

CLUB LEADERSHIP



Achieving Success as Secretary



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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www.toastmasters.org

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. 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 you with handouts, including an evaluation form, to distribute. Part IV contains copy for your 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 Secretary. By the end of the session, the members of your audience will be familiar with such basic competencies as maintaining an accurate membership roster; recording and reading meeting minutes; assisting with the semiannual membership report; reporting new officers to World Headquarters; preparing and mailing orders for Toastmasters supplies; keeping the Club Constitution and Bylaws; maintaining general Club correspondence; 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 also included.
- ▶ 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

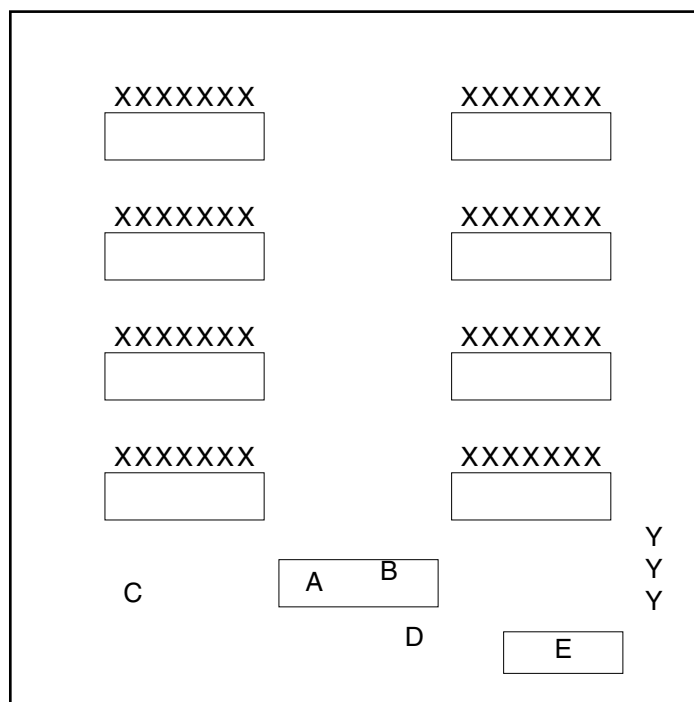
C - flip chart

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

Today we're going to discuss your role as Secretary and how to fulfill your responsibilities. Every Club officer, including you, has performance standards to 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 Secretary and discuss the steps you can follow to meet these standards. Later you'll be participating in some exercises to practice what you've learned.

Your standards outside of the Club meeting are to:

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

Your standards at the Club meeting are to:

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

Please keep in mind it's impossible to cover every detail of your responsibilities as Secretary today. Our goal in this session is to provide you with a basic foundation as well as with resources available from World Headquarters and the District. Feel free to ask questions. And remember to attend other sessions. All are intended to help you be successful during your term of office.

The purpose of a Toastmasters Club is to provide an environment in which members can learn communication and leadership skills. As the Secretary of your Club, you influence that environment. You serve as part of a team that consists of the President, Vice President Education, Vice President Membership, Vice President Public Relations, Secretary, Treasurer, and Sergeant at Arms. Each one of you is responsible for making your Club dynamic and enjoyable for all members by working together as a team and for making sure the Club is recognized at least as a Distinguished Club in the Distinguished Club Program. You can accomplish this by holding regular and productive Executive Committee meetings and through careful goal-setting, planning, and monitoring of progress. The Distinguished Club Program recognizes Clubs for achievement in education and membership growth and will be discussed in greater detail during a separate training session.

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

Standards Outside of the Club Meeting

SEC-OH #1

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

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

By recording attendance at Club meetings, you'll know who attends meetings regularly and who misses meetings. This helps the Vice President Membership follow up on members who are absent and need to be kept interested and active in the Club. Maintaining a current roster also is essential for the Vice President Education, who refers to the roster when making the meeting assignments. As you can see, several people depend on the accuracy of the roster.

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

Toastmasters International's Membership Roster and Record of Dues Paid form (Catalog No. 82) can help you track membership. Attendance at meetings may be recorded by using Toastmasters' "Record of Regular Meetings" form (Catalog No. 1503).

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

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

Your responsibility is to work with the President, Vice President Membership, and Treasurer, verifying names and addresses on the list and then making corrections as necessary. Check the names of those members that have paid dues. Do not add the names and addresses of any new members who joined after the start of the dues period (October 1 or April 1); instead, sign up your new members online or send a Membership Application (Form 400) for each new member to World Headquarters in a separate envelope.

Double check your work. An accurate dues renewal report is important.

Accidentally omitting someone from your list jeopardizes that person's eligibility for speech contests and educational awards. That person also will no longer receive *The Toastmaster* magazine. Be careful about sending in dues for people who have not paid the Club. Don't assume these people will renew; if they don't, your Club loses money.

The dues renewal invoice is sent in early September and early March and is due at World Headquarters on or before 5 p.m. PT October 1 and April 1 respectively.

