



D6 Club Officer Training

2020-2021
Round 2

AGENDA

**Club Officer Roles
with Breakout Sessions**
60 minutes

DCP
15minutes

Pathways
30 minutes

Succession Planning
10 minutes

Speech Contests
30 minutes

Q&A
15 minutes



President

Summary:

As club President, you will set the tone for your club. You are expected to provide helpful, supportive leadership for all the club's activities and you will be the first to assume responsibility for the progress and welfare of the club. You motivate, resolve conflict, and facilitate as required. Though you must occasionally step in and make a difficult decision, you rarely do so without consulting club members and other club officers. You show respect for all members, even when you do not agree with them, and provide leadership for all.

Responsibilities:

- Provide positive leadership to all officers and members
- Build a cohesive team and ensure all tasks are completed
- Oversee and facilitate club meetings
- Lead by example and treat all members fairly and equally
- Hold yourself and other officers accountable
- Be diplomatic in resolving conflict
- Encourage participation in Distinguished Club Program
- Ensure financial responsibility and accountability for club funds
- Remain current with the Leader Letter
- Represent club at district leadership and area council meetings
- Be familiar with all aspects of the Addendum of Standard Club Options and Club Constitution

Skills learned:

- Team building and delegation
- Positive small group leadership
- Organization and problem-solving
- Organizing communities to accomplish a specific task or event
- Critical thinking
- Networking and relationship-building
- Conflict management
- Delivery of tactful and constructive feedback
- Succession planning
- Compliance with standard procedures



Vice President Education

Summary:

As Vice President Education (VPE), you schedule your club members' speeches, verify the completion of projects, and serve as a resource for questions about the Toastmasters Pathways learning experience, speech contests, and your club mentor program. You are an important source of Toastmasters knowledge for club members and it is your job to become familiar with all aspects of Pathways.

Responsibilities:

- Set club meeting agendas and assign meeting roles
- Manage club schedule and plan meetings
- Manage member progress in Pathways and act as the primary Base Camp Manager
- Encourage member engagement in the Pathways learning experience
- Plan speech contests
- Hold yourself and other officers accountable
- Keep current with Toastmasters programs
- Manage mentor program
- Provide positive and impartial evaluation on speeches/projects
- Remain current with the Leader Letter

Skills learned:

- Strategic planning
- Evaluate individual's performance and determine strengths/weaknesses
- Organization and problem-solving
- Successful mentoring techniques
- Positive small group collaboration
- Critical thinking
- Motivate others to set and achieve personal goals
- Strategic thinking
- Succession planning
- Compliance with standard procedures



Vice President Membership

Summary:

As Vice President Membership (VPM), you promote the club and manage the process of bringing in guests and converting them into members. By initiating contact with guests, helping them feel welcome, and providing them with information they need to join, you help maintain a constant influx of new people into your club. You also attentively monitor membership levels and strategize with the rest of the executive committee about how to overcome membership challenges when they occur.

Responsibilities:

- Initiate contact with guests and help them feel welcome
- Provide hospitality and membership information for guests
- Reply to all communications from prospective members in a timely manner
- Manage the process of converting guests to members
- Monitor membership levels and strategize with the club executive committee to cover membership challenges when they occur
- Conduct membership-building programs
- Promote the club and recruit new members
- Hold yourself and other officers accountable
- Remain current with the Leader Letter

Skills learned:

- Marketing
- Networking and relationship-building
- Strategic planning
- Critical thinking
- Internal/external communication skills
- Organization and problem-solving
- Positive small group collaboration
- Succession planning
- Compliance with standard procedures



Vice President Public Relations

Summary:

As the Vice President Public Relations (VPPR), you promote the club to the local community and notify the media about the club's existence and the benefits it provides. You promote the club, updated web content, and safeguard the Toastmasters brand identity. It's your job to notify the media whenever your club does something newsworthy. You will find yourself writing news releases, creating and distributing fliers, and maintaining the club's presence on the web and in the community.

