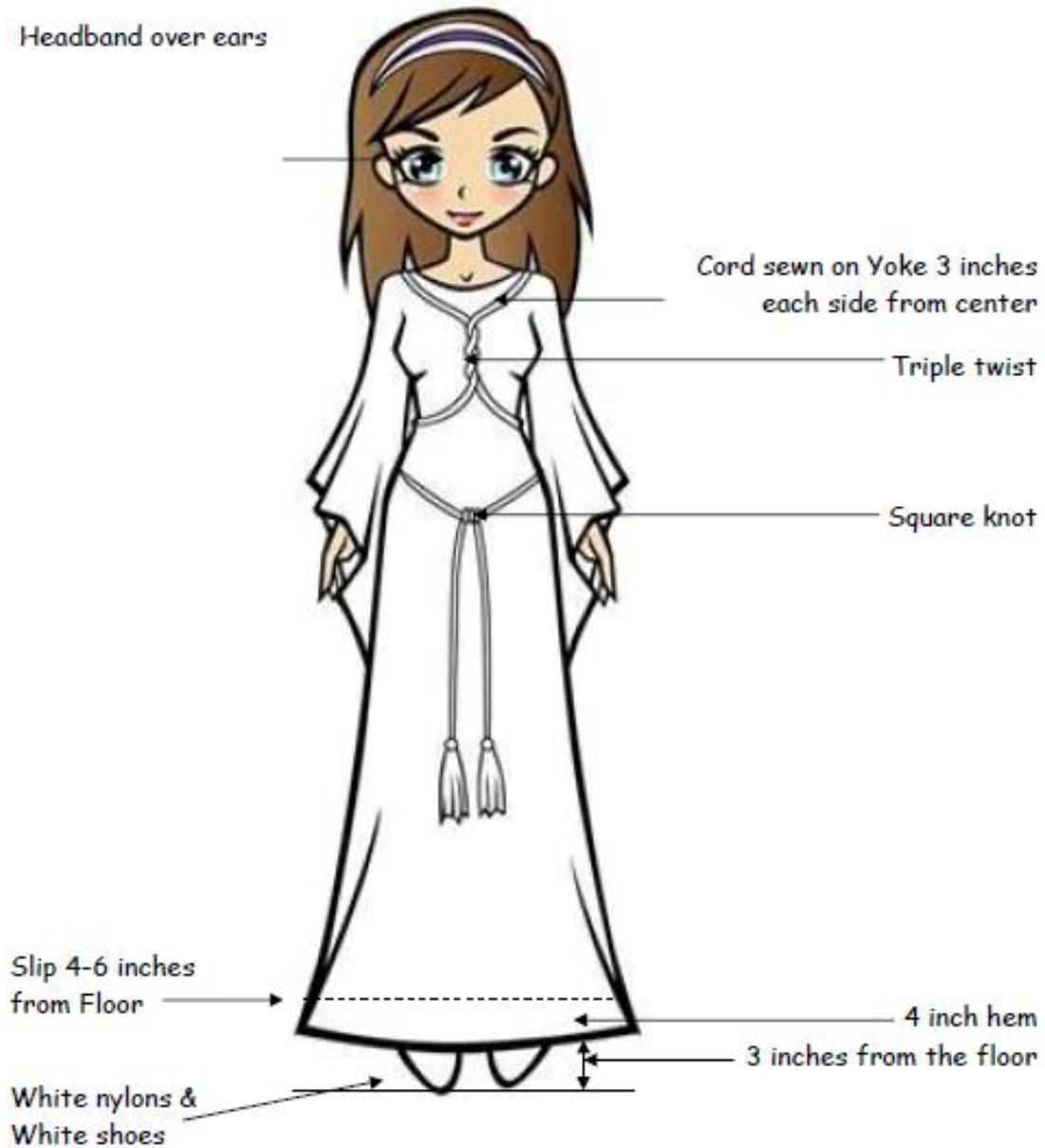
The Junior Princess represents the Dove which symbolizes truth.



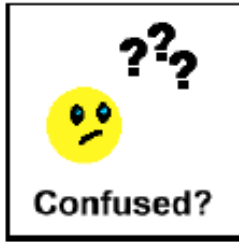
The lily of the valley is the flower of Job's Daughters, which symbolizes humility.

REGALIA

Headband over ears



Remember: a wristwatch and one other piece of jewelry (approved by council) can be worn with the robe!



What are they talking about?

It may appear that Job's Daughters has its own 'language'. Here are some of the words you may hear and what they mean:

Associate Bethel Guardian: A man who is a Mason and assists the Bethel Guardian. This man provides facial tissue, cough drops, bandages, bobby pins, carries everyone's stuff and more!

Bethel Choir: A choir made up of Job's Daughters.

Bethel: 1) Biblical term meaning "holy place"; 2) room where Job's Daughters holds its meetings; 3) a local Job's Daughters group (i.e. Bethel #47).

Bethel Guardian: A woman who is the head adult leader of the Bethel. She oversees the activities of the Bethel and Bethel Council. This is one busy lady but never too busy for the girls!

Bethel Guardian Council: A group of adult volunteers who advise the Bethel. The Council is led by and includes the Bethel Guardian. Each Council Member has a specific job in the Bethel.

Chaplain: Leads the Bethel in prayers.

Daughters: Members of Job's Daughters International.

Guide and Marshal: Elected officers before Senior and Junior Princesses (see "Line Officers").

Grand Guardian Council: The state governing level of Job's Daughters.

H.I.K.E. Fund, Inc.: The Hearing Improvement Kids Endowment Fund: This is the official charity of Job's Daughters.

Honored Queen: President of a Job's Daughters Bethel, aka 'Big Cheese', 'Head Honcho', 'High Mucky Muck'...you get the idea. ☺

Initiation: The special ceremony when a girl becomes a Job's Daughter. It is a beautiful ceremony with nothing embarrassing in it.

Inner and Outer Guards: Persons who guard the doors to the Bethel meeting room.

Installation: A big event during the term. Held once every six (6) months; this is the Ceremony that everyone in the Bethel gets a new office and the new Honored Queen is crowned. Bethel Installations are open to the public! Be sure to dress nice as it's a snazzy affair!

Job \job\: Not something, you do to earn your allowance or pay for lunch money, but a book from the Bible. The book of Job is an age-old story about keeping your faith during a crisis. Not easy—especially when you are a teenager!

Jobie-to-Bee: A program for girls who want to become Job's Daughters. They get to do Bethel activities (but not yet Bethel meetings) and learn about the Order so they are ready to join as soon as they turn ten (10). Their mascot is the bumblebee.

Librarian: Gives a special report every meeting. It can be a favorite poem, story, informational story or even a guest speaker.

Line Officers: The elected officers of the Bethel (Marshal, Guide, Junior Princess, Senior Princess and Honored Queen). The elected officers are a path that lead up to Honored Queen (HQ). Officers can also be selected by the Bethel Guardian Council to fill these positions.

Majority Member: A Job's Daughter who is over the age of twenty (20) or has married. Majority Members are often active in Job's Daughters as adult Council Members.

Messengers: Initiation team that tells the story of Job.

Musician: Plays the piano (or organ or other musical instrument) during Bethel meetings.

Paraphernalia: The items we have on display and use in the Bethel room during a meeting, such as the Bible, flags, altar cloth, dove, urn, etc.

Protem: A person who acts as a temporary substitute in an office.

Recorder: Secretary

Ritual: Our script! The little purple book outlines our procedures and has our lines in it for meeting and initiation. For you curious or skeptical types, our Job's Daughters ritual is on file at the Library of Congress of the United States.

Senior and Junior Custodians: Set up and take down the items needed for the Bethel meeting.

Sidelines: The seats along the side of the Bethel room where members, who are not Officers, the Council members and visitors sit during the meeting.

Supreme Guardian Council: The international governing level of Job's Daughters.

Term: The period of time for which we hold offices (in the case of Job's Daughters, this is typically six (6) months).

Treasurer: Keeps track of the Bethel's money.

Abbreviations

JDI:	Job's Daughters International
IOJD:	International Order of Job's Daughters
HQ:	Honored Queen
MM:	Majority Member of Job's Daughters
BG:	Bethel Guardian
ABG:	Associate Bethel Guardian
BGC:	Bethel Guardian Council
GG:	Grand Guardian

If a title has a "P" in front of it, that means that the person once held that position. For example, **PHQ** is Past Honored Queen.

