



The Art of Membership: How to Attract, Retain and Cement Member Loyalty

Sheri Jacobs

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Member engagement, recruitment, and retention are fundamental activities that all membership organizations must master to ensure the growth and viability of their organizations over the long term. *The Art of Membership* by Sheri Jacobs, CAE, provides associations and membership organizations with the practical tools they need to build a loyal and diverse membership base over the long term. Readers will be able to put the tools to work immediately regardless organization size, budget, culture, type, or environment. The recommendations are concrete, irrefutable and backed by data derived from ASAE research, the author's own more than 40 Market Research Studies conducted with her team encompassing members and nonmembers from organizations of all types and sizes and her more than 15 years of experience developing and executing membership recruitment and retention plans for more than 100 associations. The book contains ample cases and examples from associations, nonprofits and for-profits (pricing strategies, value propositions, and marketing tactics) in addition to chapter-by-chapter "how-to" guides with checklists and worksheets that break down the concepts from goal to strategy to tactics culminating in an actionable "to-do" list.

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