Responsibilities:

- Promote the club to eligible guests and notify the media regarding the club's existence and benefits
- Develop and maintain club social media pages and website
- Write new releases and distribute marketing materials
- Create club publicity campaigns
- Ensure the Club Contact and Meeting Information is up to date in Club Central
- Understand the importance and impact of the Toastmasters brand
- Update web content and safeguard the Toastmasters brand
- Remain current with the Leader Letter, Toastmaster magazine, and Toastmasters International's social media channels

Skills learned:

- Marketing and promotion
- Social and public media/developing media relations
- Development of a social media plan across multiple platforms while adhering to brand standards
- Communication and interaction with local communities
- Writing press releases
- Networking and relationship-building
- Critical thinking
- Organization and problem-solving
- Positive small group collaboration
- Compliance with standard procedures



Treasurer

Summary:

As Treasurer, you are the club's accountant. You manage the club's bank account, write checks as approved by the executive committee, and deposit membership dues payments and other club revenues. You are also in charge of submitting membership dues payments to World Headquarters (accompanied by the names of renewing members), filing necessary tax documents, and keeping timely, accurate, up-to-date financial records for the club.

Responsibilities:

- Record and maintain accurate and up-to-date financial club records
- Manage club bank account, make deposits, and write checks as approved
- Collect and submit membership and renewal dues
- Create budget
- File necessary tax documents
- Prepare documents for the Annual Audit Committee
- Prepare quarterly financial reports
- Remain current with the Leader Letter

Skills learned:

- Basic bookkeeping
- Budget monitoring
- Financial record control and maintenance
- Adhering to financial controls
- Critical thinking
- Organization and problem-solving
- Compliance with standard procedures



Secretary

Summary:

As Secretary, you maintain all club records, manage club files, handle club correspondence, and take the minutes at each club and executive committee meeting. You are also in charge of updating and distributing a roster of the current paid membership and keeping the club officer list current for Toastmasters International. Though some clubs combine the Secretary role with the Treasurer, it's best to have a dedicated Secretary who can help reduce the workload of the treasurer and occasionally assist the Vice President Education as well. You will also order supplies for the club as needed.

Responsibilities:

- Take minutes at club and executive committee meetings
- Organize and maintain club records and files
- Update and distribute membership rosters
- Update the club and officer list at Toastmasters International
- Understand basic parliamentary procedures
- Order supplies as needed
- Remain current with the Leader Letter

Skills learned:

- Organization and problem-solving
- Record maintenance
- Critical thinking
- Meeting organization
- Document decisions agreed to at meetings and communicate decisions to larger audiences
- Compliance with standard procedures



Sergeant At Arms

Summary:

As Sergeant at Arms, you keep track of the club's physical property, such as the banner, lectern, timing device, and other meeting materials. You arrive early to prepare the meeting place for members and stay late to stow all the club's equipment. You are also in charge of the meeting place itself, obtaining a new space when necessary, and maintaining contact with the people who allow you to use the space for your club's meetings.

Responsibilities:

- Store club equipment and materials
- Manage meeting facilities
- Provide hospitality and membership information for guests
- Understand physical logistics
- Distribute club materials
- Negotiate, as needed
- Remain current with the Leader Letter

Skills learned:

- Organization and problem-solving
- Maintaining records
- Inventory control
- Understanding of physical logistics
- Networking and relationship-building
- Compliance with standard procedures



Immediate Past President

Summary:

As the Immediate Past President (IPP), you will provide advice and counsel as requested by the Club President. You are expected to provide helpful, supportive leadership for all the club's activities, and you will provide counsel to the other club officers in a manner that is conducive to club success when called upon. You are a member of the Club Executive Committee and can vote on any matter discussed. You show respect for all members, even when you do not agree with them, and provide leadership for all.

