



NCBW[®]
100



NATIONAL COALITION OF 100 BLACK WOMEN, INCORPORATED[®]

Protocol Manual

2020 REVISION

*This manual serves to assist in conducting the business of the
National Coalition of 100 Black Women, Incorporated[®] on the national and chapter levels.*



Contents

Protocol Manual and Associated Documents of Governance.....	4
Protocol Committee Roles and Responsibilities.....	5
Attire.....	6
Forms of Address, Introductions, and Greetings.....	7
Order of Rank.....	8
Event Protocols.....	9
National Leadership and Special Guests Attending National Conferences.....	10
Protocol for Receptions and Configuring a Dais.....	12
Photographs.....	14
Communications, Media and Public Relations.....	15
Etiquette for Virtual Meetings.....	16
Illnesses and Bereavements.....	18
Acknowledgements.....	19

I. Protocol Manual and Associated Documents of Governance

Definition

- Protocol is the official procedure or system of rules that explain the correct conduct and procedures to be followed.

Protocol Principles

- It is the accepted or established code of procedure in an organization.
- Protocol enhances organizational operations and helps to create an orderly environment.
- Protocol emphasizes knowledge of documents and adherence to guidelines.

Protocol Manual

- The protocol manual sets forth the guidelines for the processes and procedures to be followed at all levels of the organization during national and local NCBW events. The manual ensures uniformity with national guidelines and communicates guidelines to all members.
- The protocol manual shall serve to assist in conducting chapter and national meetings, hosting functions, and sponsoring signature events and ceremonies. Be mindful that the protocol manual works in concert with our bylaws, code of ethics, and policy and procedures.

Bylaws

Rules adopted by our organization chiefly for the governance of its members and the regulation of its affairs.

Code of Ethics

Ethical codes are adopted by organizations to assist members in understanding the difference between right and wrong and in applying that understanding to their decisions.

Policy and Procedures

Policy and procedures ensure that a point of view held by the governing body of an organization is translated into day to day operations of an organization.

II. Protocol Committee Roles and Responsibilities

National Protocol Committee

- The National Protocol Committee is comprised of a Chair, Co-Chair and members all of whom are appointed by the National President. The committee reports directly to the National President.
- The committee is a resource and liaison for chapters regarding protocol matters.
- The committee coordinates and directs protocol activities at national events working closely with program and planning committees.
- The committee chairs and its members coordinate and implements protocol training webinars for the organization.

Chapter Protocol Committee

- Each chapter shall establish a protocol committee. The Chapter Protocol Committee is comprised of a Chair, Co-Chair and members all of whom are appointed by the Chapter President. The committee reports directly to the Chapter President.
- The committee interprets and enforces national protocol on the local level.
- The committee provides comprehensive coordination for all aspects of events or meetings and works closely with chapter program and planning committees on chapter NCBW events and meetings.
- The committee manages all aspects of seating placements.
- The committee arranges and coordinates travel and accommodations for special guests.
- The committee's chairs and members are required to participate in protocol webinar training sessions.

All first-time Chapter Presidents and newly appointed protocol chairs are required to review the entire Protocol Manual and be familiar with its details.

III. Attire

Chapter Meetings

Business Attire should be worn at all Chapter Meetings

- Business attire for our organization is professional skirt suits, pant suits, pants, skirts, dresses, blouses, shirts, tops or a combination of these items.
- Members may wear colors of their choice.

Not acceptable attire worn at Chapter Meetings

Transparent clothing, i.e., see through-clothing that allows the wearer's body or undergarments to be seen through its fabric. Examples: blouses, dresses that reveal chest or back area

- Jeans
- Denim clothing i.e., pants, skirts, jackets, suits, etc.
- Graphic tee shirts or tops
- Clothing that carries another organization's insignias, crests, or logos
- Leggings
- Flip flops
- Athletic or tennis shoes (*only medical exceptions allowed*)

Chapter Programs and Events

Attire as directed. If not specified, inquire as to the wearing of NCBW paraphernalia or other styles of clothing making sure that the type and style respectfully represents our brand. Any deviations in chapter attire is to be approved by the Chapter president.

