

CLUB LEADERSHIP



*Achieving Success as
President*



TOASTMASTERS
INTERNATIONAL

T R A I N I N G P R O G R A M

THE MISSION OF THE CLUB

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



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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. Success, for a Toastmasters Club, lies in the ability to provide an environment that fosters meaningful self-development for 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 to make sure all officers understand why their roles are so important for the overall success of the Club. Your effectiveness as a trainer can make the difference between success and failure for a Toastmasters Club.

Preparation is the cornerstone of a good training session. Take time to review the handbook, then study the training program thoroughly. Don't forget to inject your own personality and experiences to create a session that is educational, enjoyable, and motivational. Helpful tips to assist in your preparation for this training session are provided in Part I. Part II covers the essential points of the session, while Part III provides handouts and an evaluation form to distribute. Part IV contains copy for visual aids. **This entire training program, including PowerPoint slides, is available for downloading on the Toastmasters International Web site, www.toastmasters.org.**

This program is your comprehensive guide for preparing and presenting an effective Club officer training session for the office of President. By the end of the session, the members of your audience will be familiar with such basic competencies as preparing and presiding over Club meetings, chairing the Executive Committee and conducting Club business, working with the Distinguished Club Program/Club Success Plan, participating in District and Area Council training programs and meetings, preparing and submitting Semiannual Membership Reports and other administrative reports, voting at the Regional Conference and International Convention, and preparing their successor for office.

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PART I:

PREPARING FOR THE TRAINING SESSION

A. THREE STEPS IN PLANNING A SUCCESSFUL TRAINING PROGRAM

1. Prepare the Training Agenda

The information in this manual 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 to be discussed, 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 overhead transparencies using the master copies found in Part IV or on the diskette or download the PowerPoint slides from the Toastmasters International Web site. If a flip chart will be used to replace the overheads, prepare it in advance: Write the information on every other flip chart 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 included in Part IV.
- ▶ Duplicate the handouts and evaluation form in Part III of this program, 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 Supply Catalog. Be sure to allow adequate time for shipping.

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.

B. THE TRAINING ENVIRONMENT

A satisfactory physical environment is essential for an effective training session. In advance, arrange for your meeting room to be set up properly. You will need a room large enough to seat the attending officers comfortably. Ideally, it should have space in the back for coffee breaks, as well as sufficient room in front to accommodate your audiovisual equipment and a work table for materials and supplies. Make sure you have an overhead projector and screen, 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 - overhead
projector

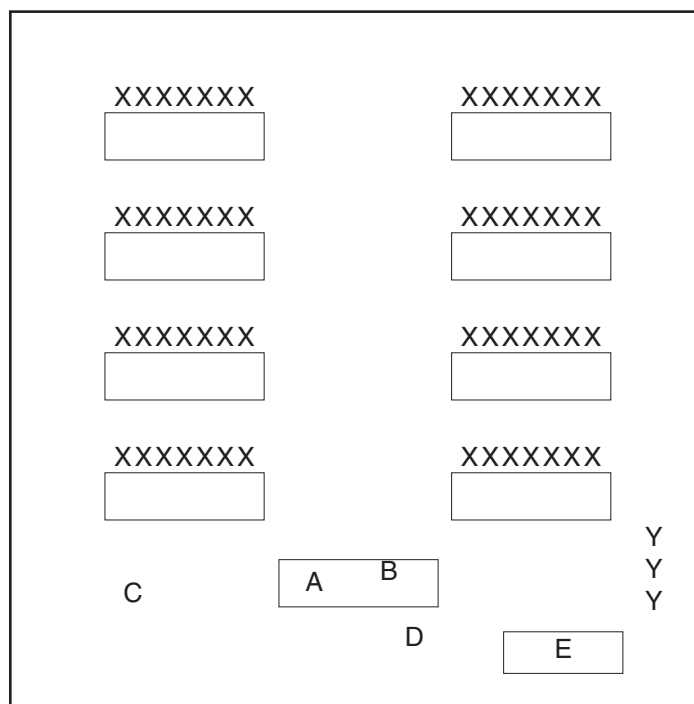
C - flip chart

D - screen

E - table for
materials
and supplies

X - participants

Y - training
assistants



Upon arrival, check the room temperature. Nothing is worse than a room that is too hot or too cold, and a distracted and uncomfortable audience won't be able to focus on the presentation. Lastly, make it a practice to greet and chat with as many participants as possible before the session is called to order.

C. HOW TO USE THE PROGRAM OUTLINE

The training program is simple to use, but it requires considerable preparation. While designed to allow presenters the opportunity to be flexible and creative, it also provides structure and ensures the important elements are emphasized.

Notice how the training outline is structured. Interspersed throughout the outline are **boxed segments**, offering explanations and guidelines for conducting group exercises and portions of the presentation material. In the right-hand column are keys to visual aids, as well as space for your own notations.