Responsibilities:

- Provide positive leadership to all officers and members
- Lead by example and treat all members fairly and equally
- Be diplomatic in resolving conflict
- Encourage participation in the Distinguished Club Program
- Be familiar with all aspects of the "Addendum of Standard Club Options" and "Club Constitution"
- Chair the Club Leadership Committee
- Provide advice and counsel when requested to by the Club President
- Remain current with the Leader Letter

Skills learned:

- Positive small group leadership
- Organization and problem-solving
- Organizing communities to accomplish a specific task or event
- Critical thinking
- Networking and relationship-building
- Conflict management
- Delivery of tactful and constructive feedback
- Succession planning
- Compliance with standard procedures



Club Officer Role Videos

[President](#)

[VP Education](#)

[VP Membership](#)

[VP Public Relations](#)

[Treasurer](#)

[Secretary](#)

[Sergeant At Arms](#)



Distinguished Club Program

Goals Tracker

| Education (A Maximum of 6 will Count towards DCP Credit) | | | Goal | To Date |
|---|---|---|------|---------|
| 1 | Level 1 Awards | All Education Awards must be submitted in both Base Camp and Club Central | 4 | |
| 2 | Level 2 Awards | All Education Awards must be submitted in both Base Camp and Club Central | 2 | |
| 3 | More Level 2 Awards | All Education Awards must be submitted in both Base Camp and Club Central | 2 | |
| 4 | Level 3 Awards | All Education Awards must be submitted in both Base Camp and Club Central | 2 | |
| 5 | Level 4, Level 5 or DTM Award | All Education Awards must be submitted in both Base Camp and Club Central | 1 | |
| 6 | More Level 4, Level 5 or DTM Awards | All Education Awards must be submitted in both Base Camp and Club Central | 1 | |
| Membership | | | | |
| 7 | New Members | | 4 | |
| 8 | More New Members | | 4 | |
| Training | | | | |
| 9 | Club Officers Trained June - August | | 4 | |
| | Club Officers Trained December - February | | 4 | |
| Administration | | | | |
| 10 | Membership Renewals - Dues On Time | | Y | |
| | Club Officer List On Time | | Y | |

Distinguished
5 Goals Met

Select Distinguished
7 Goals Met

Presidential Distinguished
9 Goals Met



Member Quick Start Guide

Access Pathways

1. Start Page: <https://www.toastmasters.org/start-pathways>
2. Username: your toastmasters.org email
3. Password: your toastmasters.org password
 - a. If first time or can't remember, click "Forgot password?"

Choose Your Path

1. Click **Continue to Path Selection**.
2. Click **Take Your Assessment** from the **Base Camp** box.
3. Select your language, then click **Start**.
4. Complete the assessment and order your path.
Note: You'll be able to access your path within 1 hour of placing your order.

Access Your Path

1. Click **Log in as a Member** in the **Access my path through Base Camp** box.
2. Click **My Education Transcript**.
3. Click **Open Curriculum** next to your Path.
4. Click **View Details** next to Level 1.

Launch Your 1st Project: The Ice Breaker

1. Access your path.
2. Click **Activate** next to Icebreaker, then **Launch**. (It will open in a new window.)
3. Follow the on-screen instructions to review the material and prepare your speech.
4. Schedule your speech with your club's VP of Education
5. Print the project evaluation resource and bring to the meeting for your evaluator.

Complete Your Ice Breaker to Unlock Other Projects

1. **Launch** your Icebreaker.
2. From the menu at the bottom, select **Assess Your Skills - After**
3. Complete the self-assessment.
4. You will now see **Activate** next to the other projects in your level.