Ceremonies for New Member Induction, Installation of Officers, Funerals, and Formal Group Photos

Uninterrupted black dresses or skirt suits, black shoes, and pearl necklace. No pants.

Note: When in our standard black with pearls for designated occasions, particularly in public, there shall be no additional adornments of flowers or corsages worn.

National Conferences

Appropriate business attire is required to be worn while in National Conference sessions. Any deviations shall be communicated by our National President prior to the conferences.

Formal Social Gatherings

Follow printed invitation attire decorum for the event.

NCBW Name Badges

- Chapter name badges are worn on the right. If the official pin is worn, it is placed on the left. Name badges are not worn at formal events that require formal evening attire.
- Chapter members should wear name badges to all chapter meetings, events, and national convening.

Official Colors

The official NCBW colors are black and gold, which were approved at the 2019 Biennial Conference.

IV. Forms of Address, Introductions, and Greetings

Address

- National President is addressed as "Madam National President"
 - Chapter Presidents are addressed as "Madam President"
- National Officers are addressed by their titles, "Madam National First VP", "Madam National Secretary", etc.
- Chapter Officers are addressed by their titles, "Madam First VP", etc.
- National and Chapter Board Members are addressed as "Director" followed by their first or last names. *Designate with the preface of "National" or "Chapter" when called for.*
- In formal settings, former National Presidents are addressed as "National President" preceded by the number she held such as "3rd National President...", etc. The exception is that the most recent former National President is addressed as the "Immediate Past National President." The same is held for Chapter Presidents.
- Members are addressed as "Sisters" followed by their first or last names.

Introductions

- Protocol is established during plenary sessions, luncheon, and dinner programs at national conferences and chapter events.
- Introduce and acknowledge members of the National Board of Directors, Executive Committee Members, and Past National Presidents who are in attendance.
- *Introductions are made in ascending order.* The National president is the last person introduced. All attendees are to stand when the National President is introduced at events and conferences.

Greetings

- The National Protocol Greeting is stated: "To our National President (name), "To our National Officers present and past, "To our special guests", "To my Coalition sisters", (good morning/afternoon/evening).
- All subsequent event speakers' remarks need only to be preceded by the following greeting: good morning/afternoon/evening "Madam National President".
- When members address the body during plenary sessions: A member is to identify herself indicating three points only; her name, chapter name and chapter location. The member is then to proceed with her question or statement adhering to time limits.

V. Order of Rank

Officers Rank

Officers' rankings are used primarily for the purposes of processions and the introduction of officers at national assemblies and other NCBW events.

Precedent is established consistent with Roberts Rules of order and with consideration given to the special stature of past national presidents.

National Ranking	Chapter Ranking
National Level	Chapter Level
National President	Chapter President
National First Vice-President of Programs	First Vice-President of Programs
National Second Vice-President of Finance and Fund Development	Second Vice-President of Finance and Fund Development
National Third Vice-President of Membership	Third Vice-President of Membership
National Secretary	Secretary
National Treasurer	Treasurer
National Financial Secretary	Assistant Secretary
Parliamentarian	Financial Secretary
National Board of Directors	Parliamentarian
	Chaplain
	Board of Directors

Note: Chapter rankings other than President, 1st, 2nd, 3rd, VPs, Secretary, and Treasurer, and Parliamentarian are at the will of the chapter. Please always be cognizant of the importance of the service rendered by past chapter presidents, chapter charter members, current National Board members, and Directors when giving acknowledgements during chapter meetings and events. Utilize the seating, dais, and photography information in this manual as a base for correctness.

VI. Event Protocols

National Level Installation of Officers

Protocol for installation of officers at the national level is at the direction of the incoming National President in concert with the National Installation Guidelines and the National Protocol Guidelines.