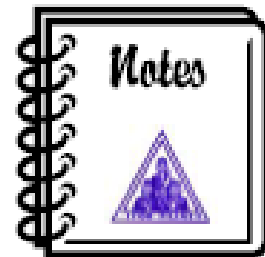
RITUAL READINESS AND REMINDERS

Current Ritual = Copyright 2012 (spiral bound)

Page(s)	Subject
10-11	General Instructions <ul style="list-style-type: none"> • No short form of the Ritual • How to sit/stand • How to properly address Honored Queen
12-15	Preparation of the Bethel Room <ul style="list-style-type: none"> • Marshal & Custodians • Messengers' Semicircle • Emblem Placement
15	Attitude of Prayer
15	Floor work
16	Parliamentary Procedure (How to make a motion)
17	Rap of the Order
21	Instructions for Inner/Outer Guards
24	Instructions for Chaplain
27	Opening Ceremony
115	Pronunciations
116-117	Definitions

SET SOME RITUAL GOALS –AS A BETHEL AND AS AN INDIVIDUAL

1. Floor work
2. Pronunciations
3. Stations/Duties
4. Goal – learn/memorize, if able, station by end of term



GENERAL INFORMATION

Marching

Keep your arms at your sides as you march. Do not swing them but let them naturally rest at your sides without too much movement. Keep your arms close to your body.

The Ritual requires that you turn square corners. As you approach the location where you will turn, plant the foot opposite of the direction you're turning. In other words, if you're turning left, plant your right foot and pivot on it. If you're turning right, plant your left foot and pivot on it. Do not rise on the ball of your foot as you pivot.

Keep your heel close to the floor. After pivoting, continue to walk by taking a step with your other foot. Do not bring your feet together as you make the turn.

Sidelines and Marching Lines (Ritual, Page 15)

The sidelines on the North and South sides of the Bethel Room are one step in front of the first row of chairs. (The North side is where the Bethel Choir is located and the South side is where the Guardian and Associate Guardian are located). When asked to rise and step to the sidelines, rise and take one step forward.

The North and South Marching Lines are two steps in front of the first row of chairs. When marching from the sidelines, take an additional step forward before marching. The Guide and Marshal should always march two steps from the first row of chairs on the North and South, the West Dais and the Custodian's chairs in the East.

- The East is where the Honored Queen and Princesses are located.
- The East Marching Line is two steps west of the front of the Custodians' chairs.
- The West is where the Guide and Marshal are located.
- The West Marching Line is two steps east of the West Dais.
- The Altar Marching Line is two steps east of the Altar.

Sitting properly during a Meeting (Ritual, Page 11)

Sit with your back straight, making sure that your shoulders are not resting against the back of the chair. Do not rest your arms on the arms of the chair. Place your hands in your lap.

Your feet should be flat on the floor and together at all times. Your knees should also be together at all times. Keep your head looking straight ahead, except when specified by the Ritual.

Why does this matter in my local Bethel? Doing this correctly will help you be properly prepared to compete at the Supreme level where this could make or break your judging score. Not to mention, why not do it right and make the best impression you can! ☺

Raps (Ritual, Page 17)

When the Honored Queen raps the gavel:

- Three times, it means that the assembly (everyone in the Bethel Room) should rise.
- Twice, it means that only the Bethel Officers rise.
- Once, it means that anyone standing should be seated.

One rap can also call the entire assembly to order, or it signifies that an Order of Business, a motion or an action has been completed.

Addressing the Honored Queen (Ritual, Page 11)

When standing to address the Honored Queen, do not push off from the chair. Stand with no support from your hands or arms.

Your hands should fall to your sides as you rise. Leave them at your sides until you sit down, then return them to your lap.

When addressed by the Honored Queen during the Opening Ceremony, rise, face the Honored Queen, and bow your head slightly with your eyes lowered. Do not speak until you have raised your head. Then answer, "Honored Queen."

At all other times during the ritualistic work, Officers do not bow or answer, "Honored Queen", when addressed by the Honored Queen.

During the Order of Business, members desiring to speak must stand and be recognized by the Honored Queen before speaking. The members shall begin their remarks by saying, "Honored Queen".

How to make a Motion and the Voting Sign (Ritual, Pages 16 and 17)

After standing and being recognized by the Honored Queen, the member says, "Honored Queen, I move that (state the motion....)"

Another Bethel member may rise and say, "Honored Queen, I second the motion," without waiting for recognition by the Honored Queen.

The Honored Queen says, "It has been moved by (name) and seconded that (repeat the motion). Is there any discussion?"

Any member of the Bethel is privileged to take part in the discussion. The Honored Queen does not take part in the discussion while presiding. The Honored Queen and the Bethel Guardian should see that the discussion is confined to the point in question.

After discussion is completed, the Honored Queen says, "Are you ready for the question?" If there is no further discussion, the members remain silent. Note that only active and Majority Members of the Bethel may speak in a Bethel meeting. The Honored Queen retains the prerogative to let a non-Majority Member speak.

Then the Honored Queen says, "All those in favor of (repeat the motion), will vote by the voting sign of the Order." (Pause to count the vote) "Those opposed, same sign." (Pause to count the vote) "The motion is carried." Or, "The motion is defeated." One rap of the gavel.

The voting sign of the Order is given by raising your right hand from elbow height. Continue holding your hand up until the Honored Queen asks for those with an opposing opinion to raise their hands, or when she declares the motion "carried" or "defeated".

Attitude of Prayer (Ritual, Page 15)

The Attitude of Prayer is assumed by bowing the head slightly with your eyes looking downward. Your hands are placed palm to palm with your fingers pointing upward. Fingers remain together and are not spread. Your thumbs should rest on your breast bone (or on the three twists of your robe cord). Your

forearms should follow the line of your cord and your elbows should be close to your body. Your chin and fingers should not touch.

Wait for the Chaplain to assume the Attitude of Prayer before you do. When the Chaplain replaces her hands at her sides and raises her head, you should do the same unless the Ritual specifies otherwise.

DID YOU KNOW? Majority Members of ANY age may assume the Attitude of Prayer!

HELPFUL INFORMATION

- Commas in the Ritual indicate a pause in your recitation.
- When saluting the Flag as it is presented in the Bethel meeting, when the Marshal turns to the East at the Altar Line, all in the Bethel Room shall face the Flag and follow it as it is taken to the East. That means you will turn your body to follow the Flag as it passes.
- Never walk between the Altar and the Honored Queen's station in the East when the Bible is open unless indicated in the Ritual as a part of the marching lines.
- Jewelry worn during a meeting is limited to regulation membership and/or officer's jewels, awards, a wrist watch and one additional piece of jewelry in keeping with the regalia of the Order and approved by the Executive members of the Bethel Guardian Council.
- Do not chew gum in the Bethel Room or when wearing the Robe.
- Cord on Bethel Robe should be tied with three (3) twists and a square knot.
- Majority Members have all of the rights and privileges of an active member with the exception of voting rights. For example, they can comment of business being discussed, ONLY in the Bethel of which they are a Majority Member.

Opening Ceremony (Ritual, Page 27)

- Daughters mark time to music and start marching with left foot first.
- Ante-room door and Preparation room door are left open.
- Guide and Marshal walk toward East with officers following, forming an aisle the width of the Altar.
- Junior Princess and Senior Princess stand in line, face East and turn with officers, then go through "honor guard" toward East (page 30).
- Bethel Guardian and Associate Bethel Guardian do not return to their seats until all Daughters have left the East line.

Presentation of Flags (Ritual, Page 36)

- Preparation door stays open until Bethel Flag is presented, Outer Guard closes this,
- Honored Queen raps as soon as Flag enters room.
- Flag Bearer stands between the First and Third Messengers when presenting Flag at Altar.
- Messengers, Treasurer and Chaplain turn to face Flags.
- All Flag Bearers always turn body when leaving position west of Altar. Flag remains facing toward East.
- When Flag is placed in East, ensure that material is draped around staff but once the flag has been posted, per Flag protocol, do not touch the flag.

Pledge of Honor for Adults (Ritual, Page 37)

- Chaplain begins marching when Musician begins playing.
- When approaching Altar, Chaplain waits until music ceases before kneeling.
- When attending at the Altar, the Chaplain turns halfway between the Altar and the East.
- Pledge is given by Chaplain, standing halfway between the Altar and East Dais.
- When Pledge is complete, Chaplain starts back to her chair. She does not take any steps backwards before doing so.

