

CIRCLE ONE

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| ■ Members sincerely want their club to be successful. | 5 4 3 2 1 | Members don't seem to care whether their club succeeds or fails. |
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Corrective Action: *Convince members that they will gain meaningful benefits from membership in a successful Toastmaster club.*

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| ■ Members are willing to work together to solve the club's problems. | 5 4 3 2 1 | Personality conflicts and bickering are barriers to problem solving. |
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Corrective Action: *Urge members to get together to eliminate conflicts, and embrace a common, worthwhile goal.*

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| ■ Members are enthusiastic about Toastmasters and their club. | 5 4 3 2 1 | Members have a negative attitude about Toastmasters and their club. |
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Corrective Action: *Help inject enjoyment into meetings. Demonstrate how Toastmasters has helped you and others improve the quality of their lives.*

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| ■ The club's meeting place is convenient and offers a good environment for meetings. | 5 4 3 2 1 | Membership growth is hampered by an inconvenient or inadequate meeting facility. |
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Corrective Action: *Encourage the club to relocate to a more convenient or adequate facility.*

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| ■ Meetings begin and end on time. | 5 4 3 2 1 | Meetings often begin late and/or run overtime. |
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Corrective Action: *Help officers construct a detailed meeting timetable, and encourage them to implement it.*

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| ■ Meetings are fun and club programs are varied and dynamic. | 5 4 3 2 1 | Meetings are dull, lacking in variety and enjoyment. |
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Corrective Action: *Suggest programming ideas that will make meetings more exciting and enjoyable.*

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| ■ The key participants at each meeting are prepared and phone participants in advance. | 5 4 3 2 1 | Participants usually "wing it." Speakers and evaluators are never contacted in advance. |
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Corrective Action: *Find role models to aid you in demonstrating the benefits of preparation for each meeting function. Urge members to phone speakers and evaluators in advance.*

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| ■ All members are expected to speak from manuals. | 5 4 3 2 1 | Members frequently present non-manual speeches. |
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Corrective Action: *Convince members that CTM, ATM achievement is a worthwhile goal. Encourage use of the advanced manuals.*

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| ■ Speakers are well prepared and deliver each speech to the best of their ability. | 5 4 3 2 1 | Most speeches reflect hasty or inadequate preparation. |
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Corrective Action: *Find role models to aid you in convincing members that thorough preparation is the key to self-improvement.*

CIRCLE ONE

■ Evaluations build self-esteem and offer positive direction for improvement. **5 4 3 2 1** Evaluations are often overly harsh or overly glossy.

Corrective Action: *Be a role model in demonstrating effective speech evaluation. Present a speech on how to evaluate effectively. Conduct the programs "The Art of Effective Evaluation" or "Evaluate to Motivate."*

■ Members are supportive of one another and take pride in each others accomplishments. **5 4 3 2 1** Members are primarily concerned with their own self-development.

Corrective Action: *Encourage use of the Member Interest Survey so that members can share their goals and needs with the club. Urge the clubs to warmly recognize members who achieve.*

■ Club officers perform their tasks dilligently. **5 4 3 2 1** Officers frequently fail to fulfill their responsibility.

Corrective Action: *Urge the club president to set a positive tone for all officers. Make sure all officers are trained.*

■ Club officers thoroughly understand their roles and responsibilities. **5 4 3 2 1** Officers don't understand what they are expected to accomplish.

Corrective Action: *Ensure that all club officers receive thorough training and have a copy of the club officer hand-book that corresponds to their office. Demonstrate your ability to answer questions and help them solve their problems.*

■ Officers use the Distinguished Club Program/Club Success Plan as a tool for planning and goal setting. **5 4 3 2 1** Officers are either unaware of the DCP or are unwilling to use it.

Corrective Action: *Explain the purpose, benefits, and workings of the DCP, and motivate club officers to use this valuable management tool.*

■ There are guests at most meetings. **5 4 3 2 1** Guests rarely attend club meetings.

Corrective Action: *Urge all members to invite guests to meetings. Publicize club activities.*

■ Guests are warmly received and made to feel welcome. **5 4 3 2 1** Guests are left to fend for themselves.

Corrective Action: *Convince club members of the importance of treating guests cordially and ensuring that they enjoy themselves and their questions are answered.*

■ Each guest receives a follow up invitation to attend the next meeting. **5 4 3 2 1** No follow up is made.

Corrective Action: *Show the club how a simple follow up note or phone call can increase the chance of a guest returning.*

■ Most guests who attend meetings eventually join the Club. **5 4 3 2 1** Guests rarely return for a second time.

Corrective Action: *A dynamic, enjoyable meeting is a club's best sales tool; encourage programming that makes guests want to join.*