

The Platinum Recruiter

The Purpose of the Newsletter

The purpose of this newsletter is to provide specialised information to members of Platinum Province regarding all things Membership.

Contact Details

For any queries/ suggestions regarding the content of the newsletter or if there are any membership related issues that you require assistance with, please contact the Platinum Provincial Recruiting Officer, Moth Jimmy Frieslaar at the following address:

Platinumrecruits2019@gmail.com or 083 307 8384



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You will notice that a few items are repeated in this issue from the previous one. This is to serve as a reminder due to problems being experienced in communicating transfers and Sunset Calls etc. up the line. for action by the next senior units.





COMMUNICATING AND RETAINING MEMBERS

In this edition, we look at communication and the retention of members who may be slipping...



How Transfer Certificates Work

A Moth transferring in from another Shellhole, shall produce an official Transfer Certificate/ letter, approved by the Shellhole Executive they left, after which the transfer may be confirmed at a general meeting of his new Shellhole.

The Transfer Certificate/Letter must confirm until when the Moth remains in Good Standing and is only valid until the end of that current Financial Year.

When a Moth is accepted into the new Shellhole, **the new Shellhole must notify the member's previous Shellhole within 30 days.** Only then will the Nominal Rolls be updated.

A Moth seeking transfer from any Unit of a Command Dugout shall be subject to the procedure for new recruits and shall satisfy the eligibility requirement of Annexure B of the MOTH GSO's



them disappearing gets greater.

To that end, stay in touch and follow up if members go quiet, it may be a sign that something is not right.

Retaining Members.

As we are now in the second half of the MOTH year and are starting to gear up to the end of the year, it becomes time to do the annual cleanup of the nominal rolls, etc. Suddenly there is a flurry of phone calls to members who have been absent for a while and we are not sure of their intentions.

Too often, we remove members without contacting them, only to have them pop up a few months later, attending regular meetings and catch up on outstanding cap fees, etc. They get angry when they are informed that they have been taken off the roll and need to reapply to join the Order. It is a failure on our part as executives, as we have not done the due diligence to ensure we know the reasons why they have been absent, and we have now caused embarrassment to them and the Shellhole.

Follow up on Members.

If a member misses a meeting with no apology, contact (email, Whatsapp, or phone) them and in a nice way let them know they were missed.

If a second or a third meeting is missed, it may be a sign that there may be a problem brewing;

A few possible reasons why member stop attending meetings regularly.

There are a million reasons why members quietly disappear from meetings and ultimately the Order;- it may be personal, circumstance and or financial

- it may be that the Order has lost it's shine, dull and dreary, not what was expected, etc.

These appear to be the most common reasons for leaving, so let's unpack these a little;

Personal Reasons.

This is arguably the biggest issue under the current climate and also the most touchy. With the current economical crunch and the effects of living under Lockdown, the majority of our members have been impacted in one way or another. There have been job losses, reductions in or no salary, escalating costs of living and the future is becoming a financial burden to many.

Communicating with members on a regular basis.

Communication is an important tool in the day to day functioning of a Shellhole. It is a means to keep the members informed as to the goings on within the Order at all levels. It is a means to share knowledge, information as well as just connecting on a social level.

While it is frequently apparent that members seem unaware of happenings within the Order, it is the Shellhole's, and in particular, the Adjutant/ Scribe's duty to ensure that all communication is shared with the man on the floor so as to keep them informed.

The current trend today is to communicate via electronic means, i.e. email, Whatsapp etc. It is also important to have a means in place to cater for the members who do not have an electronic facility available.

For the Order to function correctly, it is important to have communiques such as GHQ Circulars be shared and distributed as soon as possible to members in order for them to stay informed and up to date on all things MOTH.

This allows for meaningful discussions on these topics during meetings and also allows for informed decision making including voting effectively on issues that may require it.

While sharing information is key in communication, verbal sharing and discussion also forms part of communication. Regular discussions on MOTH issues allows members voices to be heard and allows them a say in the management of the Order. These discussions also for part of educating members as to the processes and rules of the Order, allowing them to have a better understanding of the Order.

However, communication is also a tool to have ties to ones members within the Shellhole and other Units. In terms of the Three Ideals, communicating with members helps foster all three as one is constantly in touch.

It is when communication starts breaking down that problems and issues creep in...

