

Achieving Success as **Vice President Education**

Club Leadership Training Program



Achieving Success as Vice President Education



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.

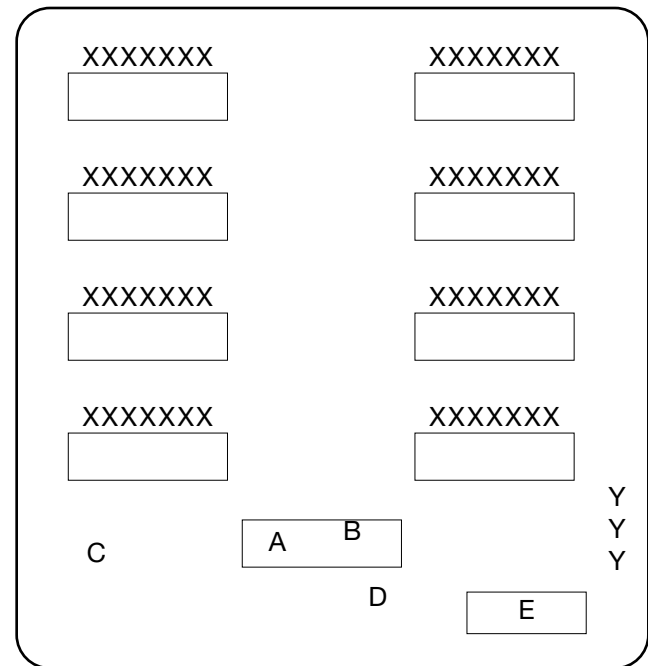
The Training Environment

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. Your comments should be positive and motivational and should emphasize a commitment to member service in all aspects of the Toastmasters club.

You also should 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 vice president education is a great responsibility and an exciting opportunity. You are charged with providing the environment in which members can achieve their self-development goals. You will learn and practice planning, time management, scheduling and conflict resolution skills that you can use in all aspects of your life.

Being VPE is more than filling in names on a meeting schedule. 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 VPEs. 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 Vice President Education*, 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. Plan club meetings, completing schedules and assignments at least three weeks in advance and confirming each schedule five to seven days before the meeting.
2. Promote participation in the educational program. Get commitment from new members to achieve the Competent Communicator (CC) award within one year or less and schedule them to speak accordingly. Get commitment from CCs to earn the Advanced Communicator Bronze (ACB) award within one year, and get commitment from ACB and ACS recipients to earn the next award within one

year. Get commitment from members to earn the Competent Leader award within one year, and get commitment from CLs to earn the Advanced Leader Bronze (ALB) award. Track all members' progress toward these awards using the member progress charts (Items 307, 308, 309) from World Headquarters.

3. Orient new members to the Toastmasters program within two meetings after they join.
4. Assign a mentor to every new member.
5. Attend club executive committee meetings and preside when the president is absent.
6. Attend district council meetings and vote the club's proxy.
7. Vote at regional and international business meetings.
8. Attend district-sponsored club officer training.
9. Arrange for your replacement.
10. Prepare your successor for office.

Your standards at the club meeting are to:

1. Assign each new member to be a Table Topics participant at the first meeting after joining, to a meeting role at the third meeting or earlier, and to give the Ice Breaker project from the CC manual before the fourth meeting or sooner.
2. Ensure a club member conducts *The Successful Club Series* programs Evaluate to Motivate, Moments of Truth, Mentoring, and Finding New Members for Your Club at least once per year.

3. Monitor club performance quarterly in cooperation with the club president.
4. Initial speakers' Project Completion Records and ensure eligible members fill out their award applications.
5. Preside over the meeting when the president is absent.

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 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.

VPE-V #1

Envision, Plan and Direct Meetings

Your primary goal as vice president education is to plan enjoyable meetings during your term of office.

Great meetings are fast-paced and feature participants who fulfill the requirements of their responsibilities and have fun doing so. In your role as vice president education you will act as a coach, motivating members to participate in a variety of activities, and providing encouragement or assistance as needed.

Create varied programs. One way of motivating your fellow members is to have varied meeting programs. For example, schedule a theme meeting that centers around a particular holiday or idea. Or hold a “grab bag” meeting: members discover

what role they will play after randomly pulling their meeting assignment from a hat. The handbook *Patterns in Programming* (Item 1314) is an excellent resource for unique meeting plan ideas.

Add some educational zip to your program by presenting a module from *The Better Speaker Series* (Items 270-278), *The Successful Club Series* (Items 290-300) or *The Leadership Excellence Series* (Items 311-319). Most of the modules take 10 minutes or less to present, so they fit well into club meetings. When a prepared speaker can't attend at the last minute use these modules as an educational talk to help members build their speaking and leadership skills, and to explain how members can help improve the quality of the club. You should conduct four of *The Successful Club Series* modules – Evaluate to Motivate, Moments of Truth, Mentoring, and Finding New Members for Your Club – at least once a year. Sometimes you can plan special-event meetings in conjunction with the executive committee, such as a party to celebrate the anniversary of your club's charter, or dinner at a restaurant. And consider networking with other vice presidents education in your area or district; calling two clubs together for a dual meeting can be a great way to trade ideas and meet other Toastmasters.

