



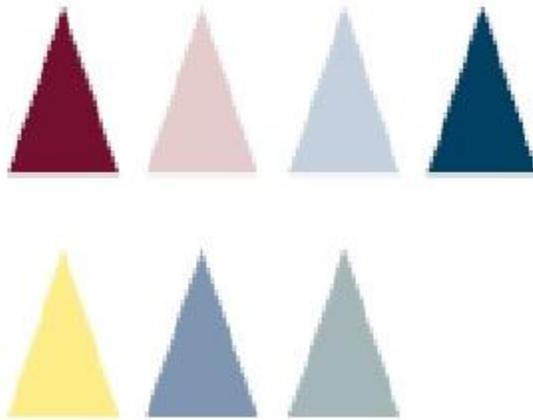
**District 60 Toastmasters**  
*Where Leaders are Made*



# *President*

*PHASE I Club Officer Training*

## *FACILITATOR'S GUIDE*



## **RECOMMENDATIONS FOR TRAINING ORGANIZERS**

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1. Limit all club officer training sessions to 20 participants.
2. If possible, provide a separate area and trainer for each officer role. Provide each training group with a closed wall area separated from any other training group.
3. Treat your volunteer trainers courteously and keep them informed at all times and as early in the process as possible.
4. When any pre-registration is done, provide the trainer with an updated list of all email addresses and names ahead of time so they may survey them. Provide updated registration information to the trainer as soon as you receive it.
5. Coordinate sending out pre-training survey with the trainer. The trainer may ask you to send the survey to all registrants as soon as they register, with direction to return it to the trainer. The trainer may wish to contact all registrants themselves for follow-up.
6. Unless this is a single office or Lunch 'n' Learn single office training session, it would be ideal to present a 20 minute: "What every officer needs to know" session to ALL club officers. Topics to cover would include: DCP review, resources that apply across all offices, etc.
7. Use existing official resources as much as possible – link to the Toastmasters International website and CLH manual for things like the yearly calendar.

**NOTE:** For Lunch'n'Learn trainees, who may not get the overview in item 6, Try to videotape and publish the above for Lunch'n'Learn to preview before session

## GENERAL TRAINER TIPS FOR ALL ROLES

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- **Read the TI Club Leadership Handbook at least a week prior to the training so you can personally recommend and/or refer to it.**  
It can be accessed at <http://www.toastmasters.org/CLH>
- **Remember that \*MOST\* clubs are NOT just like your club**  
As a trainer, expect to speak about and use examples about your experiences in your club(s). However, it is essential that you understand that most clubs will differ from your club in one or more respects (e.g., corporate vs. community). In general, it is best to discuss and impart “Best Practices” for the role of President to trainees unless addressing specific situations raised by individuals.
- **Know how to handle discussions and problem solving session**  
Set the stage, get trainees’ approval, and manage expectations. Announce that you will address each question asked and may invite others to also answer and contribute. Each person should stand when speaking, speak loud enough for everyone to hear and limit their comment to about 90 seconds.
- **Know how to handle any question or issue raised from a trainee**  
Take your time. **LISTEN** to the question. If you are not 100% clear on the question or issue raised, ask the person to repeat it. Repeat the question for all in the room to hear. Answer it in 90 seconds or less or ask for an expert in the room to address the answer, initially in 90 seconds. Address the entire room with the answer, not just the person who asked the question. If more follow-up is indicated, repeat. Take care that one issue does not take up more than about five minutes. If it is something that requires more time, document it and suggest that you will send out a researched answer within 48 hours.
- **Know how to answer a question when you do not know the answer**  
Do not panic. Simply start with “I don’t know.” Pause. Then ask if anyone else has a specific answer. Otherwise document it and suggest that you will send out a researched answer within 48 hours.
- **Know about using a data/screen projector**  
Most likely a projector will NOT be provided for you but you can request a

blank wall or projector screen to project slides. Purchase a remote mouse so you are free to advance slides without standing at computer.

**ESSENTIAL:** Review your slide deck with an experienced officer trainer if you have not used the slide deck before. Slides with many words are generally ineffective in transferring information for retention and understanding. Slides which contain words you will say out loud are rarely effective. Poor slide decks are worse than no slide deck in club officer training.

