



Leading the Club to Success

CLUB OFFICER TRAINING

TOASTMASTERS INTERNATIONAL

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Item 1313I
Rev. 0 /201*



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PREPARE FOR TRAINING

Welcome to Club Officer Training. As a training facilitator, you are responsible for conveying the information that club officers need to fulfill their roles. Well-trained club officers are equipped to enhance club quality, develop and lead successful teams and thrive in the Distinguished Club Program. All of these abilities contribute to fulfill the club mission.

Club officers dedicate valuable time and provide a tremendous service to Toastmasters. It is important that they understand the importance of their roles and know how appreciated they are.

While many club officers will be content, and even enthusiastic, about their new responsibilities, others may feel uncertain and obligated. Attending the training and fulfilling their roles implies great commitment deserving of recognition.

As a training facilitator, it's important not to overwhelm club officers. Be sure to impart to them that support is close at hand. Their fellow club officers, district leaders, and the staff at World Headquarters are all available and eager to assist them.

Each session in the Club Officer Training consists of a facilitator guide and a PowerPoint presentation.

Facilitator Guide

This is a tool to guide the facilitator in teaching the session. Each session includes a corresponding facilitator guide. The facilitator should print him or herself a copy of the facilitator guide for each session.

PowerPoint Presentation

This is to be presented by the facilitator during the session. There is one presentation for each session. The facilitator downloads the presentation to his or her laptop before the training and makes sure to have a projector and screen available during the session. The PowerPoint slides correspond to instructions in the facilitator guide.

Facilitator Preparation

Before the training, review *From Speaker to Trainer* (Item 257A) for instructions about presenting, especially if you are new to facilitating training sessions.

Learn about the location where the training takes place. Determine the best way to set up the room, and confirm the equipment that is available there.

Communicate with participants well in advance. Make sure they know what to expect — where to go, what to bring, how long sessions last, and so on. Send reminders as the training date nears.

Visit the Logos, Images and Templates page at www.toastmasters.org/resources/logos-images-and-templates for templates to create professional-looking agendas, training invitations, name cards, and other material for the sessions.

USING THE FACILITATOR GUIDE

The facilitator guide is designed to be easy to use with detailed instructions. Nonetheless, be personable; it's okay to add your own anecdotes to the sessions and share what is unique in your district.

The facilitator guide of each session is organized the same way:

- The introduction begins with an explanation of the session.
- An overview lists the topics presented in the session.
- Objectives are what the club officers will be able to do as a result of attending the session.
- The materials you need to conduct the session are listed after the objectives.
- The length of time it should take you to conduct the session is suggested under the heading Duration.
- Beginning with the title of the first section, the guide presents a series of step-by-step instructions telling you exactly how to conduct the session.
- Throughout the guide, notes to the facilitator provide you with information to help you understand the purpose of the subsequent section or activity. By understanding what club officers are meant to learn, you can more easily guide discussions and answer questions.
- The outside margins provide space for you to take notes.

Verbs

To help the facilitator refer to the guide at a glance, a limited number of verbs are used to begin each of the numbered steps in the sessions:

1. **SHOW:** to present a visual aid
2. **PRESENT:** to impart knowledge pertinent to session objectives
3. **TELL:** to offer information not directly relevant to session objectives
4. **ASK:** to request actual answers from participants (At times, the question is followed by possible answers. Give participants an opportunity to offer answers; then share any that weren't covered.)
5. **INSTRUCT:** to tell participants to do something
6. **TIME:** to keep track of time
7. **WRITE:** to record ideas so they are visible to participants
8. **DISCUSS:** to facilitate a conversation among the group

Icons

The following icons appear in the margins throughout the facilitator guide to indicate specific actions the facilitator takes at that step:



Show a visual aid.



Ask questions.



Write on a flipchart.



Instruct participants to work in small groups.

10 minutes



Track time.

Bullet Points

Color-coded bullet points in the facilitator guide also help you stay on track:

- Session objectives and materials are listed in the overview of each session with yellow bullet points.
- Light blue bullet points indicate content-related information to share with participants.
- Questions are posed using navy blue bullet points.
 - At times, questions are followed by possible answers. Give participants an opportunity to offer answers; then share any that weren't covered.