PRESENTER: If time permits, ask participants to share meeting programs that worked well in their clubs.

Assign meeting roles. Once you have decided on the meeting program, your next step is to assign meeting roles. There are several links on the TI Web site for free software to help you plan and schedule meetings, assign meeting roles and create meeting agendas. Be sure to create a schedule and distribute meeting assignments at least three weeks in advance. Develop a fair and equitable schedule that allows all club

members to participate, but delegate roles such as Toastmaster or general evaluator to more experienced members, and tasks such as timer or Ah-Counter to the novices. Depending on the length of your meeting, schedule two or three prepared speeches per program, and try to mix speeches from the *Competent Communication* and *Advanced Communication* manuals so your speaking program will be varied.

Prepare agendas. Next, prepare your meeting agenda and distribute a copy to each member before the meeting; you may wish to work with the vice president public relations by publishing the agenda in the club newsletter. You'll find free software for producing agendas on TT's Web site.

Five to seven days before the meeting, make sure all program participants are reminded of their duties, understand what they are to do and are prepared. If it seems likely that a scheduled participant is going to be absent, be ready with a list of alternates to substitute for the missing person.

VPE-V #2

Promote Participation

The Toastmasters program offers two tracks: communication and leadership. A member can proceed in the communication track, where they enhance their speaking skills, and/or the leadership track, where they learn and refine leadership skills. You should be familiar with the tracks and the awards members can receive in them, so you can encourage members to work in them.

VPE-V #3

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.

Make sure your club's members know how to work through both tracks. Use *The Better Speaker Series* module, The Toastmasters Education Program (Item 300) to provide both new and veteran members with a thorough orientation. The TI Web site has answers to questions frequently asked by members moving from the old awards system to the current one.

Requirements for all of the education awards are under the heading, "Promote Participation in the Educational Program" in the "Communication and Leadership Development" section of your officer manual. Sample award applications are in the appendix.

One of your most important duties is to help each new member complete the *Competent Communication* and *Competent Leadership* manuals and receive the Competent Communicator (CC) and Competent Leader (CL) awards. As soon as a member completes all 10 projects in either manual, help the member complete the award application form in the back of the manual. You can submit it online through the Club Business section of Toastmasters International's Web site, or you can mail it to World Headquarters. World Headquarters will send the member a certificate and, if the member wishes, a letter about the accomplishment to his or her employer.

Members receiving the CC award for the first time receive two *Advanced Communication Series* manuals free of charge.

Toastmasters' latest leadership skill development tool, the *Competent Leadership* manual, was introduced last year. Some clubs are finding it a challenge to integrate the manual into club meetings. Try to meld the *Competent Leadership* manual with your club's culture. The 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. These tips will help you:

VPE-V #4

- 1. Purchase a manual for display during meetings.** Schedule time during several club meetings for your club president to talk about the manual and encourage members to complete it. You should be familiar with it, too so you 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. Some options are to a) provide verbal evaluations for leadership projects during meetings, b) provide verbal evaluations privately outside of the club meeting, c) provide only written evaluations 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 produces 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 DCP 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!

Once a member earns the Competent Leader award, encourage him or her to work toward the Advanced Leader Bronze award. The leadership activities required for this award can be completed entirely within the club environment. Members working toward the Advanced Leader Silver award must tackle leadership duties outside of the club, including serving as a district officer and helping to build or rebuild a Toastmasters club. They also must complete the *High Performance Leadership* program, which features five projects offering instruction and practice in such vital leadership areas as:

developing a vision

goal-setting and planning

developing plans and strategies

team building

The program may be completed within your Toastmasters club, area or district, or even within your company or community.

Members who continue to work in the communication track build their speaking skills by working in the 15 manuals comprising the *Advanced Communication Series*.

Many of them are career oriented, but several are not. The manuals are:

The Entertaining Speaker

Speaking to Inform

Public Relations

Facilitating Discussion (Newly Revised! Formerly The Discussion Leader)

Specialty Speeches

Speeches by Management

The Professional Speaker

Technical Presentations

Persuasive Speaking

Communicating on Television

Storytelling

Interpretive Reading

Interpersonal Communication

Special Occasion Speeches

Humorously Speaking

It's a good idea to have all of the manuals on hand and display them at every meeting so members can see the learning opportunities available to them.

Members working in the advanced manuals are eligible for awards. The awards and their requirements are listed on the handout you just received. As soon as a member receives one of the awards, you should get his or her commitment to earn the next award within the next year. By the time a member earns the Advanced Communicator Gold award, he or she will have completed six of the available 15 advanced manuals and will have learned many valuable speaking skills.

The Distinguished Toastmaster (DTM) award is the highest award our organization bestows and it recognizes both communication and leadership skills.

