



# Club Officer Training

Round 2

December 1, 2011 – February 29, 2012



# Agenda

## Welcome & Overview

- \* Toastmasters Promise
- \* Distinguished Club Plan

## High Performing Teams

Building Collaboration

## Stress & Time Management

Stephen Covey's Habit #3

- \* Where to go for help

Club leadership  
handbook

D6tm .org

Toastmasters.org

- \* Panel Q&A

- \* Conclusion

\* Required OT

# A TOASTMASTERS PROMISE



**As a member of Toastmasters International and my club, I promise...**

- To attend club meetings regularly
- To prepare all of my speech and leadership projects to the best of my ability, basing them on projects in the *Competent Communication (Item 225)*, *Advanced Communication (Item 226Z)* or *Competent Leadership (Item 265)* manuals
- To prepare for and fulfill meeting assignments
- To provide fellow members with helpful, constructive evaluations
- To help the club maintain the positive, friendly environment necessary for all members to learn and grow
- To serve my club as an officer when called upon to do so
- To treat my fellow club members and our guests with respect and courtesy
- To bring guests to club meetings so they can see the benefits Toastmasters membership offers
- To adhere to the guidelines and rules for all Toastmasters educational and recognition programs
- To maintain honest and highly ethical standards during the conduct of all Toastmasters activities

## Distinguished Club Plan

- ▶ Obtain current copy of each club's most recent report
- ▶ Review DCP
- ▶ Spend time reviewing defining next steps
- ▶ Write **SMART** goals
- ▶ Develop action plan



# Obtain Current Club DCP Reports

1. Login to Toastmasters.org
2. Go to Club Central
3. Select Distinguished Club Program Reports
4. Enter Club #
5. Press Generate Report
6. Export to Excel
7. Print Excel and bring to training





# Easy steps



Meeting locations  
**FIND** a location near you  
Can't find it? Start a club!  
Website Upgrade Tutorials

Welcome  
Dru Jorgensen, DTM  
Current Member

**LOGOUT**

**CLUB CENTRAL** 3

Club Officer Resources  
Distinguished Club Program  
Reports

:: Home :: Login

## Login 2

**Use this login to:**

- Shop
- Update your profile
- Access the current issue of the *Toastmaster* magazine
- Conduct club or district business

User Name:

Password:

**LOGIN**

Remember my login information for 90 days.

Reset/Retrieve your **user name**?  
Reset your **password**?  
**Create An Account?** (non-members only)  
Need **help**?



# Next

## Welcome to the Distinguished Club Program Reports.

This is designed to function in its own independent pop-up window to ensure compatibility with your printer.

4

Month End – September 2011 – Updated October 14, 2011

5

Enter Club #:

Generate Report

6

## Toastmasters International

### Distinguished Club Program

You are viewing Month End - September 2011 - Updated October 14, 2011 Report

Export to Excel

Club No.

Program Year

Month

Month End 1.



7 Next - print excel file

### Toastmasters International Distinguished Club Program

You are viewing Month End - September 2011 - Updated October 14, 2011 Report

Clubs with at least 20 members OR with net growth of at least five new members at June 30 which also do the following are eligible for TI recognition at year end.

GOAL	RECOGNITION
Achieve any five of 10 goals	Distinguished Club
Achieve any seven of 10 goals	Select Distinguished Club
Achieve any nine of 10 goals	President's Distinguished Club

#### Club 232 - "Richfield Legion Club"

District: 6

Division: C

Area: 6

Membership Base: 10

Membership to Date: 11

	GOA	ACTUA	ACHIEVED
[1] CCs	2	1	
[2] Additional CCs	2	0	
[3] ACs	1	0	
[4] Additional ACs	1	0	
[5] CL, AL, or DTM	1	0	
[6] Additional CLs, ALs, or DTMs	1	0	
[7] New Members	4	1	
[8] Additional New Members	4	0	
[9] Officers Trained (both required)			
June-August	4	2	
and December-February	4	0	
[10] Submitted on time (both			
October or April Renewal	1	1	
and Officer List	1	1	*

Total Goals Achieved To-Date: 1

- Review results to-date
- Write SMART goals
- Develop action plan





## Where to go for help – Club Leadership Handbook

- ▶ Governance page 12
- ▶ Timeline page 18
- ▶ Club leadership roles
  - Common scenarios page 24
- ▶ Club finance page 50
- ▶ Membership page 53
- ▶ Marketing page 55
- ▶ Club events page 58
- ▶ Tax filing -990 page 62