Part II provides a training script. When presenting the material covered in Part II, do not read the outline as a script. Instead, become thoroughly familiar with each topic, then paraphrase and embellish it to suit your individual presentation style. Remember new officers may not be familiar with Toastmasters jargon and acronyms such as ATM and DTM. Keep two things in mind when preparing for your training session. First, fit your planned discussion to the time allotted. Second, allow ample time for group discussion and participation. If you find you are going overtime or the program is too lengthy, do not delete entire topics; rather, address them briefly and tell participants what resources they can use to get additional information. (The officer handbooks, for example, are an excellent resource for incoming officers.)

Part III provides handouts and an evaluation form to be distributed during the session according to the script. Be sure to make sufficient copies.

Part IV of this booklet contains the basic visual aids for the program. Each is designated in the right hand column as OH # ___ in the outline. It is best to reproduce these visuals on a transparency for use with an overhead projector; if this isn't possible, before the session copy them onto a flip chart or posterboard.

D. CHECKLIST FOR CLUB OFFICER TRAINING

- _____ Training assistants appointed
- _____ Visual aids reproduced
- _____ Handouts reproduced
- _____ Room arranged and properly equipped
- _____ Coffee and refreshments ordered
- _____ Supplies and reference materials on hand
- _____ Overhead projector, spare bulb, and extension cord available
- _____ Flip chart and easel available, along with marking pens
- _____ Notepads and pencils available for each participant

E. EVALUATION AND FOLLOW-UP

- A. Session Leaders: Ask the participants to fill out the evaluation form at the end of the session. Alter your material as needed based on feedback you receive.
- B. Club Application: Evaluate trainees' use of materials. Be sure to follow-up with Club leaders throughout their term. Keep in mind that learning is a continuous process.
- C. Refresher Sessions: 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 address 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 Club President is a great responsibility. You are ultimately responsible for ensuring the Club fulfills its mission and that members achieve their self-development goals. Yet it also is an exciting opportunity for you. You will learn and practice leadership, planning, time management, and conflict resolution skills that you will be able to use in all aspects of your life.

Today we're going to discuss your role as President and how to fulfill your responsibilities. Every Club officer, including you, has performance standards to be met. 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 President 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.

Standards Outside of the Club Meeting

Your standards outside of the Club meeting are to:

HO #1

1. Ensure Club officers meet Club officer and Club meeting standards.
2. Oversee plan to achieve Distinguished Club Program goals and ensure Club is a Distinguished Club.
3. Encourage communication and leadership development through promoting of CTM, ATM, CL and AL awards.
4. Ensure Club has an ongoing membership building program.
5. Attend and vote Club's proxy at District council meetings or ensure Club member attends and proxies vote to that member.
6. Attend Regional Conference and International Convention and vote Club's proxy or send proxy to District Governor.

7. Oversee administrative operation of Club in compliance with the Club Constitution and Bylaws.
8. Maintain relationship with the District and with Toastmasters International.
9. Schedule and chair monthly Executive Committee meeting.
10. Arrange for a replacement if unable to attend a Club or Executive Committee meeting.
11. Search for leaders, ensure all Club offices are filled for the succeeding term, and ensure timely elections are conducted.
12. Prepare your successor for office.
13. Attend District-sponsored Club officer training.

Standards at the Club Meeting

Your standards at the Club meeting are to:

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

Please keep in mind it's impossible to cover every detail of your responsibilities as President 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 are intended to help you be successful during your term of office.

The office of President is a crucial office in a Toastmasters Club. As President you will be providing the leadership and guidance the Club needs to be successful.

One of your most important responsibilities is to lead the Executive Committee, which consists of the Vice President Education, Vice President Membership, Vice President Public Relations, Secretary, Treasurer, Sergeant at Arms, and Immediate Past President. Each of these officers has standards to meet as well. I suggest you become familiar with them in addition to your own. You'll find them in your President's manual. (Note: Manuals for each Club officer are sent in May and June each year to the outgoing Club President. The outgoing President is instructed to give the manuals to the incoming President for distribution. Additional or replacement manuals may be purchased from World Headquarters.)

Every member of the Executive Committee is responsible for making your Club dynamic and enjoyable for all members, and for ensuring the Club is recognized at least as a Distinguished Club in the Distinguished Club Program. The

Distinguished Club Program is discussed in detail in a separate training session for all Club officers. Be sure to attend. Together you can accomplish this through regular, productive committee meetings, and through careful goal-setting, planning, and monitoring of progress.

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

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

PRESENTER: The following series of overheads covers the standards for the President, as well as the qualities that make up your Executive Committee “super team.” Once you begin to discuss the various points listed on each overhead, you may wish to use the “slide technique” of using a piece of paper to cover the overhead, then sliding it forward to reveal each point as it is discussed.

Now let’s discuss more of the standards mentioned earlier. As President of your Club, you will:

CREATE A VISION OF CLUB SUCCESS.

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

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

PRES-OH #1

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

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

- ▶ **Expect effective evaluations.** We can fulfill our self-improvement goal only when effective evaluations are a standard at every meeting. Constructive advice should be the norm; “whitewash” is good for buildings and fences, but offers little direction to those who want to improve or enhance their abilities. In order for an evaluation to be effective, it must be positive, open, and focused on providing information that will serve the speaker on all succeeding projects.