Opening Prayer/Lord's Prayer

- When approaching the Altar for prayer, the Chaplain marches to half way between Altar and East. Does not turn back on Altar when returning to station.
- The Lord's Prayer wording is "in earth".
- Inner Guard informs Outer Guard that the Bethel is in session, closes doors and informs Honored Queen what she has done. If there are visitors waiting to be admitted, she remains standing until acknowledged by the Honored Queen, otherwise she leaves the door open.
- When allowing visitors to enter, the door is opened by the Guard who responds to the raps and is closed by the Guard who can do so easily. The Guards always face North when allowing others to enter.
- Recorder takes her seat at desk when meeting is declared open by the Honored Queen.

Escort, Introductions and Honors Instructions (Ritual, Page 54-58)

- Honored Queen should extend hand of welcome to visitors approaching the East.
- Honored Queen does not say "back" to sidelines.
- Honored Queen raps when first visitors have left the East Line or when they reach a point in line with the back of the Custodian's chairs.
- Guide and Marshal thank visitors for coming when at Waiting Stations.
- Honored Queen does not rap gavel if a hearty welcome is given.
- Honored Queen raps after completion. Guide and Marshal go back to their stations and are seated.

Instructions for Chaplain (Ritual, Page 24)

- Chaplain doesn't sing response after Obligation.
- Chaplain does sing the Mother's, Father's and Guardian's Prayer as well as the first verse of "Now Our Work Is Over".
- When you stand to make a motion, always wait to be recognized by Honored Queen.
- Communications – before reading letter, the Recorder should announce from whom the letter has been sent.
- The Recorder should also announce that "the bills have been audited".
- Daughters should ensure that they are aware of what is read and approved under "Bills" and "Receipts".
- Honored Queen raps after each order of Business.

Closing Ceremony ((Ritual, Page 68)

- Honored Queen waits for Recorder (and Treasurer if at a desk) to return to her station and the Outer Guard to go to the Ante Room before continuing with the Closing Ceremony.
- Senior Custodian removes Fifth Messenger's chair.
- Messengers turn out on the first chord of music. Fifth Messenger faces South.
- Bethel Guardian and Associate Bethel Guardian move to East when Custodians reach Altar Line, after removing chairs.
- In the Closing Cross, a the Honored Queen moves around Altar, Daughters in arms of cross move East, i.e. all move together to form the Cross.
- The arms of the cross are in line with Daughter who is Chaplain.
- When kneeling in Cross, the Daughters kneel on right knee, then left knee and then form the attitude of prayer (head bowed).
- When rising from Cross, the Daughters drop hands, raise left knee and then stand.
- This movement is performed to the chords given by the Musician.
- When leaving Cross, Daughters march to two steps in front of the Honored Queen and without pausing, nod slightly before alternately turning right and left. The Honored Queen responds with a smile but does not nod.
- Senior Princess and Junior Princess stand two steps in front of the Honored Queen, west of the Altar, facing West.
- Guide and Marshal nod to each other to face East when all officers have reached the West line. They then face East as Honored Queen, SP and JP move toward the West line and stand two steps in front of the line of officers.
- Bethel Guardian says "This concludes our ceremony", she bows to Officers, the officers bow to her, and the Bethel Guardian raps the gavel once.



**Job's Daughters
International**

Mothers', Fathers' and Guardians' Prayer

*Our Father in Heaven, we adore Thee for thy loving Kindness and thank
Thee for Thy many blessings*

Bless, O Lord, we beseech Thee, our mothers, fathers and guardians.

Help us to be more loving and obedient unto them day by day.

Bless and protect, we pray Thee, the Master Masons who give us heritage.

*And when our life on earth is ended, may we gather in the Great Bethel
on high.*

We ask in Thy name's sake.

Amen.

Form 237

HELPFUL HINTS ON PLANNING

Job's Daughters meetings are run per ritual. We do not have to do a lot of extra planning other than the business items we need to process. That gives the Honored Queen and the Line Officers more time to think about what it takes to have a successful meeting and a healthy group of members.

Here are some things to keep in mind:

- Remember the ages of your members. You will need to educate the younger and newer members, while keeping the interest of the older members and those who have been members for a longer time.
- What are the needs and interests of the members?
- Have the members been reminded of the meeting at least 48 hours ahead of time?
- Do I have an orderly agenda?
- Am I organized so that we can get through the meeting efficiently and still have time for some socializing and fun before leaving?

Preparing an Agenda

Make sure you have all of the information you will need to plan your agenda.

- Calendar
- List of events coming up
- Business items which need to be discussed

It is a good idea to have a binder to keep your agendas and notes. Remember that information is power. Be accurate, share with everyone.

When elected/selected or protemming as Honored Queen of the Bethel, make arrangements to call your Bethel Guardian at an arranged time before each Bethel meeting. This will allow you to go over the agenda and business items so you are familiar with what will need to be discussed. The Guardian should have correspondence and information necessary to completing the agenda.

Having all of your business written out ensures that you will not leave out details necessary to bring to the members' attention. Listing the members names under each item of business requiring sign up to take part or attend, makes it much easier to note who is signing up as quickly as possible. Bring your previous agendas to each meeting so you can refer to them.

Executing the Agenda

- Start the meeting on time.
- Stay on track.
- Know your part and the business topics so the meeting runs smoothly.
- Speak clearly.
- Insist on order. Talk to the group. Do not allow side conversations.
- Make sure everyone who speaks can be heard. Make sure they explain fully what they are talking about. Don't assume that all members know about each project or event.
- Keep track of who is responding. Draw people out. Silence isn't always agreement.
- Be aware of the mood of the group.
- Involve the members in planning, decisions and problem solving.

- Delegate. Give jobs to people according to their abilities and then check with them to see that they are on track.
- Reward your members and Council!

Planning an Event

Answer the five "W" questions:

What: What is the event (Spaghetti Supper, Friendship Meeting, etc.)?

Why: What are you hoping to accomplish with this event (make money, promote Job's Daughters, encourage friendship, etc.)?

When: When is the event (date & time)?

Where: Where will the event be held (Masonic Temple, park, etc.)?

Who: Who should attend the event (members, prospective members, other Bethels, family, general public, etc.)?

Determine "How" the event will be accomplished:

- Divide the event into its component parts. Will there be a rehearsal? decorations? refreshments? a theme? Remember that each component of the event will need to be planned.
- Determine your labor requirements. How many people will you need to get the work done? Draw up a tentative list of people who can do each task.
- How will the people who should attend the event learn about it? invitations? posters? flyers? advertising? PSAs (Public Service Announcements)?
- Set up a calendar for the event. As you decide on deadlines for each part of the event, mark it on the calendar.
- Set up a budget for the event. As you decide on each component of the event, estimate its cost. Then determine the total cost for the event. Can the Bethel afford to support the event? or will you need to request donations of food, materials, etc., from the members and/or the Bethel Guardian Council?

Tips for accomplishing the event:

- Give you and your committee enough time to get the job done! Planning backwards allows you to best use your manpower and to not underestimate the time needed to accomplish the task.
- Give your helpers a deadline by which to accomplish their part of the project.
- Check in with your helpers before their deadline to see how things are going. Help them solve unexpected problems. Let them know you will be checking in with them from time to time. This will help to keep them working.
- Praise all efforts and good work in both private and public. This will encourage people to want to work for you.
- Handle all problems in private. Consult with the Bethel Guardian if you encounter problems you can't handle. Encourage rather than blame.

Bethel Guardian Council Checklist:

- Does the Council have a Handbook and Book of Ceremonies?
- Does the Bethel have the proper books?
- Do the Council members know what their duties are, and how they all fit in?
- Are they doing the proper planning with the officers, especially the Honored Queen and Senior Princess?
- Are the adults really listening to the girl's requests and concerns?
- Is the Permanent Record Book up to date on all girls?
- Are the Council members making sure the girls understand the work and are doing it properly?
- Is the business of the Bethel being channeled properly? Do the girls vote on requests and spending?
- Is the Bethel Guardian informing the Honored Queen of all business to come before the Bethel in proper time for her to handle it? Does the Bethel Guardian know she is not to advise or interrupt during the meeting?
- Does the Council know where to send money? Where to send requests? Where to order supplies?
- Are elections being handled properly? There are several options now. Are the election talk and reading of Bethel Bylaws concerning election being read at the proper meetings?
- Does the Council understand about the annual report and when that is due?
- Do they understand how to apply for the Awards each term from the Grand Bethel and Grand Guardian Council?
- Are Bethel Bylaws up to date?
- Are the Bethel books being kept correctly? Are they being audited at the end of each term?