Chapter Level Installation of Officers

Protocol for installation of officers on the chapter level is at the direction of the Chapter President in concert with the Organization's National Installation Guidelines, National Protocol Guidelines, and /Chapter Protocol Committee. The Chapter President shall work in collaboration with the membership committee and the 3rd Vice President of Membership.

Proper Attire for Key Events

See "Attire" section

Request for the National President, Members of the Board of Directors, Chapter Presidents to Make Guest Appearances.

Chapters must complete the document entitled "*Protocol for Requesting Participation of National Officers/Board Members*". The request must be approved prior to being placed on the calendar of the requested attendee. The document entitled "*Protocol for Requesting Participation of National Officers/Board Members*" can be retrieved from the NCBW website in the Document Library.

- An invitation to the National President to attend an affair requires the inviting chapter to assume the expenses accompanying the invitation. Those expenses will include:
 - airfare
 - train
 - associated gas reimbursement
 - appropriate hotel accommodations including meals
 - ground transportation
- Chapter Presidents should make every effort to reserve hotel accommodations for the National President. Hotel accommodations for others is budget permitting.
- If the National President is in your city but speaking for another group, the local NCBW chapter president or designee may contact the group for information.

Courtesies and Gifts

Be mindful of the mode of transportation for the recipient of gifts and courtesies. Some items will be cumbersome while flying.

VII. National Leadership and Special Guests

Attending National Conferences

Transportation

- The National Chair of Protocol, upon conferring with the national president or her designee from the conference planning committee, shall provide the list of board of directors, past national presidents, and special guests who are to receive courtesy transportation at national conferences.
- The National Protocol chair should confer with the event's Chair (s) of transportation and security to ensure that everyone has the same information. The Transportation/Security Chairs shall work closely with the transportation vendor.

Registration

- The routine of registration check-in during a national conference is the duty and responsibility of the Host chapter under the direction of the National President. *The National Protocol committee is responsible for ensuring that the National President, past presidents and special guests are greeted upon arrival to the assembly location and/or hotel and escorting them to the registration area and hotel rooms.*

Escorts

- The Escorts' primary responsibility and objective is to guide the National President, Past Presidents, and special guests through the scheduled itinerary or agenda of conferences, public meetings, and public events.
- When escorting special guests to events, the escort must have purchased her ticket to enter the event.

Other duties may include:

- Greeting the individual upon his/her arrival at the hotel or event venue.
- Escorting the individual to a holding room or event room.
- Ensuring that the assigned individual arrives/departs timely from the event room or venue.

Holding Rooms

- A Holding Room (s) must be secured at the event venue with a protocol(s) designee assigned.
- The National Protocol Chair or her designee is the designated Lead for the Holding Room.
- There should be collaboration among the Chairs of Logistics, Run of Show, Hostesses and the National Protocol Committee to ensure that everyone is working in concert to accommodate the National President, National Leaders, and special guests who will be in the Holding Room(s).
- The Protocol Chair should have a layout/floor plan of the venue and of the event rooms to ensure smooth transitions of holding room guests to event rooms and for the adherence to reserved seating in the event rooms. The location of restrooms should be identified.
- Host(s) should have a list of those who are to be escorted to the Holding Rooms.
- There should be a sign-in sheet in the holding room to track the arrival of Holding Room attendees.

- Water, pens, note pads, and a few programs should be in the Holding Room. Additional items are budget permitting.
- If possible, a coat rack should be in the room (if a dais involved, hostesses should be available to take purses to the dais seats).
- Arrange preprinted seat cards on chairs in the order of dais seating, or when necessary, order of entrance to event room for seating at tables.
- Know the prearranged time that those in the Holding Room should line up and proceed to the event room. Communicate with the Run of Show lead for confirmation before leaving.

VIII. Protocol for Receptions and for Configuring a Dais

Receptions

- The national president, board of directors, and host chapter presidents should agree upon the composition of the reception line in advance.
- Form the receiving line inside the reception area in a location that allows an unobstructed flow of traffic and in full view of guests.
- A member of the board of directors or a named designee shall serve as the introducer.
- If there are tables, reserved seating signs should be in place.

