

Club Leadership Training Workbook

Session 1

June – August 2022

Instructions

1. Please print out the Tasks and Challenges pages covering your executive role.
2. Please turn on video when logged in to the session.
3. Mute yourself unless asked to speak.
4. Using the Chat box is only between you and the Facilitator
5. Use “Raised Hand” icon to gain attention of Presenter or Facilitator.

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This activity is to enable you to collect the ideas of all members of your group about your role for a Toastmasters club.

What is your role

What is one (1) task that the _____ does for his/her club?



This activity is to enable you to collect the ideas of all members of your group about the challenges for _____ in a Toastmasters club.

What is the biggest challenge, from your experience, for the _____ for a Toastmasters club?



Beyond Your Club

Who is your Area Director for 2022-23?

Who is your Division Director for 2022-23?

Who are the District Trio for 2022-23?

Who is the Region 12 Advisor for 2022-23?

DISTINGUISHED CLUB PROGRAM

Following are the goals your club should strive to achieve during the year:

EDUCATION

- P1** Four members complete Level 1
- P2** Two members complete Level 2
- P3** Two more members complete Level 2
- P4** Two members complete Level 3
- P5** One member completes Level 4, Level 5 or DTM
- P6** One member completes Level 4, Level 5 or DTM

MEMBERSHIP

- 7** Four new members
- 8** Four more new members

TRAINING

- 9** A minimum of four club officers trained during each of the two training periods

ADMINISTRATION

- 10** On-time payment of membership dues accompanied by the names of eight members (at least three of whom must be renewing members) for one period and on-time submission of one club officer list.

RECOGNITION

QUALIFYING REQUIREMENT

To be considered for recognition, your club must either have 20 members or a net growth of at least five new members as of June 30. Transfer members do not count toward this total until their membership has been paid and is current in their new club.

When your club meets the qualifying requirement and does the following, it is eligible for Distinguished Club recognition at year-end:

Achievement	Recognition Earned
Achieve five of 10 goals	Distinguished Club
Achieve seven of 10 goals	Select Distinguished Club
Achieve nine or ten of 10 goals	President's Distinguished Club

ACTION PLAN TO ACHIEVE THE CLUB'S GOALS

EDUCATION

Potential Members to achieve these awards:

What is needed to support members in achieving these awards

Timeline for these awards to be achieved

MEMBERSHIP

How will these goals be achieved? What type of activities will be undertaken by the club?

Timeline for these goals to be achieved



MOMENTS OF TRUTH

Examine your assigned Moment of Truth and rate how well your club meets each standard.

1	2	3	4	5
We never meet this standard	We rarely meet this standard	We sometimes meet this standard	We usually meet this standard	We always meet this standard

FIRST IMPRESSIONS

First impressions are important to club success because guests' positive experiences and observations determine whether they will return and become members.

STANDARDS			
Guests greeted warmly and introduced to officers and members		Convenient meeting location	
Guest book and name tags provided		Guests invited to address the club	
Professionally arranged meeting room		Guests invited to join	

MEMBERSHIP ORIENTATION

In order to offer members the greatest benefit from the Toastmasters experience, the club must acquaint new members with the education and recognition programs and make members aware of the club's responsibility to them and their responsibility to the club.

STANDARDS			
Formal induction, including presentation of membership pin and assignment guide		Learning needs assessed	
Assignment of mentor		Speaking role(s) assigned	
Education programs and recognition system discussed		Member involved in all aspects of club activities	

FELLOWSHIP, VARIETY, AND COMMUNICATION

The club retains members by providing a fun, friendly and supportive environment that encourages enjoyable learning.

STANDARDS			
Guests greeted warmly and made welcome		Members participate in area, district, and International events	
Enjoyable, and educational meetings planned		Interclub events encouraged	
Regularly scheduled social events		Club newsletter / website published and updated regularly. Social media presence	

1

We never meet this standard

2

We rarely meet this standard

3

We sometimes meet this standard

4

We usually meet this standard

5

We always meet this standard

PROGRAM PLANNING AND MEETING ORGANIZATION

When club meetings are carefully planned, with well-prepared speakers and useful evaluations, members are able to meet their education goals.

STANDARDS			
Program and agenda publicized in advance		Meetings begin and end on time	
Members know program responsibilities and are prepared to carry out all assignments		Creative Table Topics® and activities	
All projects are Pathways projects		Positive and helpful evaluations	

MEMBERSHIP STRENGTH

When the club has enough members to provide leadership and fill meeting and committee assignments, this creates a lively, active club that benefits existing members and draws new members in.

STANDARDS			
Club has 20 or more members		Club programs varied and exciting	
Members are retained		Toastmasters sponsoring new members recognized	
Promotion of club in the community or within its organisation		Regular membership-building programs	

ACHIEVEMENT RECOGNITION

The club motivates members to stay active by monitoring members' progress towards goals, submitting completed award applications immediately, and consistently recognizing member achievements.