Members receiving any advanced communication or leadership award will receive a certificate and, if they wish, World Headquarters will send a letter to their employer about their achievement. Members receiving the Distinguished Toastmaster award receive a plaque and mention in the *Toastmaster* magazine and the optional letter to their employer. You can submit applications for most awards online through the Club Business section of Toastmasters' Web site, www.toastmasters.org, or by mailing

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.

VPE-V #5

Quality Manual Speeches

Remind your members that every speech they present in the club should be a manual speech. Since each speech project builds on the skills used in previous projects, members need to complete projects in consecutive order. And emphasize quality manual speeches – speeches that are well-prepared and appropriate, and that fulfill project objectives. Poorly prepared speeches do not benefit the speaker, other club members or the organization as a whole. If club members repeatedly give poorly prepared speeches, speak up and explain the importance of a quality presentation. Make your own speeches an example.

You also should be aware that all speeches from the *Competent Communication* manual must be given within a club environment, with the exception that up to two projects may be presented outside of the club environment with advance approval from you, the vice president education. When giving speeches from the manual, members shall strive to meet the objectives of each project, including time limits. Members must receive both written and verbal evaluations for all speeches. Up to two projects from each *Advanced Communication Series* manual may be given outside of a club environment, again with your advance approval.

Of course, to allow for the most speaking opportunities for members, your club

should meet weekly. If your club has a large number of members and has difficulty accommodating all those who want to speak at meetings, the club may occasionally conduct a special meeting devoted entirely to prepared speeches. But any meeting held for the sole purpose of giving manual speeches must adhere to the following:

- ▶ Each speech should be prepared carefully to allow the speaker to focus on the project's objectives.
- ▶ All speeches must receive both written and verbal evaluations.
- ▶ Each Toastmaster is limited to one speech at any meeting for credit toward any CC or AC award.

The only reason such meetings may be held is to help the individual member improve speaking skills, and they may be organized only by a club.

When submitting applications for awards to World Headquarters, remember that applicants must be current members at the time World Headquarters receives their applications to be eligible for any award. Please submit all award applications promptly to World Headquarters to ensure all members receive the recognition they deserve.

Always recognize members who receive CC, any AC award, CL, AL award and DTM award. A special presentation will tell the recipient that someone noticed and cared; formal recognition also benefits other club members by demonstrating club standards and showcasing role models.

A special presentation ceremony, followed by news of the award on the club's Web site, in its newsletter and in the district's newsletter, are effective ways to recognize members. Perhaps your club members can come up with other ideas for congratulating those who have completed an educational program; periodically you may wish to conduct a brainstorming session with that purpose in mind.

Advocate participation in leadership roles. We've already mentioned the leadership track that is part of the Toastmasters education program and the benefits to be gained by participating in that leadership track. Encourage every member of your club to take part in a variety of activities that either involve or promote leadership, such as becoming a club officer, attending area- and district-level seminars regarding leadership and leadership roles, and participating at area and district contests and other functions.

Become familiar with other opportunities. I've already mentioned the *Success/Leadership* and *Success/Communication* programs, featuring the Speechcraft module, as well as the Youth Leadership program. Let's take a few minutes to become familiar with these and several other educational opportunities available to members:

Success/Leadership and Success/Communication Programs. The *Success/Leadership* and *Success/Communication* programs are a series of modules designed to provide practice in developing various communication and leadership skills. The modules may be conducted during club meetings for club members, or outside of your club for the general public or for a company. Each program is designed to be presented as a seminar, with a club member serving as seminar leader or coordinator. The program includes a script, which the coordinator can use to present the program. There are twelve *Success/Leadership* and *Success/Communication* modules, and you'll find them listed in your vice president education manual.

Clubs may charge a reasonable fee when conducting a *Success/Leadership* or *Success/Communication* program for non-members. The fee should cover program expenses, but any remaining money must be placed in the club's treasury. No individuals, educational institutions or other organizations may derive financial gain either directly or indirectly from the presentation of these programs.

Youth Leadership Programs. Toastmasters' Youth Leadership program helps young people develop their communication and leadership skills so they may become tomorrow's leaders in business, industry and the community. Toastmasters' Youth Leadership program is for people under 18 years old and may be presented at schools, scout troops, 4-H clubs, church youth groups and other community youth organizations. The eight-session program is conducted by a coordinator for 15 to 25 participants.

Members who coordinate and conduct a program should record it on a Member Achievement Record (Item 1328). When applying for the Advanced Communicator Gold award, the member should use this recorded information to complete the application. Your signature on the ACG application verifies that the member did indeed coordinate and conduct the program.

Speakers Bureau. A speakers bureau offers members experience in speaking before new and different audiences. It also provides a community service and publicity for your club. Clubs, areas, divisions and districts often have speakers bureaus. At the club level, the bureau is the responsibility of the vice president education. More information about forming a speakers bureau is in the brochure, Speakers Bureau (Item 127), available from World Headquarters.