- **Plan When/How to hand out handouts**

Arrive early enough to the training to set up the room. When the session is actually scheduled to begin, arrive first and greet people. Direct trainees to sign-in and pick-up handouts before they sit down. **IT IS USUALLY REQUIRED THAT TRAINEES SIGN YOUR ATTENDANCE LIST TO GET CREDIT.** Label each handout clearly if it is take-home or will be used during the session.

- **Hand out a printed agenda**

Unless you are using a projector and either project it and /or display it on a large whiteboard flip chart visible to all, prepare and distribute a printed agenda. Hand out evaluation forms at the beginning of the session.

- **Learn about the facilities**

Find out **and write down** these details:

**WHERE: Venue:** location, address, parking info, security access requirements

**WHEN: Schedule/Agenda:** Date and Time: Get a full agenda for the event your training is part of

**WHAT: Facilities:** Find out the location and facilities in the specific room you will use. Find out what equipment is provided (e.g. flipchart, markers, whiteboard + markers, tables, chairs) there. Find out if your training area be set up for you or if set-up is required just for this event.

- **Learn about your audience**

Your audience will usually be a diverse group of individuals, who have various educational and cultural backgrounds, aged from 18 to 60+.

In most cases, the participants are Toastmasters who are club officers for

the current term. This may be their first time attending club officer training or they may have attended training before for either this role, or for other club officer roles. Individuals may have more knowledge, Toastmasters and club officer experience than you - this is not a negative thing, this is something to take advantage of! You can learn about your audience by using an email or phone survey ahead of time. This will enable you to prepare best for this particular audience.

- **Get Toastmaster speech project credit!**

Plan a 5-7 minute portion of your presentation as a presented topic/speech. Ask your VP for OK to do a "Speech outside of the TM Club Environment". Pick a CC manual or advanced manual project that fits (e.g., Speaking to Inform). Ask one member in attendance to provide written and oral evaluation (later). Get manual speech credit for one section of your training presentation!

## **TRAINING OVERVIEW**

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### Learning Outcomes

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When officers complete this course they will be able to:

- Know the roles and responsibilities of President, as defined by TI
  - Know about Club Central and how to access it. Be able to name the functions on Club Central which the President commonly uses.
  - Meet and get contact info of people who can help you with questions and issues in your role as President
  - Other outcomes you want to have?
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## **BEFORE THE TRAINING SESSION...**

### **KNOW YOUR AUDIENCE**

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In order to maximize the effectiveness of your training session, it will be essential to obtain some information about your target audience. If possible, obtain a list of registrants (with their email addresses) from the training organizer a few days ahead of the training session. Of course, there will likely be last-minute additions to the list, but this should give you a rough idea of the numbers you'll be working with.

It is recommended that you survey your workshop participants ('Blind copy' them) so that you may tailor your training session to best address their needs. A sample survey can be found in Appendix A. Your participants will likely consist of a diverse group of participants, some of whom may have filled the role of President before, others who are relative newcomers in the role for those clubs who elect club officers Semi-annually.

Information you may find helpful for planning might include:

- Have participants held other club officer roles before?
- Find out about their club. Are they in an open community club or a closed corporate club? How often do they meet? How long has the club been in existence?
- Are there any specific challenges the club is currently facing? Ask them to be as specific as possible.
- Would they be willing to have their name and email address shared with other participants?

### **DESIGNING THE SESSION ITSELF**

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Once you know the parameters you have to work with, you can plan a session that covers the essentials, but also provides the opportunity to discuss topics of concern to your participants.

A sample outline for a 60-minute session might cover some (or all) of the following – approximate times follow in parentheses, but can be expanded to suit the time you have been allotted:

- Introductions/Icebreaker (5-10 minutes)
- The Role of President – An Overview of Responsibilities (5 minutes)
- Your Team: the Other Club Officers (5 minutes)
- Distinguished Club Program (5 minutes)
- Assessing Club Strength and Creating a Club Success Plan (5-10 minutes)
- Using Club Central and the TI ‘Dashboard’ (5 minutes)
- Important Dates and Events (5 minutes)
- Outside the Club: District 60 Structure and Resources (10 minutes)
- Closing Comments (5 minutes)

## **CLASSROOM SET-UP**

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Arrive early to setup the classroom (Most people need 10-15 minutes).