STANDARDS			
Award applications immediately submitted to World Headquarters		Club, district, and International leaders recognized	
Progress charts displayed and maintained		Club and member achievements publicized	
Member achievements formally recognized with ceremony		Distinguished Club Program is used for planning and recognition	

For each standard that is rated 3 or lower, look at the Best Practices Chart and discuss the following questions with your team:

1. What is the cause of this challenge?

2. What can be done to address it? Who could be responsible for that action?

BEST PRACTICES CHART

GUESTS		
Challenges	Possible Causes	Recommendations
<p>Guests are not showing up to visit the club</p> <p>Guests are not joining the club.</p>	<p>Guests may not feel welcome. Sometimes when interacting with a close-knit group new people can feel left out.</p> <p>Guests join clubs in which they feel like their personal goals will be supported</p> <p>Guests may not be asked to join after the first meeting.</p> <p>Guests may have witnessed a judgemental or negative interaction.</p>	<p>Vice President Membership should use a guest book and ask guests to join at the end of the meeting.</p> <p>Make sure guests have name tags.</p> <p>Include information on the club website about attire to make guests feel comfortable.</p> <p>Welcome guests when they walk in and introduce them to other members of the club with personal information, rather than titles.</p> <p>Make meetings friendly, enjoyable and fun. Try themed meetings and variety in Table Topics.</p> <p>Display charts to show members progress towards goals.</p> <p>Display Toastmasters banner and Magazines to draw guests in.</p> <p>Promote meetings on club website/ social media</p> <p>Conduct a Speechcraft Course</p>
EVALUATIONS		
Challenges	Possible Causes	Recommendations
<p>Speakers are hyper-sensitive to constructive feedback.</p> <p>Evaluations are superficial and ineffective.</p>	<p>Honest, supportive Evaluations rely on trust within the group.</p> <p>Evaluations do not provide constructive feedback.</p> <p>Evaluators may not know how to deliver effective evaluations.</p>	<p>Focus evaluations on objectives from the project.</p> <p>Ask experienced Toastmasters from your club or a nearby club to model effective evaluations.</p> <p>Schedule club social events to create a friendly, supportive culture.</p>
MEMBER ACHIEVEMENT		
Challenges	Possible Causes	Recommendations
<p>Members are not earning awards</p> <p>Speakers are not improving.</p>	<p>Members are not delivering speeches from their path.</p> <p>Achievement not recognized within the club.</p> <p>Mentors are not supporting proteges.</p> <p>Mentors may not understand their responsibilities.</p>	<p>Recognize the delivery of the Ice Breaker with ceremony/ribbon.</p> <p>Award a ribbon/certificate to recognize achievement.</p> <p>Ask experience members to share success stories about reaching milestones in their professional and Toastmasters goals.</p> <p>Make sure achievement and recognition is clearly explained and emphasized during orientation</p> <p>VP Education ensure members deliver Pathways speeches.</p> <p>Clarify mentor's responsibilities to mentor and protégé.</p>

BEST PRACTICES CHART

MEMBER RETENTION		
Challenges	Possible Causes	Recommendations
Members are disengaged	There may not be a formal Mentor program.	Use VP Education and a formal mentor program to make sure members actively participate.
Members are not returning	Members may not be aware of the mentor program or the benefits of participating. Proteges may feel their mentor is not a good fit.	VP Membership should contact members who have been absent or ill with phone call or card to let them know they have been missed. Begin and end meeting on time. Use the Member Interest Survey so members can share their goals and needs with the club. Recognize achievement in all roles both large and small.
MENTORING		
Challenges	Possible Causes	Recommendations
Members not satisfied with the mentor program	Members may not feel they are accomplishing their goals.	Emphasize the importance of the mentoring program to new members.
Members are not taking advantage of the mentoring program. Members are not interested in Being a mentor.	Members may not feel supported. Meetings may be starting or ending late.	Follow up regularly with mentors and proteges to gauge effectiveness Encourage mentoring at all levels not just new members. Let members know that changing mentors is normal and no one should feel attached to a single mentor. Devise a formal feedback program between mentor and protégé to foster accountability.

Resources

Toastmasters International Website

<https://www.toastmasters.org/>

District 90 Website

<https://www.d90toastmasters.org.au/>

District 90 What's on page

<https://www.d90toastmasters.org.au/whatson.html>

Club Leader Handbook

<https://www.toastmasters.org/resources/club-leadership-handbook>

Club Officer Agreement

<https://toastmasterscdn.azureedge.net/medias/files/department-documents/club-documents/498-club-officer-agreement-and-release-statement/498-club-officer-agreement-20210211-final.pdf>

Club Success Plan

<https://toastmasterscdn.azureedge.net/medias/files/department-documents/club-documents/1111csp-club-success-plan/1111csp-club-success-plan.pdf>

Distinguished Club Program

<https://toastmasterscdn.azureedge.net/medias/files/department-documents/translations/distinguished-club-program-and-club-success-plan/1111-distinguished-club-program-and-club-success-plan.pdf>

Club Success Series

<https://www.toastmasters.org/resources/the-successful-club-series-set>

includes:

Moments of Truth, Finding New members, Evaluate to Motivate, Closing the Sale, Creating the best Club climate, Meeting Roles & Responsibilities, Mentoring, Keeping the commitment, Going beyond our Club.