Leading the Club to Success

NOTE TO FACILITATOR

As you present this session, think about your leadership experience and identify examples you can share with participants.

Introduction

The purpose of this session is to teach club officers the skills they need to lead their club to goal achievement.

Overview

First, club officers learn about and practice using motivation, delegation, coaching and SMART goal setting. Then, they use the skills they've learned throughout club officer training to complete their Club Success Plan.

In this session, the facilitator presents the following topics:

- Leadership
- Club Success Plan

Objectives

After completing this session, club officers will be able to:

- Identify the five principles of motivation
- Apply the Toastmaster's Hierarchy of Needs to understand a member's motivation
- List the five steps of delegation
- Name the four steps of successful coaching
- Create SMART goals
- Develop a Club Success Plan

By meeting these objectives, club officers will understand how to lead their club to achieve the goals in the Club Success Plan.

Materials

- PowerPoint
- Flipchart

- Markers
- 1 or 2 hand-held wireless microphones (depending on the group size)

Time

- 2 hours

Facilitator Resources

- [*Club Leadership Handbook \(Item 1310\)*](#)
- [*Distinguished Club Program and Club Success Plan \(Item 1111\)*](#)

NOTE TO FACILITATOR

Many of the discussions and activities in this session involve club officers working with the other officers from their club. You may need to ask officers to sit in their club teams in the beginning of the session to save time during activities.

Introduction

(5 minutes)

NOTE TO FACILITATOR

When you introduce yourself, be sure to mention your background in Toastmasters. Highlight the awards you've received, how long you've been a member and what leadership roles you've held.

1. SHOW the Introduction slide.



2. SHOW the Session Agenda slide.



3. PRESENT the session agenda:

- Leadership
- Club Success Plan



4. SHOW the Session Objectives slide.

Session Objectives

- ▶ Identify five principles of motivation
- ▶ Apply Toastmasters' Hierarchy of
- ▶ List five steps of delegation
- ▶ Name four steps of successful coaching



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The slide features a blue header with the title "Session Objectives". Below the header is a list of four objectives, each preceded by a red arrowhead. To the right of the list is a 3D illustration of a red and white target with three blue darts hitting the center bullseye. At the bottom left of the slide is the URL "www.toastmasters.org" and at the bottom right is the Toastmasters logo.

5. PRESENT the session objectives:


- After completing this session, you will be able to
 - Identify the five principles of motivation
 - Apply the Toastmaster's Hierarchy of Needs to understand a member's motivation
 - List the five steps of delegation
 - Name the four steps of successful coaching




6. SHOW the Session Objectives slide.

Session Objectives

- ▶ Create SMART goals
- ▶ Develop a Club Success Plan



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7. PRESENT the session objectives:

- After completing this session, you will be able to
 - Create SMART goals
 - Develop a Club Success Plan

NOTE TO FACILITATOR

Leading large group discussions is a skill. Here are a few tips:

- Have microphones ready and ask microphone runners to circulate around the room during the session so participants from all areas of the room can share responses.
- Be aware of time constraints. It can be helpful to announce a response limit when you ask a question. For example: "Let's hear from two or three of you."
- When responses start to sound redundant or you need to move on because of time constraints, forecast the end of the discussion so participants and microphone runners know what to expect. For example, "we have time for one more response..."

Leadership

(45 minutes)

NOTE TO FACILITATOR

You may want to ask officers to introduce themselves by stating their name and the club they represent when they participate in the large group discussion. Be mindful that introductions don't include longer narratives as this will use up significant time. If someone provides a longer introduction, wait until they're done and remind the next participant to "Share with us your name and club affiliation."



1. SHOW the Leadership slide.



NOTE TO FACILITATOR

Some officers may tell you that they were elected into a role because no one else volunteered. If this happens, emphasize the benefits of being in a leadership position and point out that their attitude will shape their experience. Focus on the opportunity each officer has to develop skills that are important in other contexts and explain how you have grown from serving in leadership roles.



2. ASK

- What led you to a leadership role?
- What's in it for you?