TEN COMMANDMENTS FOR RELATIONSHIPS

1. Speak to people. Speak to everyone, especially to those whom you do not know well. There is nothing quite so nice as a cheerful greeting.
2. Smile at people. It takes 72 muscles to frown and only 14 to smile. Your smile is one of your finest assets. Use it! It does not cost a thing!
3. Call people by name. The sweetest music to any person's ears is the sound of his or her own name. If you do not know the someone's name, introduce yourself and likely the person will respond with his or her name.
4. Be friendly and helpful. If you want friends, learn to be a friend. Everyone needs them. No one has too many.
5. Be warm and cordial. Try to speak and act as if everything you do is a genuine pleasure.
6. Be genuinely interested in people. Try to like everybody and everybody will like you. Do not limit yourself to a few friends when there are so many likable people about you.
7. Be generous with praise. And be just as sparing with criticism.
8. Be considerate of the feelings of others. There are usually three sides to a controversy: yours, the other person's, and the right one. Try to see them all.
9. Be alert to give service. What we do for others counts most in life. Try giving yourself away. It's fun!
10. Develop a sense of humor. To this good sense of humor, add a generous dose of patience and a dash of humility. Then get ready to receive many blessings.

LEADERSHIP

What is it ?? What makes a successful leader ?? Can you do it ??

MAKING THE BEST OF YOUR ABILITIES

Every person has different abilities and different talents. Start today to know yourself... find out what your strong suits are... and then work to develop them. Emphasize your assets and don't worry about limitations or shortcomings.

ENERGY and STAMINA

No matter how overworked, a strong leader seems to acquire a second wind when needed. Many good leaders retire late and rise early. Learn to conserve your energy so you can do your best at all times. Learn to use your waking hours to the fullest.

POSITIVE SELF-IMAGE

Whether they are tall or short, thin or heavy, young or old, a positive self image transforms people into good leaders. They become attractive and interesting individuals to their audience.

ASSERTIVENESS and DARING

Don't allow people to take advantage of you. Speak up... even if softly... and make sure your voice (and opinion) is heard. Do it tactfully and with good style. Don't confuse abrasiveness with assertiveness. Be daring... follow clues, take chances (but think them through first), and don't procrastinate.

QUALITIES OF LEADERSHIP

You don't have to be a "brain" in order to be a good leader. A logical straight forward and organized manner of looking at the world will help immensely. Don't rationalize; be true to yourself. A good leader understands that not everything will be successful, and good leaders develop a good rate of "bounce back ability". Every good leader forgets the difficulties they encountered along the way (or choose to ignore those difficulties). Consider past problems unimportant. Look to the future and work on solutions.

CONCENTRATION and COMMITMENT

Remember that a good leader needs to pull, not push. Focus your energies on this to help achieve your goals. Don't allow others to change you, either by their attitudes or their problems. Follow through! A good leader believes in his or her self and in what they are doing.

RESPECT MISTAKES

Everyone makes them! Don't be afraid of them. Instead, learn from them but try not to make the same mistake twice.

HANDLING EMOTIONS

As a good leader, try not to panic with problems. Strive for self-control. Learn to shrug off as many trivial, unimportant problems as possible. Face criticism openly. Don't cry, pout or have a display of temper. A good leader expects a lot of themselves, and they should always expect a lot of their followers. When you expect to be successful, you usually are.

KNOWLEDGE – THE KEY TO SUCCESS

Good leaders do their homework on a problem, a project or on business. Ask questions... observe... read...develop a strong network... and your combined package of knowledge and skills will create the success for which you strive.

Leadership within Our Bethels

What is leadership?

Leadership is inspiring and helping people to work toward a goal. Since Job's Daughters is a 'teaching organization', you will have the opportunity to learn leadership skills. If you are elected or selected to a Line Office, the members look up to you so it is your duty to ensure they have a good experience.

You, as a leader, are entrusted with providing the opportunities so the Bethel can achieve goals. Remember that you are here for the members, and it is their term in which they are **letting you** be one of the leaders. Therefore, it is important that you do your best to **meet their expectations**. As a leader, you will fulfill your leadership responsibilities when you do your part to help the Bethel reach its goals. This must be your number one priority! You do not represent only yourself, or two or three of your friends in the Bethel or necessarily the wishes of the adult leaders. You represent the entire Bethel - each and every member.

What is the role of the Bethel Guardian Council?

The Bethel Guardian Council should serve as advisors and mentors to the Bethel. This is your organization, and the members determine what the Bethel does within what is permitted in the Constitution and Bylaws. The Council members may occasionally take the lead on activities, or assist in completing certain activities as it is within their responsibility to ensure the Bethel remains on course.

How do we lead?

There are many ways to lead:

- **Setting an example** for the other Bethel members to follow by observing what you say and do;
- **Helping to settle differences** and disagreements by encouraging a spirit of cooperation and togetherness among all members;
- **Introducing new ideas** that help solve problems and offer new experiences that the Bethel will enjoy.

What role does communication play?

In order to be effective, you must communicate clearly with the members and especially the Bethel Guardian Council. That means:

1. You must tell the Bethel Guardian Council of your concerns, your desires and your plans. It is impossible for the Council to assist you unless they know all the facts. They can help you to avoid problems by letting them know what you're thinking, feeling and what is happening in the Bethel.
2. You must be open in your communication with the members. Don't shut anyone out! You owe the same treatment to everyone. Communicating means listening to the members.

Listen carefully so that you will know what's going on in the Bethel, what the members are thinking and what will help the Bethel operate even better.

3. Keep a positive attitude. Even if you disagree with what's going on or being said, don't let emotions interfere with clear thinking. Analyze each situation based on what you believe is best for the Bethel as a whole. Then offer your opinion weighed in balance with the needs of the Bethel. And when a decision is made, accept it and stand united with the majority. Make the best of every situation.

What other leadership traits are important?

- Help to develop a team spirit in the Bethel. You can only be successful if you all work together. Your job is to keep the Bethel from dividing into different groups. The bottom line is that you are all here to accomplish the goals, and it can't be done without the support of one member. The presence of a team spirit assures you that you are accomplishing the goals.
- Be **supportive of the members** and overlook their faults. Everyone has faults, and everyone makes mistakes, including the Bethel Council members. When this happens, try to be constructive, tolerant and tactful.
- Be fair by treating all members the same and assuring each has an equal opportunity. This leads to an equally good effort from all members.
- Strive for the success of Bethel goals. Be sure to show more interest in group goals than personal gain. No member has to belong to our Bethel. They can quit at any time. Therefore, to maintain their involvement, you must work for the goals of the entire group. Your personal goals are secondary.

What should I do to forward the goals of the Bethel?

1. Remind members of the Bethel's purposes when they have lost sight of the real purpose for the activities.
2. Provide encouragement by showing appreciation for good ideas and extra effort.
3. Stress compromise and cooperation among the members. If someone is out of line in their activities, then bring the situation to the attention of the Guardian or Associate Guardian.
4. Ask the opinions of others about what the Bethel is doing.
Get to know each member. Talk with the members as often as possible. Become familiar with each of them. Then you will be able to know more about them, their capabilities and their thoughts about the Bethel.
5. Be creative in the activities of the Bethel. There are some activities that will have to be done each term, but also search for other activities that are new and different. A dull, repetitious routine can result in boredom and lack of interest in the Bethel. A successful leader is the one who thinks of new and better approaches to activities.

Who is responsible for getting what done?

Everyone should accept responsibility for getting things done in the Bethel. This happens when the elected leaders are actively involved by:

- taking the initiative to make sure something gets done that needs to get done. Don't wait for someone to tell you to do it; offer your help and information.
- ask for help if you need it. Get as many involved as possible. Don't wait until the last minute to inform the Council that a project isn't going well.
- be decisive, energetic and enthusiastic. Know when and how to say "no," whether it is to more responsibilities that you won't have time to complete or to doing something that won't move the Bethel toward its goals.

How will I benefit from this experience?

1. You will possess a self-satisfaction when you give it your all and the Bethel and members benefit from your leadership.
2. You will develop greater self-confidence by successfully completing your years of leadership in the Bethel.
3. You will grow in leadership skills, which you will be able to apply throughout your life.

TOLERANCE

We all need to practice the concept. Adults should be showing the girls they can accept differences between themselves and work together. The example still has to be set. That does not change from year to year. We have to begin by thinking of what the influences are on another person's life, what was going on in the world when their value system was being developed, in order to make our acceptance work.

