



District 60 Toastmasters
Where Leaders are Made



Sergeant-At-Arms

PHASE II Club Officer Training

FACILITATOR'S GUIDE



Main Contributions by Deb MaPherson, CC, ALB Champions for Training November, 2012 V1.0

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) 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 Sergeant-at-Arms 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 will 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 Sergeant-at-Arms, as defined by TI
- Know about Club Central and how to access it. Be able to name the functions on Club Central which the SAA commonly uses.
- Meet and get contact info of people who can help you with questions and issues in your role as SAA
- Other outcomes you want to have?

Materials and equipment

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

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 i.e. Share an overview of your Club's Sergeant-at-Arms role 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/Appendix	Tasks	Expected Time	Feedback
1	Intro/Ice Breaker then review agenda	5 minutes	Cover general details, sign in, washroom location, break into small groups for intros
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 - Year calendar, Presenting Moments of Truth	10 minutes	Based on novice audience, be prepared to control timing of this session, possibly create a parking lot, so that training stays on schedule and provide answers through post-training correspondence.
3	Review official requirements of the office (See Attachment A)	10 minutes	Review “inside the meeting” requirements. Review “outside the meeting” requirements.
4	Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook/ List of Resources /Links (Appendix R)	10 minutes	
5	Group Sharing/ Scenario Exercise	15 minutes	Work on Scenarios, and discuss other significant challenges and how to handle them.
6	Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities	5 minutes	
7	Conclusion: Complete Evaluation Form ENSURE that all trainees have signed attendance sheet for credit Summary – Ask audience what objectives were. Summary - What’s Next	10 minutes	1. Collect and confirm all participants have signed the Attendance Sheet. 2. Collect completed evaluation forms and submit to LGET.

Training Agenda: Mixed Novices and Experts

Tab/Appendix	Tasks	Expected Time	Feedback
1	Intro/Ice Breaker then review agenda	5 minutes	Cover general details, sign in, washroom location, break into small groups for intros
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 - Year calendar, Presenting Moments of Truth	10 minutes	Based in mixed audience, be prepared to control timing of this session, possibly create a parking lot, so that training stays on schedule and provide answers through post-training correspondence.
3	Review official requirements of the office (See Attachment A)	10 minutes	Review “inside the meeting” requirements. Review “outside the meeting” requirements.
4	Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook/ List of Resources /Links (Appendix R)	5 minutes	
5	Group Sharing/ Scenario Exercise	20 minutes	Work on Scenarios, and discuss other significant challenges and how to handle them. Small groups (mixed) should discuss possible solutions/answers to questions. Have one person in group keep notes so that minutes can be shared after.
6	Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities	5 minutes	
7	Conclusion: Complete Evaluation Form ENSURE that all trainees have signed attendance sheet for credit Summary – Ask audience what objectives were. Summary - What’s Next	5 minutes	1. Confirm that all participants have signed in. 2. Collect completed evaluation forms and submit to Course Leader. 3. Invite every trainee to become a Club Officer Trainer for the next session. 3. Confirm/Ask for permission to share participant contact info to everyone on the training course.

Training Agenda: All Experts

Tab/Appendix	Tasks	Expected Time	Feedback
1	Intro/Ice Breaker then review agenda	5 minutes	Cover general details, sign in, washroom location, break into small groups for intros
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 - Year calendar, Presenting Moments of Truth 	5 minutes	Is every club the same, or do you feel that your responsibilities are unique? Good or bad? Capture topics for discussion.
3	Review official requirements of the office (See Attachment A)	10 minutes	Review “inside the meeting” requirements. Review “outside the meeting” requirements
4	Review deadlines / Year calendar Pages 18-21 of Club Leadership Handbook/ List of Resources /Links (Appendix R)	10 minutes	
5	Group Sharing/ Scenario Exercise	20 minutes	Work on Scenarios, and discuss other significant challenges and how to handle them. – small groups (mixed) should discuss possible solutions/ answers to issues. Have a scribe take notes so that minutes can be shared after.
6	Confirm/Ask for permission to send contact of other attendees - create post-event networking opportunities	5 minutes	
7	<p>Conclusion: Complete Evaluation Form</p> <p>ENSURE that all trainees have signed attendance sheet for credit Summary – Ask audience what objectives were.</p> <p>Summary - What’s Next</p>	5 minutes	<p>1. Confirm that all participants have signed in.</p> <p>2. Collect completed evaluation forms and submit to Course Leader.</p> <p>3. Invite every trainee to become a Club Officer Trainer for the next session.</p>

