

Enhancing Evaluations

Club Officer Training



Agenda



- ▶ Feedback vs Advice



- ▶ Overcoming Potential Obstacles



- ▶ Evaluation Criteria



- ▶ Effective Coaching

Objectives

- ▶ State the importance of quality feedback
- ▶ Describe evaluation criteria based on manual objectives
- ▶ Identify potential obstacles
- ▶ Use the four steps of effective coaching



How would you define evaluation?

▶ Group response

▶ Group response

Evaluations



Discussion

- ▶ Why do we complete evaluations?
- ▶ Who benefits from evaluations?

Importance of Evaluations

“No Toastmasters club is fulfilling its obligation to its members unless it brings them the maximum of training in the art of constructive criticism.”

– Dr. Ralph C. Smedley,
From the book *Personally Speaking*

Evaluations

- ▶ Make our education program unique.
- ▶ Speaker feels truly listened to and appreciated.
- ▶ Boost a member's confidence
- ▶ Provide tangible direction.
- ▶ A skill that we all learn through participation.

Feedback vs. Advice



Feedback ? Advice

Feedback vs. Advice



1. I had difficulty hearing you
2. You should improve your eye contact
3. You used different tones throughout your speech

Feedback vs. Advice



1. I had difficulty hearing you
2. You should improve your eye contact
 - (I saw that you were averting your eyes from the audience)
3. You used different tones throughout your speech
 - (I noticed you used great vocal variety throughout your speech)

Evaluation Criteria

EVALUATION FORM
by Dresher

Member Name _____ Date _____
Evaluator _____ Speech Length? (Time) _____

Speech Title _____


Purpose Statement
The purpose of this speech is to _____

Notes for the Evaluator
The member's goal for this speech is to _____

General Comments
The speaker _____

For my use only

For my use only

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EVALUATION FORM
Evaluation and Feedback— oral speech

Member Name _____ Date _____
Evaluator _____ Speech Length? (Time) _____

Speech Title _____

Purpose Statements

- The purpose of this speech is to _____
- The purpose of this speech is to _____

Notes for the Evaluator
The member's goal for this speech is to _____

General Comments
The speaker _____

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Overcoming Potential Obstacles



Discussion

- ▶ What obstacles may hinder a member from giving a quality evaluation?
- ▶ What obstacles may hinder a member from accepting and implementing a quality evaluation?

Suggestions

- ▶ Giving a quality evaluation
 - Not enough time was given for an effective evaluation.
 - Evaluator did not understand topic or speaker's objectives.
 - Evaluator did not take sufficient and specific notes.
 - Evaluator was distracted.
 - Evaluator let previous personal judgments about the speaker affect the evaluation.

Suggestions

- ▶ Accepting and implementing a quality evaluation
 - Speaker did not clearly understand the evaluator's feedback.
 - Speaker did not take clear notes and was unable to remember what was mentioned.
 - Speaker is not open to change or does not know how because no specific examples were noted.
 - Speaker let previous personal judgments about the evaluator affect his or her reaction to the evaluation.

Effective Coaching

Identify and define goals or areas for improvement

Define strategies to reach goals

Establish a timeline to measure success

Always follow up



Example

I“Suzy, I noticed that you were averting your eyes from the audience. **D**One technique I have tried is to think of the room as individuals instead of one group and look at each person for a few seconds before moving onto the next person. **E**On your next speech, maybe you could try that technique.”

NEXT MEETING:

A“Hi Suzy, I noticed during your speech today you really made an effort to look at me and the other members. Great job!”

Practice

Scenario:

“I observed that your hands were in your pockets during the majority of the speech.”

This concludes Enhancing Evaluations

Club Officer Training