Recognize that there will likely be other training right before you present. “Arriving early” means getting to the event during ahead of the “Registration/Networking/Mingling” period. If you expect to have setup time just before your session you will not be able to hear what is presented to all attending in the common section.

Post a “What to do when you Arrive” slide or banner. Include things like: (example ideas only)

- Sign in on attendance sheet
- Pick up (x Number of) handouts
- Complete Self-Assessment form 1

## **INSTRUCTOR NOTES**

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- Use these materials as you prepare for your session to the guide you during the workshop.

## **SAMPLE PRE-TRAINING SURVEY**

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**Send this survey to all pre-registered trainees.**

**Put copies at registration for anyone who did not complete one ahead of time.:**

Name: \_\_\_\_\_

TM experience: \_\_\_\_\_

1. May we share your name and email address with other trainees?      Yes / No

2. Have you held this club officer role (President) in a previous year?

Details \_\_\_\_\_

3. Have you held ANY other club officer role previously?

Details \_\_\_\_\_

4. How do you rate your knowledge and experience in this officer role? \_\_\_\_\_

0= No previous experience      1 = Some experience, lots to learn, lots of questions

2= Significant experience, more answers than questions      3 = Expert level

Details: \_\_\_\_\_

5. We want to make this training session as effective as possible for club officers.

Please rank each item below 0, 1, 2 or 3 for how important it would be for you in training.

0=No interest      1=some Interest      2=Important to me      3=Critical issue

A. What are duties of my office? Rank (0-3): \_\_\_\_\_

B. Large Group discussion of issues brought up: Rank (0-3): \_\_\_\_\_

C. Small (4-5 people) Group discussion of issues brought up by attendees Rank (0-3): \_\_\_\_\_?

D. How to / Issues of conducting a Club Membership Drive/Campaign Rank (0-3): \_\_\_\_\_

E. How to use TI website for Membership issues (download roster, add members...) Rank (0-3):

F. Other issues important to you



(SAMPLE AGENDA)

## **CLUB OFFICER TRAINING – Phase I: PRESIDENT**

**12:00 Introductions**

**12:05 Overview of President Role**

- Responsibilities Outside the Club Meeting
- Responsibilities At the Club Meeting
- Club Organization: Area/Division/District

**12:10 Your Team: The Other Club Officers**

- Roles/Responsibilities of the Other Club Officers
- Creating a Successful Team

**12:20 Goal Setting: Creating a Vision for the Club**

- Distinguished Club Program (DCP)
- Devising a Club Success Plan
- Moments of Truth (Club Self-Evaluation)
- Group Exercise: Identify three goals for the coming year

**12:30 Planning the Toastmasters Year (2013-2014)**

- Speech Contests, Conferences, Phase II Training, Elections

**12:40 Other Resources**

- Club Central (if not already covered) and Toastmasters International
- Your Area/Division Governors
- Asking for help (online resources)

**12:50 Q & A Session**

**12:55 Closing comments**

## **TAB 1:**

### **INTRODUCTIONS/ICEBREAKER IDEAS**

For a one-hour session, no more than 5-10 minutes should be spent on introductions. Resist the urge to have every person introduce themselves; otherwise, you'll lose 20 minutes in no time. You may ask for a few volunteers to introduce themselves or better have trainees break into groups of 3-5 and take 5 minutes to introduce themselves to their smaller group.

Introduce yourself (or have someone introduce you with a prepared introduction to read); include, your relevant background experience that establishes your credibility and passion as a trainer. For example, you may wish to mention taking this training, club officer positions held, District officer positions...

Icebreaker/Introduction ideas based on group size:

Group Size: 10 or under

- Have each individual introduce themselves to the group, citing their name, club name, and something that makes their club unique

Group Size: 10 to 20

- Break into groups of three or four and have each person introduce themselves to the group

Group Size: over 20

- Break into groups of three or four and have each person introduce themselves to the group
- Alternatively, ask the entire group by show of hands / poll to range of experience (e.g. How many have been an officer before, how many have been THIS officer before, how many are < 1 year in Toastmasters, etc.)

