

Achieving Success as President

Club Leadership Training Program



Achieving Success as President



THE MISSION OF THE CLUB

The mission of a Toastmasters club is to provide a mutually supportive and positive learning environment in which every individual member has the opportunity to develop oral communication and leadership skills, which in turn foster self-confidence and personal growth.

TOASTMASTERS INTERNATIONAL®

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Printed in USA
Item 1311A (Part I)
Revised 2009

Training Club Leaders... A Vital Function

As a coordinator for club leadership training, you have one of the most important roles in Toastmasters. The quality of a club meeting determines whether people join and stay in our organization. For a Toastmasters club, success lies in the ability to provide an environment that fosters meaningful self-development for all members. This is where officer training comes into play. Club officers must know their roles and responsibilities. The trainer's job is to explain this and make sure all officers understand why their roles are so important for the overall success of the club. By the end of the training session, the members of your audience will be familiar with the standards for this office. Your effectiveness as a trainer can make the difference between success and failure for a Toastmasters club.

Preparation is the key to a good training session. Review the manual, then study the training program thoroughly. Inject your own personality and experiences to create a session that is educational, enjoyable and motivational. Tips to help you prepare are provided in Part I. Part II is the training script while Part III has handouts, including an evaluation form, to distribute. Part IV contains copy for your visual aids. **This entire training program, including handouts and PowerPoint slides, is available for downloading on the Toastmasters International Web site, www.toastmasters.org.** Be sure to check the availability, condition and instructions for all electronic equipment prior to your training session. What would you do if your computer didn't work? What if you didn't know how to operate their brand of data projector? Be prepared with backup visuals, such as a flipchart, in case of technical failures. And be sure to arrange for help with any technical questions well before the event.

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PART I: Preparing for the Training Session

Three Steps in Planning a Successful Training Program

1. Prepare the training agenda.

The information in the following script should be the core of your training session and should take about an hour to present. However, you may want to devote additional time to some subject areas or add other subjects for discussion, depending on the needs of the clubs. You should discuss your agenda with the Lt. governor education and training to ensure your program is appropriate.

2. Obtain and prepare materials.

- ▶ Prepare visuals using the master copies found in Part IV or on the Toastmasters International Web site. If a flipchart will be used instead of computer-based visuals, prepare it in advance: Write the information on every other flipchart page, using a marking pen and making sure all letters are large enough to be clearly visible to participants. Tips for effectively using visual aids are also included.
- ▶ Confirm the availability of computer equipment. If you are planning to use computer-based visual aids at the training site, you should know that providing such equipment is a locally-based decision, and not all districts have them on hand. So you may need to bring your own laptop computer and data projector. Also, some training locations may offer Internet access, so you can present the PowerPoint slides directly from the Toastmasters Web site. A better idea is to download the materials onto your computer before the event. This will protect you from annoying interruptions if your Internet access disconnects.
- ▶ Duplicate the handouts and evaluation form in Part III, along with any additional handouts you will distribute.
- ▶ Assemble reference materials. These may be available from the district, or you can order them through the Toastmasters International online catalog. Be sure to allow adequate time for shipping. If you are conducting training for a specific club officer, be sure to have a copy of the manual for that office. You'll refer to it throughout the training session.

3. Select training assistants.

You may want to have someone assist you in conducting the session (distributing handouts, etc.). Select that person in advance and explain what type of help you will need.

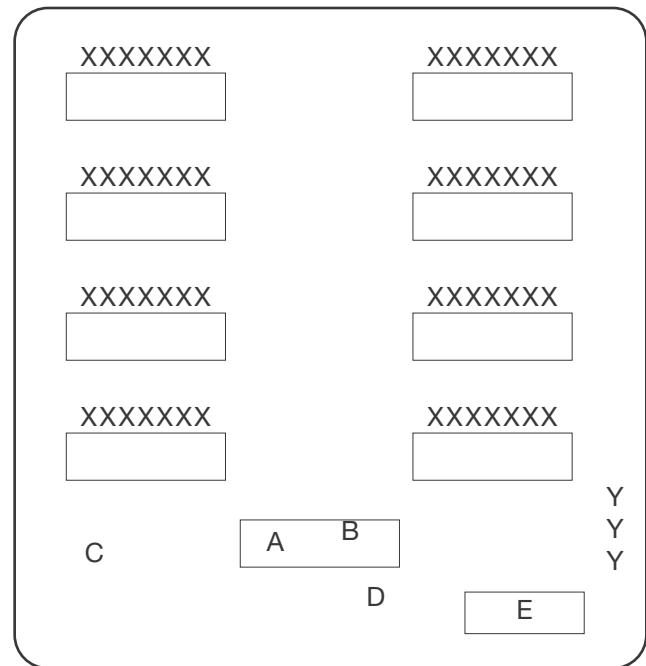
The Training Environment

A satisfactory physical environment is essential for an effective training session. In advance, arrange for your meeting room to be properly set up. You will need a room large enough to comfortably seat the attending officers. Ideally, it should have space in the back for coffee breaks as well as enough room in front to accommodate any electronic equipment and a work table for materials and supplies. Make sure you have a data projector, computer and screen if you are using computer-based visuals, and don't forget to include a spare bulb and extension cord.

The chart below illustrates an ideal physical setting for a training session.

KEY

- A** lectern and gavel
- B** projector and laptop computer
- C** flipchart
- D** screen
- E** table for materials and supplies
- X** participants
- Y** training assistants



Upon arrival, check the room temperature. A room that is too hot or too cold is distracting and uncomfortable. Finally, greet and chat with as many participants as possible before beginning the session.

How to Use the Program Script

The training script in Part II is simple to use but requires considerable preparation. Its design allows presenters the opportunity to be flexible and creative and at the same time provides structure and ensures the important elements are emphasized. Because there is a lot of information, you may not be able to cover it all during the allotted time.

Interspersed throughout the script are boxed segments, offering explanations and guidelines for conducting group exercises and other portions of the training session. In the right column are keys to visual aids and space for your own notes.

When presenting the script, do not read it. Instead, become so familiar with the topic that you can paraphrase and embellish it to suit your own presentation style. Remember, new officers may not be familiar with Toastmasters jargon and acronyms such as CC and DTM.

Keep two things in mind when preparing for your training session:

- ▶ Fit your planned discussion to the time allotted.
- ▶ Allow ample time for group discussion and participation.

Manage your time from the start by asking your group which topics are most important to them, then cover those topics first. If time remains you can address the remaining topics. This means you may have to skip around in the script instead of following it in order.

Mention at the end of the session that they can find information on all of today's topics in their officer manual and point out other available resources on their "Resources List" handout.

Part III consists of handouts and an evaluation form to distribute during the session, as marked in the script. Be sure to make enough copies for everyone.

Part IV contains the basic visual aids for the program. Each is designated in the script in the right column as V #. PowerPoint visuals are available on the Toastmasters International Web site, or you can copy the text on a flipchart.

Checklist for Club Officer Training

- ___ Training assistants appointed
- ___ Projector, computer, screen, spare bulb and extension cord set up and tested
- ___ Web access confirmed, if needed
- ___ Flipchart and easel available, along with marking pens
- ___ Visual aids ready
- ___ Handouts reproduced and available
- ___ Room arranged and well-lighted
- ___ Coffee and refreshments ordered
- ___ Supplies and reference materials on hand
- ___ Notepads and pencils available for each participant

Evaluation and Follow-up

Ask the participants to fill out the evaluation form at the end of the session. Use this information in planning future training sessions.