# Where to go for help – D6tm.org



**Search**

Search this site:

Search

**Connect with us**

[f](#) [in](#) [flickr](#) [t](#)

**District 6 Site Menu**

- ▷ Visitors - Start Here!
- ▽ Find a Club
  - Specialty Clubs
  - [Open House](#)
  - [Events](#)
- ▽ District 6 Calendar
  - [Club Officer](#)
  - [Training](#)

Search for specific topic  
Easy access links



## District 6 Toastmasters

Serving Parts of Minnesota and Eastern Ontario

WHERE LEADERS ARE MADE

- ▷ Member Resources
- Contact District 6 Leaders
- [Request a Speaker](#)
- All About Speechcraft
- Youth Leadership Program
- ▽ Pictures
  - [Club Photos](#)
- [Region IV](#)
- Toastmasters International
- [Recent posts](#)
- [Honor Roll](#)

### Additional links

- Club officers use member resources
- Contact district 6 leaders
- Plus many other options



## Member Resources

Are you a current District 6 Toastmaster looking for helpful information, tools, and resources? Check out the links to the left under "Member Resources" on the menu. In the Club Resources area, you will find tools to help your club succeed, such as officer roles and responsibilities, the Club Coach Program, ideas for membership building, help creating a club website and promoting your club, and more. The District Resources page contains links of interest to our District Officers and Chairs (but everyone is welcome to check it out!) Be sure and check out the Around the District page and menu as well for even more pages. If you can't find what you are looking for, please contact us via the [Contact](#) form. Select the webeditor, or any other District 6 leader if you know who to contact for your issue.

We are always looking for website feedback! Please let us know what you like, what you would like more of, and even what you don't like! This is your website and we want it to be a helpful resource for you and your club(s).

Check out these helpful articles written by Angela Schnaubelt, ATM-S, CL, and past Area Governor. Have something you would like to submit? [Contact](#) us, select the webeditor or web team lead category. Let's share our ideas with one another!

## Recent Submissions

[How to Hold an Executive Board Meeting for Toastmasters](#)

[How to Conduct a Speechcraft for Toastmasters](#)

[How to Publicize a Speechcraft for Toastmasters](#)

[How to Get More Value from your Toastmaster Membership Experience](#)

[How to Introduce a Speaker in a Toastmasters Club](#)

### **Meeting Role Tips for Toastmaster members**

[How to Be a Better Evaluator](#)

[Tips on Role of Table Topics Master](#)

[Tips on Role of General Evaluator](#)

[Tips on the Role of Toastmaster of the Meeting](#)

### **Club Performance**

[How to Increase Guest Welcome](#)



[Home](#) | [Member Resources](#)

## Club Resources

Check out any of the Club Resources links below as well as additional links in the menu. Looking for something to help your club be successful that you can't find? Let us know how we can help make this a great resource for everyone. Contact the web editor through the [Contact Form](#).

**Past Educational Presentations** This page will contain links to educational presentation materials our presenters have agreed to share.

**The District 6 Club Programming Idea Cookbook** Compiled over the years by several of our creative Toastmasters, this "cookbook" is full of recipes for fabulous new twists to your meetings which may have become routine over time.



# District 6 Toastmasters Club Programming Idea Cookbook

## Putting Fun into Your Meeting

- Audience swap
- Brighter tomorrow
- Box social meeting
- Celebrity wing it day
- Defense plea
- Red tape meeting
- Surprise meeting
- Table topics A-Z



- ▼ Member Resources
  - District Leadership
  - ▼ Club Resources
    - Club Officer Roles/Manuals
    - Club Coach Program
    - Membership Building
    - Club Website Help
    - **Promote Your Club**
    - Dues Schedule

## Membership Building

✳ [Return to Club Resources main page](#)

New members bring so much to a club! Looking for ideas on increasing your club's membership? Membership goes hand in hand with your public relations efforts. PR gets them to your club... once they visit you will want them to come back as members. Below are some links to help you get started.