- ▶ **Encourage active participation from everyone.** How could a Club succeed without active participation from each of its members? The benefits of being a Toastmaster are many, but the only way to receive them is to be a

part of the proceedings. Your Club setting functions merely as a stage; in order to enjoy the show, members accept a variety of roles – actor, director, audience, critic, stage hand – and play each one to the hilt!

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

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

- ▶ **Be enthusiastic!** Finally, in order for your vision to succeed, it must be charged with enthusiasm. As leader of the Executive Committee, bring a sense of zeal and excitement to your role; expect to receive the same enthusiasm and commitment from them in return. Remember, attitude is

contagious: If you and your fellow officers radiate a sense of adventure and excitement in your quest for Club achievement, the rest of your membership also will catch the spirit, and your vision will be well on its way to a self-fulfilling prophecy.

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

PLAN TO MAKE YOUR CLUB VISION A REALITY.

PRES-OH #2

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

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

- ▶ **Use Executive Committee meetings to set and achieve goals.** In order for your Club’s vision to become a reality, you and your Executive Committee must proceed to set a number of goals. Use your first Executive

Committee meeting and the Club Success Plan to determine these goals, then continue to meet at least monthly to review your progress. Don't be dismayed if your goals need occasional modification; only the weakest of plans is unable to accept alterations. However, if your goals are more easily attainable than you had first envisioned, avoid the inclination to rest on your laurels. Always reach for just a bit more than you readily can grasp!

- ▶ **Set membership and education goals.** Among your goals, the most immediate most likely will be those addressing membership and education. Each one affects the other; their successful interaction will enable your Club to achieve. For example, in order to consistently present an interesting and diverse educational program, your Club must maintain or surpass its original charter number of 20 members. Given the inevitable attrition factors such as job promotions or changes of address that frequently take members away, your Club must constantly seek out new members. Your club should add at least one new member monthly. If it has fewer than 20 members, it should set a goal to have 20 members by year-end. The Club also should conduct at least two membership contests annually and have an ongoing membership-building effort in place.

Your Club also should have educational goals.

Members have many opportunities for recognition with the the two-track educational system. Members who have received the CTM 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 communication track features three advanced awards: the Advanced Toastmaster Bronze, Advanced Toastmaster Silver, and Advanced Toastmaster Gold. The leadership track features two leadership awards, Competent Leader and Advanced Leader. The Distinguished Toastmaster (DTM) award remains the highest award.

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.

Applications appear in the President and Vice President Education's manuals and on the Toastmasters International web site: www.toastmasters.org. World Headquarters also sends them in its quarterly Distinguished Club Program progress report mailings to Club Presidents.

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

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

- ▶ **Set goals to make every meeting outstanding.** Once membership and education goals are in place, your next concern is that of consistently outstanding meetings. Although the task of planning meetings is primarily the domain of the Vice President Education, your guidance as well as input from other members of the Executive Committee can be invaluable. Some of the qualities of an outstanding meeting are that it begin and end on time, feature a well-paced program, offer variety, and feature enthusiastic participation from all who attend. Always avoid the “average” or “satisfactory,” let your Executive Committee and membership know that nothing less than outstanding will be acceptable!

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

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

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

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

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

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

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

The program sets goals for new members, CTM, Advanced Toastmaster, Leadership, and DTM awards. Other goals include submitting semiannual reports and officer lists on or before deadlines and officers attend training. Based on the number of goals it achieves, your Club may be eligible to receive recognition in the DCP as a Distinguished Club, Select Distinguished Club, or President's Distinguished Club. The annual program begins every July 1 and ends the following June 30; during the DCP year, World Headquarters sends out quarterly reports which allow Clubs to track their progress, and monthly reports are posted on the organization's web site: www.toastmasters.org.

Club Presidents receive the Distinguished Club Program/Club Success Plan (Catalog No. 1111) in May and June. It is also available on the TI website.

EXECUTIVE COMMITTEE MEETINGS

- ▶ **Review progress.** Devote a portion of each Executive Committee meeting to review the Club's progress toward its goals and its progress in the Distinguished Club Program. Revise plans if necessary

PRES-OH #3

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

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

THE QUALITIES OF A SUPER TEAM.

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

PRES-OH #4

PRESENTER: At this point, remove PRES-OH #3 and ask your audience what sort of qualities they feel a successful team should have. If possible, record the answers on a flipchart or write them on a white board. Then display PRES-OH #4 and discuss each quality.

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

- ▶ **Inventive and creative methods of removing obstacles to success.** During your term in office you will encounter occasional but inevitable roadblocks. This is where the abilities that boosted you into leadership – your resourcefulness and inventiveness – will help you remove those obstacles. Remind your Executive Committee that such occasions occur

for two reasons: to exercise their already considerable abilities, as well as to develop skills that will continue to serve them beyond their Toastmasters experience.

- ▶ **Visible and accessible to others.** You and your Executive Committee very often will act as liaisons between Club members and the Area and District leadership. This requires being visible and accessible to others. Be ready to set aside a specific time for keeping in contact with your District officers, either by telephone or in person. After all, effective interaction is one of our highest goals!

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

- ▶ **Work together.** Last – but certainly not least – every Committee member needs to recognize the necessity of working together. Individually, you all

have important duties to fulfill; together, through networking, you'll be better equipped to meet those responsibilities.