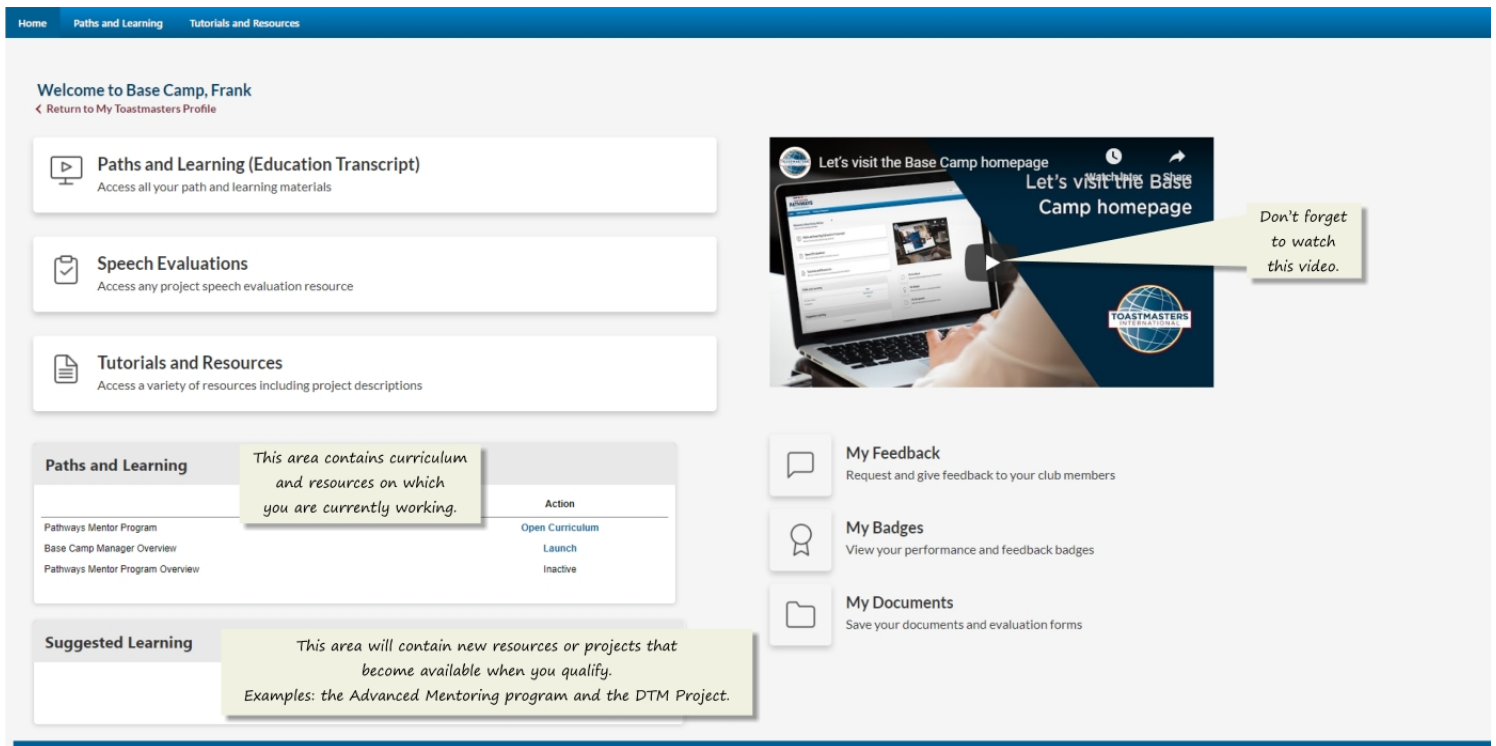
WHERE LEADERS ARE MADE

PATHWAYS

BASE CAMP / BASE CAMP MANAGER

BASE CAMP: Base Camp is your online gateway to the Pathways learning experience, where you will find everything you need on your journey. Base Camp is where you access your educational materials, your education transcript, interactive projects and other useful tips, tools and resources. Here you can work on projects, track your progress, connect with members of your club and view badges and certificates you'll earn along the way. Base Camp also features resources to help guide you, including videos, quizzes, interactive activities and more. Once you're ready to start, visit:

<https://www.toastmasters.org/pathways-overview>



Exploring Base Camp Icons



Paths and Learning (Education Transcript): Access all your paths and learning material. Here you can view your curriculum; open the curriculum to view all the projects that you are working on or have worked on; and you may also archive projects and view resources and tutorials of interest. Training modules are stored as 'Active'; 'Complete'; or 'Archived.'