Dais

Entrance Protocol

(Protocol Committee should assist with the line-up prior to entering)

NCBW formal functions - Biennial Conference, Plenaries, Dinners, Awards Program

- For any formal procession into a function, the President enters the room last. The Board of Directors enters prior to President (lowest to highest rank).
- Once the guests and head table/other dignitaries have entered the function, all attendees will be requested to rise, and the entrance of President should be announced. "Please stand for National Board; please stand for National President."
- *As a sign of respect, members stand when the National President and former national presidents are introduced on the dais and/or enter the room in a processional and prior to addressing the members.*

First Plenary or Business Meeting Scenario 1; other Plenary Sessions Scenario 2

Scenario 1 - Please stand for entrance of National Board Members

National Board Member...Name (alpha order)
National Board Member ...Name
Immediate Past President
National Officers
National Financial Sec
National Secretary
National Treasurer
National 3rd VP
National 2 VP
National 1st VP
Please stand (or remain standing) for National President

Scenario 2 - Please stand for entrance of National Board Members *Please stand (or remain standing) for National President*

- Name cards should be in place on the dais for each participant.
- The dais should be skirted.
- There should be a podium or lectern with a microphone in place.
- There should be sturdy stair rails in place.
- Water and water glasses should be placed at each dais seat.

Dais Seating

NCBW formal functions – National Conference, Plenaries, Dinners, Awards Program

As a rule, the National President sits to the right of the host (Chapter President), regardless of whether there is a guest speaker or other distinguished guest.

Introduction of the Dais

- Members of the dais are introduced in ascending rank order ending with the National President.
- *There are variations subject to the event and the will of the National President.*
- *Consider order of program and ease of access to the podium when finalizing the dais diagram.*

NCBW formal functions - National Conference, Plenaries, Dinners, Awards Program

Introductions should be made from the furthest guest on the left of the host, to the center, then from the furthest guest on the right of the host, to the center. The National President is the last to be introduced. Members should stand when she is introduced.

Introduction of the Dais

- Members of the dais are introduced in ascending rank order ending with the National President.
- *Any introduction variations are subject to the event and the will of the National President.*
- Consider order of program and ease of access to the podium when finalizing the dais diagram.

Speaking Order

If the National President is speaking as one of a group of dignitaries, bringing greetings or is the keynote speaker, the National President is generally the last to speak. When in doubt, please check with the National Protocol Chair.

IX. Photographs

A. Photography

General Rule:

- National President is always to the right of Host (Chapter President) and chapter officers stand to the left side of National President along with guest (speaker, MC to the left with chapter president)
- National Board Members next to National President in office rank order
- Visiting NCBW President next to National President
- Host Chapter President Chapter officers on left
- Guest (Speaker, MC to left with Chapter President)
 1. Speaker
 2. MC
 3. Politician
 4. National President
 5. Chapter President
 6. Guest Presidents
 7. National Board Member
 8. NCBW Members
 9. NCBW Chapter Members
 - National President to right of host (Chapter President)
 - Dignitaries Next to host (Chapter President)

B. Photo Scenarios

3rd Row National Committee Chairs				
2nd Row National Board Members				
1st Row Scenarios				
National Officers	National 1st VP	National President	National 2nd VP	National Officers
National Committee	National Board Member	National President	Chapter President	Chapter Officers
National Committee	National Board Member	National President	Chapter President	Speaker/Guest Honoree
Chapter Officer	Chapter Officer	1st VP	National President	Chapter President
				Chapter 2nd VP

Photography should be designed and organized in advance with a written photography list.

A hostess or a member of the protocol committee should accompany or check-in with the official photographer during national conferences.

X. Communications, Media, and Public Relations

Organizational Spokesperson

- The National President, the highest elected official or her designee, speaks for the organization in all radio, television interviews, press releases, and all social media statements.
- Individuals other than the National President should not respond to any inquiries or make statements to the public for the organization.
- The Chapter President speaks for the Chapter on Chapter issues only.