A Pre-Training Survey

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 (Sergeant-at-Arms) 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 being a Sergeant-at-Arms: Rank (0-3): _____

E. How to use TI website for Sergeant-at-Arms issues (understanding all Club Officer roles...) Rank (0-3):

F. Other issues important to you

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:

Club Central Use for Sergeant-at-Arms

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 - #####

Name-of-2nd- Authorized-Club - #####

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

The Club Central menu consists 11 items:

Conduct Club Business

You're currently managing: [00009204 - St. Vladimir Toastmasters Club](#)

Update my club meeting information

View/Update/Print my club officer information

Update my club mailing address

View/Update/Print my club membership roster

View my club's awards

View DCP reports

FYI - Sergeant-at-Arms – most likely makes most use of the 4 items **bold** above.

The Primary one best to know how to use:

Update my club meeting information

C LUB CENTRAL:

Update My Club Meeting Information

Use this section to update your club meeting time and location as they are stored in Toastmasters International's records and appear in the Find a Meeting Location section. Changes made here will appear on the Web site within two business days. Information should appear exactly as you wish it to display on the Web site. Use upper and lower case where appropriate and avoid abbreviations.

Club Number 00007015 **Country** Canada

* Required

Club Contact Information

Club Name* ** Required

Contact phone

Contact email

Web site

Important: Do not include "http://" when entering your Web site address.

Meeting Information *(suggested contents shown below each field)*

Meeting Day* **Time*** **Frequency***

Monday, 2nd & 4th Thursday *7:30 am, 12:45 pm*
Required Required

Place* Required
Name of facility or business

Place (cont)

Address* Required
Street address or location

City* ** Required

State/Province

ZIP/Postal Code

[Click here](#) to review and update your map location.

Club Specifics

Officer term **Annual term (July 1 to June 30)** [Click here](#) to submit a Change of Election Term to WHQ.

Advanced club?

