



## LEVEL 3: UNIT RESOURCES

Respond > Poor Engagement > Resignations & Next Steps

Freemasons who resign from a Unit are often reluctant to disclose to members of the same Unit their full REAL reasons for doing so. However, understanding the real reasons for a resignation is essential if you and your Unit Membership Team are to make your Unit more attractive and improve your management of membership matters.

This is because:

- 1) Unless you understand why a member really resigned, you are unlikely to be able to correct the issue and retain their membership.
- 2) Without knowing why people resign from your Unit, you are unlikely to prevent the issue from recurring in future.

Therefore, understanding the real reasons members resign helps you to correct issues and prevent them from happening again.

### GUIDANCE FOR UNITS

- Early recognition of an issue and taking action to address it are key to the success of any attempt to avert a resignation (see “Engage with non-attending members”).
- Once a member has resolved to resign and has been through the emotional turmoil this can involve, it will likely be very difficult for you as a member of their Unit to persuade them to change their mind.
- A member who resigns from a Unit is more likely to discuss the real issues with someone who is not a member of that Unit and not involved in the situation.
- Metropolitan / Provincial / District Grand Teams have been more successful at retrieving memberships within the same Unit or by the member moving to another.
- Most Provinces have a system for specially appointed, suitably skilled members to contact anyone who resigns from a Unit to discuss the situation.
- Such brethren are more likely to be able to:
  - demonstrate that continued membership is considered to be very important to Freemasonry
  - influence change within the Unit from which the member is seeking to resign
  - have a wide overview of other Units and options for transferring membership.



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- These “*exit interview*” systems are most effective at retaining someone as a Freemason, albeit in a different Unit, if they contact that person within a very short space of time after they submit their resignation.
- Therefore, the general guidance is for a Unit Secretary to report all resignations to their Province as soon as they are received, whether or not the Unit decides to invite the member to retract.

### GUIDANCE PROVINCIAL TEAMS

*Specific training for Provincial Teams is available for Provincial Teams via the **Building Together Delivery Group** and can be requested by your Provincial Single Point of Contact through their **Building Together Delivery Group** Regional Communications Group Representative (RCG Rep)*

- **Exit interviews generally have two objectives:**
  - 1. To learn the full and REAL reasons why the member resigned**
  - 2. To ascertain whether they could be retrieved as a member of a different Unit.**
- Carefully select several suitably skilled members of the Province to conduct exit interviews.
- Arrange for Unit members who resign to be contacted promptly by a member of this pool.
- Ensure that the interviewer is not a member of the same Unit and is not connected with the issue that prompted the resignation.
- This is because:
  - the problem may lie with other members of the Unit, even with the Mentors in it
  - the member may be embarrassed to discuss grievances or problems with a close friend
  - the independence of the interviewer is essential
  - the consistency of the process is jeopardised if too many are involved.
- Arrange for all those conducting exit interviews to be suitably trained and for them to adopt a consistent approach to the interviews.
- See “Approaches to exit interviews” for further guidance on interview format.
- Collate the information from several exit interviews to identify patterns or trends within and between Units.
- Develop plans to address underlying themes or root causes behind resignations.