

Achieving Success as **Secretary**

Club Leadership Training Program



Achieving Success as Secretary



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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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.

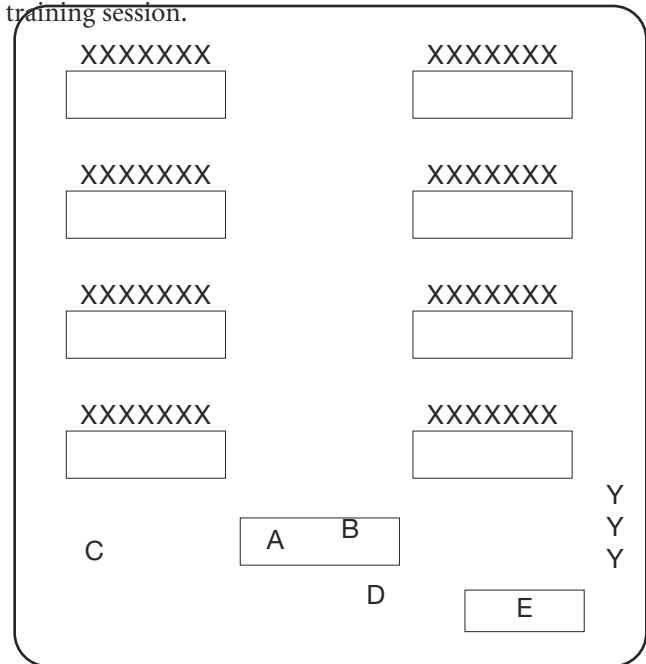
The Training Environment

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 trainees' 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. The comments should be positive and highly motivational in nature, emphasizing a commitment to member service in all aspects of the Toastmasters club. Also, mention the length of the training, the location of the rest rooms and phones, and other pertinent information. But remember: Time is precious and must be controlled carefully throughout the session.

Serving as secretary is a great opportunity. You are responsible for keeping clear and accurate records of club business. You will learn and practice communication, policy administration, record keeping and document management skills that you can use in all aspects of your life.

Today we're going to discuss your role as secretary and how to fulfill your responsibilities. 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. In the next

hour we're going to review your standards as secretary and discuss the steps you can follow to meet these standards. Later you'll be participating in some exercises to practice what you've learned.

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

1. Maintain an accurate membership roster and give it to the treasurer to submit with dues.
2. Mail club officer list to World Headquarters within 10 days after elections.
3. Handle general club correspondence.
4. Keep club files, including the club charter, Constitution and Bylaws, minutes, resolutions and correspondence.
5. Attend club executive committee meetings.
6. Attend district-sponsored club officer training.
7. Arrange for a replacement if unable to attend meetings.
8. Prepare your successor for office.

Your standards at the club meeting are to:

1. Record and read meeting minutes.
2. Greet members and guests.

Please keep in mind it's impossible to cover every detail of your responsibilities as secretary today. Our goal in this session is to provide you with a basic foundation as

well as with resources available from World Headquarters and the district. Feel free to ask questions. And remember to attend other sessions, all of which are intended to help you to succeed during your term of office.

PRESENTER: Introduce the TI manual for secretaries.

PREPARATION: Bookmark the Calendar/Checklist page.

ACTIVITIES: First, show the manual's cover. Then, turn to the Calendar/Checklist page and share that with the group.

Though we'll talk about essential activities for the office of secretary, today, you don't have to rely solely on your memory or notes for the rest of your term in office. Toastmasters International provides a manual, *When You Are the Secretary*, which offers a "Secretary Calendar/Checklist" to help you keep track of your duties. Since deadlines are extremely important to the well-being of your club and the success of your club members, you may find this document to be useful and important. Checking off completed tasks will help you to perform your role more efficiently. Be sure to write down any additional tasks that you need to complete, as well.

The purpose of a Toastmasters club is to provide an environment in which members can learn communication and leadership skills. As the secretary of your club, you influence that environment. You serve as part of a team that consists of the president, vice president education, vice president membership, vice president public relations, treasurer and sergeant at arms. Each one of you is responsible for making your club dynamic and enjoyable for all members by working together as a team and for making sure the club is recognized at least as a Distinguished Club in the Distinguished Club Program. You can accomplish this by holding regular and productive executive committee meetings and through careful goal-setting, planning and monitoring of

progress. The Distinguished Club Program recognizes clubs for achievement in education and membership growth and will be discussed in greater detail during a separate training session.

Now let's discuss some of the standards mentioned earlier. 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 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.