Communication is also a "two way street" and runs in a circle, there has to be more than one party to have effective communications. When one member falls out of the loop, the risk of





Updating a Unit's Details on the Website

In order to have the details of a MOTH Unit up to date, the following process should be followed:

Complete a GHQ4 form with the correct details of the Unit. Send the completed GHQ4 to the next senior Unit, i.e. Shellhole to District, District to Province. An Outpost Shellhole will forward the GHQ4 directly to Province.

On receipt by Province, the nominal roll System will be updated and it will automatically update the MOTH Website.

Units should check the Website to ensure that their details are correct.



As members start looking to stay financially afloat, they cut out what is deemed unnecessary expenses so as to be able to 'pay the bills'

Instead of contacting the Shellhole exec and letting them know as to the situation, many let pride override them and they just disappear, thereby not allowing the Shellhole to assist in Mutual Help to be there for the member. If the Shellhole executive are aware of a situation, they are able to explore the possibilities to assist the member in which ever way is deemed appropriate per the situation. We need to show empathy and compassion for our struggling members.

If the issue not financial but of a personal circumstance, for example: loss of a partner through death or divorce, relocating or transferring, it may also be loss of accommodation or the onset of an illness/ disability. Support from the Shellhole in terms of Mutual Help and True Comradeship is an opportunity to afford the member a means of having someone to turn to for a chat, a shoulder to cry on, etc. just to make the recovery journey a little easier.

If the Order has lost it's shine.

Members do get disillusioned with the Order if there is no stimulation or attractants. No one wants to belong to a dull organisation. Often we promote the Order as having a fun side, but we don't always see it. Why do some Shellholes have a ball while others struggle to form quorums?

Politics within the Order also causes disruptions where members/ groups are trying to disrupt the Order and change it to suit a personal need. Most members joined for a reason and if the Order is perceived to not fulfill or meet the expectation, members leave. If promises were made during recruiting and are not able to be met, members leave.

The solution to this seems simple when put into words, but in practice, will not be so. It takes mindset changes, admitting mistakes and swallowing ones pride to correct this problem.

Tips on putting the shine back in the Order.

Like I said it seems simple, it won't be done overnight, but we can start the journey and do it in steps within our Shellhole.

Step one - Identify the problem. If a member wishes to leave the Order, have a discussion and find out why. If we know why, we can fix it and maybe retain the member, chances are, there are more members feeling the same way but are scared to speak up.

As an example: "The Shellhole offers nothing other than the monthly meeting and therefore my cap fees are to high"

Step two - Present the problem to the Shellhole. As a Shellhole discuss possibilities to improve the experience and establish the feelings of the other members.

If the consensus is as per the example, discuss ideas to alleviate this problem. Will this help solve the feeling on cap fees or should something else be done about it?

Step three - Formulate a Shellhole year plan. From the ideas discussed, choose the ones that are easy to achieve first so as to get things started. This may be a function, a Golf Day, Bowls Day, a raid to another Shellhole, invite a guest speaker to the next meeting or just have a bring and braai. Start looking at doing some fun activities within the Shellhole to build camaraderie and an esprit du core.

Step Four -Follow through, make sure that the whole Shellhole is involved. "Not all can be in the kitchen at once, some have to be waiters." Let all share in the sense of accomplishment and ultimately the success.

"Our Shellhole does not seem so dull now, I get value for money as I am an active member in a fun and lively Shellhole"

If the problem is not at Shellhole level but higher up in the Order.

There are occasions where members become dissatisfied with the rules of the Order, whether it is about the qualifying criteria or it's dress regulations or any other section within the GSO's.

For example; the member is not happy with the dress regulations and wants to wear what ever he wants on his MOTH Blazer. "All these new rules, it was never like this..." Dealing with these types of issues is not easy as more often the advice from a senior unit is required. Possible causes for these problems are that when the member joined, they were not properly educated as to the rules and dress codes, the dress code was never properly enforced at Shellhole/ District or Provincial level therefore creating paradigms through our slackness and we let the transgressions slide which over time became the norm. New MOTH see older MOTH and how they dress and they copy them, and now they are admonished and they are embarrassed as well as confused.

Regular training sessions on the GSO's covering the common problem areas should help with





Reporting Sunset Calls

Shellholes on receipt of notification of the passing of one of their members, are to notify their next Senior Unit of the passing via email, in order for records to be updated etc.

Districts, on receiving notice of a Sunset Call, must notify Province, via email, of the passing of their member.

The email should include name, Shellhole and Date of passing and a photo if possible.