Accredited Speaker Program. The Accredited Speaker Program recognizes those members who have professional-level speaking skills. This program is not for all members; an Accredited Speaker candidate must meet several requirements as well as pass a rigorous two-stage judging process. For information and an application, visit TI's Web site, www.toastmasters.org.

Administration Tips

While the president oversees the administration of the club as a whole, the vice president education is responsible for the administration of the educational program. The successful administration of this program depends on a variety of factors.

Introduce incentives for advancement. While it is true that most members progress through the manuals at a fairly steady pace, occasionally some will dawdle. Before this happens, you can do a great deal in your position as vice president education to maintain enthusiasm and participation by offering incentives. Sometimes, of course, all it takes is some personal attention. Speak with these members and offer positive reinforcement and encouragement. Give ribbons, pins and certificates as incentives. Toastmasters' online supply catalog offers many of these "motivators."

PRESENTER: Ask participants to share what their clubs do to encourage members to advance through the program.

Promote constructive evaluations. Another important component of the education program is evaluation. In fact, since evaluations are the cornerstone of the Toastmasters program – the means by which we improve – you must not only understand what constitutes an effective evaluator, but also verify that all members know how to give written and verbal evaluations properly. If your club has a number of new members, or if you believe that many of your members are having difficulty with evaluations, conduct the Evaluate to Motivate program (Item 292) from Toastmasters' *The Successful Club Series*, the *Success/Communication Series* module, *The Art of Effective Evaluation* (Item 251), or arrange for the club to view the

Effective Evaluation video (Item 4008V or 4008 DVD). Also encourage members to review the manual *Effective Evaluation* (Item 202), which they received as part of their New Member Kit.

Assist members with paperwork. Whenever a member completes a manual project, be sure to initial the project on the Project Completion Record in the member's manual. Once all requirements for a CC, AC, CL, AL or DTM award have been completed, help the member to fill out the application form and review it to make certain all necessary information has been included. Sign in the space provided for the vice president education's signature and mail the application to World Headquarters. Your signature verifies that the applicant did indeed fulfill the award requirements. Or, submit the award application online through the Club Business section at www.toastmasters.org.

VPE-V #7

Orient New Members

Remember the first time you joined a Toastmasters club? The challenge of your Ice Breaker speech? The first time you participated in Table Topics or gave an evaluation? You probably felt some anxiety, but the support of your fellow members got you through each experience and helped you recognize abilities you thought you did not possess.

Explain materials/procedures. Now that you are vice president education, you can furnish some of that same valuable support to new members eager for guidance. As soon as possible, talk to each new member about the various materials and procedures that are part of being a Toastmaster. Discuss the person's needs and expectations, and have them fill out a New Member Profile Sheet (Item 405).

Match new members with mentors. One of the most critical areas of new member orientation involves matching up new members with the more experienced

Toastmasters who will act as mentors. Receiving constructive feedback is an important part of the program, but often it's the one-to-one contact between a new member and a seasoned “pro” that makes the difference between success or failure. Mentors begin by building a personal rapport with the new member, then helping the person set realistic program goals. The mentor helps the new member through the initial speech and leadership projects and next two projects, answers questions and offers more detailed information about the Toastmasters program. Toastmasters International has a program to help you start a mentor program in your club. *The Successful Club Series* program Mentoring, (Item 296) includes a script about mentoring and materials to help you start a program.

One of the best ways to encourage mentoring is to familiarize yourself with orientation materials. For example, The New Member Orientation Kit for Clubs (Item 1162) contains a variety of useful materials for the mentor, including New Member Profile Sheets, member certificates and further information about the mentoring process.

Arrange an induction ceremony with the vice president membership. Once that interested guest has become a bona fide member of your club, hold an induction ceremony. You may wish to arrange this ceremony with the president and vice president membership, but the new member's mentor or any other experienced Toastmaster also may participate. The New Member Orientation Kit for Clubs includes a script for an induction ceremony (although you may create your own script), as well as certificates and other materials that may be incorporated into the proceedings. Some clubs present membership pins (Items 5751 and 5753) at this time.

Get new members participating. Assign each new member to be a Table Topics participant at the first meeting after joining, to a meeting role at the third meeting or earlier, and to give the Ice Breaker project at the fourth meeting or sooner.

Boost Participation in Toastmasters Activities

You frequently will hear the phrase, “The more you put into Toastmasters, the more you get out of Toastmasters.” It’s true! And as new members eventually become acclimated to club activities, encourage them to look outside the club, such as district or area activities, for opportunities as well.

Explain the benefits of training sessions. Today, for example, you’ve shown your interest in and responsibility to your club by attending a training session. But the training sessions are not just for new officers; any member can benefit from attending and learning about the different opportunities and facets of the Toastmasters organization. When you return to your club, let your other members know about the benefits of the sessions you attend today, then encourage those who could not be present to attend future sessions. The club atmosphere allows us to learn in an intimate and comfortable environment, but training sessions provide another side to the Toastmasters experience: Besides learning about your own role, you are given the opportunity to meet and mingle with other Toastmasters, and brainstorm for ideas that will add to your club!