SEC-V #1**Your standards outside of the club meeting are to:**

Maintain an accurate membership roster and give it to the treasurer to submit with dues. Every club needs to have a record that includes each member's name, address, e-mail address and phone number, as well as that person's record of attendance.

An accurate membership roster ensures all members receive important materials, such as the *Toastmaster* magazine and the club newsletter, and are eligible for educational awards and speech contests. In addition, all members need a current roster to refer to when confirming meeting assignments.

By recording attendance at club meetings, you'll know who attends meetings regularly and who misses meetings. This helps the vice president membership follow up on members who are absent and need to be kept interested and active in the club.

Maintaining a current roster also is essential for the vice president education, who refers to the roster when making the meeting assignments. As you can see, several people depend on the accuracy of the roster.

An accurate membership roster also serves as an important historical document. Since World Headquarters does not keep such information on file, your roster enables you to identify and possibly locate past club members.

You can download your club's roster from Toastmasters International's Web site, **toastmasters.org**. Attendance at meetings may be recorded by using Toastmasters' "Record of Regular Meetings" form (Item 1503).

In addition to maintaining the membership roster for your club's records, you also are responsible for notifying World Headquarters when changes occur. As soon as a person joins your club, include the necessary information on your club's roster. Next, work with the vice president membership and treasurer to make sure the member is added online or the completed Application for Membership (Item 400) and dues (if the person is a new, reinstated or dual member) are mailed immediately. Delays in submitting membership applications and dues may cause a member to be ineligible for speech contests and may delay educational awards. Remember also to notify World Headquarters whenever a member's address changes so the member will continue to receive the *Toastmaster* magazine and other materials.

Twice each year, in October and April, your club is required to submit dues and a membership report. Your club president will receive a dues renewal invoice that lists all the paid members on file at WHQ.

Your responsibility is to work with the president, vice president membership and treasurer, verifying names and addresses on the list and then making corrections as necessary. Check the names of those members that have paid dues. Do not add the names and addresses of any new members who joined after the start of the dues

period (October 1 or April 1); instead, sign up your new members online or send an Application for Membership (Item 400) for each new member to World Headquarters in a separate envelope.

Double check your work. An accurate dues renewal report is important. Accidentally omitting someone from your list jeopardizes that person's eligibility for speech contests and educational awards. Also, that person will no longer receive the *Toastmaster* magazine. Be careful about sending in dues for people who have not paid the club. Don't assume these people will renew; if they don't, your club loses money. You can always pay their dues anytime during the period online or by mail, if paying by check, as they pay the club.

The dues renewal invoice is sent in early September and early March and dues are due at World Headquarters on or before 5 p.m. PT October 1 and April 1 respectively. Keep a copy for your club's records. Your club receives on-time credit in the Distinguished Club Program when World Headquarters receives dues by October 10 and April 10.

HO #2

Submit your club officer list online or mail your club officer list to World Headquarters within 10 days after elections. Whenever your club elects new officers, has a change in officers, or has an e-mail or mailing address change for an officer, you are responsible for reporting the changes immediately to World Headquarters and to your district. World Headquarters sends club officers important notices and materials several times each year, such as e-mail alerts for important notices posted on TI's Web site. It's essential that World Headquarters has current club officer information so these materials are sent to the right people. For faster service, submit your new officers and changes online. The information will be updated immediately and you will receive a confirmation.

Club officer information forms are sent to all club presidents in April and in October to presidents of clubs electing semiannually. Submit the information online (www.toastmasters.org) or mail / fax the completed form to World Headquarters. Please submit information to WHQ via one method only (online or fax or mail) to avoid duplication. Your club receives credit in the Distinguished Club Program when officer lists are received at World Headquarters by the specified deadlines.

Handle general club correspondence. You are responsible for writing and mailing all correspondence on behalf of the club. Be sure to have a supply of club stationery for this purpose. Keep copies of all correspondence sent in an orderly file and make the file available to members upon request. Maintain a similar file for correspondence that is received. Remember: Your club correspondence is an important historical record and should be carefully maintained for the benefit of current and future members.

This traditional role is now expanding to include the Internet, and in particular, e-mail. Today's club secretary may maintain e-mail contacts, as well as the older forms of postal-delivery mail. You might begin by keeping a current e-mail address roster of all club members and important club contacts. Keep this information filed securely and if a request comes in to reveal information, share only what has been expressly permitted by each member.

Your club may be set up so that other officers (perhaps the club president or VPE) handle regular e-mail correspondence to the members, such as agendas for club meetings. If a weekly agenda is e-mailed to the club members, you can file a copy of this correspondence for future reference. You can also print pages from your club's Web site and save those for the club's files. Though the tools are more electronic today, the role you play as the guardian of historical records remains important and valid.