3. WRITE responses on the flipchart.



4. SHOW the Leadership Benefits slide.

Leadership Benefits

- ▶ Practical experience in a safe environment
- ▶ Leadership skill development
- ▶ Personal and professional opportunities
- ▶ Building the club's legacy

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5. PRESENT

- A leadership role is often considered either an opportunity or an obligation.
- Perceiving a club officer role as an opportunity benefits you.
- You gain practical experience in a safe environment, helping others reach their personal and professional goals.
- You develop strategic skills in motivation, delegation, goal setting and coaching.
- The combination of leadership experience and skill building exposes you to professional and personal opportunities.
- You become a part of your club's legacy.
- Next, we are going to explore tools that will help you develop leadership skills for your role.

NOTE TO FACILITATOR

Be aware of good speaking habits even when reading off slides. Vary your tone of voice, maintain an appropriate pace and use pauses so participants can take notes and absorb the information.

Tools of Successful Leaders



1. SHOW the Tools of Successful Leaders slide.

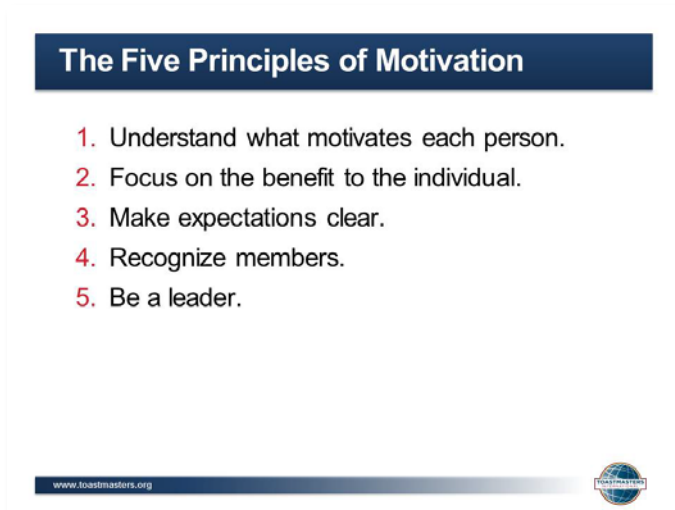


2. PRESENT

- There are several tools to help you with your leadership duties:
 - Motivation
 - Delegation
 - Coaching
 - SMART Goal setting
- First, let's discuss motivation.

The Five Principles of Motivation

1. SHOW the Five Principles of Motivation slide.



2. PRESENT

- Motivating others is a necessary skill for leaders.
 - Motivation is a useful tool for achieving goals.
- The five principles of motivation are:
 - 1. Understand what motivates each person.
 - Learn about each member's personal and professional aspirations and Toastmasters goals.
 - 2. Focus on the benefit to the individual.
 - Show the team member how participation will be of personal value.
 - 3. Make expectations clear.
 - Set milestones for achieving goals and share them with members.
 - 4. Recognize members.
 - Point out team member's Toastmasters participation.
 - Thank team members who accomplish tasks.
 - 5. Be a leader.
 - Recognize individual success.
 - Be enthusiastic about the work to be done.

- Support team members in all tasks.

3. PRESENT

- Understanding what motivates each person can be one of the harder principles to fulfill.
- To help with this, use the Toastmaster's Hierarchy of Needs.

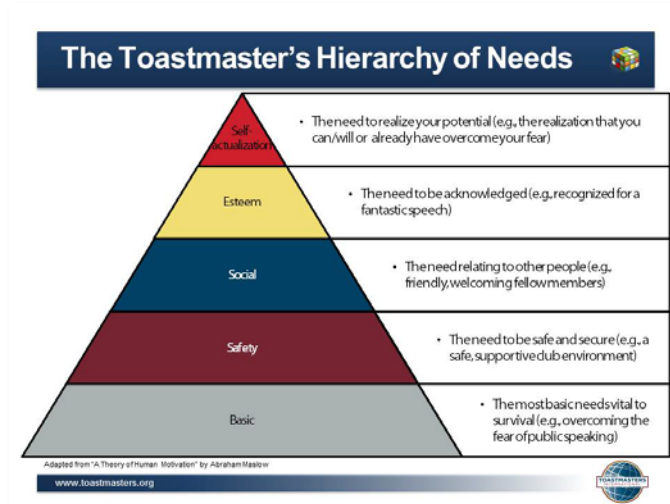
NOTE TO FACILITATOR

The Toastmaster's Hierarchy of Needs is based on Maslow's Hierarchy of Needs. It was initially created for district leaders to identify the motivation of members. You start at the bottom of the triangle and move up.