## TAB 2:

### **PRESIDENT ROLES AND RESPONSIBILITIES**

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#### **The Role of President – An Overview**

(The information covered below is also available on the Power Point slides found on the Toastmasters International website.)

#### **Responsibilities of the President Outside the Club Meeting**

##### *Develop and improve club leadership*

- Ensure club officers meet officer and club meeting standards
- Search for leaders within the club, ensuring all club offices are filled for the succeeding terms and ensure that timely elections are conducted
- Prepare successor for office
- Attend district-sponsored club officer training

##### *Club Administration*

- Oversee administrative operation of the club in compliance with the Club Constitution and Bylaws
- Schedule and chair monthly executive committee meeting
- Arrange for a replacement if unable to attend a club or executive committee meeting

##### *Advance Club and Member Achievement*

- Oversee plan to achieve Distinguished Club Program (DCP) goals
- Ensure the club has an ongoing membership building program
- Encourage communication and leadership development through promotion of CC, AC, CL and AL awards

### *Effective Interaction with other Organizational Levels*

- Attend and vote club's proxy at district council meetings or ensure a club member attends and votes
- Attend regional conference and International Convention and vote the club's proxy or send the proxy to the district governor
- Maintain relationship with the district (e.g., Area Council meetings) and with Toastmasters International

### Responsibilities of the President At the Club Meeting

- Ensure meetings start and end on time
- Make sure guests are warmly and enthusiastically welcomed and introduced
- Allow time before and after the meeting to speak with guests
- Read and/or display the club mission statement at every meeting
- Discuss the Distinguished Club Program and the club's progress in it
- Recognize member achievements in Toastmasters and in their personal lives
- Report on which “Moments of Truth” the club is achieving
- Lead by example

## **TAB 3:**

### **TOASTMASTERS CLUB OFFICER ROLES & RESPONSIBILITIES**

#### ALL OFFICERS

- Attend District-Sponsored club officer training
- Attend club executive meetings
- Prepare successor for office

#### PRESIDENT

- Oversees plan to achieve Distinguished Club Program (DCP) Goals
- Encourages member development through CC, AC, CL, and AL programs
- Attends and votes at District Council and at Convention
- Oversees administrative operation of the club
- Schedules and chairs monthly executive committee meeting
- Searches for leaders for succeeding term
- Ensures meetings are run smoothly and to club standards
- Conveys information to Area Governor and relays required information to club

#### VP EDUCATION

- Completes and confirms schedules
- Promotes and tracks participation in CC, AC, CL, and AL programs
- Submits educational awards to TI
- Orients new members to the program
- Assigns mentors
- Coordinates club contests (Fall/Spring)

#### VP MEMBERSHIP

- Conducts and promotes ongoing membership building programs
- Follows up on guests, new members, and non-attending members

- Explains the educational program to prospective members

#### VP PUBLIC RELATIONS

- Promotes the club to local media
- Produces and distributes a newsletter and/or maintains website
- Promotes membership programs
- Uses other social media to promote club events

#### SECRETARY

- Maintains accurate membership roster and provides it to the Treasurer
- Mails club officer list to World Headquarters
- Handles club correspondence
- Keeps club files

#### TREASURER

- Prepares a budget
- Provides the bank with a new signature card
- Prepares and sends dues statements
- Submits new member applications and dues to TI
- Keeps records of financial transactions
- Presents verbal and written financial reports
- Submits club accounts for audit

#### SERGEANT-AT-ARMS

- Maintains club equipment and keeps adequate supplies
- Attends club executive committee meetings

## TAB 4:

### CREATING/REALIZING A CLUB VISION

The President of the club is responsible for establishing a vision of what they would like to see accomplished during their term (i.e., the Club Success Plan); however, it may be a challenge to know how to establish priorities.

Knowing where your club is going is a critical step in having a successful term as president. Visions should focus on what you want the club to look like or be at the end of your term. They do not have to be detailed -- that will come when you set goals and create a success plan.

Goals to consider when creating *your* club's vision...