Your club occasionally will need to order supplies from World Headquarters, such as administrative forms, manuals, trophies, ribbons and pins. You are responsible for preparing and sending the orders. I recommend you use the online catalog available on the Toastmasters International Web site, www.toastmasters.org, to place your order. Or you can use the hardcopy catalog (Item 1205) and order forms (found in the back of the catalog, with extra blanks available to order (Item 1205A). Instructions for ordering are found on the first page of the catalog. Payment must accompany each order. Checks, VISA, MasterCard, AMEX and Discover are accepted. Orders received without payment will be returned.

Members may wish to order their own personal supplies as well, so it's important that you display the supply catalog at each club meeting and have extra order forms on hand. Direct your members to the TI Web site. They can place their orders using the online service.

WORKING WITH THE SERGEANT AT ARMS

Some clubs pool their individual members' financial resources and purchase equipment for general use at club meetings and conferences. The sergeant at arms may wish to coordinate efforts on the club's behalf to attain these items and determine a secure location for their storage. Since the secretary's role entails keeping club records, you may find it beneficial to work with the sergeant at arms to record purchases and maintain lists of club assets.

CAUTION: Toastmasters policy limits what a club is allowed to own as an asset.

Acceptable assets include:

- ▶ Coffee makers
- ▶ Lecterns

- ▶ Banners
- ▶ Stationery
- ▶ Mailing supplies
- ▶ Timing lights
- ▶ Recognition awards (such as trophies)
- ▶ Audiovisual equipment (such as a data projector and screen)
- ▶ Sound systems
- ▶ Similar equipment (such as flipcharts and easels)
- ▶ Educational materials

It is **NOT** acceptable for a club to own or rent assets such as the following:

- ▶ Motor vehicles
- ▶ Office space
- ▶ Real property
- ▶ Furniture
- ▶ Telephones and telephone systems
- ▶ Other items not listed here. Check with World Headquarters if in doubt.

According to Toastmasters International policy, each club must maintain a written list of its assets *and* a written process to ensure that the assets are accounted for and transferred smoothly to future club officers. The sergeant at arms may request your help in keeping this list current.

HO #3

Keep club files, including the club charter, constitution and bylaws, minutes, resolutions and correspondence. The club's charter is its license to operate as a Toastmasters club, and the constitution and bylaws are its governing documents. All should be available for reference. The minutes, resolutions and correspondence also are important documents and should be kept on file.

If your club has misplaced its charter, you may order a duplicate from World Headquarters for \$7. A duplicate club constitution and bylaws may be ordered, too, for a \$5 fee plus postage. A copy of the standard document is available online and through the catalog (Item 210C).

You should be familiar with the procedure for amending these documents. The only amendments a club may make to its constitution involve changing the club's name or moving the meeting site to another city. A club may amend any portion of the bylaws, however, as long as the amendment does not conflict with the Toastmasters International Bylaws, the club constitution, or the policies of the organization. Both procedures involve a two-thirds vote; additional information is available in your officer manual.

Arrange for a replacement. Occasionally you may not be able to attend a club or executive committee meeting or you know you will be late. In these cases, arrange for someone to handle your responsibilities for you. This will help the club to function smoothly.

Prepare your successor for office. As you gain experience during your term, take notes and think of how you will prepare the person who will come after you. Give all necessary records and materials to your successor and offer to assist the new officer as he or she is learning the secretary's duties.

SEC-V #2**Your standards at the club meeting are to:**

Record and read meeting minutes. As secretary, your special responsibility is to attend club and executive committee meetings and record the proceedings. Club meeting and executive committee meeting minutes are important club records and should be typed or written legibly in ink and filed. Minutes should include:

- ▶ Name of the group, type of meeting (general, regular, special) and place, date, and time of meeting.
- ▶ Names of people present.
- ▶ The exact wording of motions, the name of the person carrying the motion, the name of the person who seconds the motion, and whether the motion was passed or defeated.
- ▶ Quorum count, call to order, and the name of the presiding officer.
- ▶ Correction and approval of the minutes of the previous meeting.
- ▶ The exact wording of a committee assignment including any power to act, the date due, and the names of the committee chair and members.
- ▶ Main points made in debate (usually included in committee minutes, but not in the minutes of a general business meeting).
- ▶ Your signature and date.

The Toastmasters “Record of Regular Meetings” form (Item 1503) is ideal for recording minutes.