If you'd like more information regarding Maslow's Hierarchy of Needs, click on the following link: <http://www.simplypsychology.org/maslow.html>



4. SHOW the Toastmaster's Hierarchy of Needs slide.



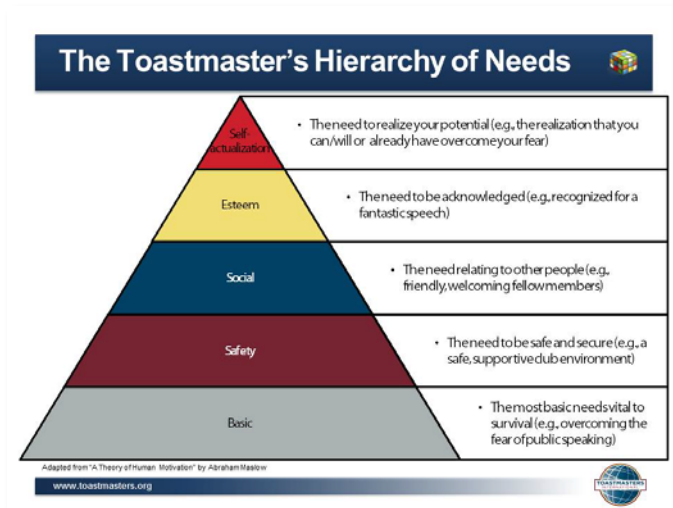
5. PRESENT

- In the Toastmaster's Hierarchy of Needs, there are five levels of human motivation; a person progresses through these levels in the following order:
 - **Basic:** needs vital to survival
 - In the Toastmaster's Hierarchy, this could be the need to overcome the fear of public speaking.
 - **Safety:** need for safety and security

- This could be satisfied by a safe, supportive club in which to develop.
- **Social:** need for friendship and belonging
 - In the Hierarchy, this could be satisfied by fellow members who are friendly and welcoming.
- **Esteem:** need for recognition and accomplishment
 - This could be satisfied through recognition from club members for giving a fantastic speech.
- **Self-actualization:** need to realize your potential
 - This could be satisfied by the realization that you can and will overcome or have overcome the fear of public speaking.

Activity: The Toastmaster's Hierarchy of Needs

1. SHOW the Toastmaster's Hierarchy of Needs slide.



2. INSTRUCT club leaders to spend 10 minutes answering the following questions in their notes.
 - What positive examples of motivation have you experienced?
 - At which level of the hierarchy did you begin?
 - To which level of the hierarchy were you motivated?
 - What made the positive motivation so effective?

10 minutes



3. TIME 10 minutes.

NOTE TO FACILITATOR

Indicate that time is up with a positive statement, such as “Let’s talk together now,” rather than simply announcing “Time’s up!”

4. INSTRUCT a few club officers to share their responses.

5. PRESENT

- Now let’s explore the five steps of delegation.

The Five Steps of Delegation



1. SHOW the Five Steps of Delegation slide.

The Five Steps of Delegation

1. Decide what to delegate.
2. Decide who will do the task.
3. Assign responsibility.
4. Grant authority.
5. Establish accountability.

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2. PRESENT

- You are not alone in accomplishing club goals.
 - You can delegate certain tasks to team members, when necessary.
 - Delegation is the transfer of responsibility and authority from one person to another in order to accomplish tasks or reach goals.
- Here are the five steps of delegation:
 - 1. Decide what to delegate.
 - Prioritize your task.

- Identify what can be delegated.
- 2. Decide who will complete the task.
 - Select a team member who is available and capable of completing the task.
- 3. Assign responsibility.
 - Allow the person to decide if he or she can handle the task.
 - Clearly explain what needs to be done.
- 4. Grant authority.
 - Provide the necessary tools and resources.
 - Confer the authority needed to make the required decisions.
- 5. Establish accountability.
 - Define reporting requirements.
 - Set a timeline with milestones.