Speech Evaluations: Access any project speech evaluation resource. An essential part of the Toastmasters experience is learning how to give and receive constructive feedback. Evaluations are vital to your growth and help you improve and reflect. To practice completing a Pathways evaluation, review the How to Evaluate tutorial. Base Camp stores all of your evaluations in one place for easy access. Evaluation forms for all projects are found here.



Tutorials and Resources: Access a variety of resources including project descriptions. Find and select a subject on the left of your screen to access a list of available items. Once you make your selection, a list of language options will appear below. Find and select the item you would like to view, then select Launch. The item will open in a new tab or window and will be stored on your Paths and Learning page for future access.



My Feedback: Request and receive feedback from your club members. Request feedback from your club members by typing in the text box. To share feedback or award a badge, search for members by name in the search box at the top of the page. Select a name to visit their Base Camp profile and choose their Feedback tab. To learn more, view the following tutorials: Requesting Feedback, Responding to Feedback Requests, and Providing Feedback and Awarding Badges.



My Badges: View your performance and feedback badges. View the badges you have earned through Level completions or through Path completions (Called Learning Badges). In addition, you may view badges (Called Feedback Badges) that members have sent you.



My Documents: Save your documents and evaluation forms. This area is simply a repository for all your Pathways documents, the most of which is the evaluations you receive after each project. Over the course of each path you will receive at least 14 evaluations - store them here, by scanning and posting them in the document folder under the appropriate level.

Log in with your member ID and password. Visit **BASE CAMP**(log in required).

BASE CAMP MANAGER: For most clubs, the vice president education (VPE) will assume the role of Base Camp manager. The Base Camp manager helps facilitate your progress by verifying your education, approving requests and more. In the event a VPE isn't able to perform these duties, or if a club does not have a VPE, the Base Camp manager responsibilities will be fulfilled by the club president or club secretary.

The central responsibilities of the Base Camp manager include:

- Approving speeches outside the club
- Verifying level completion
- Tracking member progress
- Verifying project completion for members using printed materials



Base Camp Manager Quick Start Guide

Access Base Camp Manager

1. Login at: <https://www.toastmasters.org/start-pathways>
2. Click **Log in as Base Camp Manager** from **Access my path through Base Camp** box.
Note: If you do not see this option, verify that you are listed as the President, Secretary, or VPE for your club.

Approve Pending Requests

1. After accessing Base Camp manager, click the **Pending Requests** icon.
2. The **Training Pending Approval** table shows any member pending requests.
3. To approve, after checking the member's paperwork, click the green checkmark.

Print Completion Certificate

1. In the **Search** box on the top right, type the member's name and click their name.
2. Click the **Transcript** tab.
3. Click **Open Curriculum** next to their Path.
4. Click **View Details** next to the level you are approving.
5. Click **View Certificate** next to the level completion item. It will open in a pop-up window.

View Progress Dashboards

1. After accessing Base Camp manager, click the **Member Progress** icon.
2. Select the report you want to view on the left.
3. On the top right, click the **Options** menu and select **Refresh**.
4. Mouse over any of the charts, and click the **down arrow** that appears on the top right.
5. Select **View Details** or **Export to Excel**.

Get Help

1. After accessing Base Camp manager, click the **Manager Tutorials** icon.
2. Click the **icon of a topic** you want to learn about to reveal a list of relevant tutorials.
3. Click the link of the tutorial, then click the **Launch** button.
4. The tutorial will open in a pop-up window.