Greet members and guests. Although the sergeant at arms is the official “greeter” at club meetings, all members and officers should welcome visitors and members to the meeting. This creates a friendly and comfortable atmosphere.

PRESENTER: Distribute the Resource List, HANDOUT #4. Hold a discussion about what supplies the club should always have on hand, as well as items that might be considered useful in conducting club business.

PRESENTER: Continue with the following case studies. The participant sections are included in Part III for copy and distribution. Afterward, if you have time, answer questions and perhaps give a short motivational closing.

Case Study for Secretaries:**The Importance of Sending Necessary Forms and Reports****HO #5**

Objective: To determine and emphasize the impact of the secretary's duties on club members.

Time: 20 minutes

Process:

1. Distribute the case study sheet in Part III to the training session participants.
2. Ask the participants to diagnose the case.
3. Ask how they would resolve the issue and record the responses on a flipchart.

Recommended Solutions:

- ▶ Promptly report all new members to World Headquarters so they can receive their New Member Kits; World Headquarters mails out New Member Kits within 48 hours of receiving an Application for Membership. Consider having a few extra CC and CL manuals on hand to give new members immediately in exchange for those they will receive from World Headquarters.
- ▶ Completely fill out your dues renewal so members will be eligible for speech contests and educational awards and receive the *Toastmaster* magazine.

- ▶ Submitting new members and dues renewals online will ensure the information is processed immediately. Also, your club will receive confirmation that the information has been received and the transaction is being processed.
- ▶ Don't forget those members who pay late... they can be paid anytime during the renewal period. Pay late submissions online for faster processing.

Case Study for Secretaries:**When Dues Are Due****HO #6**

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. Have them form groups of two or three. Ask them to complete the exercise as a team.
 3. For the last five minutes, go over their answers as a large group.

The Solution:

- ▶ The club should submit \$486 dues for 18 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 and their dues should be included. James Bond's address should be marked out and his new one written in, if submitting by mail. Alternatively, you could send his address change by e-mail to **addresschanges@toastmasters.org**.

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

SECRETARY STANDARDS

Outside of the club meeting ...

1. Maintain accurate membership roster and give it to treasurer to submit with dues.
2. Enter online or mail club officer list to World Headquarters within 10 days after elections.
3. Handle general club correspondence.
4. Keep club files, including the club charter, Constitution and Bylaws, minutes, resolutions, and correspondence.
5. Attend club executive committee meetings.
6. Attend district-sponsored club officer training.
7. Arrange for a replacement if unable to attend meetings.
8. Prepare your successor for office.

Standards at the club meeting ...

1. Record and read meeting minutes.
2. Greet members and guests.

CLUB AND OFFICER INFORMATION FORM

Please type or print clearly

Please check the box that best describes your Club:

Club Number: _____ District Number: _____
 Club Name:* _____
 Contact Information: _____
 Club Phone Contact: _____
 Club E-Mail: _____
 Club Web Site: _____
 Club Meeting Information:
 Meeting Day: _____ Meeting Time: _____
 Club Meeting Place: _____
 Facility: _____
 (if applicable)
 Address: _____

 City:* _____ State/Province:* _____
 Country: _____ Postal Code: _____

- 1. Community Club
- 2. Company Club
- 3. Government Agency
- 4. Military Club
- 5. Correctional Institution
- 6. College Club
- 7. Church Club
- 8. Advanced Toastmasters
- 9. Other Institution or Specialized Club

List sponsoring company/governing agency/school, etc. (if applicable):

Is your club:

- Open to all interested persons [O]
- Open only to members of a specific organization or group [G]

Minimum Officer Requirements: Clubs must report at least a president, one vice president, and a secretary or secretary/treasurer, and these offices must be held by three different individuals.

*If the club name and/or location is different than what is recorded at WHQ, the information on this form serves as a resolution to the club's Constitution and Bylaws and the records at WHQ will be updated.

Term of Office (check only one box and fill in year)

- Annual (July 1, _____ to June 30, _____)
- Semiannual (July 1 to December 31, _____)
- Semiannual (January 1 to June 30, _____)

NOTE: Toastmasters International's Club Constitution and Bylaws state club officer terms must conform to the above schedule. Only those clubs that meet weekly may elect officers for semiannual terms.

If your club has an address for officer information, please indicate that address below. If no address is filled in, each officer's home address will be used.