INSPIRATIONAL QUOTES

"We generally change ourselves for one of two reasons: inspiration or desperation." -- Jim Rohn

"The time is always right to do what is right."
Martin Luther King, Jr.

"Be prepared to reinvent yourself every year. Imagine starting over with no limitations or encumbrances." -- Brian Tracy

"Whatever your present situation, I assure you that you are not your habits. You can replace old patterns of self-defeating behavior with new patterns, new habits of the effectiveness, happiness, and trust-based relationships."
Stephen Covey

"There is nothing wrong with change, if it is in the right direction." -- Winston Churchill

"Today changes must come fast; and we must adjust our mental habits, so that we can accept comfortably the idea of stopping one thing and beginning another overnight... We must assume that there is probably a better way to do almost everything. We must stop assuming that a thing which has never been done before probably cannot be done at all." -- Donald M. Nelson

"You must be the change you wish to see in the world." -- Mohandas Ghandi

"What the caterpillar calls the end, the rest of the world calls a butterfly." --Lao Tsu

Reminders for Bethel Guardians & Guardian Secretaries

Insurance

- For insurance purposes, the Bethel's written records must include a clear reference to all approved Bethel activities. Preferably this reference should occur in the minutes of the Bethel meeting, but, if an invitation arrives too late to be considered at a regular meeting, make sure that the reference is in the Bethel Guardian Council minutes.

Invitations

- Invitations to Bethel events should be sent at least 4 weeks before the event by the best means to communicate with your audience.
- All correspondence to Bethels should be mailed to the Bethel Guardian or Guardian Secretary, not the Masonic Temple where the Bethel meets.

Correspondence

- Make sure correspondence is being read in the proper order:
 1. Supreme Guardian Council
 2. GGC/JGC
 3. Other Bethels
 4. Other Masonic organizations
 5. All other
- When reading correspondence, read the sender's name first.
- Correspondence that arrives too late to be considered in a Bethel meeting does not need to be read as part of the correspondence.
- Correspondence that is very lengthy may be edited by the Bethel Guardian or Guardian Secretary as long as the complete correspondence is made available after the meeting to any member who wishes to read it.

Business

- Reports are made on any approved event that has occurred since the last meeting.
- Unfinished Business is all things previously discussed in a Bethel meeting but which has not yet occurred.
- New Business is all things not yet discussed at a Bethel meeting.
- Remember that no adult may debate questions arising in a Bethel meeting unless she/he is an executive member of the Bethel Guardian Council or a Majority Member of the Bethel. If the Honored Queen feels that she needs information or an opinion from an adult not privileged to speak during the business meeting, she must call upon the adult for such information or opinion.

Chaperones

- All chaperones for any activity **MUST** be approved by the Executive Members of the BGC.
- There shall be one adult chaperone for every five girls.

Guide to Social Media for Bethels

As an institution, it is important that we utilize modern technology effectively after all, we may have the greatest organization in the world for girls, but if no one knows who or what we are if we do not advertise effectively we cannot grow. This effort begins at the Bethel level, and it is at the Bethel level that it is most vital.

Who's My Audience?

The first and most important thing to figure out is who your audience is. Who are you interested in reaching:

- Prospective members?
- Their parents?
- Members of the larger Masonic community?

It's all right if your answer to this question is "Yes!", but it's important to know who you're trying to reach with any given platform. Some platforms are better for reaching a particular audience than others.

What Do I Need

It seems like every day brings a new social media platform. Once upon a time, your only option was a webpage made on Geocities or Tripod, and it was more a novelty than a useful tool. In the modern day, however, any organization of note is expected to have a social media presence. Moreover, to the current generation, if they can't find an organization or resource online, many assume it simply doesn't exist.

If you want prospective members to know you exist, you need to have a social media presence.

It's important to bear your audience in mind when you decide on a social media strategy. It does no good to maintain a Twitter account, for example, if your intended audience doesn't use Twitter. Most likely, you'll have multiple audiences and multiple platforms. Use them ALL and use them WISELY!

Webpages, Pros and Cons

Webpages are the most common platform for social media, and still expected. Websites are useful for hosting static information and are often the first place interested parties will look for information about your Bethel/organization.

Facebook Pages vs. Facebook Groups

Ah, Facebook. Facebook makes it very easy to build and maintain a social media presence. In fact, Facebook has several tools tailored toward organizations looking to create or expand their social media presence. And it's easy: most of our members have their own Facebook page, and posting for an organization works the same way. Facebook offers two main tools for organizations: Facebook Pages and Facebook Groups.

Facebook Pages

Facebook pages are the primary tool to consider for advertising yourself. Facebook Pages are designed to be the official "face" of an organization on Facebook. Posts come from the official administrator (or

users granted permission to post), and appear as if they come from the organization itself. For example, posts on the Virginia Job's Daughters page are shown as being posted by Virginia Job's Daughters, rather than from the specific administrator that may have written it.

Open and Closed Facebook Groups

By contrast, Facebook Groups are designed to facilitate communication among individuals interested in (or part of) an organization. The organization has less control over these conversations (though they can moderate and delete offensive posts), and individuals post as themselves. One advantage of open groups is that the conversation is visible to all, and a good conversation can itself serve as a promotional tool.

Closed groups are great for communicating within a group, but are worthless for communicating outside it. Unlike an open group, where anyone can join and participate, and see posts made even if they aren't members, closed groups require that a participant request to join (and be approved).

Summary: Pages are great as the official “face” of an organization. Open groups work best at engaging people in talking about your organization publicly, and closed groups are useful primarily to communicate within the group.

Other Social Media

Websites and Facebook are perhaps the two most important social media platforms. However, they're hardly the only two; and as mentioned above, it's important to reach your audiences on the platforms they use. Some of the more common platforms are:

- **Twitter:** originally a site allowing you to post 140 character messages, it's still wildly popular and allows a variety of posts. It's still primarily used for short messages.
- **Instagram:** one of the most popular photosharing sites. If you have photos to share (and you should), you should strongly consider an Instagram account.
- **Snapchat:** Snapchat was originally just a way to create quick, disappearing pictures (“snaps”), but has evolved into a lot more. You can now create “stories” (a series of related “snaps”, add snaps to others for a given geographic area, and more. It's insanely popular among prospective members.
- **Pinterest:** Basically an online bulletin board. Users “pin” pictures, stories and more to “boards” that are shared with other users. It's popular among both adults and teens. Possible uses include collecting and sharing ideas for special meetings, parties, service projects, decorations and more.

Who Does What?

Take some time to think about and discuss who will be responsible and what type, or types, of social media your Bethel chooses for communication and when. It is important to be honest about this assessment: it frequently it comes down to one motivated individual maintaining a Bethel's social media.

Consider delegation where you can. If you have Council members, parents or Daughters who like to take pictures at events, give them access to the Bethel's Instagram account and encourage them to upload them. If you have a heavy Facebook user whose judgement you trust, consider letting them post to the group's Page. Alternately, encourage them to start relevant conversations on the group's open Group. Remember that anyone that has rights to post as the group represents the group. It's a big responsibility.

Nuts and Bolts

What to do with your social media:

- **Posting rate:** Aim to post at least once a day. It doesn't have to be weighty, but frequency is king. The more frequently you post, the less likely you are to be lost in the shuffle. Even if it is only one person attending an event, post about it.
- **What to post:**
 - **Make it Topical:** Keep it on topic! It should be related to your Bethel, your members, Job's Daughters, or Masonry in some way. Take advantage of existing trends such as: Motivational Monday, Transformation Tuesday, Woman Crush Wednesday (post about a woman who can serve as a role model to the Daughters), Throwback Thursday, Flashback Friday, etc.)
 - **Make it Engaging:** Keep it short; nobody is going to read half a page of text. Make it meaningful. Use hashtag.
 - **Make it Visual:** Use pictures and video clips. Research has shown that posts that contain a picture or video are much more likely to get "engagement" (people clicking on, sharing, or commenting on) than ones without.
- **What NOT to post:**
 - **Unrelated Content:** Remember that this isn't your personal page, and make sure anyone who can post on behalf of the Bethel understands this. Content should be related to your Bethel.
 - **Controversial Issues:** Take care when posting about controversial or unsettled issues. While you might feel strongly about them, remember that they wouldn't be controversial if someone didn't feel the opposite way.
 - **Images Without Permission:** Make sure you either own the copyright to any image you post, or that it is in the common domain. NEVER POST an image that contains an identifiable youth without permission (for Jobies, make sure they have a Media Release Form on file).
- **Visibility:** Nothing you do on social media matters if people don't see your posts. Here are some tips and tricks for making your posts more visible:
 - **Crossposting:** make sure your posts are posted on most or all of your social media platforms. Reference your other platforms as well as share your Twitter name on Facebook, etc.
 - **Hashtags:** Hashtags (words or phrases beginning with #, such as #Jobies or #VirginiaJobsDaughters) started as a Twitter feature, but have spread to other platforms as well. They're a great way to organize and promote your posts, as clicking on a hashtag will show all posts using that hashtag, even if it's from an unrelated user. No more than three (3) hashtags should be used in a given post. Use the same hashtags across your social media platforms and ask others to use it. Use hashtags that other related organizations use (like #jdiva).
 - **Livestreaming:** During events, update frequently (particularly large events or events with specific results, such as Pageant and Session). Twitter is an ideal platform for this. Livestreaming allows people who can't be there to follow along.
 - **Sharing:** Share relevant posts, and encourage others to share your posts.
 - **Tagging:** Facebook and other platforms allow you to "tag" people in pictures. It's a great way to reach more people (but see the section above on sharing images without permission).
 - **Requesting "likes/follows":** Likewise, everyone who likes or shares a post increases your visibility.

CAUTIONS!

YOUR Facebook page is a representation and reflection of Y-O-U whether a youth or adult. If there is something that you would NOT want your grandparent to read, DO NOT POST IT!

Adults -- if you are 'friends' with current Daughters, your use of expletives, even if copied from what you believe is an innocent and funny quote or meme, can become circumspect by other adults/Daughters in our Order. Do not post or do not have non-Majority Member age 'friends' on your page. Yes, you might want to have two (2) profiles.

Daughters – the same goes for you! Any reposting or copy/pasting will end up being a direct reflection of Y-O-U and your affiliation to the Order. If your grandparent would think something you posted is inappropriate....GUESS WHAT? It probably is! Don't post it to your 'JDI Facebook profile page'. Set up two (2) profiles if you have too. While there is no official Job's Daughters International or Missouri Job's Daughter social media policy, do not put yourself in a compromising position.



Notes

[illegible]

Manners at the table

Elbow placement

Elbows on the table are fine when you're not eating. What you don't want to do is use your elbow as a fulcrum for bringing food to your mouth. Wrists on the table are always OK.

Using the right fork

Work from the outside in: salad fork to dessert fork.

Using the right bread plate

Think BMW. Your bread plate is on your left; meal plate, in the middle; water, on the right.

Digging in

Wait until everyone has been served or the host gives you the green light. If there's a large number of people or a buffet, you can begin eating when you get your food. At weddings and in other situations where there's preset food, wait until the host gives you the OK to start.

Passing food

For the first time around the table, dishes should be passed counterclockwise so that the right hand is free for serving. (Sorry, southpaws.) If you're asked to pass salt or pepper, pass both.

Reaching

If you can get the item you need without fully extending your arm, go for it. Otherwise ask to have it passed.

Leaving the table

When you need to step away, say, "Excuse me. I'll be right back." No one needs to know the details. Leave your napkin loosely on the table to the left of your plate, not on your seat.

Manners for parties

RSVP'ing

Always do it, and do it on time. Websites like Evite have technology that allows the host to see who has read the invitation (and at what time). In other words, a snubbed or delayed RSVP comes off as ungrateful and careless.

Bringing others

Whoever is listed on the envelope is invited. If your baby's name isn't included, he's not invited. If it says "The Smith Family," then everyone living under that roof is welcome.

Special food needs

For large parties, you're on your own. Don't mention dietary needs to your host. For small dinner parties, let the host know as soon as possible. If you adhere to an especially tricky-to-accommodate diet, ask if you can bring a dish. And be sure to add, "I can't wait to be there."

Arrival time

For a dinner party, show up 10 to 15 minutes after the scheduled time. Never show up early, because the host may not be ready. Any later than 15 minutes and you need to let the host know.

Mingling

To join a new conversation at a cocktail party, catch someone's eye, smile, and enter the clique on a break. And if you see someone who wants to participate, pull her in when there's a lull.

Ditching and switching crowds

Instead of pulling the bathroom ploy, get used to saying, "It's been lovely chatting with you. Please excuse me." There's nothing wrong with moving on to speak with others. That's the purpose of a party -- to socialize.

Connecting people

Introduce the two parties and explain what they have in common. Then say, "I'm going to leave you two to chat. I'll catch up with you later."

Saying good-bye

If there are fewer than a dozen people in attendance, you should say good-bye to the host. If there are more than that, you can slip out and send a text or an e-mail later saying, "What a great party! Thank you so much for having us."

Leaving promptly

Don't be the last guest unless you're a close friend. The evening is over when any one of the following is true: The music is off, the lights are on, the drinks are stoppered or the food is cleaned up.

Kicking out guests

When it's getting late, you can say, "I have an early morning tomorrow, and I'm going to have to start cleaning." Or be blunt yet kind: "I'm so happy you came and stayed until the end. But if you'll excuse me now, I'm going to have to turn in."

Manners for correspondence

Returning e-mails

Try your best to respond within 24 hours.

Expressing gratitude

When you receive a gift or someone does you a big favor, send a handwritten thank-you note. It only needs to be a few sentences. (And it's fine to continue on the back of a card if you need to say more.) Completely at a loss? Use small stationery and write one sentence ("I really appreciate..."). Include a warm greeting and a sign-off. Mail the note as soon as you can, but definitely within two weeks.

Business thank-you

After a job interview, send an immediate e-mail of thanks and mention that a note is in the mail. The latter has more impact because it's tactile, visual, and emotional. Some human-resources executives value this as a demonstration of strong interpersonal skills. Also send a handwritten thank-you for a college or job recommendation.

E-mail greetings and sign-offs

It's OK to drop the "hello" and "many thanks" after some back-and-forth. Also, pay attention to a person's signature. Does she go by her full name or a nickname? Then opt for her choice in future e-mails.

Reply all

Click this when you need to address the whole group. But if what you have to say concerns only the organizer, spare everyone else.

BCC on e-mails

Use bcc (blind carbon copy) only to maintain the privacy of addresses in a group e-mail, not as a sneaky one-way mirror to a conversation. If you want someone else to see what you wrote, forward the e-mail after the message has been sent.

Manners for planes, trains and buses

Armrests

The person in the middle seat gets both, because he doesn't have the aisle armrest or the window to lean on.

Overhead storage

Unless the flight attendants tell you otherwise, use the compartment closest to your seat.

Headphones

The volume shouldn't be so loud that your seatmates can discern that you have a soft spot for Katy Perry.

Putting your feet up

Seats are for sitting. Keep dirty shoes off them.

Kicking off shoes

For trips under three hours (this includes commuter trains), footwear stays on. If you do remove your shoes for longer flights, don't go bare. Bring along a nice pair of socks or slippers. Any issues with odor? Keep the feet contained.

Crying kids

There's not much you can do except slip on noise-canceling headphones and offer a sympathetic look to the parents, who already realize that the sobbing is disturbing everyone on board.

Giving up seats

Stand up for pregnant women, young children, the elderly and anyone with a physical impediment.

Bringing food

Is it smelly or messy to consume? Never a good idea in close quarters.

Exiting efficiently

To avoid a pushy logjam in a plane aisle, don't get up until the person in the row ahead of you has left her seat.

Manners for evenings out

Getting the bartender's attention

Make eye contact and smile. Tip well for the first round so that he'll check in with you later. What not to do: snap your fingers, flash a wad of cash or do the hailing-a-taxi salute.

Squeezing past people

In a theater row, face the stage so that if you lose your balance, you can grab the back of the seat in front of you, not topple onto a stranger. When people scoot past you, stand up so that the seat folds up, then step back. However, if the show is under way, just move your legs to one side.

Cell phones

Off the table at restaurants, and turned off and put away at the theater. Don't assume that you can sneak a peek. The glow of the screen distracts others in the audience. Skip the public shaming. Alert an usher and let him handle it.

Critiquing the performance

Hold your two cents until you're safely away from the theater. Family or friends of the performers may be nearby.