Evaluate the use of materials. Be sure to follow up with club leaders throughout their term. Keep in mind that learning is a continuous process. Hold formal or informal review sessions as frequently as possible. If necessary, hold a make-up session for those who were unable to attend.

PART II: Presentation of the Training Session

PRESENTER: Welcome the group and present a brief opening address focusing on the importance of the club experience in the personal development of members. Your comments should be positive and motivational and should emphasize a commitment to member service in all aspects of the Toastmasters club.

You should also mention the length of the training, the location of the rest rooms and phones, and other relevant information.

But remember: Time is precious and must be controlled carefully throughout the session.

Opening Remarks

Serving as club president is a great responsibility and an exciting opportunity. You are responsible for ensuring the club fulfills its mission and that members achieve their self-development goals. You will learn and practice leadership, planning, time management and conflict resolution skills that you can use in all aspects of your life.

Being president is more than chairing club meetings. Today we're going to identify your responsibilities and discuss some ways for you to fulfill them. Every club officer, including you, has performance standards to meet. These standards help officers clearly understand their roles and provide a point of reference for club members to better understand what to expect from club officers, to evaluate current leaders and candidates for office, and facilitate communication when expectations differ among

club officers and members. The standards identify performance members should expect from club officers outside of each club meeting and performance they should expect from club officers at the club meeting.

PRESENTER: Point out the Calendar/Checklist in the officer manual for presidents. Show the group a copy of the manual. Then turn to the Calendar/Checklist page and show this, too.

We're going to cover a good deal of information today, but you don't have to rely solely on your memory and notes for the rest of your term in office. Toastmasters International has produced a manual, *When You Are the President*, which contains a Calendar/Checklist to help you keep track of your duties. Deadlines are central to the well-being of your club and the success of its members. Use the calendar to keep on top of deadlines and check off completed tasks to help you perform your role more efficiently. Be sure to write down any additional tasks that you need to complete, as well.

HO #1**Your standards outside of the club meeting are to:**

1. Attend district-sponsored club officer training.
2. Ensure club officers meet officer and meeting standards.
3. Oversee plan to achieve Distinguished Club Program goals and ensure club is Distinguished.
4. Encourage communication and leadership development through promoting of CC, AC, CL and AL awards.

5. Ensure club has an ongoing membership-building program.
6. Attend and vote club's proxy at district council meetings or authorize a club member to do so.
7. Attend regional conference and International Convention and vote club's proxy or send proxy to district governor.
8. Oversee administrative operation of club in compliance with the club constitution and bylaws.
9. Maintain relationships with the district and with Toastmasters International.
10. Schedule and chair monthly executive committee meetings.
11. Arrange for a replacement if unable to attend a club or executive committee meeting.
12. Search for leaders, ensure all club offices are filled for the succeeding term and ensure timely elections are conducted.
13. Prepare your successor for office.

Your standards at the club meeting are to:

1. Ensure meeting starts and ends on time.
2. Make sure guests are warmly and enthusiastically welcomed and introduced.
3. Allow time before and after the meeting to speak with guests.
4. Read and/or display the club mission at every meeting.

5. Discuss the Distinguished Club Program and the club's progress and achievements in it.
6. Recognize member achievements in Toastmasters and in their personal lives.
7. Report on the "Moments of Truth" the club is achieving.

Now let's discuss some of these standards. Because of our limited time, we may not be able to discuss them all. But I do want to address the ones you are most concerned about. Please look at the list of standards I just gave you and tell me which ones you want to cover today.

PRESENTER: List suggestions on the flipchart. Be sure to discuss the most requested items first, then discuss the others as time permits. This means you may have to skip around in the script instead of following it in order.

The office of president is a crucial office in a Toastmasters club. As president you provide the leadership and guidance the club needs to be successful. One of your most important responsibilities is to lead the executive committee, which consists of the vice president education, vice president membership, vice president public relations, secretary, treasurer, sergeant at arms and immediate past president. Each of these officers has standards to meet as well. I suggest you become familiar with them in addition to your own. You'll find them in your president's manual. (Note: Manuals for each club officer are sent in May and June each year to the outgoing club president. The outgoing president is instructed to give the manuals to the incoming president for distribution. Additional or replacement manuals may be purchased from World Headquarters.)

Every member of the executive committee is responsible for making your club dynamic and enjoyable for all members, and for ensuring the club is recognized at least as a Distinguished Club in the Distinguished Club Program. The Distinguished Club Program is discussed in detail in a separate training session for all club officers. Be sure to attend. Together you can accomplish this through regular, productive committee meetings, and through careful goal-setting, planning and monitoring of progress.

Apart from your role as a team leader of the executive committee, you also are responsible for setting the tone and goals for your administration. Delegate responsibility widely and provide positive support and reinforcement. It's also important to motivate members to learn all they can about Toastmasters and share it with others.

Motivating fellow club members toward action is vital to achieving your goals. Working with volunteers, however, is a challenging task. Since we can't reward them monetarily, we must provide other motivation. Usually volunteers are highly self-motivated to perform their required responsibilities, but it still helps to discuss "what's in it for them" and how performing a given task will aid in their growth as individuals. This is where your role as president comes into play. Demonstrate how participation as an officer helps develop leadership and communication skills; give some examples of how getting involved with Toastmasters has helped you achieve some of your personal goals.

PRESENTER: The following series of visuals covers the standards for the president, as well as the qualities that make up your executive committee "super team."

Now let's discuss more of the standards mentioned earlier. As president of your club, you will:

P-V #1**CREATE A VISION OF CLUB SUCCESS.**

The office of president demands a sense of leadership. But if you expect to lead others, you first must have a vision or an idea of just where you intend to lead them. A person who joins a Toastmasters club believes in the quality of the program and is eager to be a part of that quality experience. As president, your vision of a successful club should focus on how to achieve and maintain quality.

Feature quality programming. Begin creating that vision by expecting quality programming. Instead of allowing meeting after meeting to slip into comfortable but repetitive patterns, promote variety and innovation. Encourage Table Topics that sparkle rather than lapse into a week-to-week sameness; anticipate meetings that, while planned around tried-and-true basics, still display a flair for the unusual.

Require manual speeches. Next, require carefully crafted manual speeches at every meeting. Speeches that fulfill project objectives benefit everyone; a presentation that is haphazardly thrown together defeats our objectives of learning and quality. Expect well-prepared speeches that follow manual guidelines and the level of your club will remain high.

Of course, you want to make sure members are given plenty of opportunities to speak. Your club should meet weekly all year long to provide maximum speaking opportunities for members.

Expect effective evaluations. We can fulfill our self-improvement goals only when effective evaluations are a standard at every meeting. Constructive advice should be the norm; “whitewash” is good for buildings and fences, but offers little direction to

those who want to improve or enhance their abilities. In order for an evaluation to be effective, it must be positive, open and focused on providing information that will serve the speaker on all succeeding projects.

Encourage active participation from everyone. How could a club succeed without active participation from each of its members? The benefits of being a Toastmaster are many, but the only way to receive them is to be a part of the proceedings. Your club setting functions merely as a stage; in order to enjoy the show, members accept a variety of roles – actor, director, audience, critic, stage hand – and play each one to the hilt!

Keep membership at charter strength. In order to function efficiently, a club needs to maintain its charter membership of 20 or more. Once a club's population dips below that number, members often find themselves “doubling up” on responsibilities, speaking assignments tend to become rushed rather than carefully prepared, and even the most devoted of Toastmasters become easily exhausted.