CONDUCT EFFECTIVE, ENJOYABLE MEETINGS.

PRES-OH #5

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

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

- ▶ **Immediately before meetings, verify once again that the assignments are filled and each participant is ready.** As soon as you arrive, check with the Vice President Education once again to confirm all participants are either in attendance or will be arriving shortly. If an assignment appears to be available, select someone as a “back-up” to fill that position.

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

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

Be sure your new members are voted in and understand their responsibilities to your Club.

Toastmasters International is a private educational organization.

Membership in a Toastmasters Club is a privilege, not a right. Clubs have the privilege to elect those people whom the Club wishes to be members.

The President's manual contains a process to use to elect people to membership. Your Club can use this process or one of its own. However, your Club must vote in members.

New members bring new ideas and new life into your Club. Be sure new members are aware of their responsibilities: to support the Club's purposes; to constructively contribute to the Club's program and activities; to share their knowledge and experience with fellow members; to attend meetings regularly; to prepare fully for each assignment; to apply themselves to the program outlined in the Toastmasters manuals; to participate in Club activities; to evaluate others in a positive, constructive manner; to build open, friendly relationships with fellow members; and to bring other new members into the Club so they also can gain the benefits of Toastmasters.

- **Follow parliamentary procedure.** Although the typical Toastmasters meeting incorporates only a few parliamentary procedures, always follow parliamentary format when conducting a business meeting. Anyone who is interested in a leadership or facilitator role, in fact, should become familiar

with its strategies and practices. A number of materials explaining the procedure are available through World Headquarters, including Henderson's Parliamentary Guide (Catalog No. 170), Parliamentary Procedure at a Glance (Catalog No. B-25), and the Parliamentary Procedure in Action program (Catalog No. 237).

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

ENSURE SUCCESSFUL CLUB ADMINISTRATION.

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

PRES-OH #6

- ▶ **Encourage all Club officers to attend Club officer training sessions.**
Officers who attend these programs will have a clearer understanding of their responsibilities – and your job will be significantly less complicated. Remember, too, that the Club may receive credit in the Distinguished Club Program when officers attend a District-sponsored training program.

- ▶ **Verify that your officers attend their training sessions.** Always confirm that all Executive Committee members have attended their training

sessions; if this is not the case, be sure they receive the training at a subsequent session.

- **Confirm all necessary paperwork has been submitted to World Headquarters.** Yet another important administrative task is to oversee all necessary paperwork, such as dues renewals and officer lists. In September and March, you will be sent a dues renewal invoice. Work with the Club Secretary to verify the name and address of every member on the list and make necessary corrections. Work with the Treasurer to confirm that all continuing members have paid their dues to the Club.

Review the list with the Vice President Membership. Do not add any new members coming into your Club after October 1 or April 1 to your membership lists. Instead, send a separate Application for Membership (Catalog No. 400) to World Headquarters for each new member. Detailed instructions accompany the applications sent to the Club. *Please note:*

Educational material will not be sent to new members unless a separate application for each new member is received by World Headquarters.

It is extremely important that Clubs submit accurate dues renewals.

Eligibility for educational awards and the International Speech Contest

require current membership. When Clubs accidentally omit someone from the dues renewal report, they jeopardize that member's eligibility. Accidentally omitting someone from the report may delay someone's award.

Remember, the minimum membership requirement for all Clubs is six. A renewal showing fewer than six members will be processed as "low," but the Club will not be counted as paid or active until its membership reaches a minimum of six members.

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

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

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

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

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

More information about conducting elections is in your President's manual.

REPRESENT THE CLUB AT AREA, DISTRICT, AND INTERNATIONAL LEVELS.

PRES-OH #7

Now that you are Club President, you will be called upon to represent your Club at Area and District level functions.

- ▶ **Act as liaison for Club and Area/District matters.** In addition to overseeing Club meetings, you also will be acting as a liaison between your Club and the Area and District. Attending Area Council meetings, for example, is an excellent way to keep current on Area and District matters, and your Club will benefit from the information and ideas you bring back.

- ▶ **Participate in and vote at Area and District functions.** Another good reason to attend Area/District Council meetings is to participate in discussions, assist in planning, and exercise your right to vote.

The Club President and Vice President Education are eligible to vote at District Council meetings; at Area Council meetings, the Club President, Vice President Education, and Vice President Membership are eligible to vote. As President, it is especially important that you vote; not only do you have the opportunity to represent your Club by voting, but you also set a good example to your fellow officers and Club members by doing so. If you

cannot attend a Council meeting, ensure another Club member attends and proxy your vote to that member.

- ▶ **Vote at the International Convention in person or by proxy.** Your role continues beyond the District as well. In March, Club Presidents are mailed the Official Toastmasters International Credential or Proxy Certificate. These proxies give Clubs in good standing two votes at:

- 1) The business session of the Regional Conferences in June to nominate International Director candidates who will serve on the Board of Directors of Toastmasters International, and

- 2) The Annual Business Meeting of Toastmasters International held at the convention in August to elect International Officers and Directors who will serve on the Board. In addition, votes are cast to decide for or against adoption of any proposed amendments to the bylaws of Toastmasters International.

