Top 10 tips on being an effective Rep

Regularly communicate with your members

Keep your member mailing list up to date

Look for opportunities for recruitment

Use the time given to you

Plan well in advance

Ensure confidentiality

Challenge the issue

Learn when to refer & who to refer to

Be honest and realistic

Follow your instinct

The Perfect Rep is

visible in their area

known to both members and non-members

approachable at all times

able to support members at a moments notice

knowledgeable about Society policies

able to provide simple but accurate information and advice

able to recruit new members and spot opportunities for recruitment

able to challenge an issue appropriately, in a professional manner