



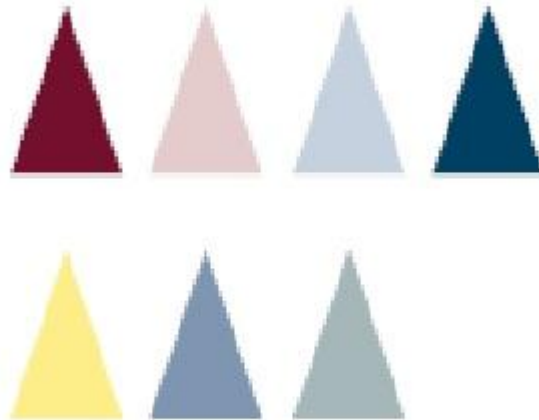
District 60 Toastmasters
Where Leaders are Made



VICE PRESIDENT OF EDUCATION

PHASE II Club Officer Training

FACILITATOR'S GUIDE



Thank you for being a Facilitator for Training Club Officers! Preparation is Key!

Overall Recommendations for training administrators

OVERALL RECOMMENDATIONS

1. Limit all club officer training sessions to 20 participants. Divide attendees into "Novice" and "Expert" sessions. For Phase 2 training, at least, separate the first-time officers from the officers who have already done the role for 6 months.
2. 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. Include in all officer training events a 20 minute: "What every officer needs to know" session. Cover topics like:
DCP review, resources that apply across all offices etc.
7. Use existing official resources as much as possible – link to TI website and CLH manual for things like calendar (pages 18-21) and

NOTE: For Lunch'n'Learn trainees – who obviously do not get the overview in item 6. is -
Try to videotape and publish the above for Lunch'n'Learn to preview before session

📌 Key Links: Club Leadership Handbook: <http://www.toastmasters.org/CLH>

TRAINER TIPS

- **Read the TI Club Leadership Handbook so you can personally recommend it.**
Read the Club Leadership Handbook: <http://www.toastmasters.org/CLH> in the week prior to conducting officer training. Then you can personally recommend that all officers read it.
- **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). It is essential that you understand that **most clubs are different than your club(s)**. In general, it is best to discuss and impart “Best Practices” for the role of Vice President Membership 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 the question. Repeat the question for all in the room to hear. Thank the person for the question. 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 5 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 you do not know the answer for**
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 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!

Course Overview

Learning Outcomes

When officers complete this course they will be able to:

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

materials and equipment

MATERIALS	EQUIPMENT
For the Instructor: <ul style="list-style-type: none"> • Participant handouts • Course Evaluation Form • Extra Pens and Pencils 	For the Instructor: Flip charts <ul style="list-style-type: none"> • Projector (if applicable) • Projection Screen • Laptop PC, remote presenter mouse • Extension cord + power bar

Class Preparation Checklist

• Task	✓
• Confirm class location, time and number of participants	
• Prepare/Print Participant Handouts	
• Equipment set up (optional)	
• Diagram of Room lay out (table & chairs)	
• Other	

Classroom Setup

- Arrive early to setup the classroom (Most people need 10-15 minutes). Realize 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 your will not be able to hear what is presented to all attenderer 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

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

General Guidelines & Approach to Phase 2 Training: Matching Agenda to Attendees

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

Tab/ Appendix	Task/Objectives
1	Intro/Ice Breaker then review agenda Share an overview of your Club's Education Programme with neighbour 1 minute each
2	Review Items that every officer needs to know Review even if covered in Overview session - DCP defined and explained - Uses of and using TI Club Central - Educational Track - Presenting Moments of Truth
3	Review official requirements of the office
4	Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook
5	DISCUSSION OF ISSUES Take questions from audience or bring up topics to address. This is done as full group session. Do not split into small groups.
6	Review List of Resources /Links
7	Conclusion: Complete Evaluation Form ENSURE that all trainees have signed attendance sheet for credit Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities Summary – Ask audience what objectives were