Look upon your experienced club members as a valuable resource to be employed carefully; consider new members as untapped resources harboring tremendous potential. In order for meetings to run efficiently and effectively provide a showcase for individual ability, your club always must be able to draw from a variety of those resources.

Be enthusiastic! Finally, in order for your vision to succeed, it must be charged with enthusiasm. As leader of the executive committee, bring a sense of zeal and excitement to your role; expect to receive the same enthusiasm and commitment from them in return. Remember, attitude is contagious: If you and your fellow officers radiate a sense of adventure and excitement in your quest for club achievement, the rest of your membership will catch the spirit, and your vision will be well on its way to a self-fulfilling prophecy.

PRESENTER: Conduct a brief Table Topics session among your audience with the question, “In one minute or less, share your vision of your club’s success with us.”

P-V #2

PLAN TO MAKE YOUR CLUB VISION A REALITY.

Once you have determined your vision for club success, your next step is to:

Communicate that vision to the executive committee and club members. But don’t just state your ideas in prosaic terms; frame your vision with enthusiasm, and engage their imaginations. Even the best product in the world is going to sit on the shelf if it lacks promotion. You know your vision for the club can be accomplished... but it must be communicated first!

Use executive committee meetings to set and achieve goals. In order for your club’s vision to become a reality, you and your executive committee must proceed to set a number of goals. Use your first executive committee meeting and the Club Success Plan to determine these goals, then continue to meet at least monthly to review your progress. Don’t be dismayed if your goals need occasional modification; only the weakest of plans is unable to accept alterations. However, if your goals are more easily attainable than you had first envisioned, avoid the inclination to rest on your laurels. Always reach for just a bit more than you readily can grasp!

Set membership and education goals. Among your goals, the most immediate will likely be those addressing membership and education. Each one affects the other; their successful interaction will enable your club to achieve. For example, in order to consistently present an interesting and diverse educational program, your club must maintain or surpass its original charter number of 20 members. Given the inevitable

attrition factors such as job promotions or changes of address that frequently take members away, your club must constantly seek out new members. Your club should add at least one new member monthly. If it has fewer than 20 members, it should set a goal to have 20 members by year-end. The club also should conduct at least two membership contests annually and have an ongoing membership-building effort in place.

You will find several free-to-download membership-building resources on TI's Web site, including *A Simple Membership Building Contest* (Item 1621) and *Membership Building 101* (Item 1622). Use these ideas "as-is" or just as a guide to create a unique membership-building program for your club.

Toastmasters International sponsors a variety of membership-building programs each year. Your club and its members are automatically entered in these programs and will be recognized if you qualify. You can use these programs to motivate your club's members to achieve. The Membership Programs Flier (free and available to download from the Web) contains the specifics for each program.

Be sure to read the Membership Building section in your manual for more information about strengthening your club's membership.

Your club also should have educational goals.

Members have many opportunities for recognition with the two-track educational system. Members who have received the CC award can proceed in the communication track, where they further enhance their speaking skills, and/or the leadership track, where they learn and refine leadership skills.

The tracks are not mutually exclusive. Members can work in both tracks at the same time. All three advanced awards in the communication track and the first award in the leadership track can be completed within the club, and requirements for all awards can be completed in a reasonable amount of time.

Requirements for all of the education awards are in the Communication and Leadership Development section of your officer manual. Sample award applications are in the manual's appendix.

Toastmasters' latest leadership skill development tool, the *Competent Leadership* manual, was introduced last year. Some clubs are challenged at having to integrate the manual into club meetings. You should work with the VPE to integrate the new leadership manual into your club's culture. The CL manual adds a new component to your club and its meetings. Now your club will have members working in both the leadership and speech manuals. Following are some tips to help you:

P-V #3

1. **Purchase a manual for display during meetings.** Devote time during several club meetings to talk about the manual and encourage members to complete it. Make sure the vice president education is familiar with it, too, so he or she can talk about it with new and current members.
2. **Discuss evaluations.** Members working in the communication track receive a verbal evaluation during the meeting for each project they present. Projects in the leadership manual require members to serve as timer, Ah-Counter, evaluator and other meeting roles and they may receive a written and verbal evaluation for each role. If many club members are working in the leadership manual, providing so many verbal evaluations during a club meeting will require much more time. If your club meets for only an hour or so, adding verbal evaluations for those serving in meeting roles may be difficult. Your club should discuss the matter now and make a decision. Possible options are to a) provide verbal evaluations for leadership projects during meetings, b) provide verbal evaluations privately outside of the club meeting, c) provide written evaluations alone, for leadership projects, and d) provide verbal evaluations during meetings for both speech and leadership

projects but allow less time for each evaluation. Whatever the club decides, you should make it known to those joining your club.

3. **Educate mentors.** Your club should assign every new member a mentor. A mentor is an experienced member who helps the new member prepare the first few speech assignments. Now a mentor's role includes helping new members with the first few projects in the *Competent Leadership* manual as well as with projects in the *Competent Communication* manual. Make sure mentors are familiar with the manual and willing to assist members with its various projects.
4. **Track progress.** World Headquarters has produced charts and forms that clubs and members can use to monitor progress in the manual. When members complete all 10 projects in the manual, they may apply for the Competent Leader award. They'll receive a certificate and World Headquarters will send a letter to their employer about their accomplishment. Your club will receive credit toward Goals 5 or 6 when members achieve the award.
5. **Include the manual in your "sales pitch."** When guests visit your club, most likely you emphasize how Toastmasters can help them improve their presentation skills. You may even show them the *Competent Communication* manual and discuss some of the projects in it. But many people are interested in improving their leadership skills. Now you can promote the leadership training Toastmasters offers. Show them the *Competent Leadership* manual and explain how the manual will help them learn such valuable leadership skills as listening, critical thinking, planning, implementing and team-building. You also can promote the manual in your community or company, emphasizing the leadership training available from your club.

PRESENTER: Ask participants to share what their clubs have done or plan to do to integrate the CL manual more completely into their club cultures. Note participants' responses on the flipchart.

The new *Competent Leadership* manual is a great opportunity for your club's members and a new marketing tool for your club. Make the most of it!

PRESENTER: The two-track system is covered more thoroughly in the training program, "Motivating Achievement." Please make sure your training coordinator has scheduled this program as part of club officer training, and encourage all club officers to attend the session.

Set goals for educational awards. Encourage new members toward their Competent Communicator award, and motivate CCs to participate in the communication and leadership tracks, earning Advanced Communicator, Competent Leader and Advanced Leader awards.

P-V #4

Set goals to make every meeting outstanding. Once membership and education goals are in place, your next concern is that of producing consistently outstanding meetings. Although the task of planning meetings is primarily the domain of the vice president education, your guidance as well as input from other members of the executive committee can be invaluable. Outstanding meetings should begin and end on

time, feature a well-paced program, offer variety and feature enthusiastic participation from all who attend.

Two excellent tools for planning superior club meetings are the booklets *Patterns in Programming* (Item 1314) and *Master Your Meetings* (Item 1312). If your club isn't already using these books, I suggest you purchase them from Toastmasters' online store.

Always avoid the "average" or "satisfactory" meeting. Let your executive committee and membership know that nothing less than outstanding will be acceptable!

Provide a harassment-free environment. Maintaining high ethical standards in any form of communication or actions by any and all members of your club is the responsibility of your club. You must provide an enjoyable and harassment-free environment in which members can reach their full potential.