- Distinguished Club Program (e.g., improve over last year)
- Membership goals (charter strength = 20, add 5 new members)
- Educational goals (CC, CL, ACB, etc.)
- Requiring manual speeches
- Encouraging effective evaluations
- Consulting with your executive *regularly* – yearly planning meeting, monthly meetings, etc.
- Providing a welcoming, ‘safe’ environment for guests and members
- Running timely meetings
- Improving communication amongst club members
- Maximizing participation in every meeting
- Developing an effective mentorship program
- Encouraging officers to attend training
- Following parliamentary procedure
- Completing necessary administrative duties (e.g., paperwork, paying dues, registering new members, ordering supplies, etc.)
- Maintaining your successes
- Moments of Truth

**TAB 5:**

**DCP: DISTINGUISHED CLUB PROGRAM**

**CLUB SUCCESS PLAN WORKSHEET**

ACTIVITY	GOAL	STRATEGY	RESOURCES	ASSIGNMENT	START	COMPLE	ACTUAL COMPLETION
(1) CC	<b>2</b> <i>Name</i> <i>Name</i>	Determine which members are in a position to achieve <b>CC</b> status by 6/30/2013. Encourage new members to complete manual projects. Make sure the club meets twice a month so members have speaking opportunities.	Club members progress list	President and VPE will track members scheduled to receive their CC	07/01/2012		<i>Name 1-</i> <i>Name 2-</i>
(2) Additional CC	<b>2 or more</b> <i>Name</i> <i>Name</i>	Same as above	Same as above	Same as above	07/01/2012		<i>Name 3</i> <i>Name 4</i>
(3) AC (Bronze, Silver, Gold)	<b>1</b> <i>Name</i>	Determine which member is in a position to achieve <b>AC</b> status by 6/30/2013. Provide any assistance necessary.	Club members progress list	President and VPE will track members scheduled to receive their AC	07/01/2012		<i>Name 1</i>
(4) Additional AC (Bronze, Silver, Gold)	<b>1 or more</b> <i>Name</i>	Same as above	Same as above	Same as above	07/01/2012		<i>Name 2</i>
(5) CL, AL (Bronze, Silver) or DTM	<b>1</b> <i>Name</i>	Determine which officer is in a position to achieve CL status by 6/30/2013. Provide any assistance necessary.	Club members progress list	President and VPE will track CL status	07/01/2012		<i>Name 1</i>
(6) Additional CL, AL (Bronze, Silver) or DTM	<b>1 or more</b> <i>Name</i>	Same as above	Same as above	Same as above	07/01/2012		<i>Name 2</i>
(7) New Members	<b>4</b>	Develop membership campaign Bulletin Board Assign mentors to new members	Membership applications	VP-Membership and Membership Committee. VP-PR will work to promote club.	07/01/2012		<i>Names of 4 new members</i>
(8) Additional New Members	<b>4 or more</b>	Same as above	Same as above	Same as above	07/01/2012		<i>Names of additional new members</i>
(9) Club officer training - <b>June 2010 and February 2011</b>	<b>At least 4 officers trained during each session</b>	Plan for ALL Officers to attend training.	TI Attendance Records	Club President will coordinate	07/01/2012		<i>Names of officers attending training in June/July.</i> <i>Names of officers attending training in January/February.</i>
(10) Membership Reports and Club Officer Lists	<b>Membership Report and Club Officer List submitted by deadlines</b>	Semiannual dues and membership list must be received at World Headquarters <b>by 5 pm PT October 1 and by 5 pm PT April 1</b> . The club should strive to submit both reports online and by <b>District Deadline of September 15 and March 15 respectively</b> . Only those members who pay dues to Toastmasters International are recognized as members of the club.  Officer lists must be received by Toastmasters International by <b>June 30</b> .	Report forms are mailed to club Presidents of record in May	Secretary/Treasurer will coordinate	07/01/2012		

## **TAB 6:**

### **CLUB SELF-EVALUATION: MOMENTS OF TRUTH**

**Assess whether your club is achieving the following goals – within each section, if your club is not hitting at least three of the bullet points regularly, this may help to identify areas to prioritize in the coming year.**

#### **First Impressions**

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

#### **Membership Orientation**

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

#### **Fellowship, Variety, and Communication**

- Guests greeted warmly and made welcome
- Enjoyable and educational meetings planned
- Regularly scheduled social events
- Members participate in area, district, and International events
- Inter-club events encouraged
- Club newsletter / website published and updated regularly