Votes may be cast in person by:

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

OR

- By your District Governor.

The Official Credential or Proxy Certificate for these two meetings is sent by Toastmasters International to each Club President of record in March. If a member or members of a Club will attend the Regional Conference, the form printed in red and marked with the “R” should be signed by the President or Secretary and given to the member(s) to present at the meeting in exchange for ballots. If no one from the Club will attend, check “Section 2” to name the District Governor – or next senior officer to the meeting – as the Club’s proxy to cast its two votes. Mail or deliver the card to the District Governor. The same procedure is followed for the Annual Business Meeting form which is printed in black and marked “A.”

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

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

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

HO #2

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

HO #3, 4, 5

CASE #1

*Case Study for Club Presidents:**When Meetings Don't Start On Time*

Objective: To address issues that negatively affect Club meetings.

Time: 15 minutes

Process:

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

Recommended Solutions:

- Always start the meeting on time, even if some of the Club members haven't yet arrived. Occasionally you may wish to rearrange your Club agenda for the accommodation of a late speaker, but Club members will make the effort to be punctual if they understand that meetings begin and end on time.
- Since many Clubs conduct Table Topics soon after the meeting begins, the punctuality of the Table Topics Master is important. Always mention this to the Topics Master in advance. But if the Table Topics Master still doesn't arrive on time, be sure to have an extra set of Table Topics on hand. Or consider ordering "Stand Up and Speak! Table Topics Game" (Catalog No. 1316), "Stand Up and Speak! Table Topics Game II" (Catalog No. 1317), or "Table Talk" (Catalog No. 1318), and you'll never be held up by a tardy Topics Master again.

CASE #2

*Case Study for Club Presidents:**When Dues Are Due*

HO #4

Objective: To determine the amount of membership dues that will be submitted with a Dues Renewal Invoice.

Time: 15 minutes

Process:

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

Recommended Solution:

- The Club should submit \$144 dues for 8 members. James Davidson, Ted Franks, and Elena Petrowski have not paid dues and the boxes next to their names should not be checked. Elizabeth Buchwald and Arturo Gonzalez's names and addresses should be added to the bottom of the list and their dues should be included. James Bond's address should be marked out and his new one written in.*

CASE #3

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

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

Time: 15 minutes

Process:

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

Recommended Solutions:

- *Meet privately with the Club Treasurer and review his duties with him to ensure he understands them. Explain how important these duties are to the Club and ask for his commitment to performing them. If he is willing to carry out his duties, follow up with him regularly to confirm that he is doing so. If he is unable to commit to performing his duties, offer to find an assistant to help him or give him the opportunity to resign from office. If he resigns from office, the Club must fill the vacancy by a special election held at the next business meeting following the announcement of the vacancy. Be sure to retrieve all files, checkbooks, etc., from the former Treasurer.*
- *If the Treasurer refuses to meet with you or doesn't return your telephone calls, discuss the matter with the Club's Executive Committee to decide if the Treasurer should be removed from office. The Club has the option to remove any officer from office at any time, with or without cause, by majority vote of all active members present and voting at a business meeting of the Club at which a quorum is present. Again, if the Club votes to remove the Treasurer from office, the Club then must fill the vacancy by a special election held at the next business meeting following the announcement of the vacancy. Be sure to retrieve all files, checkbooks, etc., from the former Treasurer.*

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 won't run short of material.

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

PRESIDENT STANDARDS

Outside of the Club meeting...

1. Ensure Club officers meet Club officer and Club meeting standards.
2. Oversee plan to achieve Distinguished Club Program goals and ensure Club is a Distinguished Club.
3. Encourage communication and leadership development through promoting of CTM, ATM, CL and AL awards.
4. Ensure Club has an ongoing membership building program.
5. Attend and vote Club's proxy at District council meetings or ensure Club member attends and proxies vote to that member.
6. Attend Regional Conference and International Convention and vote Club's proxy or send proxy to District Governor.
7. Oversee administrative operation of Club in compliance with the Club Constitution and Bylaws.
8. Maintain relationship with the District and with Toastmasters International.
9. Schedule and chair monthly executive committee meeting.
10. Arrange for a replacement if unable to attend a Club or Executive Committee meeting.
11. Search for leaders, ensure all Club offices are filled for the succeeding term, and ensure timely elections are conducted.
12. Prepare your successor for office.
13. Attend District-sponsored Club officer training.

At the Club meeting...