Communications

- Communications play an important role in keeping the members informed.
- All communications, letters, emails, social media, etc., must be approved by the National President and only she can give permission or authorize the sending of communications under the name of the National Coalition of 100 Black Women, Inc.
- Invitations sent to the National President to attend Chapter events should come from the President of the Chapter.
- National and Chapter stationery should follow the same NCBW Stationery/Letterhead format.

Media and Public Relations

- National headquarters staff under the direction of the Executive Director prepares press releases for the National Coalition of 100 Black Women, Incorporated®.
- The Public Relations committee will review the request of the media and present it to the National President who will decide if she wishes to give a response.
- The Public Relations committee will formulate specific guidelines about media events, which must be approved by the National President.
- If there is a national media event, the spokesperson is the National President.
- If there is a Chapter event, the spokesperson is the Chapter President.

Social Media and Branding

- No photographs, audio, video, or broadcasting is allowed for public viewing on social media outlets of our new membership installations, new board member installations, or closed business meetings.
- Chapters are to have a designee to manage social media with the Chapter President as administrator.
- Members should be encouraged to engage the public through posting approved national, chapter and community information, and public events.

XI. Etiquette for Virtual Meetings, Conferences and Webinars

Dress Appropriately

Participation in a virtual meeting from home does not relieve the participant of dressing appropriately during a business session. Hair should be neatly combed or arranged; clothing should not appear to be disheveled or unclean. ***Absolutely No to the Following:***

- t-shirts with graphic designs
- tank tops
- pajamas
- night gowns
- bathrobes
- sheer tops
- ball caps
- hair rollers

Be Aware of Your Surroundings

Surroundings can be major distractions. Your surrounding should not appear to be unkept, it should be quiet and clean with good lighting. ***Absolutely No to the Following:***

- piles of clothing or laundry
- bedrooms where unmade beds may be seen
- open closets with clutter
- children or other individuals
- pets
- artwork or other objects that can be considered inappropriate
- television on

Behave Appropriately

Participation in a virtual meeting from home does not relieve the participant of behaving appropriately during a business session. Sit up straight and be attentive. Maintain body language as if you are in a physical meeting. ***Absolutely No to the Following:***

- food or eating
- dozing off
- using bathroom/restroom facilities while still on video or audio. Step away and come back when through
- moving around while on video and audio
- lounging back
- laying down
- using your phone for other calls
- making noises

Additional Points. Be Sure to ...

- Be timely in logging in.
- Good lighting is important. If possible, sit with a window behind you or lighting in front of you.

- Turn your video camera OFF, if you cannot adhere to the requested requirements.
- Stay focused. Resist the urge to do other work while you are in your virtual meeting. If it is urgent that you must take care of something that has just come up and you want to stay in the meeting cover your desktop/laptop camera and make sure you are on mute.
- Follow the instructions given by the Host regarding questions, comments, or concerns.
- Do not Share the meeting registration, ID #, or call in information with anyone.

For the Host *Be Sure to*

- Allow time to give instructions to participants at the beginning of the session.
- If it's a meeting, send out the agenda beforehand.
- Mute noisy participants as necessary.
- Provide the opportunity for participants to ask questions.
- Use a virtual background for consistency.
- Dress in appropriate meeting attire.
- Stick to the schedule: start on time and end on time.
- Set up a Webinar versus a Meeting: this allows only the Host to have audio and video ability and controls who speaks.

XII. Illnesses and Bereavements

Illnesses

- An illness of the current National President, former National Presidents, National Board of Directors, and National Officers shall be acknowledged via the National office.
- Communication of an illness or hospitalization of the above mentioned is sent to the organization at large only if sanctioned by the person who is ill or a member of her family.
- Hospitalizations of the above mentioned that would extend past two days may be acknowledged via the National office with flowers or an alternate acknowledgement of a gift card may be sent not greater than the value of the floral arrangement that the recipient would have received.