Each and every member of your club must take personal responsibility to abide by the principles contained in "A Toastmasters Promise," the governing documents and policies of Toastmasters International and of your club.

To maintain this enjoyable environment, be sure members do not use any form of communication in a derogatory or personally damaging way, nor conduct or condone any programs, activities, publications, speeches and conduct which are offensive or in poor taste or otherwise considered detrimental to the best interests of the club and the organization. In addition, your club and its members must maintain a harassment-free environment. Promptly act on such matters.

From time to time clubs experience situations where action becomes necessary, such as investigations into harassment charges or termination of membership. If your club is faced with these issues, please read and carefully follow the information contained in the Termination of Membership section of your officer manual.

Set goals to make your club a quality club. Consistently outstanding meetings contribute to another important goal: making your club a quality club. Other factors to consider regarding overall excellence include knowledgeable and accessible leaders, evaluations that motivate and inspire, dynamic speeches that inspire others to similar achievement, and avid participation in activities beyond club level such as area and district contests.

Another way to help the club become a quality club is to periodically conduct modules from *The Successful Club Series*. Every club member is responsible for the success of the club. This set of programs addresses the subject of quality meetings and how members can achieve them. It also offers tips on attracting and maintaining a healthy membership level. Each module can be presented during a club meeting by the vice president education or other member. Most modules are 10-15 minutes in length and include a script. Your club should conduct The Moments of Truth program at least once annually. This hour-long program gives the club the opportunity to analyze itself and determine how it can improve. After conducting the program and discovering areas needing improvement, you should follow up with reports on the club's progress in making these improvements.

Motivate performance and track progress using the DCP. To help you motivate performance and track progress, Toastmasters International has a special program, The Distinguished Club Program/Club Success Plan. The Club Success Plan is a document that identifies necessary goals, allows you to plot strategies and helps in monitoring your club's progress. The Distinguished Club Program (DCP) provides formal feedback on the club's progress toward achieving these goals. As I mentioned earlier, the program is addressed in detail in a separate training session for all club officers. However, I'll briefly review it now.

The program sets goals for new members, Competent Communicator, Advanced Communicator, Competent Leader, Advanced Leader and DTM awards. Other goals

include submitting dues renewal reports and officer lists on or before deadlines and officers attending training. Based on the number of goals it achieves, your club may be eligible to receive recognition in the DCP as a Distinguished Club, Select Distinguished Club or President's Distinguished Club. The annual program begins every July 1 and ends the following June 30; during the DCP year, World Headquarters sends out quarterly reports which allow clubs to track their progress, and semimonthly reports are posted on the organization's Web site: www.toastmasters.org.

Club presidents receive the Distinguished Club Program/Club Success Plan (Catalog No. 1111) in May and June. It is also available to download from the TI Web site.

P-V #5

EXECUTIVE COMMITTEE MEETINGS

Review progress. Devote a portion of each executive committee meeting to review the club's progress toward its goals and its progress in the Distinguished Club Program. Revise plans if necessary.

Occasionally you will want to conduct a special business session during a club meeting in place of your regular Table Topics or scheduled speeches. Whenever you decide to hold your executive committee meetings and club business meetings, be sure to plan them carefully, prepare an agenda, set goals and maximize participation. Share meeting minutes with all club members.

Verify all officers are fulfilling their responsibilities. Aside from determining goals and monitoring their progress, executive committee meetings are an excellent opportunity for officers to share information and exchange ideas. Since you are responsible for making certain your team of officers fulfills its duties, these meetings also give you the chance to verify everyone is doing what they are supposed to do.

THE QUALITIES OF A SUPER TEAM.

By now you may be wondering what type of qualities contribute to a successful team.

PRESENTER: Ask your audience what sort of qualities they feel a successful team should have. If possible, record the answers on a flipchart or write them on a whiteboard. Then display P-V #6 and discuss each quality.

P-V #6

Commitment to performance and goals. Before your executive committee can demonstrate their abilities as a super team, each officer first must be committed to quality performance and to achieving goals. Undeniably, being an effective officer requires extra time and effort out of a schedule that already may be quite busy. If each of your officers understands this, however, and recognizes the personal investment as both a positive challenge and an opportunity for growth, you'll have the beginnings of your super team.

Inventive and creative methods of removing obstacles to success. During your term in office you will encounter occasional but inevitable roadblocks. This is where the abilities that boosted you into leadership—your resourcefulness and inventiveness—will help you remove those obstacles. Remind your executive committee that such occasions occur for two reasons: to exercise their already considerable abilities, as well as to develop skills that will continue to serve them beyond their Toastmasters experience.

Visible and accessible to others. You and your executive committee very often will act as liaisons between club members and the area and district leadership. This requires being visible and accessible to others. Be ready to set aside a specific time for

keeping in contact with your district officers by telephone, e-mail or in person. After all, effective interaction is one of our highest goals!

Exude energy, excitement and commitment. Members of the executive committee are automatic role models, so it is important for each person to exemplify that special combination of energy, enthusiasm and dedication shared by all successful leaders. Aside from setting an excellent example, however, there's another good reason to exude such qualities: they are highly contagious.

Work together. Last – but certainly not least – every committee member needs to recognize the necessity of working together. Individually, you all have important duties to fulfill; together, through networking, you'll be better equipped to meet those responsibilities.

P-V #7

CONDUCT EFFECTIVE, ENJOYABLE MEETINGS.

Every member of a Toastmasters club is responsible for contributing to the effectiveness and fun of a meeting. However, as the leading officer of the executive committee, you will hold a high level of responsibility for seeing that each meeting runs as smoothly as possible.

Contact the vice president education several days prior to each meeting. Your first step is to contact the vice president education several days before the meeting to confirm that all positions have been filled and the speaking program is in place. This is also the time to discuss alternative plans if you have any uncertainties.

Immediately before meetings, verify once again that the assignments are filled and each participant is ready. As soon as you arrive, check with the vice president education once again to confirm all participants are either in attendance or will be

arriving shortly. If an assignment appears to be available, select someone as a “back-up” to fill that position.

Make sure the meeting begins and ends on time. Punctuality is an important aspect of each meeting; once you have made sure the program is secure, start the meeting on time. Remind the Toastmaster to keep the proceedings well-paced, and don’t allow the meeting to run overtime. Toastmasters are busy people and are grateful when meetings end as punctually as they began!

Welcome members and arrive early enough at the meeting so you can spend time speaking with guests and members. After calling the meeting to order, be sure to acknowledge these guests. Recognize them – as well as any other new faces in the audience – with a friendly smile and some cordial words of welcome. Read or display the club mission as well, so guests understand the purpose of the club and members are reminded, too. Remember to recognize members’ special achievements. If member Suzanne just received her CC award, be sure to announce it. If Blythe received a promotion at work, mention it. This personal recognition shows members that the club cares and encourages them to work toward goals.

Be sure your new members are voted in and understand their responsibilities to your club. Toastmasters International is a private educational organization. Membership in a Toastmasters club is a privilege, not a right. Clubs have the privilege to elect those people whom the club wishes to be members. The president’s manual contains a process to use to elect people to membership in the section “Voting in Members.” Your club can use this process or one of its own. However, your club must vote in members.

New members bring new ideas and new life into your club. Be sure new members are aware of their responsibilities: to support the club’s purposes; to constructively contribute to the club’s program and activities; to share their knowledge and experience with fellow members; to attend meetings regularly; to prepare fully for each

assignment; to apply themselves to the program outlined in the Toastmasters manuals; to participate in club activities; to evaluate others in a positive, constructive manner; to build open, friendly relationships with fellow members; and to bring other new members into the club so they also can gain the benefits of Toastmasters.