Know Your Audience! Groups with many 'Novice' attendees may require a greater review of the role responsibilities, while those who are 'Experts' may prefer to spend more time discussing issues of concern. When you have a better idea of the make-up of your training group, you can adjust the times to suit the needs of the group, as noted in the following tables:

Training Agenda: All Novices

Tab	Tasks	Expected Time	Notes
1	<p>Intro/Ice Breaker then review agenda</p> <p>Share an overview of your Club's Education Programme with neighbour 1 minute each</p>	5 minutes	
2	<p>Review Items that every officer needs to know Review even if covered in Overview session</p> <ul style="list-style-type: none"> - DCP defined and explained - Uses of and using TI Club Central - Presenting Moments of Truth 	10 minutes	
3	<p>Review official requirements of the office</p>	5 minutes	
4	<p>Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook</p>	5 minutes	
5	<p>DISCUSSION OF ISSUES</p> <p>Take questions from audience or bring up topics to address. This is done as full group session. Do not split into small groups.</p>	20 minutes	
6	<p>Review List of Resources /Links</p>	5 minutes	
7	<p>Conclusion: Complete Evaluation Form</p> <p>ENSURE that all trainees have signed attendance sheet for credit</p> <p>Confirm/Ask for permission to send contact of other attendees</p> <ul style="list-style-type: none"> - create post-event networking opportunities <p>Summary – Ask audience what objectives were</p>	5 minutes	

Training Agenda: Mixed Novices and Experts

Tab	Tasks	Expected Time	Notes
1	Intro/Ice Breaker then review agenda Share an overview of your Club's Education Programme with neighbour 1 minute each	5 minutes	
2	Review Items that every officer needs to know (SKIP THIS IF COVERED IN OVERALL TRAINING) - DCP defined and explained - Uses of and using TI Club Central - Education Track - Presenting Moments of Truth	5 minutes	
3	Review official requirements of the office	8 minutes	
4	Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook	3 minutes	
5	DISCUSSION OF ISSUES Select scenarios to discuss – have people break into groups according to issue 4 people to group	30 minutes	
6	Review List of Resources /Links	5 minutes	
7	Conclusion: Complete Evaluation Form Invite every trainee to become a club officer trainer for the next session Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities ENSURE that all trainees have signed attendance sheet for credit Summary – Ask audience what objectives were	7 minutes	

Training Agenda: All Experts

Tab	Tasks	Expected Time	Feedback
1	<p>Intro/Ice Breaker then review agenda</p> <p>Break into groups of 4 for introductions, ask people to get with people they do not know. Have 1 from each group also introduce themselves to the entire group</p>	10 minutes	
2	<p>Review Items that every officer needs to know</p> <p>Ask for topics for discussion in this area.</p>	5 minutes	
3	<p>Review official requirements of the office</p> <p>Do quick review and ask for any discussion topics.</p>	5 minutes	
4	<p>Review deadlines / Year calendar</p> <p>Pages 18-21 of Club Leadership Handbook</p>	5 minutes	
5	<p>DISCUSSION OF ISSUES</p> <p>Select scenarios to discuss – have people break into groups according to issue</p> <p>4 people to group</p>	25 minutes	
6	<p>Review List of Resources /Links</p>	2 minutes	
7	<p>Conclusion:</p> <p>Complete Evaluation Form</p> <p>ENSURE that all trainees have signed attendance sheet for credit</p> <p>Invite every trainee to become a club officer trainer for the next session</p> <p>Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities</p> <p>Summary – Ask audience what objectives were</p>	6 minutes	

TAB 1:

Guidelines During Training

Introductions/Icebreaker guidelines/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. 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 ONE concern they would like to see addressed
- Make note of these concerns as they come up (e.g., on a flipchart)

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
- Also, 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:

LOG IN FOR CLUB CENTRAL

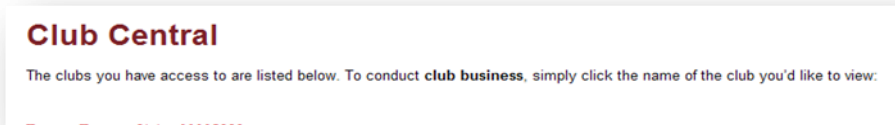
Sign in from the Members Site: <http://www.toastmasters.org/Members.aspx>:



After you have signed in, you will see your name on the left hand side, and a link to Club Central below it. Click on Club Central:



You will be directed to Club Central, and asked to select your club. Click on the appropriate club for which you wish to do business. You will only be shown the club(s) for which you have access as an officer.