Bereavements

National Level

- Death of the current National President, former National Presidents, National Officers, or Board of Directors shall be acknowledged by the National office and communicated to the organization at large.
- A resolution shall be prepared via the National office to be read during the service and presented to the family.
- A floral arrangement may be sent to the family via the National Office. At the discretion of the National President, alternate acknowledgements may be sent not greater than the value of the floral arrangement that the recipient would have received. Examples are a gift card, or a memorial donation to a charitable organization in memory of the deceased.
- The current highest-ranking officer shall be the official representative of the organization at services.

Chapter Level

- The Chapter President shall notify, concurrently, the National office and the Chapter members.
- If communication to the organization at large is to be made, it will be via the National office.
- A floral arrangement may be sent to the family via the chapter. Alternate acknowledgements may be sent not greater than the value of the floral arrangement that the recipient would have received. Examples are a gift card, or a memorial donation to a charitable organization in memory of the deceased.
- A resolution shall be prepared via the local chapter to be read during the service and presented to the family.
- The Chapter President shall be the official representative of the organization at services.

Illnesses and hospitalizations on the Chapter level is in accordance with Chapter Bylaws and its Policy and Procedures.

XIII. Acknowledgements

Virginia W. Harris

National President

National Coalition of 100 Black Women, Incorporated®

Anderia Russell

Metropolitan Atlanta Chapter

Chair

National Protocol Committee

Valerie R. Tingle

Long Island Chapter

Co-Chair

National Protocol Committee

National Protocol Committee Members

Bernice Bailey – Decatur-DeKalb Chapter

Brenda Brooks – Orange County Chapter

Jennifer Christian – MECCA Chapter

Cheryl Cole – Northwest GA Chapter

Lawanda Holliman – Columbia, South Carolina Chapter

Tricia Ann McLaurin – Las Vegas Chapter

Cynthia Nwokocha – Metropolitan Atlanta Chapter

Gabrielle Rogers – Decatur-DeKalb Chapter

LaVergie Washington – San Antonio Chapter

Robyn Younger – Philadelphia Chapter

Contributions - The Inaugural National Protocol Committee

Wilma Holmes Tootle, Chair – Long Island Chapter

Beverly Johnson - Chattanooga Chapter

Gretchen Lofland - Prince George County

Linda Watson - Pennsylvania Chapter (*Deceased)*

2019 – 2021 NATIONAL COALITION OF 100 BLACK WOMEN, INC.

National Officers

Virginia W. Harris
President

Seretha Tinsley
First Vice President

Beverly Johnson
Second Vice-President

Elizabeth Jones
Third Vice President

Mary Harden
Treasurer

Quanda Baker
Secretary

Tiffany Hemmings-Prather
Financial Secretary

Dr. Sandra F. Mack
Parliamentarian

Alfreda Stukes
Executive Administrator

Serenity Bryce
Intern

Board of Directors

Michele McNeill-Emery, *Immediate Past President*

Belinthia Berry, *Florida*

Mary Boulware, *North Carolina*

Nyisha Chapman, *Pennsylvania*

Cheryl Cole, *Georgia*

Latifah K. Fields, *Pennsylvania*

Evelyn Frazier, *California*

Sheila Johnson-Heacock, *California*

Maxine V. Hickman, *California*

Jewell Jackson McCabe, *New York*

Dr. Brenda Johnson-Moore, *Mississippi*

Katrina Kerr, *Missouri*

Dr. Gretchen D. Lofland, *Maryland*

Minnie Miller, *Georgia*

Cynthia Oda, *Indiana*

Cheryl Perry-League, *California*

Rhonda Rogers, *Florida*

Ayris T. Scales, *District of Columbia*

Wilma Holmes Tootle, *New York*

Marian Y. Woods, *Georgia*



N C B W
1 0 0

1718 Peachtree Street NW
South Tower, Suite 970
Atlanta GA 30309

404-390-3982
www.ncbw.org