Follow parliamentary procedure. Although the typical Toastmasters meeting incorporates only a few parliamentary procedures, always follow parliamentary format when conducting a business meeting. Anyone who is interested in a leadership or facilitator role, in fact, should become familiar with its strategies and practices. A number of materials explaining the procedure are available through World Headquarters, including Henderson’s Parliamentary Guide (Item 170), Parliamentary Procedure at a Glance (Item B25), *Robert’s Rules of Order Newly Revised [10th edition]* (Item B30) and the “Parliamentary Procedure in Action” program (Item 237).

PRESENTER: Ask participants to share some of their clubs’ practices that help to make meetings enjoyable and educational.

By following these standards, you will have fulfilled your pre-meeting and on-site responsibilities in framing a meeting that is both pleasant and productive.

P-V #8

ENSURE SUCCESSFUL CLUB ADMINISTRATION.

Another important aspect of club leadership is that of overall administration and compliance with the Club Constitution and Bylaws. You should:

Encourage all club officers to attend club officer training sessions. Officers who attend these programs will have a clearer understanding of their responsibilities—

and your job will be significantly less complicated. Remember, too, that the club may receive credit in the Distinguished Club Program when officers attend a district-sponsored training program.

Verify that your officers attend their training sessions. Always confirm that all executive committee members have attended their training sessions; if this is not the case, be sure they receive the training at a subsequent session.

Confirm all necessary paperwork has been submitted to World Headquarters.

Yet another important administrative task is to oversee all necessary paperwork, such as dues renewals and officer lists. In September and March, you will be sent a dues renewal invoice. Work with the club secretary to verify the name and address of every member on the list and make necessary corrections. Work with the treasurer to confirm that all continuing members have paid their dues to the club.

Review the list with the vice president membership. Do not add any new members coming into your club after October 1 or April 1 to your membership lists. Instead, add the member online or, if paying by check, send a separate Application for Membership (Form 400) to World Headquarters for each new member. Detailed instructions accompany the applications sent to the club. Please note: educational material will not be sent to new members unless the new member fee is paid for each new member.

It is imperative that clubs submit accurate dues renewals. Eligibility for educational awards and the International Speech Contest require current membership. When clubs accidentally omit someone from the dues renewal process, they jeopardize that member's eligibility. Accidentally omitting someone from the roster may delay that person's award. Remember, the minimum membership requirement for all clubs is six. A renewal with fewer than six members will be processed as "low," but the club will not be counted as paid or active until its membership reaches a minimum of six

members. Clubs with less than six members cannot pay dues online until they have at least six members. Even if your club is growing, and you reach six members, there may be other reasons to pay by mail. Have your secretary or treasurer contact World Headquarters if they encounter error messages when attempting to pay online.

Whenever possible, however, submit your dues payments and sign up your new members online. Not only will the transaction be done immediately, you will also receive confirmation.

PRESENTER: Sometimes collecting dues from members is difficult. Ask participants to share what their club does to collect dues promptly from all members.

Although it is the secretary's responsibility to notify World Headquarters every time your club elects new officers or has a change in leadership, always confirm this task has been done. Encourage online submission of this information. It is critical to your club's success that World Headquarters has current officers' names and addresses on file so important mailings will be sent to the appropriate club members.

It's important that you submit transactions by one method only (online, mail **or** fax) to avoid duplications.

Search for club leaders. As president, you have a responsibility for the club's future. The club needs leaders who are able to focus their efforts on the activities that will move the club forward and who are able to work with and motivate others. One of your duties is to identify members with leadership potential and encourage them to serve.

You also are responsible for conducting club officer elections. Elections should be held at the first meeting in May, with new officers taking office July 1. In clubs electing officers semiannually, an election also must be held at the first meeting in November, with new officers taking office January 1. At least two weeks before elections, appoint a nominating committee of three active club members. It is recommended that at least one committee member be a past club president. The committee's responsibility is to select members to fill officer positions for the coming term. Nominees should be chosen on the basis of ability to fulfill standards. All positions should be filled, if possible. However a club must have a minimum of three officers—the president, a vice president and the secretary or secretary/treasurer—and these offices must be held by different people.

More information about conducting elections is in the Search for Club Leaders section of your president's manual.

P-V #9

REPRESENT THE CLUB AT AREA, DISTRICT AND INTERNATIONAL LEVELS.

Now that you are club president, you will be called upon to represent your club at area- and district-level functions.

Act as liaison in club and area/district matters. In addition to overseeing club meetings, you also will be acting as a liaison between your club and the area and district. Attending area council meetings, for example, is an excellent way to keep current on area and district matters, and your club will benefit from the information and ideas you bring back.

Participate in and vote at area and district functions. Another good reason to attend area/district council meetings is to participate in discussions, assist in planning and exercise your right to vote.

The club president and vice president education are eligible to vote at district council meetings; at area council meetings, the club president, vice president education and vice president membership are eligible to vote. As president, it is especially important that you vote; not only do you have the opportunity to represent your club by voting, but you also set a good example for your fellow officers and club members by doing so. If you cannot attend a council meeting, ensure another club member attends and proxy your vote to that member.

Vote at the International Convention in person or by proxy. Your role continues beyond the district as well. In March, club presidents are mailed the Official Toastmasters International Credential or Proxy Certificate. These proxies give clubs in good standing two votes at:

1. The business session of the regional conferences in June to nominate international director candidates who will serve on the Board of Directors of Toastmasters International
2. The Annual Business Meeting of Toastmasters International held at the Convention in August to elect international officers and directors who will serve on the Board. In addition, votes are cast to decide for or against adoption of any proposed amendments to the bylaws of Toastmasters International.

Votes may be cast in person by:

- ▶ Any club member(s) as delegate(s),
- ▶ An active member of another club selected to act as proxy,

OR

- ▶ By your district governor.

Toastmasters International sends the official credential or proxy certificate for these two meetings to each club president of record in March. If a member or members of a club will attend the regional conference, the president or secretary should sign the form printed in red and marked with the “R” and give it to the member(s) to present at the meeting in exchange for ballots. If no one from the club will attend, check “Section 2” to name the district governor – or next senior officer to the meeting – as the club’s proxy to cast its two votes. Mail or deliver the card to the district governor. Follow the same procedure for the annual business meeting form which is printed in black and marked “A.”

Only official forms mailed by Toastmasters International will be accepted for club votes at the regional conference and the International Convention. Each Toastmasters club is responsible for arranging to have its votes cast at these meetings by its delegate or proxy. Only the clubs’ votes can elect the most qualified officers and determine whether proposed changes are in members’ best interest. Clubs may receive only one duplicate proxy if the initial proxy is lost or misplaced.

As you gain experience during your term as president, take notes and think of how you will prepare the person who will come after you. It is essential that you give all necessary records and materials to your successor, but don’t let it stop there: Offer to assist the new officer as he or she is learning the duties of president.

PRESENTER: This handout is a list of resources for the officers. It includes prices and an order form.

PRESENTER: Continue with one or more of the following case studies. The participant section of each case study is located in Part III for copying and distribution. Afterward, if you have time, answer questions and perhaps give a short motivational closing.