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

RESOURCES LIST

Achieving Success as President

Allowing are some materials you may want to order to ensure a successful term as President:

Quantity			Total
_____	1205	Supply Catalog	\$1.00 \$ _____
_____	1310-A	President Handbook	\$3.00 \$ _____
_____	1310-B	Vice President Education Handbook	\$3.00 \$ _____
_____	1310-C	Vice President Membership Handbook	\$2.50 \$ _____
_____	1310-D	Vice President Public Relations Handbook	\$2.50 \$ _____
_____	1310-E	Secretary Handbook	\$2.50 \$ _____
_____	1310-F	Treasurer Handbook	\$2.50 \$ _____
_____	1310-G	Sergeant at Arms Handbook	\$2.50 \$ _____
_____	1310-H	Club Officer Handbook Set	\$15.00 \$ _____
_____	1111	Distinguished Club Program/Club Success Plan	\$1.25 \$ _____
_____	1173	Speech Contest Rulebook	\$1.25 \$ _____
_____	99	Yes, you need Toastmasters	\$.20 \$ _____
_____	101	Talk. Still the most effective means of communication	\$.20 \$ _____
_____	103	Bringing Successful Communication Into Your Organization brochure	\$.50 \$ _____
_____	114	Toastmasters Can Help...Flyer promotes how to gain confidence through membership (50 each)	\$2.50 \$ _____
_____	115	Toastmasters Has People Talking...Flyer promotes getting ahead on the job (50 each)	\$2.50 \$ _____
_____	124	All About Toastmasters	\$.25 \$ _____
_____	200	Chairman	\$3.00 \$ _____
_____	210-C	Club Constitution and Bylaws	\$.25 \$ _____
_____	904	Visitor's Card...Handy guest card (set of 30)	\$2.25 \$ _____
_____	930	Correspondence Card...Blank postcards with TI insignia (100 each)	\$3.00 \$ _____
_____	352	Note Cards...Blue ink on white paper (set of 25)	\$6.00 \$ _____
_____	5801	Club President Pin-plain	\$7.00 \$ _____
_____	5802	Club President Pin with two zircons	\$17.00 \$ _____
_____	5805	Club Secretary Pin	\$7.00 \$ _____
_____	5806	Club Treasurer Pin	\$7.00 \$ _____
_____	5807	Club Sergeant at Arms Pin	\$7.00 \$ _____
_____	5808	Past Club President Pin-plain	\$7.00 \$ _____
_____	5809	Past Club President Pin with two zircons	\$17.00 \$ _____
_____	5810	Club Past Officer Pin with two zircons	\$17.00 \$ _____
_____	5813	Vice President Education Pin	\$7.00 \$ _____
_____	5814	Vice President Relations Pin	\$7.00 \$ _____
_____	5815	Vice President Membership Pin	\$7.00 \$ _____
_____	5801-Z	Officer Pin Set	\$55.00 \$ _____
_____	375	Gavel...wood finish	\$11.00 \$ _____
_____	1968-A	Past President's Plaque	\$16.95 \$ _____
_____	B-30	Robert's Rules of Order Newly Revised... Basic parliamentary law handbook	\$17.00 \$ _____
_____	508-A	Honorary Membership Certificate	\$.30 \$ _____
_____	1156	Your Club Newsletter...4 page flyer on how to produce a Club newsletter	\$.50 \$ _____
_____	1140	Let The World Know...Toastmasters Publicity and Promotion Handbook	\$2.50 \$ _____
_____	262	High Performance Leadership	\$11.95 \$ _____
_____	1115	Member Achievement Program	\$4.50 \$ _____
_____	1115-B	"Outstanding Member" Certificate	\$.30 \$ _____
_____	1115-C	"Outstanding Member" pin	\$2.50 \$ _____

The Better Speaker Series

_____	269	The Better Speaker Series Set...A complete set of The Better Speaker Series modues, including overhead transparencies	\$39.95	\$_____
_____	270	Beginning Your Speech...Suggestions for starting off your speech right. With overheads.	\$4.50	\$_____
_____	271	Concluding Your Speech...Tips for ending your speech with power. With overheads.	\$4.50	\$_____
_____	272	Take the Terror Out of Talk...Techniques for overcoming nervousness when speaking. With overheads.	\$4.50	\$_____
_____	273	Impromptu Speaking...Don't be caught off balance when speaking off-the-cuff. With overheads.	\$4.50	\$_____
_____	274	Selecting Your Topic...Running out of speech ideas? Here's how to develop new ones. With overheads.	\$4.50	\$_____
_____	275	Know Your Audience...If you can relate to your audience, they will relate to you. With overheads.	\$4.50	\$_____
_____	276	Organizing Your Speech...Once you know what to say, consider next the when and the how. With overheads.	\$4.50	\$_____
_____	277	Creating an Introduction...Great introductions should precede great speeches. With overheads.	\$4.50	\$_____
_____	278	Preparation and Practice...Techniques for preparing and rehearsing your next speech. With overheads.	\$4.50	\$_____
_____	279	Using Body Language...How to use facial expressions, gestures, and body movement to enhance a speech. With overheads.	\$4.50	\$_____