### **Resources from Toastmasters International**

[Membership Application](#) (pdf 51KB)

[Membership Building 101](#)

[A Simple Membership Building Contest](#)

[How to Rebuild a Toastmasters Club](#)

[Keep Guests Coming Back](#) (Article from January 2007 Toastmaster Magazine)

[Best Practices](#)

[First Aid For Your Club](#) A list of materials you can order for your club from TI

[Link to Conduct Club Business](#) Note: Club number & password required

### **Resources from District 6 Events/Members**

Do you have some helpful tips you would like to share? Let us know! Please note that attachments cannot be sent through the [Contact Form](#), however contact the webeditor and we will contact you to let you know who to email your attachments to.

[Top 10 Ideas & Tips for Building Toastmasters Club Membership](#) (pdf 202 KB)

[Build Your Club's Membership to 20... and Beyond](#) (pdf 158 KB)



[Home](#) | [Member Resources](#) | [Club Resources](#)

## Publicity & Promotion

[✳ Return to Club Resources main page](#)

Looking for great ways to promote your club and spread the word about Toastmasters? Check out the links below. If you have something you would like to share, please contact the Public Relations Officer using the [Contact Form](#). By sharing what works with others, we can all be successful!

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[Need Help Creating a Club Website?](#) This page has help and additional links to get you started with perhaps the most important part of publicity for your club.

### **Need Ideas?**

[Let the World Know: Publicity and Promotion Handbook](#) Link to pdf copy at TI website; hardcopy also available for [purchase](#) at TI.

[17 Ideas on How and Where to Promote Toastmasters](#)

[Tips for VPPR's from TI](#)

[M/PR Newsletter](#) This quarterly newsletter from Toastmasters International provides useful tips and information to help marketing and public relations officers in clubs and districts fulfill their roles and spread the word about Toastmasters.

### **Need to write a Press Release?**

[TI Media Center and Press Release format](#)

**Area Newspapers** Once you have those press releases written, send them out to newspapers in your area! If you don't know where to send your news release, check here: [Mondo Times: Media Directory \(Newspaper, Radio, TV, Magazines\)](#)

### **Brochures, Flyers, and More!**

[Marketing Resources](#)



- ▼ **Member Resources**
  - District Leadership
  - ▼ Club Resources
    - Club Officer Roles/Manuals
    - Club Coach Program
    - Membership Building
    - Club Website Help
    - Promote Your Club
    - Dues Schedule
  - **District Resources**

[Home](#)

## District Resources

[Spring 2009 Business Meeting - Reference Documents](#)

[View District 6 Performance Reports at the TI website](#)

[District 6 Digest](#)

Contains links to current and past District Digest newsletters.

[Area Governor Training Page](#)

Contains various training materials, handouts, etc. from AG training sessions.

[District Council Meeting Minutes](#)

Contains links to District Council Meeting Minutes, from Spring 2004 forward.

[Upcoming Events](#)

View the District Calendar for Upcoming Events. Don't forget to plan for those [Speech Contests!](#)

[District Leadership](#)

Get to know your District Leaders and find some great information to build a stronger club.

[Club & Area Checklist](#)

Are you wondering what kinds of things should be on your task list each month as a Club Officer or Area Governor? Check [here!](#)

[Division Checklist](#)

Get help scheduling and prioritizing your activities throughout the year as a Division Governor.

[Realignment Control Process](#)

Find out more about how this process works and why it is an important District activity each year.





## TOASTMASTERS INTERNATIONAL

WHERE LEADERS  
ARE MADE

### MEMBERS

#### Membership Building

- ▶ [Membership Building Contests](#)
- ▶ [Building New Clubs](#)
- ▶ [Membership Applications](#)
- ▶ [Back to the Basics of Membership Retention](#)
- ▶ [Club Coach Program](#)
- ▶ [Marketing Resources](#)
- ▶ [Let the World Know! \(PDF\)](#)
- ▶ [Moments of Truth](#)
- ▶ [Speechcraft in Brief](#)
- ▶ [Logos](#)
- ▶ [Website for your Club](#)
- ▶ [Do You Receive Multiple Magazines?](#)

#### Meeting locations

**FIND** a location near you  
Can't find it? [Start a club!](#)

[Website Upgrade Tutorials](#)

» Home » Membership Building

» [Print Page](#) » [Email Page](#)

## Membership Building

**Learn marketing skills that will benefit you and your club!**

Ever wonder why few guests visit your club? Or why those guests don't join? Perhaps your long-term members have stopped coming to meetings or participating?

**Here's what you should consider:**

- ▶ People can't join your club if they don't know it exists.
- ▶ People *won't* join if they don't get a good first impression.
- ▶ Members won't stay if their needs *aren't* being met.