**Case Study for Club Presidents:
When Meetings Don't Start On Time****HO #3****Objective:** To address issues that negatively affect club meetings.**Time:** 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III.
 2. Ask the participants individually to diagnose the case and arrive at some solutions.
 3. Ask the group as a whole how they would resolve the issue.

Recommended Solutions:

- ▶ Always start the meeting on time, even if some of the club members haven't yet arrived. Occasionally you may wish to rearrange your club agenda for the accommodation of a late speaker, but club members will make the effort to be punctual if they understand that meetings begin and end on time.
- ▶ Since many clubs conduct Table Topics soon after the meeting begins, the punctuality of the Topicsmaster is important. Always mention this to the Topicsmaster in advance. But if the Topicsmaster still doesn't arrive on time, be sure to have an extra set of Table Topics on hand. Or consider ordering Stand Up and Speak! Table Topics Game (Item 1316), Table Talk (Item 1318) or Public Speaking for Dummies (Item 1318PS), and you'll never be held up by a tardy Topicsmaster again.

Case Study for Club Presidents:**When Dues Are Due****HO #4**

Objective: To determine the amount of membership dues that will be submitted with a dues renewal invoice.

Time: 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III.
 2. Ask the participants individually to diagnose the case and arrive at some solutions.
 3. Ask the group as a whole how they would resolve the issue.

Recommended Solution:

- ▶ The club should submit \$216 dues for 8 members. James Davidson, Ted Franks and Elena Petrovski have not paid dues and the boxes next to their names should not be checked. Elizabeth Buchwald and Arturo Gonzalez's names and addresses should be added to the bottom of the list and their dues should be included. James Bond's address should be marked out and his new one written in.

**Case Study for Club Presidents:
Dealing with Deadbeat Officers**

Objective: To determine the best ways to address club officers who do not perform their responsibilities.

Time: 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III.
 2. Ask the participants individually to diagnose the case and arrive at some solutions.
 3. Ask the group as a whole how they would resolve the issue.

Recommended Solutions:

- ▶ Meet privately with the club treasurer and review his duties with him to ensure he understands them. Explain how important these duties are to the club and ask for his commitment to performing them. If he is willing to carry out his duties, follow up with him regularly to confirm that he is doing so. If he is unable to commit to performing his duties, offer to find an assistant to help him or give him the opportunity to resign from office. If he resigns from office, the club must fill the vacancy by a special election held at the next business meeting following the announcement of the vacancy. Be sure to retrieve all files, checkbooks, etc., from the former treasurer.

▶ If the treasurer refuses to meet with you or doesn't return your telephone calls, discuss the matter with the club's executive committee to decide if the treasurer should be removed from office. The club has the option to remove any officer from office at any time, with or without cause, by majority vote of all active members present and voting at a business meeting of the club at which a quorum is present. Again, if the club votes to remove the treasurer from office, the club then must fill the vacancy by a special election held at the next business meeting following the announcement of the vacancy. Be sure to retrieve all files, checkbooks, etc., from the former treasurer.

PRESENTER: Point out that this information is in the Policies and Procedures section of their officer manual. Emphasize the importance of reading their officer manual and the value of keeping it handy for dealing with various club issues.

PART III: Handouts

The following handouts may be reproduced for distribution to your training session participants.

Make certain you accurately project the number of attendees so you have enough.

Feel free to revise the material to suit your own style.

HO #1

PRESIDENT STANDARDS

Outside of the club meeting

1. Attend district-sponsored club officer training.
2. Ensure club officers meet officer and meeting standards.
3. Oversee plan to achieve Distinguished Club Program goals and ensure club is Distinguished.
4. Encourage communication and leadership development through promoting of CC, AC, CL and AL awards.
5. Ensure club has an ongoing membership-building program.
6. Attend and vote club's proxy at district council meetings or authorize a club member to do so.
7. Attend regional conference and International Convention and vote club's proxy or send proxy to district governor.
8. Oversee administrative operation of club in compliance with the club constitution and bylaws.
9. Maintain relationships with the district and with Toastmasters International.
10. Schedule and chair monthly executive committee meetings.
11. Arrange for a replacement if unable to attend a club or executive committee meeting.
12. Search for leaders, ensure all club offices are filled for the succeeding term and ensure timely elections are conducted.
13. Prepare your successor for office.

At the club meeting

1. Ensure meeting starts and ends on time.
2. Make sure guests are warmly and enthusiastically welcomed and introduced.
3. Allow time before and after the meeting to speak with guests.
4. Read and/or display the club mission at every meeting.
5. Discuss the Distinguished Club Program and the club's progress and achievements in it.
6. Recognize member achievements in Toastmasters and in their personal lives.
7. Report on the Moments of Truth the club is achieving.

HO #2

RESOURCES LIST

Achieving Success as President

Following are some materials you may want to order to ensure a successful term as president:

QUANTITY		TOTAL
_____	1310I President Essentials \$16.00	\$ _____
_____	1205 Catalog (1-4 free) \$1.00 (<i>more than 5</i>)	\$ _____
_____	1310A When You Are the President manual \$3.00	\$ _____
_____	1310B When You Are the Vice President Education manual \$3.00	\$ _____
_____	1310C When You Are the Vice President Membership manual \$2.50	\$ _____
_____	1310D When You Are the Vice President Public Relations manual \$2.50	\$ _____
_____	1310E When You Are the Secretary manual \$2.50	\$ _____
_____	1310F When You Are the Treasurer manual \$2.50	\$ _____
_____	1310G When You Are the Sergeant at Arms manual \$2.50	\$ _____
_____	1310H Club Officer Manual Set \$15.00	\$ _____
_____	1111 Distinguished Club Program/Club Success Plan \$1.25	\$ _____
_____	1173 Speech Contest Manual \$2.00	\$ _____
_____	1171 Speech Contest Rules \$1.50	\$ _____
_____	99 Find Your Voice (20 free) \$.20	\$ _____
_____	101 Confidence. The Voice of Leadership. (20 free) \$.20	\$ _____
_____	103 Clear Communication. Your Organization Needs It. \$.50	\$ _____
_____	114 Toastmasters: Because Public Speaking Skills Aren't Debatable... Flier promotes good communication skills acquired through participation in Toastmasters (set of 50) \$2.50	\$ _____
_____	115 Toastmasters Can Help... Flier promotes how to gain confidence through membership (set of 50) \$2.50	\$ _____
_____	124 All About Toastmasters \$.25	\$ _____
_____	200 Chairman \$3.00	\$ _____
_____	210C Club Constitution and Bylaws \$.75	\$ _____
_____	904 Visitor's Card... Handy guest card (set of 30) \$2.25	\$ _____
_____	352 Note Cards... Blue ink on white paper (set of 25) \$7.00	\$ _____
_____	5801 Club President Pin -plain \$7.00	\$ _____
_____	5802 Club President Pin with two clear stones \$17.00	\$ _____
_____	5805 Club Secretary Pin \$7.00	\$ _____
_____	5806 Club Treasurer Pin \$7.00	\$ _____
_____	5807 Club Sergeant at Arms Pin \$7.00	\$ _____
_____	5808 Past Club President Pin -plain \$7.00	\$ _____
_____	5809 Past Club President Pin with two clear stones \$17.00	\$ _____
_____	5810 Club Past Officer Pin with two zircons \$17.00	\$ _____