#### **Program Planning and Meeting Organization**

- Program and agenda publicized in advance
- Members know program responsibilities and are prepared to carry out all assignments
- All projects are manual projects

- Meetings begin and end on time
- Creative Table Topics™ and activities
- Positive and helpful evaluations

### **Membership Strength**

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

### **Achievement Recognition**

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

**TAB 7:****IMPORTANT DATES AND EVENTS: 2013-2014**

<b>DATE/DEADLINE</b>	<b>EVENT</b>	<b>WHO IS RESPONSIBLE?</b>
June 30, 2013	Submit Club Officer List	Secretary
July 1, 2013	Toastmasters Year Begins	Everyone
June – August	Attend Club Officer Training: Phase I	All 7 Roles
August 1 – September 30	Smedley Award (5 new members)	VP Membership
September	Club Humorous Speech and Table Topics Contest	VP Education
September – October	Area Governor Visit #1	President & VP Education
October 1	Dues Renewals	Treasurer
October 1-15	Area Contest (support the club representative)	All Club Members
November	District Conference	All Club Members
December – February	Attend Club Officer Training: Phase II	All 7 Roles
February	Club International Speech and Evaluation Contest	VP Education

February 1 – March 31	Talk Up Toastmasters (5 new members)	VP Membership
March 1 – 15	Area Contest (support the club representative)	All Club Members
March – April	Area Governor Visit #2	President & VP Education
April 1	Dues Renewals	Treasurer
April	District Conference	All Club Members
May 1 – June 30	Beat the Clock (5 new members)	VP Membership
May (1 <sup>st</sup> week)	Elect Club Officers for 2014-15	Immediate Past President
June	Have New Officers attend training	All 7 Roles
June 30, 2014	Deadline to Submit Educational Award for 2013-14	VP Education

## **TAB 8:**

### **OTHER RESOURCES**

#### **YOUR AREA GOVERNOR**

- Acts as a mentor for the club
- Your liaison with the District; a resource to ask questions
- Visits each club 'officially' twice a year (July-October; January-April)
- Organizes two Area speech contests (Fall/Spring)
- Holds Area Council Meetings
- Can connect you to other clubs/resources/speakers, etc.

#### **TOASTMASTERS DISTRICT 60 ([www.toastmasters60.org](http://www.toastmasters60.org))**

- Training and contest dates
- Conference Information (November 2013; April 2014)
- District Leader contact information
- Division and Area Governor contact
- Obtain additional support (e.g., Club Coach if membership <12)
- Advertise your own events (Open House, training, etc.)!

#### **TOASTMASTERS INTERNATIONAL ([www.toastmasters.org](http://www.toastmasters.org))**

- Club Leadership Handbook (download) – explains all seven Club Officer Roles and Responsibilities
- Materials (e.g., Successful Club Presentations, pins, charts, forms, manuals, etc.)
- Contest information and training – Rule Book for 2013 available for download
- Additional advice (e.g., membership building)
- Toastmasters Magazine archive
- District Performance Reports – check on your club's progress through Club Central!

## **Developing a Network of Toastmasters Contacts**

No Toastmasters club operates in isolation – there is a considerable amount of support out there in District 60. To maximize a club’s success, it is essential to reach out periodically for advice or assistance on issues affecting your club.

If needed, explain the administrative set-up of District 60 (e.g., what the differences are between an Area, Division, and District)

Typically, the President’s next level of contact is the Area Governor, who is the liaison between the district and 4 and 6 assigned clubs within a given geographic area. The Area Governor also will hold two or more Area Council meetings during the course of the year, which are an opportunity for the Presidents and VPs of Education from each of the clubs within a given area to network and discuss issues relevant to their respective clubs.

Area governors act as a mentor for clubs in the area and are responsible for ensuring that clubs are successful. They also ensure that the district supplies the service and assistance clubs need in order to deliver the Toastmasters program.

An Area Governor visits each club in his or her assigned area in an “official” capacity twice every year between July 1 and October 31, and again between January 1 and April 30. When preparing for a visit from the Area Governor, presidents will be asked for information regarding the club’s progress regarding their Club Success Plan and the Distinguished Club Program.

