**INSTRUCTIONS:** Select one of the Moments of Truth listed below. During the meeting, at the listed spots in the agenda, split the audience into groups of no more than three to four. Give them sixty to ninety seconds to discuss each item. When relevant, have someone write the results down to share later. Keep each segment under five minutes. *Note: The following script is not meant to be followed rigidly – adapt it to your own style and to the circumstances of the meeting.*

1. [After being introduced by the Presiding Officer; before introducing roles] Announce the theme and that the meeting will feature coaching moments for the club (e.g. “Our theme tonight is First Impressions from the Toastmasters Moments of Truth. We’ll be working together to check our progress in this area.”). Ask “What is it, and why should we care?”, then direct the audience to get into small groups, and start the timer. When time is up, have each group give a short description and one or two reasons; emphasize that repeats are fine.
2. [After introducing roles; before introducing speakers] Ask the audience: “On a scale of one to ten, where are we at with this Moment of Truth? Why?” Have them get into groups with the tasks of selecting a rating (ten being “perfect”) with some supporting evidence (one or two good practices currently being done, and one or two areas for improvement).
3. [After speakers are finished; before introducing the Table Topics Master] Ask the audience to break into groups again to answer: “What would one point up look like? What will we gain or lose?” Have each group give one or two examples of what it would look like.
4. [After table topics are finished; before introducing the General Evaluator] Break into groups again to answer “What can we start doing to reach that next point up?” Have the groups give one or two “next steps”.
5. [After the GE is finished; before awards] Ask the audience to vote on the top three next steps from #4. Tally the votes.
6. [After awards; before returning control to the Presiding Officer] With the top three picks, solicit volunteers and commitments for each of them (if applicable), and set deadlines for getting them done.

# Moments of Truth

Below are the Moments of Truth as provided by Toastmasters International, with some sample items to watch for.

## First Impressions

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

* Greet each guest at the door. Introduce the guest to officers and members.
* Give each guest a name tag. Ask the guest to sign the guest book.
* Set up a professional-looking meeting room.
* Ensure the meeting location is conveniently located, accessible, and the meeting room is clearly marked.
* Encourage guests to participate in the meeting and to comment on their experience at the end.
* Invite guests to join the club on the day they visit.

## Membership Orientation

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

* Induct new members formally and provide a membership pin and manuals.
* Assign a mentor for one-on-one assistance.
* Discuss how the educational program helps develop speaking and leadership skills.
* Survey all new members’ learning needs.
* Assign a speaking role for the new member as soon as possible.
* Continue to make new members feel welcome and encourage their participation in meetings.

## Fellowship, Variety, and Communication

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

* Members greet guests and make them feel welcome.
* The vice president education (VPE) regularly plans enjoyable, dynamic educational programs with exciting, thought-provoking themes.
* The club enjoys regularly scheduled social events.
* Encourage club members to participate in area, district, and international events.
* Promote and encourage inter-club events.
* Issue a club newsletter regularly and maintain a website.

## Program Planning and Meeting Organization

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

* Publicize the program and agenda in advance.
* Ensure all members know their responsibilities for each meeting and are prepared to carry out all assignments.
* All speaking and leadership projects are manual projects.
* Begin and end meetings on time.
* Feature creative Table Topics™ and exciting theme meetings.
* Base positive, helpful evaluations upon project objectives and speakers’ learning goals.

## Membership Strength

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

* Maintain a minimum of 20 or more members.
* Work to retain members.
* Actively promote your club in the community or within the sponsoring organization.
* Continually plan varied and exciting club meetings.
* Recognize Toastmasters who sponsor new members.
* Participate regularly in membership-building programs.

## Achievement Recognition

The club motivates members to stay active by monitoring members’ progress toward goals, submitting completed award applications immediately, and consistently recognizing member achievement.

* Send award applications to World Headquarters or apply for awards online immediately when members complete educational requirements.
* Maintain and post member progress charts at every meeting.
* Formally recognize member achievements.
* Recognize club, district, and international leaders.
* Publicize member and club achievements.
* Use the Distinguished Club Program (DCP) for planning and recognition.