The Successful Club Series

_____	289	The Successful Club Series Set...New! A complete set of The Successful Club Series modues, including overhead transparencies.	\$59.95	\$_____
_____	290	The Moments of Truth...How to recognize and deal with situations critical to Club success. With overheads.	\$12.95	\$_____
_____	291	Finding New Members for your Club...Proven methods to help you seek out those vital new members! With overheads.	\$4.50	\$_____
_____	292	Evaluate to Motivate...Your Club members will learn to give evaluations that benefit the speaker, the evaluator and the audience. With overheads.	\$4.50	\$_____
_____	293	Closing the Sale...Exercise your powers of persuasion during those moments when a guest is deciding to join. With overheads.	\$4.50	\$_____
_____	294	Creating the Best Club Climate...Techniques for creating and maintaining a healthy Club environment. With overheads.	\$4.50	\$_____
_____	295	Meeting Roles and Responsibilities...How members can successfully fill each meeting role. With overheads.	\$4.50	\$_____
_____	296	Mentoring...Explains the benefits to Clubs and members of having a mentor program and the duties of mentors. With overheads and Club Mentor Program Kit.	\$17.95	\$_____
_____	297	Keeping the Commitment...Reviews the concepts in "A Toastmasters Promise." With overheads and handouts.	\$5.95	\$_____
_____	298	Going Beyond Our Club...Opportunities for members outside of the Club. With overheads.	\$4.50	\$_____
_____	299	How to be a Distinguished Club...Explains how your Club can achieve in the Distinguished Club Program. With overheads.	\$4.50	\$_____
_____	300	The Toastmasters Educational Program...Explains the program and recognition available to members. With overheads.	\$4.50	\$_____

The Leadership Excellence Series

_____	310	The Leadership Excellence Series...New! A complete set of The Leadership Excellence Series, including overhead transparencies.	\$44.95	\$_____
_____	311	The Visionary Leader...New! This module discusses how leaders create and communicate a vision for their organization to help it be successful.	\$4.50	\$_____

_____	312	Developing a Mission...New! This module addresses how successful leaders create and communicate a mission for their organization.	\$4.50	\$ _____
_____	313	Values and Leadership...New! This module examines values and how to employ them as you lead a team toward achieving a goal.	\$4.50	\$ _____
_____	314	Goal Setting and Planning...New! This module reviews the processes leaders use to set goals and develop plans to achieve these goals.	\$4.50	\$ _____
_____	315	Delegate to Empower...New! This module discusses how to effectively delegate tasks and responsibilities.	\$4.50	\$ _____
_____	316	Building a Team...New! This module reviews how to create and lead a team.	\$4.50	\$ _____
_____	317	Giving Effective Feedback...New! This module provides suggestions for offering feedback to others on their performance.	\$4.50	\$ _____
_____	318	The Leader as a Coach...New! This module discusses how to work with a team to help them improve.	\$4.50	\$ _____
_____	319	Motivating People...New! This module examines how to be sensitive to your team members' needs and create an environment that will motivate them.	\$4.50	\$ _____
_____	320	Service and Leadership...New! Discusses how leaders serve others by offering their knowledge and skills to help others achieve a goal.	\$4.50	\$ _____
_____	321	Resolving Conflict...New! Discusses how to be sensitive to your team members' needs and create an environment that will motivate them.	\$4.50	\$ _____

TOTAL \$ _____

CA clubs add 7.75% \$ _____

TOTAL AMOUNT \$ _____

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

Standard Domestic Shipping Prices - 2004					
TOTAL ORDER		SHIPPING CHARGES	TOTAL ORDER		SHIPPING CHARGES
\$0.00 to	\$2.50	\$1.65	35.01 to	50.00	\$7.75
2.51 to	5.00	3.30	50.01 to	100.00	9.00
5.01 to	10.00	4.00	100.01 to	150.00	12.00
10.01 to	20.00	4.75	150.01 to	200.00	15.00
20.01 to	35.00	6.75	200.01 to	—	Add 10% of total price

For orders shipped outside the United States, see the current Supply Catalog for item weight and shipping charts to calculate the exact postage. Or, estimate airmail at 35% of order total, though actual charges may vary significantly. Excess charges will be billed. All prices subject to change without notice.

PAYMENT MUST ACCOMPANY ORDER

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

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

Credit Card No. _____ Expiration Date _____

Signature _____

Name _____

Club No. _____ District No. _____

Address _____

City _____ State/Province _____

Country _____ Postal Code _____

CASE STUDY #1

CASE STUDY FOR PRESIDENTS: WHEN CLUB MEETINGS DON'T START ON TIME

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

As the Club President, how can you avoid such situations and start the meeting on time?

CASE STUDY #2

CASE STUDY FOR PRESIDENTS: WHEN DUES ARE DUE

You have just received the Dues Renewal Invoice for October-March sent to you by World Headquarters. You are meeting with the Treasurer, Vice President Membership, and Secretary in order to update the report. Using the following information, complete the attached membership list and determine the amount of dues (\$18 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 95361.