**To help build membership in your club, TI has created a wealth of additional resources and ideas:**

- ▶ The **Success 101** flier is an excellent resource to help you start attracting and retaining members.
- ▶ Need customized marketing materials for your club? The **Virtual Brand Portal** can help!
- ▶ Check out these **marketing resources**, including DVD clips, fliers, brochures, product ideas and more!
- ▶ Participate in TI's annual **membership-building contests**.
- ▶ Conduct a **Speechcraft** program to demonstrate teamwork and attract new members.
- ▶ **Toastmaster magazine** is another great promotion tool.





# TOASTMASTERS INTERNATIONAL

WHERE LEADERS  
ARE MADE

## MEMBERS

### Officer Resources

- ▶ [Toastmasters' Digital Content](#)
- ▶ [Virtual Brand Portal](#)
- ▶ [Toastmasters Learning Connection](#)
- ▶ [Club Officer Resources](#)
- ▶ [District Leader Resources](#)
- ▶ [Region Advisor Resources](#)
- ▶ [Reports](#)
- ▶ [Policies and Protocol](#)
- ▶ [Financial Resources](#)
- ▶ [2011 Month-End Closing Dates](#)
- ▶ [2011-2012 District Governors \(PDF\)](#)
- ▶ [Area Club Visits](#)
- ▶ [Newsletters](#)

» [Home](#) » [Officer Resources](#)

## Officer Resources

**Your responsibilities are your opportunities.**

Serving as a district leader or club officer is a great responsibility and an exciting opportunity.

Your term of office will be filled with chances for you to:

- ▶ Obtain fresh perspectives
- ▶ Build teamwork skills
- ▶ Help clubs and members develop goals for improvement
- ▶ Serve as a facilitator to individual and club success
- ▶ Instill members and clubs with enthusiasm, fidelity and a sense of responsibility for themselves and others
- ▶ Learn to develop your capacity to translate values and strategies into productive actions

The tools and resources below will help you create strategies for success, answer burning questions and fulfill your duties – whether you're an experienced district leader or a novice club officer.



# TOASTMASTERS INTERNATIONAL

WHERE LEADERS  
ARE MADE

## MEMBERS

### Club Officer Resources

- ▶ [Club Leadership Handbook](#)
- ▶ [Club Officer Roles](#)
- ▶ [Club Training Schedule](#)
- ▶ [Distinguished Club Program](#)
- ▶ [Membership Management](#)
- ▶ [Retention of Club Records Guidelines](#)
- ▶ [Club Officer Elections](#)
- ▶ [Club Management Software](#)
- ▶ [Website for your Club](#)
- ▶ [Outstanding Toastmaster](#)
- ▶ [Newsletters](#)

### Meeting locations

**FIND** a location near you

:: [Home](#) :: [Officer Resources](#) :: [Club Officer Resources](#)

## Club Officer Resources

### Tools for a successful year in office

A club officer is an individual who volunteers to participate in a leadership role at the club level. A major objective of a club officer is to ensure that each club member feels his or her Toastmasters experience is worthwhile. By applying leadership techniques, a club officer makes sure the atmosphere of the club is conducive for its members to grow in both their personal and vocational goals through the Toastmasters educational program. To achieve success, an officer needs the proper tools.

In the links below, you can get the resources that make club meetings thrive, help maintain a positive atmosphere, increase membership and conduct administrative tasks. From an overview of club officer roles to the monthly newsletter *The Leader Letter*, you can find answers to common questions and develop as a leader for club success.

If you are a club officer and would like to conduct club business, please [Login](#) and select **Club Central** on the left side of the **Members** home page.



# TOASTMASTERS INTERNATIONAL

WHERE LEADERS  
ARE MADE

## MEMBERS

Current Time at Toastmasters World

### Meeting locations

**FIND** Locations near you  
Can't find it? Start a club!

[Web site Upgrade Tutorials](#)

Welcome  
Dru Jorgensen, DTM  
Current Member

### LOGOUT

### CLUB CENTRAL

[Club Officer Resources](#)  
[Distinguished Club Program Reports](#)

### DISTRICT CENTRAL

[District Officer Resources](#)  
[District Performance Reports](#)

⌘ [Club Central](#) ⌘ [Conduct Club Business](#)

## Conduct Club Business

You're currently managing: [00000981 - Crest O'The Hill Toastmasters Club](#) **EXIT**

[Submit membership application\(s\) - new/dual/reinstate](#)

[Pay dues](#)

[Update my club meeting information](#)

[View/Update/Print my club officer information](#)

[Update my club mailing address](#)

[Submit education award\(s\) for club members](#)

[View/Update/Print my club membership roster](#)

[Update my club bylaws](#)

[View my club's awards](#)

[View DCP reports](#)

[Wire Transfer Instructions \(PDF\)](#)

# Stump the Panel Q&A



# Conclusion

## Wrap Up & Debrief

- ▶ Questions?
- ▶ Other?