Keep a copy for your Club's records. Your Club receives on-time credit in the Distinguished Club Program when World Headquarters receives dues by October 10 and April 10.

Mail Club officer list to World Headquarters within 10 days after elections.

HO #2

Whenever your Club elects new officers, has a change in officers, or has an address change for an officer, you are responsible for reporting the changes immediately to World Headquarters and to your District. World Headquarters sends Club officers important materials several times each year, including the newsletter *TIPS*, which contains pertinent information for Clubs. It's essential that World Headquarters has current Club officer information so these materials are sent to the right people. For faster service, submit your new officers and changes online. The information will be updated immediately and you will receive a confirmation.

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

Handle general Club correspondence. You are responsible for writing and mailing all correspondence on behalf of the Club. Be sure to have a supply of Club stationery for this purpose (Catalog No. 350, 351). Keep copies of all correspondence sent in an orderly file and make the file available to members upon request. Maintain a similar file for correspondence that is received. Remember: Your Club correspondence is an important historical record and should be carefully maintained for the benefit of current and future members.

Your Club occasionally will need to order supplies from World Headquarters, such as administrative forms, manuals, trophies, ribbons and pins. Since you are responsible for preparing and sending the orders, you will need a Toastmasters International Supply Catalog (Catalog No. 1205) and order forms (found in the back of the catalog, with extra blanks available by ordering Catalog No. 1205-A). Instructions for ordering are found on the first page of the catalog. Payment must accompany each order. Checks, VISA, MasterCard and American Express are accepted. Orders received without payment will be returned. Or you may use the online catalog available on the Toastmasters International web site, www.toastmasters.org, to place your order.

Members may wish to order their own personal supplies as well, so it's important that you display the Supply Catalog at each Club meeting and have extra order forms on hand.

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

HO #3

If your Club has misplaced its charter, a duplicate may be ordered from World Headquarters for \$7. A duplicate Club Constitution and Bylaws may be ordered, too, for a \$5 fee plus postage. A copy of the standard document is available through the Supply Catalog (Catalog No. 210-C).

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

Arrange for a replacement. Occasionally you may not be able to attend a Club or Executive Committee meeting or you know you will be late. In these cases,

arrange for someone to handle your responsibilities for you. This will help the Club to function smoothly.

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

Standards at the Club Meeting

SEC-OH #3

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

- Name of the group, type of meeting (general, regular, special), and place, date, and time of meeting.

- Names of people present.

NOTES

- The exact wording of motions, the name of the person carrying the motion, the name of the person who seconds the motion, and whether the motion was passed or defeated.

- Quorum count, call to order, and the name of the presiding officer.

- Correction and approval of the minutes of the previous meeting.

- The exact wording of a committee assignment including any power to act, the date due, and the names of the committee chair and members.

- Main points made in debate (usually included in committee minutes, but not in the minutes of a general business meeting).

- Your signature and date.

The Toastmasters “Record of Regular Meetings” form (Catalog No. 1503) and “Committee Minutes Record Form” (Catalog No. 1504) are ideal for recording minutes.

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

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

HO #4

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

HO #5, 6

CASE STUDY #1

*Case Study for Club Secretaries:**The Importance of Sending Necessary Forms and Reports*

Objective: To determine and emphasize the impact of the Secretary's duties on Club members.

Time: 20 minutes

Process:

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

Recommended Solutions:

- Promptly report all new members to World Headquarters so they can receive their New Member Kits; World Headquarters mails out New Member Kits within 48 hours of receiving an Application for Membership. Consider having a few extra basic manuals on hand to give new members immediately in exchange for the one they will receive from World Headquarters.*
- Completely fill out your dues renewal so members will be eligible for speech contests and educational awards and receive The Toastmaster magazine.*
- Submitting new members and dues renewals online will ensure the information is processed immediately. Also, your Club will receive confirmation that the information has been received and the transaction is being processed.*

CASE STUDY #2

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

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 Solutions:

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

HO #4



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.

SECRETARY STANDARDS

Outside of the Club meeting...

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

Standards at the Club meeting...

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

CLUB AND OFFICER INFORMATION FORM

Please type or print clearly

Please check the box that best describes your Club:

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

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

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

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

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

Minimum Officer Requirements: Clubs must report at least a President, one Vice President, and a Secretary or Secretary/Treasurer, and these offices must be held by three different individuals.