Organize and produce quality speech contests. Another way for members to take their talents beyond the club is to participate in speech contests; as vice president education, you are responsible for conducting the club contests that will springboard your members to competition at area level and beyond.

World Headquarters provides rules for the International Speech Contest, the Evaluation Contest, the Humorous Speech Contest, the Table Topics Contest and the Tall Tales Contest. Speech Contest Rules (Item 1171) and the Speech Contest Manual (Item 1173) are sent in October to each club president of record; you can order additional copies from World Headquarters. TI’s Web site also has a free printable

version of the rulebook. World Headquarters has Judge's Guide and Ballots for each contest, as well, available through the online store or supply catalog.

The International Speech Contest is conducted at the club, area, division, district, region and international levels. Each district has the option to conduct three of the four other contests found in the rulebook, which do not go to the region or international levels.

Your district establishes a contest schedule for the area, division and the district contests. Since you are responsible for conducting club contests, make sure you have an understanding of the time requirements involved; your club's competition must take place prior to the area contest. Also consider the necessity for fair and impartial judging before appointing your judges. Finally, always check the eligibility of each member who competes in the club's International Speech Contest, even if you believe every contestant is eligible. If you do not contact World Headquarters to check eligibility, someone else at later levels will do so, and those found ineligible at later levels of the contest will be disqualified.

Promote area and district meeting attendance. Besides attending training sessions and participating in contests, members can get involved in other activities beyond the club level. Both area and district levels have council meetings to conduct business, and attending these events is a good way to understand how the Toastmasters organization works. Often these meetings feature guest speakers who speak on a variety of Toastmasters-related topics. It's a great opportunity to learn, to be entertained and to observe Toastmasters excellence in action!

VPE-V #9

Club Leader

You also will be serving your club in the vital area of leadership.

Motivate participation from each member. Your most typical leadership function will be motivating participation from each member. Earlier we discussed the use of incentives such as special certificates and awards. Other methods of motivation include offering verbal praise or encouragement, either at the meeting or during a phone call; expressing your appreciation by note; and setting aside some time during the meeting for announcements of individual members' achievements.

Always keep in mind that – whatever their level of accomplishment – members appreciate being appreciated. Since you are vice president education and have your “finger on the pulse” of your club members' accomplishments, you are in an excellent position to offer the appreciation that will motivate achievement.

Monitor the club's progress. At least quarterly, meet with the club president to discuss the club's progress toward educational award goals and program planning. Compare the Club Success Plan devised by the executive committee at the beginning of the year to the club's DCP progress report online. Follow up on any discrepancies right away.

Lead by example. One of the best ways to serve as a leader is to set an example. Club members need to see you are personally vested in the programs you promote. If you are only two speeches away from your CC, how about finishing up those few assignments? Or, if you already have your CC, demonstrate the diversity, challenge and enjoyment offered through the advanced manuals by scheduling a presentation. From time to time, give an educational talk from *The Successful Club Series*, *The Better Speaker Series* or *The Leadership Excellence Series* offered through TI's online store and supply catalog. Become involved in your area and district contests, if not as a contestant, then in the judging or some other contributing role.

Preside when the president is absent. Sooner or later it will happen: The club president will be unable to attend a meeting, and you will be expected to fill in. Prepare for that eventuality by spending some time with the president to review the

responsibilities that attend each meeting. Also, if you cannot attend a meeting, ask someone to handle your duties for you so the meeting functions smoothly.

Understand parliamentary procedure. Just as you may need to serve in the president's absence at a club meeting, you may also have to lead a business meeting. Since parliamentary procedure is standard during such meetings, learn the basic parliamentary procedures covered in the pamphlet, *Chairman* (Item 200).

VPE-V #10

Area and District Functions

In addition to your responsibilities at club level, you will be participating at area and district functions. As the governing body of your district, the district council is required to hold at least two meetings a year, during the district's conferences. The council is made up of district officers as well as all club presidents and vice presidents education within that district. As the management group for your area, the area council is composed of the area governor, assistant area governors, club presidents, vice presidents education and vice presidents membership. Area council meetings are held throughout the year for purposes of establishing and reinforcing area and club goals.

Act as liaison between your club and the area and district. Although all officers are encouraged to attend district and area council meetings, it is of particular importance that you and the club president attend. You are a liaison, linking your club members to area and district matters, and allowing those at area and district level to have some insight into matters concerning your club.

Participate in and vote at area and district functions. Each club in good standing is entitled to two votes for representatives to the International Board of Directors at the regional conference business meeting. Either by attending or by proxy, you and

the club president should cast your club's votes at the conference and participate in selecting the leadership of the organization.

Vote at International Convention. You and the club president are invited to attend the Annual Business Meeting to vote for officers and members of the Board of Directors, and decide for or against adoption of any proposed amendments to the Bylaws of Toastmasters International, the District Administrative Bylaws or the Club Constitution. If you cannot attend, the votes may be cast in person by any club member(s) as delegate(s), or by an active member of another club selected to act as proxy, or by your district governor.