At times, a club requires additional support from the district, particularly if they are at risk of folding. Knowing when to ask for help can make the difference between a club’s survival or failure. Should a club’s membership drop below 12, they will be eligible to have a Club Coach assigned to them, who has up to two years to help the club identify a path back to success. The District Lieutenant Governor of Marketing is responsible for assigning Club Coaches, but Presidents should also touch base with their Area Governor for advice as well.

## **TAB 9:**

### **USING CLUB CENTRAL AND THE TI 'DASHBOARD'**

Club Central is the section of the Toastmasters International website where much of the club business is carried out. New members are registered, club dues are paid, club officer lists are submitted, and educational awards are registered. While most of these duties are the responsibility of other club officers (e.g., VP Education, Treasurer, etc.), it is still important for the President to know how to access this resource if needed. See Appendix B for steps on how to use Club Central.

The TI 'Dashboard' is a listing of statistics for all existing clubs, and includes information on Distinguished Club Program success, membership numbers, and other administrative details. It is generally updated on a weekly basis (usually Friday), but some elements are updated daily.

If it is possible, and time permits, see if you can establish a 'live' connection with the TI website to demonstrate Club Central and the TI Dashboard.

This would also be an appropriate time to review the Distinguished Club Program as a framework on how to gauge their club's success. The 10 DCP points are presented in the Club Leadership Handbook, as well as the TI Dashboard, but you may wish to present a one-page summary as part of the handout package.

## Club Central Use

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Login at Members Site: <http://www.toastmasters.org/Members.aspx>



If you logged in OK, your name will appear in the menu box and there will be a red button with link to Club Central. Click on Club Central:



The next page lists any/all clubs you are an official club officer in.

Name-of-Authorized-club Club - #####

Name-of-2<sup>nd</sup>- Authorized-club Club - #####

Click on the name of the club to access it in Club Central

The Club Central Menu Consists of the following options:

- Submit membership application(s) - new/dual/reinstate
  - Pay dues
  - Update my club meeting information
  - View/Update/Print my club officer information
  - Update my club mailing address
  - Submit education award(s) for club members
  - View/Update/Print my club membership roster
  - Update my club bylaws
  - View my club's awards
  - View DCP reports
  - Wire Transfer Instructions (PDF)
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# THE TOASTMASTER PROGRAMME

## Communication Track

**Competent Communicator (CC)**  
An applicant must have:  
• Completed all 10 speeches from the Competent Communication manual

**Advanced Communicator – Bronze (ACB)**  
An applicant must have:  
• Achieved Competent Communicator (or Competent Toastmaster)  
• Completed two advanced manuals

**Advanced Communicator – Silver (ACS)**  
An applicant must have:  
• Achieved Advanced Communicator - Bronze (or Advanced Toastmaster - Bronze)  
• Completed two additional advanced manuals  
• Conducted any two modules from "The Better Speaker Series" or "The Successful Club Series"

**Advanced Communicator – Gold (ACG)**  
An applicant must have:  
• Achieved Advanced Communicator - Silver (or Advanced Toastmaster Silver)  
• Completed two additional advanced manuals  
• Conducted Success Leadership, Success Communication or Youth Leadership Programme  
• Coached a new member with first three speeches

## Leadership Track

**Competent Leader (CL)**  
An applicant must have:  
• Completed all 10 projects from the Competent Leader manual

**Advanced Leader – Bronze (ALB)**  
An applicant must have:  
• Achieved Competent Leader  
• Served six months as Club Officer  
• Participated in preparing Club Success Plan  
• Participated in District-sponsored training  
• Conducted two Successful Club Series and/or Leadership Excellence Series modules

**Advanced Leader – Silver (ALS)**  
An applicant must have:  
• Achieved Advanced Leader - Bronze (or old Competent Leader award)  
• Served complete term as District Officer  
• Completed High Performance Leadership Programme  
• Served as Club Sponsor, Mentor, Specialist or Coach

**Distinguished Toastmaster (DTM)**  
An applicant must have:  
• Achieved Advanced Communicator - Gold  
**and**  
• Achieved Advanced Leader – Silver

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Created: June 10, 2003  
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## THE TOASTMASTER PROGRAMME continued

### ADVANCED MANUALS

1. The Entertaining Speaker
2. Speaking To Inform
3. Public Relations
4. Facilitating Discussion
5. Specialty Speeches
6. Speeches by Management
7. The Professional Speaker
8. Technical Presentations
9. Persuasive Speaking
10. Communicating On Video
11. Storytelling
12. Interpretive Reading
13. Interpersonal Communications
14. Special Occasion Speeches
15. Humorously Speaking

### BETTER SPEAKER SERIES

Designed as 10 minute educational speeches that give practical tips to benefit all members.