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

Term of Office (check only one box and fill in year)
 Annual (July 1, _____ to June 30, _____) Semiannual (July 1 to December 31, _____) Semiannual (January 1 to June 30, _____)
NOTE: Toastmasters International's Club Constitution and Bylaws state Club officer terms must conform to the above schedule. Only those Clubs that meet weekly may elect officers for semiannual terms.
 If your Club has an address for officer information, please indicate that address below. If no address is filled in, each officer's home address will be used.
 Address: _____

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

PRESIDENT: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT EDUCATION: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT MEMBERSHIP: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

VICE PRESIDENT PUBLIC RELATIONS: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

SECRETARY: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

TREASURER: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

SERGEANT AT ARMS: _____ Member No.: _____
 Home Phone _____ Business Phone _____
 Fax No. _____ E-mail Address _____

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

TOASTMASTERS INTERNATIONAL®

Rancho Santa Margarita, California

Please Print or Type

RESOLUTION

Club Number _____

District _____

WHEREAS the _____ Toastmasters Club of _____, Club No. _____ District _____
City State Country
 has found it advisable to change the name (location) of the club appearing above because _____

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

Toastmasters Club shall be known as the _____
 Toastmasters Club of _____
City State Country

On _____ Signed _____
Date *President* *Secretary*

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

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

Name _____

Address _____

Credit Card # _____

City _____ State/Province _____

Expiration Date _____

Country _____ Zip _____

Signature _____

New Meeting Information

Club Information:

Club Name _____

Club Number _____ District No. _____

Contact phone number (_____) _____

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

Other _____

Day _____ Time _____ AM _____ PM

Club Web Site: _____

Club E-mail: _____

Meeting Place:

Name _____

Address _____

City _____

State/Province _____ Zip _____

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

- 1. Community Club
- 2. Company Club _____
Name of company & division (IF APPLICABLE)
- 3. Government Agency _____
Level of government & name of agency
- 4. Military Club _____
Branch
- 5. Correctional Institution _____
Name and type
- 6. College Club _____
School
- 7. Church Club _____
Denomination
- 8. Advanced Toastmasters _____
Requirements
- 9. Other Institution or Specialized Club _____
Explain

Is your club:

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

RESOURCES LIST

Achieving Success as Secretary

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

Quantity		\$	Total
_____	82 Membership Roster & Record of Dues	.75	\$ _____
_____	1310E Secretary Handbook	2.50	\$ _____
_____	1503 Record of Regular Meetings (30 each)	2.25	\$ _____
_____	1504 Committee Minutes Record Form (25 each)	2.00	\$ _____
_____	1205 Supply Catalog	1.00	\$ _____
_____	1205A Catalog Order Blanks	N/C	\$ _____
_____	1111 Distinguished Club Program/Club Success Plan	1.25	\$ _____
_____	1324 Club Administrative Materials Kit... all the necessary supplies and forms for successful club administration	17.00	\$ _____
_____	1329 Portable File Case...12"x9 1/2"x9 1/2" file case to house above kit	29.95	\$ _____
_____	1325 New Member Record Sheet	.25	\$ _____
_____	351 Club Letterhead Stationery (100 each)	6.50	\$ _____
_____	350 Club Envelopes (100 each)	6.50	\$ _____
_____	352 Note Cards (set of 25)	6.00	\$ _____
_____	400 Application for Membership	N/C	\$ _____
_____	1300 Looseleaf Binder - 3"	6.00	\$ _____
_____	1305 Looseleaf Binder - 3/4"	3.00	\$ _____
_____	B30 <u>Robert's Rules of Order, Newly Revised</u>	17.00	\$ _____
_____	210C Club Constitution and Bylaws	.25	\$ _____

TOTAL \$ _____

CA clubs add 7.75% \$ _____

TOTAL AMOUNT \$ _____

S&H = Shipping and Handling

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

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 _____

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.

Order online at www.toastmasters.org

CASE STUDY #1

CASE STUDY FOR SECRETARIES: SUBMISSION OF APPLICATIONS AND REPORTS

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

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

CASE STUDY #2

CASE STUDY FOR SECRETARIES: WHEN DUES ARE DUE

Your President has received the Dues Renewal Invoice for October- March sent by World Headquarters. Now you are meeting with the President, Treasurer, and Vice President Membership to update the report. Using the following information, complete the invoice and determine the amount of dues (\$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.

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

District 99

<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

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.

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

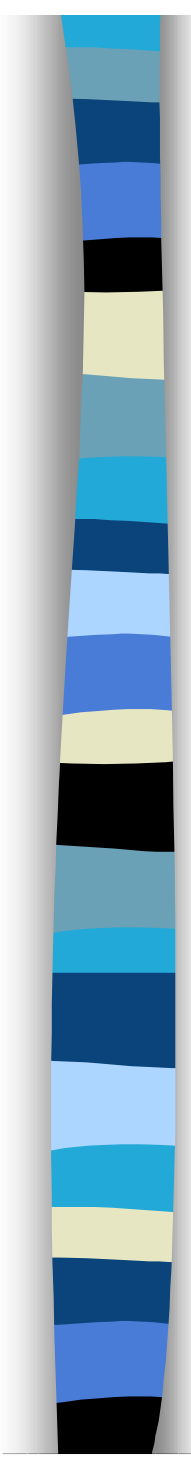
TIPS ON USE:

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.



Standard Outside of Meeting

- Maintain membership roster**
- Mail officer list to WHQ**
- Handle correspondence**

- 
- Keep Club files**
 - Arrange for a replacement**
 - Prepare successor**



Standards at the Meeting

- Record / read minutes
- Greet members / guests