You will be directed to the menu of options available to you as a club officer. Make sure you are managing the right club!

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

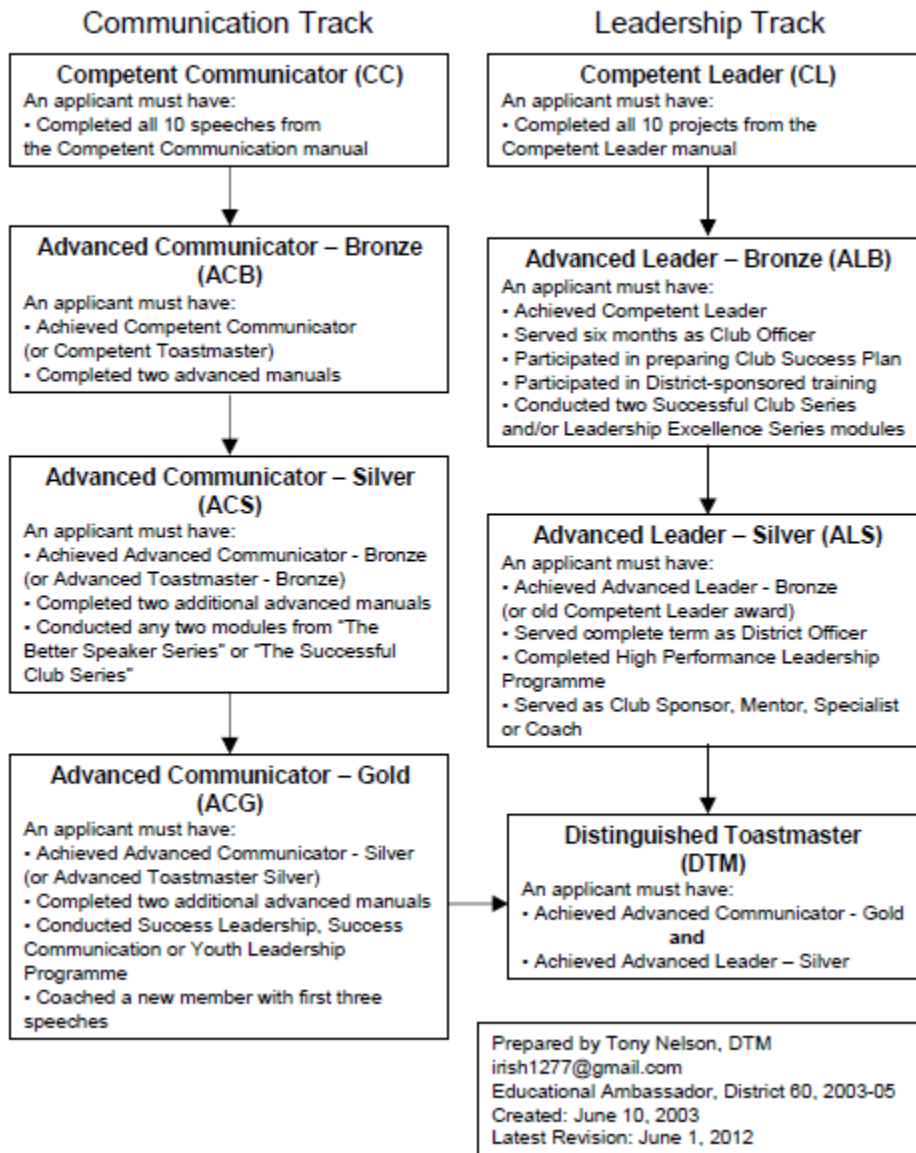
View DCP reports

Wire Transfer Instructions (PDF)

Please report problems to membership@toastmasters.org, and we will be happy help.