# Optional Training Ideas

- ▶ High Performing Teams
  - Building Collaboration
- ▶ Stress & Time Management
- ▶ Stephen Covey's Habit #3
  - Put First Things First

# High Performing Teams

**Forming** – polite but untrusting

**Storming** – testing others

**Norming** – valuing other types

**Performing** – flexibility from trust

**Transforming** – journey ends by celebrating success

Resources: by Ken Blanchard

“Situational Leadership”

“The One Minute Manager Builds High Performing Teams”





# 5 Methods for Conflict Resolution

1. Ignoring
2. Smoothing
3. Forcing
4. Compromising
5. Collaborating



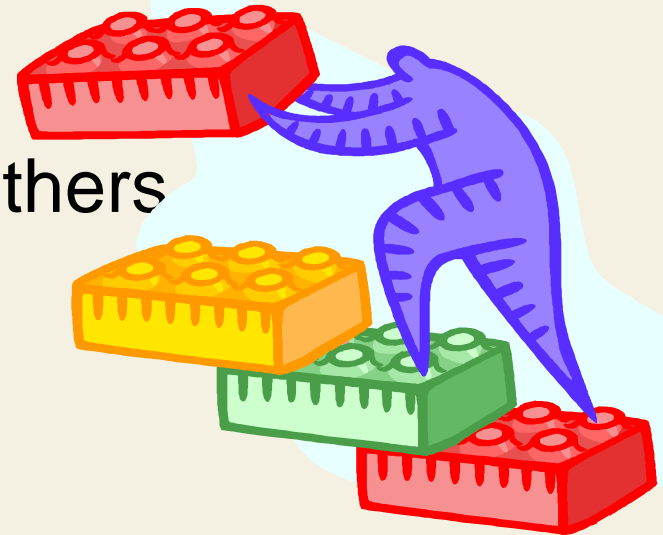
# Collaboration

1. Allow all parties to speak
2. Identify areas of agreement
3. Identify areas of disagreement
4. Search for solutions
5. Reach a consensus



# Key Steps for Building Collaboration

1. Think win-win
2. Speak the truth
3. Be accountable
4. Be self-aware and aware of others
5. Learn from conflict



Radical Collaboration by James Tamm and Ronald Luyet

# Stress & Time Management

## Simple techniques

- ▶ Do a 'to do' list for your day
- ▶ Delegate
- ▶ Learn the difference between "Do I need to do this now? and Do I need to do this at all?"
- ▶ Schedule 10 minutes to do nothing

## Role of "Gumption"



# Stephen Covey's Habit #3

## Put First Things First

	Urgent	Not Urgent
Important	<b>I</b> <ul style="list-style-type: none"> <li>‣ Crises</li> <li>‣ Pressing problems</li> <li>‣ Firefighting</li> <li>‣ Major scrap and rework</li> <li>‣ Deadline-driven projects</li> </ul>	<b>II</b> <ul style="list-style-type: none"> <li>‣ Prevention</li> <li>‣ <i>Production capability</i> activities</li> <li>‣ Relationship building</li> <li>‣ Recognizing new opportunities</li> <li>‣ Planning</li> <li>‣ <i>Re-creation</i></li> </ul>
Not Important	<b>III</b> <ul style="list-style-type: none"> <li>‣ Interruptions</li> <li>‣ Some calls</li> <li>‣ Some mail</li> <li>‣ Some reports</li> <li>‣ Some meetings</li> <li>‣ Proximate pressing matters</li> <li>‣ Popular activities</li> <li>‣ Some scrap &amp; rework</li> </ul>	<b>IV</b> <ul style="list-style-type: none"> <li>‣ Trivia</li> <li>‣ Busywork</li> <li>‣ Some mail</li> <li>‣ Some phone calls</li> <li>‣ Time-wasters</li> <li>‣ Pleasant activities</li> </ul>



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