_____ 5813	Vice President Education Pin \$7.00	\$ _____
_____ 5814	Vice President Public Relations Pin \$7.00	\$ _____
_____ 5815	Vice President Membership Pin \$7.00	\$ _____
_____ 5801Z	Club Officer Pin Set \$55.00	\$ _____
_____ 375	Gavel...wood finish \$11.00	\$ _____
_____ 1968A	Club President Award \$18.00	\$ _____
_____ B30	Robert's Rules of Order Newly Revised...Basic parliamentary law handbook \$18.00	\$ _____
_____ 508A	Honorary Membership Certificate \$.40	\$ _____
_____ 1140	Let The World Know...Toastmasters Publicity and Promotion Handbook \$2.50	\$ _____
_____ 262	High Performance Leadership \$11.95	\$ _____

The Better Speaker Series

_____ 269	The Better Speaker Series Set...A complete set of The Better Speaker Series modules, including a script and PowerPoint presentation for each. \$38.00	\$ _____
_____ 270	Beginning Your Speech...Suggestions for starting off your speech right. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 271	Concluding Your Speech...Tips for ending your speech with power. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 272	Take the Terror Out of Talk...Techniques for overcoming nervousness when speaking. With overheads. \$4.50	\$ _____
_____ 273	Impromptu Speaking...Don't be caught off balance when speaking off-the-cuff. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 274	Selecting Your Topic...Running out of speech ideas? Here's how to develop new ones. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 275	Know Your Audience...If you can relate to your audience, they will relate to you. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 276	Organizing Your Speech...Once you know what to say, consider next the when and the how. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 277	Creating an Introduction...Great introductions should precede great speeches. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 278	Preparation and Practice...Techniques for preparing and rehearsing your next speech. Includes a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 279	Using Body Language...How to use facial expressions, gestures, and body movement to enhance a speech. Includes a script and a PowerPoint presentation. \$4.50	\$ _____

The Successful Club Series

_____ 289	The Successful Club Series Set...A complete set of The Successful Club Series modules, including scripts and PowerPoint presentations. \$55.00	\$ _____
_____ 290	Moments of Truth...How to recognize and deal with situations critical to club success. Includes a script and a PowerPoint presentation. \$10.00	\$ _____

_____	291	Finding New Members for your Club... Proven methods to help you seek out those vital new members! Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	292	Evaluate to Motivate... Your club members will learn to give evaluations that benefit the speaker, the evaluator and the audience. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	293	Closing the Sale... Exercise your powers of persuasion during those moments when a guest is deciding to join. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	294	Creating the Best Club Climate... Techniques for creating and maintaining a healthy club environment. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	295	Setting the Stage for Success: Meeting Roles and Responsibilities... How members can successfully fill each meeting role. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	296	Mentoring... Explains the benefits to clubs and members of having a mentor program and the duties of mentors. Includes a script and a PowerPoint presentation.and Club Mentor Program Kit. <i>\$15.00</i>	\$ _____
_____	297	Keeping the Commitment... Reviews the concepts in “A Toastmasters Promise.” Includes a script and a PowerPoint presentation. <i>\$5.50</i>	\$ _____
_____	298	Going Beyond Our Club... Opportunities for members outside of the club. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	299	How to be a Distinguished Club... Explains how your club can achieve in the Distinguished Club Program. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	300	The Toastmasters Educational Program... Explains the program and recognition available to members. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____

The Leadership Excellence Series

_____	310	The Leadership Excellence Series... A complete set of The Leadership Excellence Series, including scripts and PowerPoint presentation. <i>\$42.00</i>	\$ _____
_____	311	The Visionary Leader... This module discusses how leaders create and communicate a vision for their organization to help it be successful. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	312	Developing a Mission... This module addresses how successful leaders create and communicate a mission for their organization. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	313	Values and Leadership... This module examines values and how to employ them as you lead a team toward achieving a goal. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____
_____	314	Goal Setting and Planning... This module reviews the processes leaders use to set goals and develop plans to achieve these goals. Includes a script and a PowerPoint presentation. <i>\$4.50</i>	\$ _____

- _____ 315 **Delegate to Empower...**This module discusses how to effectively delegate tasks and responsibilities. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 316 **Building a Team...**This module reviews how to create and lead a team. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 317 **Giving Effective Feedback...**This module provides suggestions for offering feedback to others on their performance. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 318 **The Leader as a Coach...**This module discusses how to work with a team to help them improve. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 319 **Motivating People...**This module examines how to be sensitive to your team members' needs and create an environment that will motivate them. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 320 **Service and Leadership...**Discusses how leaders serve others by offering their knowledge and skills to help others achieve a goal. Includes a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 321 **Resolving Conflict...**Discusses how to be sensitive to your team members' needs and create an environment that will motivate them. Includes a script and a PowerPoint presentation. \$4.50 \$ _____

TOTAL \$ _____

CA clubs add 7.75% \$ _____

TOTAL AMOUNT \$ _____

Mail to: Toastmasters International
 P.O. Box 9052, Mission Viejo, CA 92690 USA
 or telephone 949-858-8255, Fax No. 949-858-1207

PAYMENT MUST ACCOMPANY ORDER

___ Enclosed is my check in the amount of \$ _____ (U.S.) or

___ Please bill against my MasterCard / VISA / AMEX / Discover (Circle one)

Credit Card No. _____ Expiration Date _____

Signature _____

Name _____

Club No. _____ Club Name _____

Address _____

City _____ State/Province _____

Country _____ Postal Code _____

E-mail _____ Phone No. _____

U.S. SHIPPING CHARGES

WEIGHT	STANDARD	1 DAY COURIER	2 DAY COURIER
.00 - .81	\$3.50	\$20.50	\$10.25
.82 - 2.00	\$5.00	\$26.80	\$11.65
2.01 - 3.00	\$5.75	\$29.15	\$12.85
3.01 - 4.00	\$6.10	\$31.55	\$14.20
4.01 - 5.00	\$6.50	\$33.85	\$15.60
5.01 - 6.00	\$6.60	\$36.15	\$17.05
6.01 - 7.00	\$6.75	\$38.35	\$18.55
7.01 - 8.00	\$7.00	\$40.55	\$20.10
8.01 - 9.00	\$7.25	\$42.70	\$21.75
9.01 - 10.00	\$7.50	\$44.85	\$23.30
10.01 and up	\$7.75 + .75 Each additional lb. (or portion thereof)	\$47.00 + \$2.00 each additional lb. (or portion thereof)	\$24.75 + \$1.50 each additional lb. (or portion thereof)

For fastest service, order online at www.toastmasters.org/shop
 See current catalog for International rates.

HO #3

CASE STUDY #1

CASE STUDY FOR PRESIDENTS:

WHEN CLUB MEETINGS DON'T START ON TIME

Your club meeting is scheduled to start at 7 p.m. You arrive at 6:30 p.m. to organize your thoughts and make adjustments to the program. At 6:45 p.m. you begin to feel uneasy because the Topicsmaster hasn't shown up. To make things worse, only five club members out of the regular 15 have arrived. At 7:00 p.m. the Topicsmaster whisks in, complaining about traffic. She spends five minutes finding out who the scheduled speakers are so she knows who is eligible to participate in Table Topics. Finally, at 7:15 p.m., you begin the meeting and introduce the Topicsmaster.

As the club president, how can you avoid such situations and start the meeting on time?

HO #4

CASE STUDY #2

CASE STUDY FOR PRESIDENTS:

WHEN DUES ARE DUE

You have just received the dues renewal invoice for October-March sent to you by World Headquarters. You are meeting with the treasurer, vice president membership and secretary to update the report. Using the following information, complete the attached membership list and determine the amount of dues (\$27 per member) to satisfy your club's dues renewal.