TAB 2:

THE TOASTMASTER PROGRAMME



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. (80 - 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

Prepared by Tony Nelson, DTM
irish1277@gmail.com
Educational Ambassador, District 60, 2003-05
Created: June 10, 2003
Latest Revision: June 1, 2012

TAB 2:

DCP: DISTINGUISHED CLUB PROGRAM

CLUB SUCCESS PLAN WORKSHEET

ACTIVITY	GOAL	STRATEGY	RESOURCES	ASSIGNMENT	START	COMPLE	ACTUAL COMPLETION
(1) CC	2 <i>Name</i> <i>Name</i>	Determine which members are in a position to achieve CC 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	2 or more <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)	1 <i>Name</i>	Determine which member is in a position to achieve AC 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)	1 or more <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	1 <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	1 or more <i>Name</i>	Same as above	Same as above	Same as above	07/01/2012		<i>Name 2</i>
(7) New Members	4	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	4 or more	Same as above	Same as above	Same as above	07/01/2012		<i>Names of additional new members</i>
(9) Club officer training - June 2010 and February 2011	At least 4 officers trained during each session	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	Membership Report and Club Officer List submitted by deadlines	Semiannual dues and membership list must be received at World Headquarters by 5 pm PT October 1 and by 5 pm PT April 1 . The club should strive to submit both reports online and by District Deadline of September 15 and March 15 respectively . 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 June 30 .	Report forms are mailed to club Presidents of record in May	Secretary/Treasurer will coordinate	07/01/2012		

Tab 2:

Moments of Truth

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

THE SUCCESSFUL CLUB SERIES • MOMENTS OF TRUTH 3

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
- DGP is used for planning and recognition

TAB 3: APPENDIX - VICE PRESIDENT EDUCATION TOPIC CONTENT

• Meeting Member Needs

- Member interest survey
- personal conversations
- Member goal setting

• Scheduler

- how does your club do it?
- different methods being used
- resources – TI
- online
- volunteering vs. assigning
- rolling vs. static (monthly)
- how are changes made

• Member Tracking Chart

- meeting roles
- equal opportunities for all
- getting new members started quickly
- flexible for members
- balanced Chair, Toastmaster and General Evaluator
- variety – table topics; workshops; educationals: The Better Speaker Series; The Successful Club Series; The Leadership Excellence Series
- hints on creating weekly programme
- enter absences; honour requests; special requests; practice for outside opportunities; who hasn't done what?

- **Education Awards Expert**

- overview of education levels and requirements

- (handout – The Toastmasters Programme developed by Tony Nelson)

- **Frequently Asked Questions** (list from TI)

- **Speech Contest Expert**

- read the rule book

- online resources – contest rule book, forms, certificates

- <http://www.toastmasters.org> - click on “Shop” tab –

- click on “Digital Content” tab

- left hand side bar - Digital Content (Educational Materials; Successful Meetings;

- Speech Contests; Marketing and PR

- no charge - place an order and then download

- **Mentor Programme Supervisor**

- finding and training mentors - Mentoring module (The Successful Club Series)

- **Get an educational committee**

- Schedule Manager

- DCP Manager

- Record / Recognition Manager

- Mentor Co-ordinator

- Short-term project organizers e.g. Contest Chairs

Tab 4:

Important Tasks

<p>NOVEMBER Plan and publicize upcoming speech contests October/November district conference <i>Clubs with semi-annual terms:</i> Prepare files for smooth transfer to incoming club officers Prepare club accounts for audit</p> <p>DECEMBER Attend club officer training <i>Clubs with semi-annual terms:</i> Meet with the outgoing club leadership team to coordinate a smooth transfer Attend club officer training Complete a Club Success Plan (Item 1111) Purchase supplies from the online store Create a club budget Ask club members to serve on committees such as an education, membership, or public relations committee Provide the bank with a new signature card</p> <p>JANUARY Plan and publicize upcoming speech contests <i>Clubs with semi-annual terms:</i> Attend club officer training Purchase supplies from the online store Determine educational goals of each member</p> <p>FEBRUARY Collect dues and submit them online Plan and publicize upcoming speech contests <i>Clubs with semi-annual terms:</i> Attend club officer training</p>	<p>MARCH 31 End: Talk Up Toastmasters membership-building contest <i>Clubs with semi-annual terms:</i> MARCH 31 End: Club officer training for Distinguished credit</p> <p>APRIL 1 Due: Dues renewals</p> <p>APRIL 10 Due: Dues renewals for Distinguished Club credit</p> <p>MAY 1 Start: Start Beat the Clock membership-building contest</p> <p>MARCH Publicize the upcoming district conference Collect dues and submit them online Plan and publicize upcoming speech contests</p> <p>APRIL April/May district conference Report the results of the Talk Up Toastmasters membership-building contest Plan and publicize upcoming speech contests</p> <p>MAY April/May district conference Prepare files for smooth transfer to incoming club officers Prepare club accounts for audit Plan and publicize upcoming speech contests</p>
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Tab 5:

VICE PRESIDENT EDUCATION – DISCUSSION SCENARIOS

1. Sally is a very ambitious member and wants to finish her CC in a year. Although she uses the manual objectives, she does not bother to read the rest of the project for insights into her preparation. Although she is moving through her manual very quickly, she does not seem to be making as much progress in developing her speaking skills as she could. As Vice President, Education, what do you do?

2. Charlotte has been a member for two years but has only done 4 speeches. As Vice President, Education, what do you do?

3. You have found that over time, the evaluations in your club are becoming more critical and not at all encouraging. As Vice President, Education, what do you do?

4. You have noticed that very few people are using their Competent Leader manuals, even though they are participating in meeting roles. As Vice President, Education, what do you do?

5. Toastmasters International says that we are not a PASS/FAIL programme and that the member decides if they have completed a project or not. A member finishes a manual project but clearly they have not met the objectives of the project. As Vice President, Education, what do you do?

6. You have realized that a member in your club consistently does not show up to perform their assigned role unless it is a formal speaking spot. As Vice President, Education, what do you do?

7. Bill is a long time member with 10 years of experience and has earned his DTM. He still wants to speak, but has no interest in doing manual speeches. Other members have watched him speak and also want to do non-manual speeches. As Vice President, Education, what do you do?

8. You belong to a Corporate Club. You know that one of your members only joined the club so they could use it for their job performance review. They come to very few meetings and fill very few roles. They come to you and ask for a progress report which they can give to their supervisor. As Vice President, Education, what do you do?

9. Your club has a voluntary sign-up process for roles. This is often done the week before and the meetings are somewhat haphazard. Recently a couple of new members have approached you complaining about the process and the disorganized meetings. As Vice President, Education, what do you do?

10. Your club is conducting their speech contest and there is only one contestant. Do you conduct a contest or not. As Vice President, Education, what do you do?

11. A member complains about a speech topic which another member uses for a manual speech. As Vice President, Education, what do you do?

12. In order to reduce the number of members who do not show up for their assigned roles, you ask members for a list of meetings that they will and will not be attending. Some members do not co-operate and do not respond to your requests. As Vice President, Education, what do you do?

TAB 6

Resources

- Toastmasters International: www.toastmasters.org
- Club Leadership Handbook: <http://www.toastmasters.org/CLH>
- The Monthly “Leader Letter” <http://www.toastmasters.org/LeaderLetter>
- Speech Contest Rulebook (Digital) (Item 1171DCD) www.toastmasters.org/1171DCD
- District 60 Toastmasters: www.toastmasters60.org
- For more information regarding training:
District 60’s Lt. Governor of Education & Training
Email: lget@toastmasters60.org

TAB 7:

COURSE EVALUATION FORM

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 – Agree 5 –</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