As you gain experience during your term as vice president education, take notes and think of how you will prepare the person who will come after you. Give necessary records and materials to your successor, but don't stop there: Offer to assist the new officer as he or she is learning the duties of vice president education.

HO #3, 4

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

HO #5

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

Case Study for Vice Presidents Education:**Lethargic Members****HO #3**

Objective: To motivate members to complete the *Competent Communication* manual and receive the CC award.

Time: 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III to the training session participants.
 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:

- ▶ Promote the importance of giving manual speeches and establish a standard that every speech presented in the club is a manual speech.
- ▶ Purchase a Wall Chart Set (Item 306) and post them on the wall at every club meeting. Use them to keep track of each member's progress at every meeting.
- ▶ Meet with each member individually to discuss his or her progress toward the CC award. Obtain the member's commitment to achieving the award and agree on a completion date. Follow up to ensure the member fulfills the commitment.

Case Study for Vice Presidents Education: Get Your Meetings Out of the Doldrums

HO #4

Objective: To brainstorm some effective programming ideas for your club meetings.

Time: 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III to the training session participants.
 2. Divide participants into groups of three.
 3. Have each group brainstorm three effective programming techniques.
 4. Record on a flipchart one idea from each group.

Recommended Solution:

Refer to Toastmasters' publication *Patterns in Programming* (Item 1314) for hints to help build member enthusiasm. For example, suggest conducting a debate, having theme meetings, participating in speech contests, and presenting *Success/Communication*, *Success /Leadership*, *The Better Speaker Series*, *The Successful Club Series* and *The Leadership Excellence Series* modules.

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

VICE PRESIDENT EDUCATION STANDARDS

Outside of the club meeting

1. Plan club meetings, completing schedules and assignments at least three weeks in advance, and confirming each schedule five to seven days before the meeting.
2. Promote participation in the educational program. Get commitment from new members to achieve the CC award within one year or less and schedule them to speak accordingly. Get commitment from CCs to earn ACB awards within one year, and get commitment from ACB and ACS recipients to earn the next award within one year. Get commitment from members to earn the Competent Leader award within one year or less, and get commitment from CLs to earn the ALB within one year. Track all members' progress toward these awards.
3. Orient new members to the Toastmasters program within two meetings after they join.
4. Assign every new member a mentor.
5. Attend club executive committee meetings and preside when the president is absent.
6. Attend district council meetings and vote the club's proxy.
7. Vote at regional and International Business Meetings.
8. Attend district-sponsored club officer training.
9. Arrange for a replacement.
10. Prepare successor for office.

At the club meeting

1. Assign each new member to be a Table Topics participant at the first meeting after joining, to a meeting role at the third meeting or earlier, and to give the Ice Breaker project from the CC manual at the fourth meeting or sooner.
2. Ensure a club member conducts *The Successful Club Series* programs: Evaluate to Motivate, Moments of Truth, Mentoring and Finding New Members for Your Club at least once per year.
3. Monitor and report on club performance quarterly in cooperation with the club president.
4. Initial speakers' Project Completion Records and ensure eligible members fill out their award applications.
5. Preside over the meeting when the president is absent.

HO #2

TOASTMASTERS RECOGNITION

Members can earn the following communication and leadership awards:

Communication Track

Competent Communicator (CC)

(formerly Competent Toastmaster [CTM])

To be eligible for this award, a member must have:

- ▶ Completed the *Competent Communication* manual

Advanced Communicator Bronze (ACB)

(formerly Advanced Toastmaster Bronze [ATMB])

To be eligible for this award, a member must:

- ▶ Have the Competent Communicator award (or “old” CTM award)
- ▶ Have completed any two of the 15 Advanced Communication manuals

Advanced Communicator Silver (ACS)

(formerly Advanced Toastmaster Silver [ATMS])

To be eligible for this award, a member must:

- ▶ Have the Advanced Communicator Bronze award (or “old” Advanced Toastmaster Bronze award)
- ▶ Completed any two additional advanced manuals (may not be those completed for any previous awards)
- ▶ Conducted any two programs from *The Better Speaker Series* and/or *The Successful Club Series* (may not be those conducted for any previous awards)

Advanced Communicator Gold (ACG)

(formerly Advanced Toastmaster Gold [ATMG])

To be eligible for this award, a member must:

- ▶ Have the Advanced Communicator Silver award (or “old” Advanced Toastmaster Silver award)
- ▶ Completed two additional advanced manuals (may not be those completed for any previous awards)
- ▶ Conducted a module from *Success/Leadership Series*, *Success/Communication Series* or a Youth Leadership program (may not be those conducted for any previous awards)
- ▶ Coached a new member with the first three speech projects

Leadership Track

Competent Leader (CL)

To be eligible for this award, a member must have:

- ▶ Completed the 10-project *Competent Leadership* manual

Advanced Leader Bronze (ALB)

To be eligible for this award, a member must:

- ▶ Have achieved the new Competent Leader award
- ▶ Have achieved the Competent Communicator award (or “old” Competent Toastmaster award)
- ▶ Served at least six months as a club officer (president, vice president education, vice president membership, vice president public relations, secretary, treasurer or sergeant at arms) and participated in the preparation of a Club Success Plan while serving in this office
- ▶ While serving in the above office, participated in a district-sponsored club-officer training program
- ▶ Conducted any two programs from *The Successful Club Series* and/or *The Leadership Excellence Series* (may not be those completed for any previous awards)

Advanced Leader Silver (ALS)

(formerly Advanced Leader [AL])

To be eligible for this award, a member must:

- ▶ Have achieved Advanced Leader Bronze award (or “old” Competent Leader award)
- ▶ Have served a complete term as a district officer (district governor, lt. governor, public relations officer, secretary, treasurer, division governor or area governor). A complete term is defined from September 1 through June 30.
- ▶ Have completed a High Performance Leadership program
- ▶ Have served successfully as a club sponsor, mentor or coach

Distinguished Toastmaster (DTM)

To be eligible for this award, a member must have:

- ▶ Achieved Advanced Communicator Gold award (or “old” Advanced Toastmaster Gold award)
- ▶ Achieved Advanced Leader Silver award (or “old” Advanced Leader award)

Distinguished Toastmaster is the highest recognition a member may receive. See award applications for details about requirements for all awards

HO #3

CASE STUDY #1

CASE STUDY FOR VICE PRESIDENTS EDUCATION: LETHARGIC MEMBERS

As vice president education, you realize that most of your club's members have not yet achieved the Competent Communicator (CC) award, even though many of them have been club members for several years.

What can you do to motivate these lethargic members to complete the *Competent Communication* manual and receive the CC award?

HO #4

CASE STUDY #2

CASE STUDY FOR VICE PRESIDENTS EDUCATION: GET YOUR MEETINGS OUT OF THE DOLDRUMS

You have been a club member for a year. You have grown bored and find that your club meetings are no longer enjoyable. It's the same old routine: Table Topics, speeches and evaluations.

As club vice president education, how would you bring your club meetings out of the doldrums?

HO #5

RESOURCES LIST

Achieving Success as Vice President Education

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

QUANTITY		TOTAL
_____	1310J Vice President Education Essentials \$16.00	\$ _____
_____	1205 Catalog (up to 4 free) (5 or more) \$1.00	\$ _____
_____	1310B When You Are the Vice President Education Manual \$3.00	\$ _____
_____	1314 Patterns in Programming... Contains many proven ideas for club programming \$3.00	\$ _____
_____	1167D A Toastmaster Wears Many Hats... Tips on when you're the speaker, evaluator, Toastmaster, etc. \$1.00	\$ _____
_____	900 Program Assignment Notice... Postcard for reminding members of their upcoming assignments (set of 75) \$2.75	\$ _____
_____	199 Your Speaking Voice... How to guide for improving your voice \$3.75	\$ _____
_____	200 Chairman \$3.00	\$ _____
_____	202 Effective Evaluation... Explanation of Toastmasters evaluation program with tips for speakers and evaluators \$2.50	\$ _____
_____	201 Gestures: Your Body Speaks... Guide to using gestures when speaking \$3.75	\$ _____
_____	251 The Success/Communication Program, "The Art of Effective Evaluation" \$38.00	\$ _____
_____	1315 Think Fast! ...Table Topics Handbook with 6 easy-to-remember outlines to follow for Table Topics talk \$1.00	\$ _____
_____	1316 Stand Up and Speak!—Table Topics Game... 155 cards with a Table Topic plus blanks to make up your own \$7.50	\$ _____
_____	1415 Word of the Day... 50 large cards of words for display at meetings with pronunciations, definition and use in a sentence \$6.95	\$ _____
_____	1312 Master Your Meetings... Everything you need to know to have dynamic, exciting, effective club meetings \$3.00	\$ _____
_____	901 Timing Cards... Handy 8" x 6" timing cards with 3 colored cardboard pages for use in conjunction with a stop watch \$2.50	\$ _____ N/C
_____	1225CC CC Application	\$ _____ N/C
_____	1226AC AC Application	\$ _____ N/C
_____	1227CL CL Application	\$ _____ N/C
_____	1228AL/ AL/DTM Application	\$ _____
_____	DTM	
_____	306 Wall Chart Set... Contains one each of charts 307, 308, 309 \$6.00	\$ _____
_____	1328 Member Achievement Record... For tracking members' progress in Toastmasters educational programs (set of 10) \$.50	\$ _____