Club Type*  **Required**

Is your club*  **Required**

Club Sponsor

Language for officer manuals*  **Required**

Facebook

Charter Date 8/1/1998

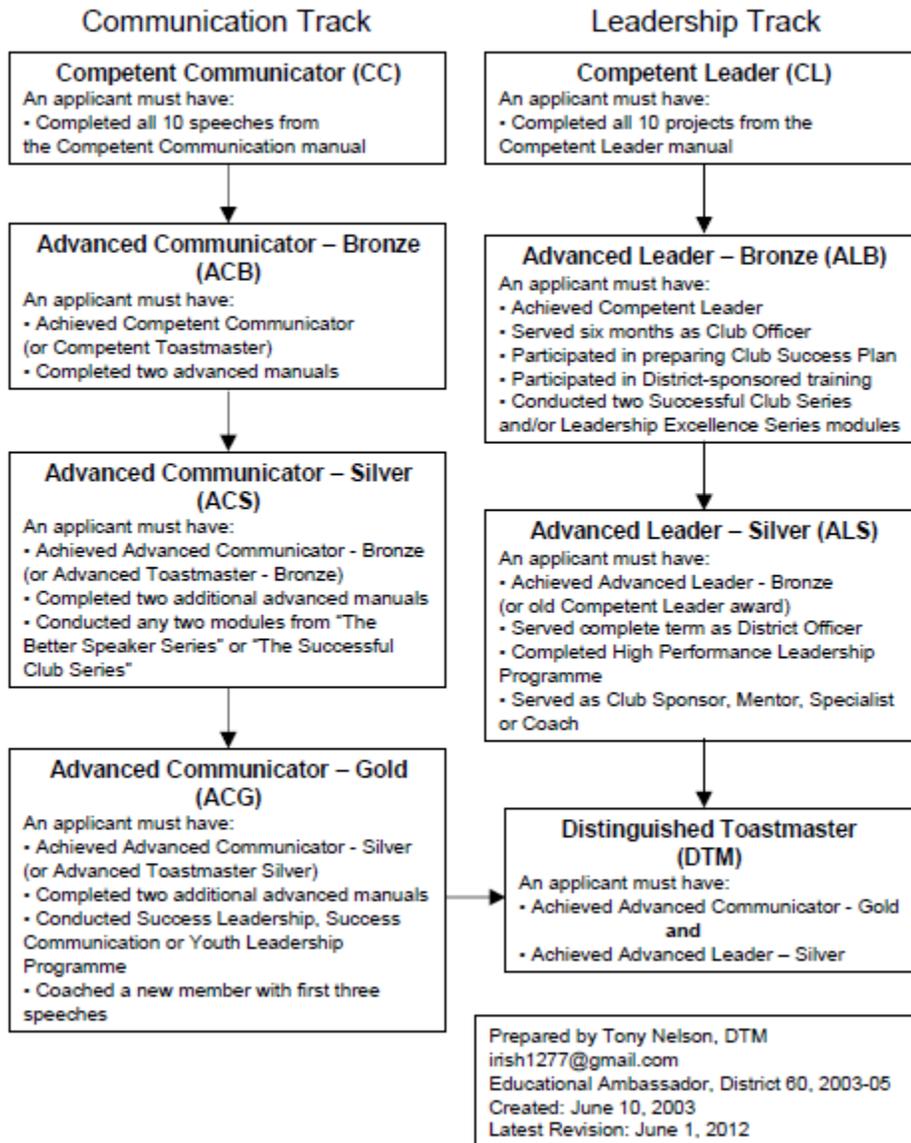
Federal EIN

State Tax ID

** Any change to the club name or city serves as a resolution to the club Constitution and Bylaws and the records at World Headquarters will be updated.

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. (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

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

TAB 2:

DCP: DISTRINGUISHED 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
DCP is used for planning and recognition

Tab 3: Sample Sergeant-At-Arms Check List – Various options

Day Before:

- Use agenda sent by VP of Education
- Follow email changes by various members
- Update then print the agenda for the meeting.

Set up for meeting:

- Photocopy 20 copies of meeting agenda
- Photocopy when needed:
 - 50 vote slips
 - 50 evaluation forms
 - 25 Best Table Topic certificates
 - 25 Best Evaluator certificates
 - 25 Best Speaker certificates
- Pick up meeting supplies cart from storage closet
- Take to auditorium or room
- Put up Club Toastmaster Banner at entrance to auditorium if used
- Put up Club Toastmaster Banner in room if used
- Set up 20 chairs in U shaped
- Clear speaking/lectern area of any chairs
- Set up reception table entrance to room for the following:
 - Put name cards in alphabetical order
 - Set up Guest book
 - Set up member registration form
 - Set up Toastmaster magazines
- Set up lectern at front of the room
- Put Gavel on lectern
- Set up at timer's seat:
 - Timing Lights with extension cord
 - Rubber Ducky
 - Plastic protective sheets:
 - Timing procedure form
 - Word of the Day form
 - Quote of the Day form
- Distribute to each seat:
 - 1 copy of agenda
 - 1 copy of evaluation form for each speaker
 - 1 copy of voters slip
- Distribute to Sergeant-at-arms seat:
 - Best Table Topic envelope
 - Best Evaluator envelope
 - Best Speaker envelope
 - Best Table Topic certificate
 - Best Evaluator certificate
 - Best Speaker certificate

During the meeting:

- Greet any guests
- Have guests sign Guest Book
- Pass voting envelopes to Toastmaster when needed
- Count all votes of winners
- Write names of winners on certificates
- Give certificates to Toastmaster near end of meeting for announcement
- Distribute any documents, papers, or forms provided by speaker for audience
- Assist speaker with any of the following if needed:
 - Take lectern away if the speaker does not need it
 - Set up flip chart for speaker if needed
 - Set up computer and pc projector with speaker and run if requested