NOTE TO FACILITATOR

If someone asks an off-topic question or makes an off-topic remark, bring the focus back on task quickly with a positive but firm reminder about the purpose of the session. For example, "That's a really great question, and I encourage you to discuss it with other treasurers after our session today. For now, let's focus on the SWOT analysis."

3. ASK

- What are barriers to delegation?
 - Lack of confidence in a person's abilities
 - Fear of losing control of team or project
 - Selfishness – not wanting to share credit
 - Insecurity about asking others to do things for you
 - Reluctance – fear that another will do so well that he or she will usurp your leadership

NOTE TO FACILITATOR

When asking a question to the group, give participants time to think. Wait at least 10 seconds for participants to think and respond.





4. WRITE responses on the flipchart.



5. ASK

- How do you overcome these barriers?



6. WRITE responses on the flipchart for each barrier.

7. PRESENT

- As you can see, delegating is an essential tool for club leaders. Some team members will want more guidance than others, so let's examine steps to successful coaching.

The Four Steps to Successful Coaching



1. SHOW the Four Steps to Coaching slide.

The Four Steps to Successful Coaching

1. Identify and define goals.
2. Define strategies to reach goals.
3. Establish a timeline and milestones to measure progress.
4. Follow up on goals.

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2. PRESENT

- Sometimes, team members require guidance from their leader.
 - As a club officer, a coaching opportunity helps members, leaders and clubs to stay on track toward their goals.
- The four steps to successful coaching are
 - 1. Identify and define goals.
 - Identify the issue and the goal.
 - 2. Define strategies to reach goals.

- Explain the behavior necessary to produce the desired goal.
- 3. Establish a timeline and milestones to measure progress.
 - Allow the person to decide if he or she can handle the task.
 - Clearly explain what needs to be done.
- 4. Follow up.
 - Stay in contact to stay on course.



Activity: The Four Steps to Successful Coaching

NOTE TO FACILITATOR

In the following activity, club officers will use role-play to practice using the four steps of successful coaching. Club officers should keep Moments of Truth and club values in mind as they practice the four steps to successful coaching.

There will be three roles: a new sergeant at arms, a club officer and an observer. The sergeant at arms and the club officer will perform the role-play while the observer takes notes and offers suggestions for improvement.

If teams are struggling with ideas for a strategy, here are some ideas to help them:

Create a checklist for the sergeant at arms to keep him organized.

Prioritize what needs to be set up first and leave lower priority items for last.

Assign another member to assist the sergeant at arms.

Coach the sergeant at arms on The Five Steps of Delegation so he/she can ask another member for help.

Clubs always have the option to create committees to support club officers. This can be done by members or by a club officer.

To help the sergeant at arms learn his/her responsibilities, "lead by example." Arrive early to help arrange the room and stay late to help break it down.



1. SHOW the Activity: Four Steps to Coaching slide.

The Four Steps to Successful Coaching

1. Identify and define goals.
2. Define strategies to reach goals.
3. Establish a timeline and milestones to measure progress.
4. Follow up on goals.

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2. INSTRUCT club officers to break into teams of three people.

NOTE TO FACILITATOR

Teams of three are ideal, but if one team has four people, two participants can play the part of observer.



3. SHOW the Coaching Role-play slide.

Coaching Role-play

- ▶ Louis has been a sergeant at arms for three weeks. He is learning the role on his own. His responsibilities are greater than he anticipated. Meetings are starting late because it's taking longer to set up the room. Louis has come to you for help.
- ▶ Roles
 - Louis
 - Your club officer role
 - Facilitator

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4. INSTRUCT one club officer to read the role-play to the large group.
5. INSTRUCT teams to spend five minutes performing the role-play.

5 minutes



6. TIME five minutes.

7. PRESENT

- Coaching plays an important role in sustaining a team.
- Listening intently, asking clarifying questions and identifying the issue leads to a strategy for a solution.
- Coaching is an investment in people, helping them to get what they want and ultimately reach personal and club goals.
- Let's talk about goal setting.

Set SMART Goals

1. SHOW the Set SMART Goals slide.



2. PRESENT

- Developing sound goals is crucial to your leadership role.
- One way to accomplish goals is to set up SMART goals.





3. SHOW the Specific slide.

Set SMART Goals

- ▶ Specific
 - Who?
 - What?
 - When?
 - Where?
 - Why?
 - Which?