- ▶ Two people, Elizabeth Buchwald and Arturo Gonzalez, joined your club in September. Their names are not on the printed list you received from World Headquarters. Your vice president membership has already added them online or mailed the Applications for Membership, new member fees and dues for September to World Headquarters.
- ▶ Two people, James Davidson and Ted Franks, have told your vice president membership they no longer will be participating in the club.
- ▶ One person, Elena Petrovski, has not yet paid dues to the treasurer.
- ▶ One person, James Bond, has a new address: 123 Pontificate Place, Oakdale, CA 95361.

**TOASTMASTERS
INTERNATIONAL**
Dues Renewal Invoice

For dues period April 1, 2009 through September 30, 2009



URGENT! DUE APRIL 1

Dues are payable in advance and are non-refundable and non-transferable

1 Sample Toastmasters Club

Invoice Date: 12/08/2008

CHECK IF RENEWING	ORDER NUMBER	MEMBER NUMBER	MEMBER NAME AND ADDRESS	DUES AMOUNT
<input type="checkbox"/>	2003464389	00629784	Zaphod Beeblebrox 42 Prefect Place Magrathea, CA 44445	27.00
<input type="checkbox"/>	2003464390	00315250	James Bond 1878 Smedley Dr. Nowhere, CA 88888	27.00
<input type="checkbox"/>	2003464391	00934351	James Davidson 5555 Elm St. There, CA 54321	27.00
<input type="checkbox"/>	2003464392	00531774	Jane Eyre 1848 Smthelder Parkway Bronte, CA 32132	27.00
<input type="checkbox"/>	2003464393	00336767	Huck Finn 1876 Twain St. Mississippi, CA 01883	27.00
<input type="checkbox"/>	2003464394	01218908	Ted Franks PO Box 777 Here, CA 99999	27.00
<input type="checkbox"/>	2003464402	01015738	Hermione Granger 8668 Potter Place Hogwarts, CA 34567	27.00
<input type="checkbox"/>	2003464395	00968721	Rowie Hart 1924 Jazz Lane Chicago, CA 88888	27.00
<input type="checkbox"/>	2003464396	01186812	Sherlock Holmes 221B Baker St. London, CA 18811	27.00
<input type="checkbox"/>	2003464397	01001675	Anna Karenina 1832 Tolstoy Dr. Pushkin, CA 03033	27.00
<input type="checkbox"/>	2003464398	01139582	Clark Kent 9876 1st St. Smallville, CA 55555	27.00
<input type="checkbox"/>	2003464399	01219188	Mary Lisbon 1993 Eugenides Way Grosse Pointe, CA 65432	27.00
<input type="checkbox"/>	2003464400	01108366	Dean Moriarty 6543 Kerouac Road America, CA 45454	27.00
<input type="checkbox"/>	2003464401	00314485	Mickey Mouse 1234 Main St. Disneyland, CA 44444	27.00
<input type="checkbox"/>	2003464403	00791466	Agnes Nutter 65656 Prachett Dr. Garman, CA 78978	27.00

Dues Renewal Invoice

<input type="checkbox"/>	2003464404	00353946	Peter Parker 1960 Spider Circle New York, CA 12312	27.00
<input type="checkbox"/>	2003464405	00550535	Elena Petrovski 1968 Street Ave. Elsewhere, CA 33333	27.00
<input type="checkbox"/>	2003464406	01077744	Barney Rubble 1950 Cave Dr. Stone Age, CA 00001	27.00
<input type="checkbox"/>	2003464407	01176255	Joe Smith 1234 Sesame St. Anywhere, CA 12345	27.00

Renewal Totals

Number of Members Renewing _____
 Amount Due \$ _____

Submitted by

Name _____
 Officer Title _____
 E-mail _____
 Phone _____

Payment Information

Check / Postal Money Order (U.S. Funds drawn on a U.S. bank, payable to Toastmasters International)

Number _____ Amount \$ _____

Credit Card VISA MasterCard AMEX Discover

Card Number _____ Expiration Date _____

Name as it appears on Credit Card _____
(Please print)

Signature _____

Club Sponsor Information - Please help keep your club's information updated.

What company or organization sponsors your club? _____

Renew online with your credit card by logging in to members.toastmasters.org/renew with your Club Number: 1 and Password: ttst.

OR

Fax / mail your Renewal Invoice and payment information to the address below. To avoid duplication, submit information by one method *only*.

TOASTMASTERS INTERNATIONAL
Mail Address: P.O. Box 9052 - Mission Viejo, CA 92690
Courier Address: 23182 Arroyo Vista - Rancho Santa Margarita, CA 92688
Phone: 949-858-8255 **Fax:** 949-858-1207



HO #5

CASE STUDY #3

CASE STUDY FOR PRESIDENTS:

DEALING WITH DEADBEAT OFFICERS

You have been president for three months. One of the officers on the executive committee, the treasurer, has not attended two of the three executive committee meetings and has missed half of the club meetings. You haven't received a treasurer's report so you do not know the status of the club's finances, and the treasurer does not return your telephone calls.

What can you do?

HO #6

Evaluation Form

Date: _____ Program Name: _____

Facilitator: _____

On a scale of one to five, five being the highest rating, please rate the course and facilitator on the following items by circling the number you find most appropriate:

- | | | | | | |
|--|---|---|---|---|---|
| 1. How relevant was this session to your job in Toastmasters? | 1 | 2 | 3 | 4 | 5 |
| 2. Rate the following: | | | | | |
| Course content | 1 | 2 | 3 | 4 | 5 |
| Course material | 1 | 2 | 3 | 4 | 5 |
| Facilitator | 1 | 2 | 3 | 4 | 5 |
| Activities/exercises | 1 | 2 | 3 | 4 | 5 |
| 3. Were the objectives clearly stated? | 1 | 2 | 3 | 4 | 5 |
| 4. How was the lesson plan organized? | 1 | 2 | 3 | 4 | 5 |
| 5. Did the instructional methods clearly illustrate the instructor's plan? | 1 | 2 | 3 | 4 | 5 |
| 6. To what extent did the visual aids add to your understanding of the presentation? | 1 | 2 | 3 | 4 | 5 |
| 7. How were the meeting facilities? | 1 | 2 | 3 | 4 | 5 |
| 8. What are two things you learned that will make you a more effective club officer? | | | | | |

Additional Comments:

PART IV: Visual Aids Copy

Materials on the following pages are designed specifically for the presenter to use in conducting the training session. To use them as a PowerPoint show, you will need a laptop computer, data projector and screen, and slides that you can download from the TI Web site. Alternatively, you can reproduce the slides as transparencies for use on an overhead projector, or handwrite them on a flipchart.

In the right-hand column of the script are keys for visual aids. Their placement indicates the points at which they should be displayed. Each is numbered. For example, P-V #1 stands for “the first visual.”

Tips

1. Show the visual aid only while you are talking about it. If you're using PowerPoint, click on the next slide when you are ready to discuss it.
2. Be sure everyone in the audience can see the visuals clearly. Visibility to the people at the rear of the room is your guide.
3. Talk to the audience, not to the visual. Maintain eye contact even when your listeners are looking at the visual. This will help you judge their understanding.
4. Don't overdo it. You need not illustrate every point in the speech.
5. Rehearse. Nothing is more important than adequate preparation. Know how and when you will use the visual, and practice so you will make a smooth presentation. Anticipate all possible problems, especially when electronic equipment is involved.
6. Remember...be as professional as possible.