Smartphone syndrome

In a world where condolence tweets (hashtag #RIP) have become commonplace, is it any wonder that smartphones and social media have opened a can of etiquette worms? "We tend to get overly comfortable because of the ease of using our devices," says etiquette expert Diane Gottsman. In the interest of helping you clean up your highly wired act, listed (and corrected) below are some of the most flagrant breaches of digital decorum.

Posting about a night out when others weren't invited

It's bound to happen occasionally, but try to be mindful of people's feelings and think before you post.

Group texting

Refrain unless it's necessary to address several people at once. Otherwise reply only to the sender without dragging along the whole crowd.

Pressuring others to reciprocate a follow

Every follow is a judgment call, and you need to determine if it's a good fit for you -- as do others.

Caps lock

YOU'RE SHOUTING! Use caps sparingly.

Early-a.m. or late-p.m. texting

You may give someone a very rude awakening. Unless you're familiar with a person's schedule, check in during business hours or network prime time.

Scooping someone's news

Don't steal a friend's baby announcement thunder by tweeting "OMG!" before she has told her coworkers. Also avoid posting images from an event until you OK it with the host.

Tough talks

Don't hide behind the keypad. If you get an upsetting text from someone you know, telephone him or discuss it in person.

Courteous kids

Faye de Muyshondt, the founder of the Socialsklz etiquette program for children and young adults in New York City, recommends not using the word "manners" unless you're a glutton for eye-rolls. Here are some key social skills for kids and teens and how to teach them.

What to say in a thank-you note

Young kids don't have to say much. A drawing is a perfect thank-you. For older children, a small note card with three short sentences is plenty. Here's what to say: what you're expressing gratitude for ("Thank you for the kite!"), how it made you feel or how you're going to use the gift ("I can't wait to fly it in the park"), and something nice about the gifter ("You're a cool aunt.")

How to pick up their cell phones

Explain that it's rude to send every call to voice mail. That said, also make sure that they know that "hello" or "hi," not "hey" or "whassup?" is the appropriate greeting if a grown-up is calling.

How to talk to very old people

On the way to grandma's house, say, "Remember to speak slower and louder because Grams can't hear as well as you can." Never correct kids in front of others. This creates a negative association and may inadvertently insult someone else. Instead, talk later at home about what to do next time.

How to shake hands

Demonstrate that the web between the index finger and the thumb should meet the other person's web. Curl your fingers around the bottom of the other person's hand with a firm, not bone-crushing, grip. Shake for the duration of the intro ("Hi, my name is..."), maintaining eye contact and good posture while smiling.

How to respect other people's ears

Time to role-play. Blast music that you know the kids don't like so they understand that not everyone wants to listen to their loud tunes or gaming sound effects.

How to respect personal space

Get nose to nose and ask, "Is this too close?" Then show them how it feels to converse with in a more comfortable range (about half an arm's length away).

How not to say "Eww!"

When you have company or are visiting someone's home, give kids a pass on eating foods that they don't like, but tell them that words like gross and yuck should never be uttered, because it's hurtful to the person who cooked. You don't have to be the Manners Enforcer every night, by the way. You'll get better results if you practice skills weekly with a "fancy Friday" dinner at home.

How to expand beyond one-word answers

Turn learning conversational skills into a ball game. The rules are: Whoever has the ball has to say more than one word and ask a question before passing the ball. Try to keep the back-and-forth going for 30 seconds, then progress to one minute, then two.

How not to stare at someone who's different

In the moment, remind kids of the "only eyes" rule: If they're going to look, they should focus on the person's eyes, not gawk at his funny outfit. It's also a good idea to prep children before you run into a situation so that they're not caught off guard. Go through a few examples of the types of people they may encounter, then ask them how they would feel if strangers were eyeballing them.

Highly specific (and perhaps hilarious) dos and don'ts from Real Simple readers and staff

DO remove both earbuds when having a conversation.

DON'T clip your nails in public.

DO smile at coworkers as you pass in the hall.

DON'T ask newlyweds when they plan to start a family.

DO cover your mouth when yawning.

DON'T wear so much perfume that people can smell it from more than an arm's length away.

DO be kind to restaurant and retail staff.

DON'T say that you'll be there in 10 minutes if it's really 20.

DO hold the door for the person behind you, and also grab the door when you're the one for whom the door is being held.

DON'T blow your nose at the table.

DO put your shopping cart where it belongs instead of leaving it in a parking space to crash into a random car.

DON'T ask when she's due if you're not certain she's pregnant.

DO wipe down the exercise machine at the gym after you're finished.

DON'T say "No problem" when you mean "You're welcome."

DO move to the right when you pass other pedestrians on the sidewalk.

DON'T be too much of a stickler for manners or you'll drive yourself bananas -- life is short!

Conflict Resolution Skills

Managing and Resolving Conflict in a Positive Way

Conflict is a normal, and even healthy, part of relationships. After all, two people can't be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. By learning the skills you need for successful conflict resolution, you can keep your personal and professional relationships strong and growing.

The fundamentals of conflict resolution

Conflict arises from differences. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires. Sometimes these differences look trivial, but when a conflict triggers strong feelings, a deep personal and relational need is at the core of the problem—a need to feel safe and secure, a need to feel respected and valued, or a need for greater closeness and intimacy.

Recognizing and resolving conflicting needs

If you are out of touch with your feelings or so stressed that you can only pay attention to a limited number of emotions, you won't be able to understand your own needs. If you don't understand your deep-seated needs, you will have a hard time communicating with others and staying in touch with what is really troubling you. For example, couples often argue about petty differences—the way she hangs the towels, the way he parts his hair—rather than what is really bothering them.

In personal relationships, a lack of understanding about differing needs can result in distance, arguments, and break-ups. In workplace conflicts, differing needs are often at the heart of bitter disputes. When you can recognize the legitimacy of conflicting needs and become willing to examine them in an environment of compassionate understanding, it opens pathways to creative problem solving, team building, and improved relationships. When you resolve conflict and disagreement quickly and painlessly, mutual trust will flourish.

Successful conflict resolution depends on your ability to:

- **Manage stress while remaining alert and calm.** By staying calm, you can accurately read and interpret verbal and nonverbal communication.
- **Control your emotions and behavior.** When you're in control of your emotions, you can communicate your needs without threatening, frightening, or punishing others.
- **Pay attention to the feelings being expressed** as well as the spoken words of others.
- **Be aware of and respectful of differences.** By avoiding disrespectful words and actions,

you can resolve the problem faster.

Healthy and unhealthy ways of managing and resolving conflict

Conflict triggers strong emotions and can lead to hurt feelings, disappointment, and discomfort. When handled in an unhealthy manner, it can cause irreparable rifts, resentments, and break-ups. But when conflict is resolved in a healthy way, it increases our understanding of one another, builds trust, and strengthens our relationship bonds.

Unhealthy responses to conflict are characterized by:

- An inability to recognize and respond to matters of great importance to the other person
- Explosive, angry, hurtful, and resentful reactions
- The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment
- The expectation of bad outcomes
- The fear and avoidance of conflict

Healthy responses to conflict are characterized by:

- The capacity to recognize and respond to important matters
- A readiness to forgive and forget
- The ability to seek compromise and avoid punishing
- A belief that resolution can support the interests and needs of both parties

Four key conflict resolution skills

The ability to successfully manage and resolve conflict depends on four key skills. Together, these four skills form a fifth skill that is greater than the sum of its parts: the ability to take conflict in stride and resolve differences in ways that build trust and confidence.

Conflict resolution skill 1: Quickly relieve stress

The capacity to remain relaxed and focused in tense situations is a vital aspect of conflict resolution. If you don't know how to stay centered and in control of yourself, you may become emotionally overwhelmed in challenging situations. The best way to rapidly and reliably relieve stress is through the senses: sight, sound, touch, taste, and smell. But each person responds differently to sensory input, so you need to find things that are soothing to you.

Conflict resolution skill 2: Recognize and manage your emotions.

Emotional awareness is the key to understanding yourself and others. If you don't know how you feel or why you feel that way, you won't be able to communicate effectively or smooth over disagreements. Although knowing your own feelings may seem simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. But your ability to handle conflict depends on being connected to these feelings. If you're afraid of strong emotions or if you insist on finding solutions that are strictly rational, your ability to face and resolve differences will be

impaired.