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4. PRESENT

- SMART goals are:
 - Specific – a specific goal has a greater likelihood of being accomplished than a general one.
 - Ask yourself the six “W’s” questions:
 - Who
 - What
 - Where
 - When
 - Which
 - Why

5. SHOW the Measurable slide.




Set SMART Goals

- ▶ Measurable
 - How many?
 - How much?
 - How will we know when it's accomplished?

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6. PRESENT

- Measurable – establish concrete criteria for measuring the progress toward attaining a goal.
 - Ask yourself:
 - How many?
 - How much?
 - How will we know when it is accomplished?

7. SHOW the Attainable slide.




Set SMART Goals

- ▶ Attainable
 - Right attitude
 - Necessary skills and abilities
 - Necessary financial resources
 - Necessary time

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8. PRESENT

- Attainable – Once a goal is identified, your task is to figure out steps to realize it.
 - Ensure that you have:
 - The right attitude
 - The necessary abilities
 - The necessary skills
 - The financial resources
 - The necessary time



9. SHOW the Realistic slide.

Set SMART Goals

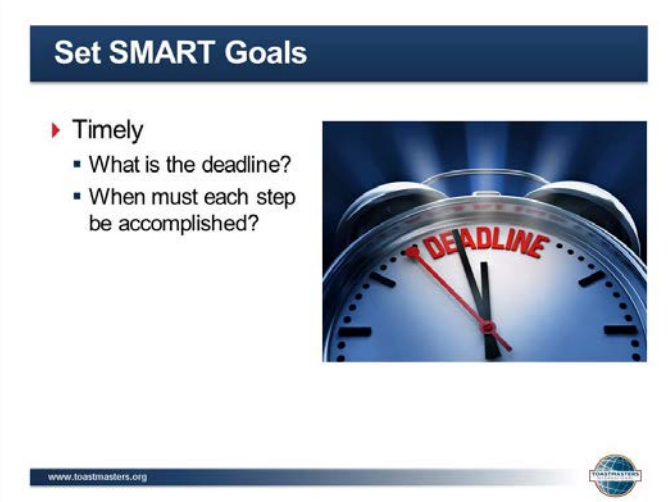
- ▶ Realistic
 - How willing are we?
 - How able are we?
 - What are our current conditions?
 - What similar things have been accomplished?

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10. PRESENT

- Realistic – An objective to which you are willing and able to work towards, neither too high nor too low.
 - Ask yourself:
 - How willing are we?
 - How able are we?
 - What are the current conditions?
 - What similar things have been accomplished?

11. SHOW the Timely slide.



Set SMART Goals

- ▶ Timely
 - What is the deadline?
 - When must each step be accomplished?

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12. PRESENT

- Timely- a timeframe creates a sense of urgency.
 - Ask yourself:
 - What is the deadline?
 - When must each step be accomplished?

Activity: Set SMART Goals

NOTE TO FACILITATOR

In the following activity, club officers will create SMART goals for their new role. If they have trouble with the activity, here is an example using SMART goals to learn about the Distinguished Club Program.

- Specific – Understand exactly what needs to be done to accomplish Distinguished Club status. Visit the Toastmasters website, read and understand the *Distinguished Club Program and Club Success Plan* (Item 1111).
- Measurable – Memorize all 10 goals in the DCP.
- Attainable – Write the goals down, use index cards to memorize them, work at presenting the goals to another person without looking at your cards.
- Realistic – Are you willing to take the time to read about the program and spend perhaps two to four hours learning this content? Yes.

- Timely – Will you know the Distinguished Club Program before your first club executive committee meeting in two weeks? Yes.



1. SHOW the Activity: Set SMART Goals slide.

The slide is titled "Set SMART Goals" in a dark blue header. Below the title, there is a list of five items, each preceded by a red right-pointing triangle: Specific, Measurable, Attainable, Realistic, and Timely. At the bottom left of the slide, the URL "www.toastmasters.org" is visible. At the bottom right, there is a small circular logo with a globe and the word "TOASTMASTERS" around it.



2. INSTRUCT club officers to arrange themselves in club teams.
3. INSTRUCT teams to spend 10 minutes creating a SMART club goal.
4. TELL teams to list each type of SMART goal and record a step associated with their goal.