In alleviating this problem.

Induction training of new members where the common concerns are discussed and clarified may also be part of the solution to ensure all members are affay with the Order’s rules and regulations, avoiding future embarrassment.

I’m not happy where the Order is going.

This is probably one of the toughest issues to try and deal. For example, with the Order entering it’s twilight years and may face winding up due to no more potential members qualifying, it is necessary to re-evaluate the qualifying criteria going forward. This may not sit well with a member as they feel the Order will be watered down and will lose it’s prestige as a unique organisation. They therefore decide to resign and leave the Order rather than be part of this new MOTH. While I personally feel they are selling themselves out and will be missing out on being part of “something old and something new” their willingness not to compromise has now left them out in the cold, yes, there are other organisations out there, but none that offers the same values as the Order.

This is probably just the easy out some members are looking for rather than reveal their true motives (personal or financial) “I don’t like where the Order is going” sounds more like an excuse than a reason in my opinion.

In Conclusion

To summarise this rather lengthy topic, which is by no means complete and has many facets not mentioned or discussed (yet) take note of the following;

1. Communication is key between the Order and its members, between members and their Shellhole, Shellhole and Districts, Districts and Provinces. Ensure that all members receive Moth communiques on a regular basis to stay informed and current.
2. Understand the situation of members and be there for them whatever their need. Live the Three Ideals especially True Comradeship and Mutual Help.
3. Make the Order a fun place to be by being an active Shellhole with raids and functions. Give value for money. Have a project plan for the year and fulfill it.
4. Make sure that members are trained and educated in all things MOTH, that they know and understand the rules and regulations of the Order.
5. Lastly know your members and make sure they are happy in the Order!

Note: *Does your Shellhole have a plan for activities and functions? Are you enjoying your time in the Order. If not, propose it to the Shellhole to start a project plan, to be an active participating fun Shellhole!*

Did you that the forms above are now available on the website as an electronic form which can be completed electronically once downloaded. This allows for aspirant doctors to complete the forms in a legible format rather than “prescription format”

Website Links (Updated):

- The MOTH Website: <https://www.moth.org.za>
- Need the latest Forms (GHQ1 GHQ5 /Transfer Certificates): <https://www.moth.org.za/other-application-forms/>
- List of New Recruits for the year 2021 –2022: <https://www.moth.org.za/new-recruits/new-recruits-july-2021-june-2022>
- MOTH Roll of Honour (Sunset Calls) for the year 2021 –2022: <https://www.moth.org.za/moth-roll-of-honour>



Connect to the monthly Zoom session to stay informed

The monthly Zoom session will be starting up again from on Wednesday 23 February 2022
It is an opportunity to get first hand information on a variety of topics.

The session starts strictly at 19H00 the lounge opens at 18H55

Each session is only 30 minutes long and time dependent may cover more than one topic per session.

It is an interactive session, you're welcome to air your views, suggestions etc.

It is open to all members, not just executives!

Meeting Dates:

23 Feb 2022 Topic - *The changes to Annexure B, which clause covers what*

30 March 2022 Topic - *Completing the GHQ1, covering the essential sections and information*

Watch out for the invites and reminders to the Zoom sessions where you may touch sides and discuss common problems online with me.

Standard Joining Codes:

Zoom Meeting ID: 735 5322 2038

Passcode: JMF101

Should your Shellhole/ District wish to schedule a one to one session on recruiting with me, feel free to contact me and we can share the knowledge!



Wrapping Up

Hi All

I trust that a great time was had by all over the festive season and that we are raring to go for 2022!

Retention and communication is such an important topic that it may take a few articles to really do it justice. We'll keep revisiting it on a regular basis to see if we can devise a strategy to keep our current membership.

Next month we look at the changes to the qualifying criteria as reflected on the revised Annexure B of the GSO's

Until then, be safe and be responsible out there!

Happy recruiting!!!

Moth Jimmy Frieslaar

Provincial Recruiting Officer, Platinum Province



Submitting Applications to Province

Once a new member has been installed, their documentation has to be forwarded to Province for adding them to the respective nominal roll.

How to submit and what.

In an email addressed to the Provincial Recruiting Officer, state the purpose and name of the new member/ s.

*Attach a copy of the signed and completed GHQ1, the signed and completed GHQ5 as well a **proof of payment of capitation fees to Province** (Not to the Shellhole or District)*

Send the email to:

Platinumrecruits2019@gmail.com