_____ 4008	Effective Evaluation... a guide to supportive, useful evaluations.	\$ _____
	VHS \$5.00	
	DVD \$6.95	
_____ 1208	Accredited Speaker Program Rules and Application.	\$ _____
_____ 5500	CC Pin... 18K gold-plated \$7.00	\$ _____ N/C
_____ 5510	Advanced Communicator Bronze Pin \$7.00	\$ _____
_____ 5511	Advanced Communicator Silver Pin \$7.00	\$ _____
_____ 5512	Advanced Communicator Gold Pin \$7.00	\$ _____
_____ 381K	Member Achievement Badge (pocket) ...White plastic with name, club number & achievement level engraved in blue \$8.00	\$ _____
_____ 381P	Member Achievement Badge (pin-back) ...White plastic with name, club number & achievement level engraved in blue \$8.00	\$ _____
_____ 381M	Member Achievement Badge (magnetic) \$12.00	\$ _____
_____ 5800	DTM Pin... 18K gold-plated \$7.00	\$ _____
_____ 5799	DTM Pin with jewel... 18K gold-plated \$14.00	\$ _____
_____ 389K	DTM Badge (pocket) ...Gold plastic with name and club number engraved in black \$8.00	\$ _____
_____ 389P	DTM Badge (pin-back) ...Gold plastic with name and club number engraved in black \$8.00	\$ _____
_____ 389M	DTM Badge (w/magnetic back) \$12.00	\$ _____
_____ 5751	Miniature Membership Pin... 18K gold-plated Less than 12 \$3.00	\$ _____
_____ 5752	Miniature Membership Pin... 18K gold-plated 12 or more \$2.75	\$ _____
_____ 5753	Large Membership Pin... Lapel-size, 18K gold-plated Less than 12 \$3.50	\$ _____
_____ 5754	Large Membership Pin... Lapel-size, 18K gold-plated 12 or more \$3.25	\$ _____
_____ 405	New Member Profile Sheet (set of 10) \$1.00	\$ _____
_____ 1162	New Member Orientation Kit for Clubs \$5.50	\$ _____
_____ 1163	Club Mentor Program... For pairing mentors with new members or more experienced members. Materials for 20 \$4.50	\$ _____
_____ 1167	Toastmasters and You... For new members before receiving New Member Kit from WHQ \$3.50	\$ _____
_____ 1167A	Toastmasters and You... Package of five of above kit \$15.00	\$ _____ N/C
_____ 211	Expanding Your Horizons... Success/Leadership informational brochure	\$ _____
_____ 801	Youth Leadership Program Informational Brochure \$.15	\$ _____
_____ 811	Youth Leadership Educational Packet... Contains materials for five students \$15.00	\$ _____
_____ 1171	International Speech Contest Rules \$1.50	\$ _____
_____ 1173	Speech Contest Manual \$2.00	\$ _____
_____ 1172	International Speech Contest Judge's Guide and Ballot (set of 10) \$1.25	\$ _____
_____ 1179	Evaluation Contest Judge's Guide and Ballot (set of 10) \$1.25	\$ _____

_____ 1191	Humorous Speech Contest Judges Guide and Ballot (set of 10) \$1.25	\$ _____
_____ 1180	Table Topics Judge's Guide and Ballot (set of 10) \$1.25	\$ _____
_____ 1181	Tall Tales Judge's Guide and Ballot (set of 10) \$1.25	\$ _____
_____ 1188	Tiebreaking Judge's Guide and Ballot \$.15	\$ _____
_____ 127	Speakers Bureau Brochure... Information on establishing and operating a speakers bureau \$.25	\$ _____
_____ 1111	Distinguished Club Program/Club Success Plan \$1.25	\$ _____
_____ 262	High Performance Leadership \$11.95	\$ _____

The Better Speaker Series

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

The Successful Club Series

_____ 289	A complete set of <i>The Successful Club Series</i> modules, including scripts and PowerPoint presentations. \$55.00	\$ _____
_____ 290	Moments of Truth... How to recognize and deal with situations critical to club success. With 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! With a script and a PowerPoint presentation. \$4.50	\$ _____

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

The Leadership Excellence Series

_____ 310	<i>The Leadership Excellence Series...</i> Complete set including scripts and PowerPoint presentations. \$42.00	\$ _____
_____ 311	The Visionary Leader... This module discusses how leaders create and communicate a vision for their organization to help it be successful. With a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 312	Developing a Mission... This module addresses how successful leaders create and communicate a mission for their organization. With a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 313	Values and Leadership... This module examines values and how to employ them as you lead a team toward achieving a goal. With a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 314	Goal Setting and Planning... This module reviews the processes leaders use to set goals and develop plans to achieve these goals. With a script and a PowerPoint presentation. \$4.50	\$ _____
_____ 315	Delegate to Empower... This module discusses how to effectively delegate tasks and responsibilities. With a script and a PowerPoint presentation. \$4.50	\$ _____

- _____ 316 **Building a Team...**This module reviews how to create and lead a team. With a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 317 **Giving Effective Feedback...**This module provides suggestions for offering feedback to others on their performance. With 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. With 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. With a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 320 **Service and Leadership...**This module discusses how leaders serve others by offering their knowledge and skills to help others achieve a goal. With a script and a PowerPoint presentation. \$4.50 \$ _____
- _____ 321 **Resolving Conflict...**This module examines how to be sensitive to your team members' needs and create an environment that will motivate them. With 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 #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, VPE-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.