DUES RENEWAL INVOICE



Toastmasters Club
1355 Smedley Dr
Oakdale, CA 95361

TOASTMASTERS INTERNATIONAL

Mail Address:

PO Box 9052
Mission Viejo, CA 92690

Courier Address:

TOASTMASTERS INTERNATIONAL
23182 Arroyo Vista
Rancho Santa Margarita, CA 92688

PHONE: 949.858.8255 - FAX: 949.858.1207

For dues period
October 1, 2004 -
March 31, 2005

URGENT!
DUE OCTOBER 1

9999
Toastmasters Club

Invoice Date: 08/18/2004

*Please make corrections to a member's address on this invoice.
Dues are payable in advance and are non-refundable and non-transferable.*

CHECK IF RENEWING	MEMBER NUMBER	MEMBER NAME AND ADDRESS	DUES AMOUNT	ORDER NUMBER
<input type="checkbox"/>	99299829	James Bond 812 Toastmasters St Oakdale, CA 95361	\$18.00	2999741288
<input type="checkbox"/>	99320332	Joan Botsko, ATMB 2243 Toastmasters Rd Oakdale, CA 95361	\$18.00	2999741289
<input type="checkbox"/>	99314236	James Davidson, CTM 230 Toastmaster Dr Oakdale, CA 95361-1234	\$18.00	2999741295
<input type="checkbox"/>	99299831	Daphne Duck, DTM 1188 Toastmasters Ave Oakdale, CA 95361	\$18.00	2999741291
<input type="checkbox"/>	990313207	Ted Franks, CL 998 Toastmasters Ct Oakdale, CA 95361	\$18.00	2999741292

<input type="checkbox"/>	99299833	Jacqueline Jacob, ATM 1401 Toastmasters Cir Oakdale, CA 95361	\$18.00	2999741293
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<input type="checkbox"/>	99299834	Joseph Peters, DTM 9707 Toastmasters Blvd Oakdale, CA 95361	\$18.00	2999741297
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<input type="checkbox"/>	99647974	Elena Petrovski, AL 400 Toastmasters Ln Oakdale, CA 95361-9468	\$18.00	2999741298
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<input type="checkbox"/>	99311210	Neil Tip, CTM 26754 Toastmasters Aly Escalon, CA 95320	\$18.00	2999741294
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No. of Members Renewing _____ Amount Due: \$ _____

Payment Information: Check No. _____ Check Amount: \$ _____ (U.S.FUNDS)
 Credit Card MC VISA American Express Discover

Please use only one card for the entire transaction. Multiple credit cards cannot be accepted.

Credit Card No. _____ Credit Card Amount: \$ _____

Expiration Date: _____ Signature: _____

Name as it appears on Credit Card: _____

Other _____

If paying by check, please mail the invoice and check (U.S.FUNDS) to Toastmasters International. If paying by credit card, please either mail, fax or e-mail this invoice and payment information to Toastmasters International. To avoid duplication, please submit this information by one method only. It is not necessary to mail and FAX the information to us. Our post office address, street address (for courier and UPS submissions) and fax number are at the top of this invoice.

Form Prepared By:

NAME _____ OFFICER TITLE _____

E-MAIL ADDRESS _____ TELEPHONE NO. _____

Pay This Renewal Online
 Login to www.toastmasters.org/renew

CASE STUDY #3

CASE STUDY FOR PRESIDENTS: DEALING WITH DEADBEAT OFFICERS

You have been President for three months. One of the officers on the Executive Committee, the Treasurer, has not attended two of the three Executive Committee meetings and has missed half of the Club meetings. You haven't received a Treasurer's report so you do not know the status of the Club's finances, and the Treasurer does not return your telephone calls.

What can you do?

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 FOR THE TRAINING SESSION

Materials on the following pages are designed specifically for the presenter to use in conducting the training session. They are arranged for reproduction in the form of viewgraphs (transparencies) for use on an overhead projector, or they can be handwritten on a flip chart. PowerPoint slides are available for downloading from the TI Web site.

In the right-hand column are keys for visual aids. Their placement indicates the points at which they should be displayed. Each is numbered. For example, **PRES-OH #1** stands for “the first overhead.” You also may use the right-hand margin for making notes.

TIPS ON USE:

1. **Show the visual aid while you are talking about it.** Cover the projector or turn it off when you want attention directed back to you. Your audience cannot concentrate on both at the same time.
2. **Be sure everyone in the audience can see the aids 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 machines are involved.
6. **Remember . . .** Be as professional as possible.



Create a Vision of Club Success

- Feature quality programming
- Require manual speeches
- Expect effective evaluations
- Encourage active participation
- Keep membership at charter strength
- Be enthusiastic



Plan to Make Your Club Vision a Reality

- Communicate your vision**
- Use Executive Committee Meetings to set and achieve goals**
- Set membership / educational goals**
- Make every meeting outstanding**
- Provide harassment-free environment**
- Make your Club a *Quality Club***
- Motivate performance / track progress using DCP**



Executive Committee Meetings

- Review progress
- Verify all officers are fulfilling responsibilities



Qualities of a Super Team

- Committed to quality performance
- Creative methods of removing obstacles
- Visible / accessible to others
- Driven to achieve, exude energy, excitement, and commitment
- Work together



Conduct Effective, Enjoyable Meetings

- Contact VPE before each meeting**
- At meeting, verify all assignments are filled and that participants are ready**
- Make sure meeting begins / ends on time**
- Enthusiastically welcome members / guests**
- Follow parliamentary procedure**



Ensure Successful Club Administration

- Encourage officers to attend training sessions
- Verify that officers attend training
- Confirm all paperwork is turned in to WHQ. Whenever possible, submit your Club's dues renewals and sign up new members online.
- Search for Club leaders



Represent the Club

- Act as liaison between Club / Area / District**
- Participate in and vote at Area / District functions**
- Vote at the International Convention**