End of Meeting:

- Photocopy guest book page and give to secretary & VP of Membership
- Put all supplies away on cart
- Discard any extra agendas, vote slips, papers, etc.
- Clean up room
- Take cart back to storage site

Auditorium or room booking:

- Contact auditorium coordinator on monthly basis to auditorium use
- Request auditorium use from 11:30 to 13:30
- See club contact list for coordinator's number
- Notify club executive of dates auditorium cannot be used
- Reminder that a bank VP can take the auditorium any time
- Book back up rooms e.g. 2B at least half year ahead of time
- Book back up room use from 11:30 to 13:30
- This allows half hour set up and half hour set down time
- Notify club executive of backup room dates

Special Sergeant-At-Arms duties during contests:

Set up 1st room as a regular meeting room above:

- Distribute agenda provided by contest chair
- The following will not be needed for contests:
 - Voting slips
 - Evaluation forms
 - Plastic Protective Sheets
 - Rubber ducky
- Book 2nd room for annual Evaluation contest:
 - Take contestants to 2nd room for 5 minute note preparation
 - Take stop watch and time the 5 minutes
 - Retrieve notes from contestants at end of 5 minutes
 - Bring contestants one at a time back to the 1st room for speaking

TAB 4:

• **Review deadlines / Year calendar**

See pages 18-21 in Club Leadership

Handbook: <http://www.toastmasters.org/CLH>

- July; Meet with previous SAA ASAP to find out what worked/didn't work;
 - July: review inventory & order supplies or recommend supply order
 - July; Meet with Club Officers to find out plans for the upcoming year
 - July; Plan at least two Open Houses with VP of Education and VP of Membership
 -
 - August; Be aware of District sponsored Events

 - September; Let club members know about upcoming D60 Conference

 - October; Encourage members to come out to Area and Division Contests

 - November; Promote and Attend District Conference

 - December: Prepare successor for office if club has bi-election

 - February; Begin promoting Club Contests

 - March; Promote D60 Spring Conference

 - April; Attend D60 Spring Conference

 - May; Mentor successor for office if annual election
-

TAB 5:

Scenarios for Sergeant-at-Arms

Novice: Scenario: It's difficult to find the time to arrive early and set up the club meeting when time is short, especially at lunchtime meetings.

Suggestions:

Novice: Scenario: The club's customized supplies of stationery (Timer, Wordmaster & General Evaluator forms) have been depleted without being replaced.

Suggestions:

Novice: Scenario: While setting up the room before the meeting, you are paged to greet a guest waiting for the TM meeting. You welcome the guest and realize it is the Division Governor.

Mixed: Scenario: The club has been asked to host the Area Table Topics Speech Contest. You have been designated as SAA for the contest.

Suggestions:

Mixed: Scenario: The club's annual Holiday Luncheon needs to be organized. Location, budget and programme are the top considerations.

Suggestions:

Mixed: Scenario: The club's usual meeting room is temporarily unavailable.

Suggestions:

Experienced: Scenario: The club roster has outgrown the current meeting place, and a new site is needed.

Suggestions:

Experienced: Scenario: Due to a scheduled vacation absence, a family emergency, and an unexpected illness, the President, VP Ed and Toastmaster are unavailable for today's meeting.

Suggestions:

Experienced: Scenario: The club meeting is to start in 10 minutes and you have completed set-up of the meeting room. No other members have arrived in the room yet, when three guests arrive

Suggestions:

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
 - **Membership Building 101:**
http://www.toastmasters.org/NonNavigableDocs/MembershipBuilding101_1.aspx
 - **Membership Growth**
http://www.toastmasters.org/1159_MembershipGrowth
 - 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:

Scale Definition: 1 – Strongly Disagree 2 – Disagree 3 – Neither Agree nor Disagree 4 – Agree 5 – Strongly Agree

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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