1. Beginning Your Speech
2. Concluding Your Speech
3. Controlling Your Fear
4. Impromptu Speaking
5. Selecting Your Topic
6. Know Your Audience
7. Organizing Your Speech
8. Creating An Introduction
9. Preparation and Practice
10. Using Body Language

### SUCCESSFUL CLUB SERIES

Modules address the subject of quality Club meetings and offer tips on attracting and maintaining members. (10 - 20 minutes)

1. The Moments of Truth
2. Finding New Members For Your Club
3. Evaluate To Motivate
4. Closing The Sale
5. Creating The Best Club Climate
6. Meeting Roles and Responsibilities
7. Mentoring
8. Keeping The Commitment
9. Going Beyond The Club
10. How To Be A Distinguished Club
11. The Toastmasters Educational Programme

### SUCCESS / LEADERSHIP PROGRAMMES

Modules designed to help participants develop and refine their leadership skills. (60 - 90 min)

1. How To Conduct Productive Meetings
2. Parliamentary Procedure In Action
3. Leadership
  - Part 1: Characteristics of Effective Leaders
  - Part 2: Developing Your Leadership Skills
  - Part 3: Working In The Team Environment
4. Improving Your Management Skills

### SUCCESS / COMMUNICATION PROGRAMMES

Modules designed to help participants to refine their communication skills.

1. Speechcraft (4, 6 or 8 sessions)
2. How To Listen Effectively (2 ½-3 hr.)
3. The Art of Effective Evaluation (2 ½-3 hr.)
4. Building Your Thinking Power
  - Part 1: Mental Flexibility (2 1/2-3 hr.)
  - Part 2: The Power of Ideas (2-2 ½ hr.)
5. From Speaker To Trainer (4½ hr.)
6. Youth Leadership (several sessions)

### LEADERSHIP EXCELLENCE SERIES

Modules designed to help participants develop skills to be successful leaders. (less than 1 hr)

1. The Visionary Leader
2. Developing A Mission
3. Values and Leadership
4. Goal Setting and Planning
5. Delegate To Empower
6. Building A Team
7. Giving Effective Feedback
8. The Leader As A Coach
9. Motivating People
10. Service and Leadership
11. Resolving Conflict

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## **TAB 10:**

### **AFTER THE TRAINING SESSION**

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- Ensure that ALL participants have completed the attendance form, including their full name and club name and/or number
- Ensure that participants have completed and submitted an evaluation form
- Pass on the registration sign-in list and evaluation forms to the event organizer so that participants may receive credit
- Follow up – send an email to workshop participants thanking them for attending. Answer any additional questions that came up during the session, and be sure to provide contact names and emails for those who gave their consent
- Ask for specific feedback on what worked and what didn't
- Get credit for a speech project you had completed
- CONGRATULATE YOURSELF – YOU DID IT!

## COURSE EVALUATION FORM

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### Evaluation Form for Participants

Please help us improve the training workshop by responding candidly to the following statements:

<i>Scale Definition: 1 – Strongly Disagree 2 – Disagree 3 – Neither Agree nor Disagree 4 –</i>	
Course objectives were well communicated	1 2 3 4 5
The training was built to match the way I need to be a club officer	1 2 3 4 5
Adequate time was allotted for explanations/practice	1 2 3 4 5
The training materials were well written	1 2 3 4 5
Job aids are available to support what I learned	1 2 3 4 5
I know where to get assistance after the training is complete	1 2 3 4 5
Overall the class was satisfactory	1 2 3 4 5

What did you like most about the class?

How can we improve the class?

Do you have any additional questions regarding this topic?

If you wish us to contact you, please provide the following information:

Name	Email	Telephone Number
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