Address: _____

 City: _____ State/Province: _____
 Country: _____ Postal Code: _____

PRESIDENT: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT EDUCATION: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT MEMBERSHIP: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT PUBLIC RELATIONS: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

SECRETARY: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

TREASURER: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

SERGEANT AT ARMS: _____ Member No.: _____

Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

SEND WHQ COPY TO: TOASTMASTERS INTERNATIONAL, Officer Lists
P.O. Box 9052, Mission Viejo, CA 92690 USA. Or FAX it to: 949-858-1207.
You can enter the information online by visiting members.toastmasters.org.
Send by one method only; please do not send duplicates.

SIGNATURE

Copy Distribution: WHQ District Governor Club

FORM NO. 30 REV. 2/2008

TOASTMASTERS INTERNATIONAL

Rancho Santa Margarita, California

Please Print or Type

RESOLUTION

Club Number _____

District _____

I the _____ Toastmasters Club of _____, Club No. _____ District _____

has found it advisable to change the name (location) of the club appearing above because _____

On the _____ day of _____, _____ by at least a two-thirds vote of members present and voting at a meeting at which a quorum was present, the club has taken necessary action to notify Toastmasters International of the change: Therefore be it that from this date henceforth, the club previously identified as the

Toastmasters Club shall be known as the _____

Toastmasters Club of _____

On _____ Signed _____

President Secretary

You can obtain a reissue charter bearing this change if desired at a cost of \$7.00. (Check one)

- Enclosed is my check or money order for \$7.00
 Please charge: MasterCard VISA AMEX Discover (CIRCLE ONE)

Name _____

Address _____

Credit Card # _____

City _____ State/Province _____

Expiration Date _____

Country _____ Zip _____

Signature _____

New Meeting Information

Club Name _____

Please check the box which best describes your club, and provide the additional information requested:

Club Number _____ District No. _____

1. Community Club

Contact phone number (_____) _____

2. Company Club _____ Name of company & division (IF APPLICABLE)

Meets: Weekly 1st & 3rd 2nd & 4th

3. Government Agency _____ Level of government & name of agency

Other _____

4. Military Club _____ Branch

Day _____ Time _____ AM _____ PM

5. Correctional Institution _____ Name and type

Club Web Site: _____

6. College Club _____ School

Club E-mail: _____

7. Church Club _____ Denomination

Name _____

8. Advanced Toastmasters _____ Requirements

Address _____

9. Other Institution or Specialized Club _____ Explain

City _____

Is your club:

State/Province _____ Zip _____

Open to all interested persons [O]

Open only to members of a specific organization or group [C]

HO #4

RESOURCES LIST

Achieving Success as Secretary

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

QUANTITY		TOTAL
_____	1310M Club Secretary Essentials \$16.00	\$ _____
_____	1310E When You Are the Secretary manual \$2.50	\$ _____
_____	1205 Catalog \$1.00 (<i>up to 4 free</i>)	\$ _____
_____	1205A Catalog Order Forms	\$ <u> N/C </u>
_____	1111 Distinguished Club Program/Club Success Plan \$1.25	\$ _____
_____	1329 Portable File Case... 12"x 9 1/2"x 9 1/2" file case \$29.95	\$ _____
_____	352 Note Cards (set of 25) \$7.00	\$ _____
_____	400 Application for Membership	\$ <u> N/C </u>
_____	B30 Robert's Rules of Order, Newly Revised \$18.00	\$ _____
_____	210C Club Constitution and Bylaws \$.75	\$ _____
		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 #5

CASE STUDY #1

CASE STUDY FOR SECRETARIES:

SUBMISSION OF APPLICATIONS AND REPORTS

A month ago two new members joined a Toastmasters club. Unfortunately, both of them are having a difficult time becoming involved in the club – not for want of enthusiasm, but because they haven't received their New Member Kits. As if that wasn't enough to contend with, the club secretary also is receiving complaints from a number of the club's more established members. It seems several of them have been turned away from participating in Toastmasters speech contests; a few others have been denied educational awards, despite the fact they completed the requirements and submitted the necessary paperwork.

What duties and responsibilities should the secretary fulfill to solve these problems?

HO #6

CASE STUDY #2

CASE STUDY FOR SECRETARIES:

WHEN DUES ARE DUE

Your president has received the Dues Renewal Invoice for October-March sent by World Headquarters. Now you are meeting with the president, treasurer and vice president membership to update the report. Using the following information, complete the invoice and determine the amount of dues (\$27 per member) to submit with your club's report.

- ▶ 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 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.

TOASTMASTERS
INTERNATIONAL
Dues Renewal Invoice

Club: 1

District F

Page 2 of 3

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 Smithelder 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	Roxie 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 66666 Prachett Dr. Gaiman, 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 #7

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, SEC.-V #1 stands for “the first visual.” You also may use the right-hand margin for making notes.

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.