10 minutes



5. TIME 10 minutes.
6. INSTRUCT one person from each team to share their responses.



Debrief: Leadership

1. PRESENT
 - Use motivation, delegation, coaching, and SMART goal setting to help you with your leadership duties.

Club Success Plan

(35 minutes)

1. SHOW the Club Success Plan slide.



2. PRESENT

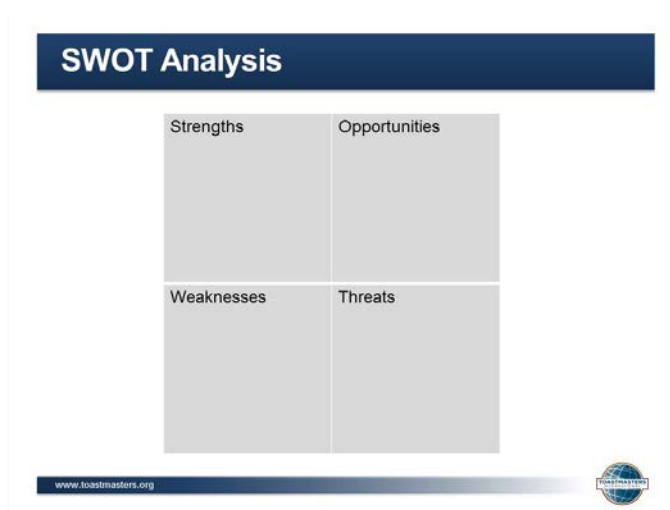
- One of the duties of the club executive committee is to develop a Club Success Plan.
- The Club Success Plan is the framework your club uses to accomplish its goals.
- It tracks factors that ensure your club is successful in terms of member engagement, education achievement and club quality.

3. INSTRUCT club teams to access their Club Success Plan.

SWOT Analysis



1. SHOW the SWOT Analysis slide.



NOTE TO FACILITATOR

As you describe the example slide, be sure to point out that it's an example of a SWOT analysis and that the Club Success Plan will ask officers to conduct a SWOT analysis of each area of the club.

2. PRESENT


- Each goal of the Club Success Plan begins with a situation analysis.
- When conducting a situation analysis, you look at the internal and external environment of your club.
- One type of situation analysis, a SWOT Analysis, examines strengths, weaknesses, opportunities and threats.
- Use a SWOT Analysis to analyze your club's current situation.
- Review your Club Performance Reports in the Distinguished Performance Dashboards at www.toastmasters.org/DistinguishedPerformanceReports to identify strengths and weaknesses in the SWOT Analysis.

Activity: SWOT Analysis



1. SHOW the Sample SWOT Analysis slide.

Sample SWOT Analysis	
Strengths <ul style="list-style-type: none"> • Well-developed Club Success Plan and budget • Club officers who have properly set expectations about duties 	Opportunities <ul style="list-style-type: none"> • Speech contests • Membership-building contests • <i>Speechcraft</i> (Item 204) • <i>The Successful Club Series</i> (Item 289)
Weaknesses <ul style="list-style-type: none"> • No presence on social networks • Club website has not been updated recently • CL manual not being used 	Threats <ul style="list-style-type: none"> • Low attendance • Members not properly prepared for speeches • Dues not paid • Members not engaged during meetings

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2. TELL club officers this is a Sample SWOT Analysis to provide guidance on how to complete this activity.
3. TELL club officers the focus of the activity is to start discussing the Club Success Plan and learn about the tools required to develop it; advise club officers that they are not expected to develop the Club Success Plan in its entirety during this activity.
4. INSTRUCT club teams to spend 10 minutes completing a SWOT Analysis of the current situation in their clubs regarding education awards.