Conflict resolution skill 3: Improve your nonverbal communication skills

The most important information exchanged during conflicts and arguments is often communicated nonverbally. Nonverbal communication includes eye contact, facial expression, tone of voice, posture, touch, and gestures. When you're in the middle of a conflict, paying close attention to the other person's nonverbal signals may help you figure out what the other person is really saying, respond in a way that builds trust, and get to the root of the problem. Simply nonverbal signals such as a calm tone of voice, a reassuring touch, or a concerned facial expression can go a long way toward defusing a heated exchange.

Conflict resolution skill 4: Use humor and play to deal with challenges

You can avoid many confrontations and resolve arguments and disagreements by communicating in a playful or humorous way. Humor can help you say things that might otherwise be difficult to express without creating a flap. However, it's important that you laugh *with* the other person, not *at* them. When humor and play are used to reduce tension and anger, reframe problems, and put the situation into perspective, the conflict can actually become an opportunity for greater connection and intimacy.

Tips for managing and resolving conflict

Managing and resolving conflict requires emotional maturity, self-control, and empathy. It can be tricky, frustrating, and even frightening. You can ensure that the process is as positive as possible by sticking to the following conflict resolution guidelines:

- **Make the relationship your priority.** Maintaining and strengthening the relationship, rather than “winning” the argument, should always be your first priority. Be respectful of the other person and his or her viewpoint.
- **Focus on the present.** If you're holding on to old hurts and resentments, your ability to see the reality of the current situation will be impaired. Rather than looking to the past and assigning blame, focus on what you can do in the here-and-now to solve the problem.
- **Pick your battles.** Conflicts can be draining, so it's important to consider whether the issue is really worthy of your time and energy. Maybe you don't want to surrender a parking space if you've been circling for 15 minutes. But if there are dozens of spots, arguing over a single space isn't worth it.
- **Be willing to forgive.** Resolving conflict is impossible if you're unwilling or unable to forgive. Resolution lies in releasing the urge to punish, which can never compensate for our losses and only adds to our injury by further depleting and draining our lives.
- **Know when to let something go.** If you can't come to an agreement, agree to disagree. It takes two people to keep an argument going. If a conflict is going nowhere, you can choose to disengage and move on.

Fair fighting: Ground rules

Remain calm. Try not to overreact to difficult situations. By remaining calm it will be more likely that others will consider your viewpoint.

Express feelings in words, not actions. Telling someone directly and honestly how you feel

can be a very powerful form of communication. If you start to feel so angry or upset that you feel you may lose control, take a "time out" and do something to help yourself feel steadier.

Be specific about what is bothering you. Vague complaints are hard to work on.

Deal with only one issue at a time. Don't introduce other topics until each is fully discussed. This avoids the "kitchen sink" effect where people throw in all their complaints while not allowing anything to be resolved.

No "hitting below the belt." Attacking areas of personal sensitivity creates an atmosphere of distrust, anger, and vulnerability.

Avoid accusations. Accusations will cause others to defend themselves. Instead, talk about how someone's actions made you feel

Don't generalize. Avoid words like "never" or "always." Such generalizations are usually inaccurate and will heighten tensions.

Avoid "make believe." Exaggerating or inventing a complaint - or your feelings about it - will prevent the real issues from surfacing. Stick with the facts and your honest feelings.

Don't stockpile. Storing up lots of grievances and hurt feelings over time is counterproductive. It's almost impossible to deal with numerous old problems for which interpretations may differ. Try to deal with problems as they arise.

Avoid clamming up. When one person becomes silent and stops responding to the other, frustration and anger can result. Positive results can only be attained with two-way communication.

Source: The Counseling & Mental Health Center at The University of Texas at Austin

Managing and resolving conflict by learning how to listen

When people are upset, the words they use rarely convey the issues and needs at the heart of the problem. When we listen for what is felt as well as said, we connect more deeply to our own needs and emotions, and to those of other people. Listening in this way also strengthens us, informs us, and makes it easier for others to hear us.

Tips for being a better listener:

- Listen to the reasons the other person gives for being upset.
- Make sure you understand what the other person is telling you—from his or her point of view.
- Repeat the other person's words, and ask if you have understood correctly.
- Ask if anything remains unspoken, giving the person time to think before answering.
- Resist the temptation to interject your own point of view until the other person has said everything he or she wants to say and feels that you have listened to and understood his or her message.

When listening to the other person's point of view, the following responses are often helpful:

Encourage the other person to share his or her issues as fully as possible.

- "I want to understand what has upset you."
- "I want to know what you are really hoping for."

Clarify the real issues, rather than making assumptions. Ask questions that allow you to gain this information, and which let the other person know you are trying to understand.

- "Can you say more about that?"
- "Is that the way it usually happens?"

Restate what you have heard, so you are both able to see what has been understood so far - it may be that the other person will then realize that additional information is needed.

- "It sounds like you weren't expecting that to happen."

Reflect feelings - be as clear as possible.

- "I can imagine how upsetting that must have been."

Validate the concerns of the other person, even if a solution is elusive at this time. Expressing appreciation can be a very powerful message if it is conveyed with integrity and respect.

- "I really appreciate that we are talking about this issue."
- "I am glad we are trying to figure this out."

Source: University of Wisconsin, Madison

Conflict resolution is one of the five key skills of emotional intelligence

The Five Skills of Emotional Intelligence

Skill 1: Quick Stress Relief

Skill 2: Emotional Awareness

Skill 3: Nonverbal Communication

Skill 4: Playful Communication

Skill 5: Conflict Resolution

The ability to resolve conflicts positively and with confidence is the fifth of five essential emotional intelligence skills. Together, the five skills of emotional intelligence help you build strong relationships, overcome challenges, and succeed at work and in life.

Raising emotional intelligence: A free, online training course

To start practicing the five skills of emotional intelligence, visit [EQ Central](#), a website from the creators of Helpguide. EQ Central offers a step-by-step, self-paced emotional intelligence training course filled with real-world examples and hands-on exercises.

Related links for conflict resolution skills

General information about conflict resolution

[Fighting Fair To Resolve Conflict](#) – Covers the causes of conflict, different conflict styles, and fair fighting guidelines to help you positively resolve disagreements. (University of Texas at Austin)

[Conflict Resolution](#) – Comprehensive resource on how to manage and resolve conflict. Includes [About Conflict](#) and [8 Steps for Conflict Resolution](#). (University of Wisconsin, Madison)

[CR Kit](#) – 12-step conflict resolution training kit. Learn how to pursue a win-win approach, manage emotions, be appropriately assertive, map the conflict, and develop options. (The Conflict Resolution Network)

[Conflict Resolution: Resolving Conflict Rationally and Effectively](#) – Guide to conflict in the workplace and different conflict styles. Includes a 5-step process for successful conflict resolution. (MindTools)

Tips for managing and resolving conflict

[Resolving Conflict Constructively and Respectfully](#) – Tips on how to manage and resolve conflict in a positive, respectful, and mutually-beneficial way. (Ohio State University Extension)

[How to Resolve Conflict](#) – Advice on resolving differences and managing conflict between individuals, small groups, and organizations. (Roger Darlington)

[Effective Communication](#) – Article on the art of listening in conflict resolution. Includes tips on how to make your point effectively and negotiate conflict in principled, positive way. (University of Maryland)

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Crown Etiquette

- ❖ Crowns are to be worn with a skirt & top, dress or formal
- ❖ Capes should only be worn when wearing a formal
- ❖ Sashes can be worn with nice dress pants, skirt & top, dress or formal. Please no jeans or shorts
- ❖ It is respectful to take off your crown when someone is being crowned. It is respecting their moment and honoring them.
 - Couple of examples are coronation dances or pageants. Wearing another crown up to the coronation is fine, but when the member is receiving their crown, remove your own crown and keep it in its box for the rest of the evening. This is so the newly crowned is the only one wear theirs.
- ❖ Bethel Crowns & Capes can only be worn with the white robes
 - This is different from the Grand Bethel regalia as they may wear their capes & crowns with formals
 - Other crowns such as Sweetheart, SLALOC Spirit Trio, Thanksgiving Ball Trio, etc cannot be worn with the official Job's Daughters robes.
 - Remember that Bethel crowns should never be covered by hair and should sit within one inch of the hairline. The crown should be pointing straight up, not tilting back.
- ❖ We recommend not wearing someone else's crown except in the case of promotional events.
 - Having a prospective member trying on a crown is encouraged if the prospective member is so inclined.
- ❖ Remember it is an honor to be chosen to represent our Masonic Youth in a way that earns a crown. Always remember who you are representing and wear your crown with pride in your accomplishment.

*But always remember, the crown doesn't make the person.
The person makes the crown.*