5. TIME 10 minutes.



10 minutes

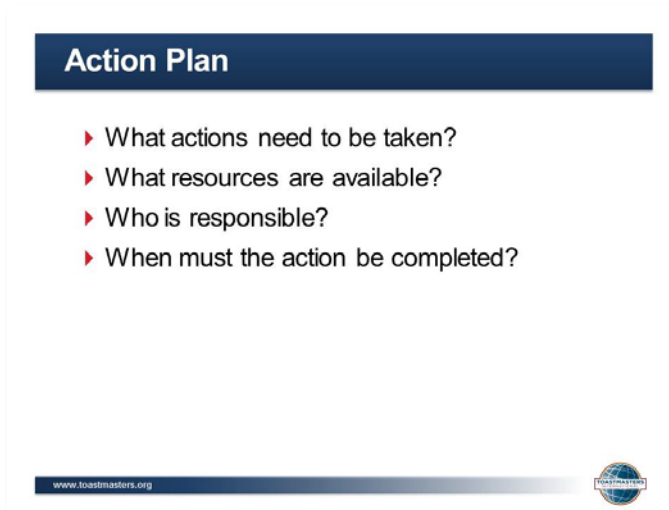
6. PRESENT

- You can use the work you've done with the SWOT Analysis to complete the Situation Analysis section of the Club Success Plan.
- After analyzing your club's situation, you are ready to formulate an action plan to accomplish your club goals.

Action Plan



1. SHOW the Action Plan slide.



2. PRESENT

- When creating an action plan for your goals, identify four key elements:
 - What actions need to be taken?
 - What resources are available to accomplish the action?
 - Who is responsible for the action?
 - When must the action be completed?
- As you create your actions, think about setting SMART goals.

Item 1111
Page 20



3. INSTRUCT club teams to spend five minutes completing Education Action 1 in their Club Success Plan.

5 minutes









4. TIME five minutes.



5. ASK

- What are the club's available resources?
 - Printed materials
 - Technology
 - Relationships
 - Goodwill

- Brand
 - Culture
 - Education of individuals
 - Motivation
6. WRITE answers on the flipchart. 
 7. PRESENT
 - The most common oversight in analyzing resources is considering only physical materials.
 8. INSTRUCT club teams to spend five minutes completing Resources for Education Action 1 in their Club Success Plan.  Item 1111
Page 20
 9. TIME five minutes.  5 minutes
 10. PRESENT
 - Now that Actions and Resources have been completed, take a look at the Assignments section in the Club Success Plan.
 - Do not assign actions to specific individuals. Rather, consider assigning actions to an officer role.
 11. INSTRUCT club teams to spend five minutes completing Assignment for Education Action 1 in their Club Success Plan.  Item 1111
Page 20
 12. TIME five minutes.  5 minutes
 13. PRESENT
 - Once the Assignments section is complete, take a look at the Timetable section of the Club Success Plan.
 14. INSTRUCT club teams to spend five minutes completing Timetable for Education Action 1 in their Club Success Plan.
 15. TIME five minutes.  5 minutes
 16. PRESENT
 - You've discussed the Club Success Plan with your team and learned about the tools you need to complete it.

- Following Club Officer Training, make the Club Success Plan a priority and work with your team to complete it.



Debrief: Club Success Plan

1. PRESENT

- The Club Success Plan guides your team in accomplishing club goals.
- Refer to your Club Success Plan on a regular basis to ensure you are on track.

Conclusion

(5 minutes)

1. Show the Conclusion slide.



2. PRESENT

- As a club leader, it is your opportunity and responsibility to deliver a positive member experience.
- Use motivation, delegation, coaching and SMART goal setting as tools for achievement.
- Work as a cohesive executive team to complete a Club Success Plan and develop a strategy for Distinguished Club status.
- Learn as much as possible about your role, other leadership roles and club roles.
- Remember, your team is stronger when you work together.

3. PRESENT

- There are several resources to help you with your club officer responsibilities.
 - *Club Leadership Handbook*
<http://www.toastmasters.org/clh>
 - *Distinguished Club Program and Club Success Plan*
http://www.toastmasters.org/1111_dcp

4. INSTRUCT club officers to take the session evaluation.



Evaluation

	BEGINNER	INTERMEDIATE	ADVANCED
What level of knowledge of the topic did you have prior to this session?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Indicate to what degree you agree with the following statements about this session.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Overall, I was satisfied with the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I will use the content to strengthen my club.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The learning objectives were met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Will you implement at least one idea from this session in the next 30 days?	<input type="checkbox"/>	<input type="checkbox"/>

Write your comments about the session.

Indicate to what degree you agree that the facilitator demonstrated the following:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Solid knowledge of the subject matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