MOMENTS OF TRUTH

Club Quality Standards Evaluation



First Impressions

- Guests greeted warmly and introduced to officers and members
- Guest book and name tags provided
- Professionally arranged meeting room
- Convenient meeting location
- Guests invited to address the club
- Guests invited to join

Membership Orientation

- Formal induction, including presentation of membership pin and manuals
- Assignment of mentor
- Education programs and recognition system discussed
- Learning needs assessed
- Discussed accommodations for members with disabilities
- Speaking role(s) assigned
- Member involved in all aspects of club activities

Fellowship, Variety, and Communication

- Guests greeted warmly and made welcome
- Enjoyable, educational meetings planned
- Regularly scheduled social events
- Members participate in area, district, and International events
- Inter-club events encouraged
- Club newsletter/website published and updated regularly

Program Planning and Meeting Organization

- Program and agenda publicized in advance
- Members know program responsibilities and are prepared to carry out all assignments
- All projects are manual projects
- Meetings begin and end on time
- Creative Table Topics® and activities
- Positive and helpful evaluations

Membership Strength

- Club has 20 or more members
- Members are retained
- Promotion of club in the community or within its organization
- Club programs varied and exciting
- Toastmasters sponsoring new members recognized
- Regular membership-building programs

Achievement Recognition

- Award applications immediately submitted to World Headquarters
- Progress charts displayed and maintained
- Member achievements formally recognized with ceremony
- Club, district, and International leaders recognized
- Club and member achievements publicized
- DCP is used for planning and recognition



Examine your assigned Moment of Truth and rate how well your club meets each standard.

**We never meet
this standard**

**We rarely meet
this standard**

**We sometimes meet
this standard**

**We usually meet
this standard**

**We always meet
this standard**

FIRST IMPRESSIONS

First impressions are important to club success because guests' positive experiences and observations determine whether they will return and become members.

| Standards | | | |
|--|--|------------------------------------|--|
| Guests greeted warmly and introduced to officers and members | | Convenient meeting location | |
| Guest book and name tags provided | | Guests invited to address the club | |
| Professionally arranged meeting room | | Guests invited to join | |

MEMBERSHIP ORIENTATION

In order to offer members the greatest benefit from the Toastmasters experience, the club must acquaint new members with the education and recognition programs and make members aware of the club's responsibility to them and their responsibility to the club.

| Standards | | | |
|--|--|--|--|
| Formal induction, including presentation of membership pin and manuals | | Discussed accommodations for members with disabilities | |
| Assignment of mentor | | Speaking role(s) assigned | |
| Education programs and recognition system discussed | | Member involved in all aspects of club activities | |
| Learning needs assessed | | | |

FELLOWSHIP, VARIETY, AND COMMUNICATION

The club retains members by providing a fun, friendly and supportive environment that encourages enjoyable learning.

| Standards | | | |
|---|--|---|--|
| Guests greeted warmly and made welcome | | Members participate in area, district, and International events | |
| Enjoyable, and educational meetings planned | | Interclub events encouraged | |
| Regularly scheduled social events | | Club newsletter / website published and updated regularly | |

| 1 | 2 | 3 | 4 | 5 |
|-----------------------------|------------------------------|---------------------------------|-------------------------------|------------------------------|
| We never meet this standard | We rarely meet this standard | We sometimes meet this standard | We usually meet this standard | We always meet this standard |

PROGRAM PLANNING AND MEETING ORGANIZATION

When club meetings are carefully planned, with well-prepared speakers and useful evaluations, members are able to meet their education goals.

| Standards | | | |
|---|--|---------------------------------------|--|
| Program and agenda publicized in advance | | Meetings begin and end on time | |
| Members know program responsibilities and are prepared to carry out all assignments | | Creative Table Topics® and activities | |
| All projects are manual projects | | Positive and helpful evaluations | |

MEMBERSHIP STRENGTH

When the club has enough members to provide leadership and fill meeting and committee assignments, this creates a lively, active club that benefits existing members and draws new members in.

| Standards | | | |
|---|--|--|--|
| Club has 20 or more members | | Club programs varied and exciting | |
| Members are retained | | Toastmasters sponsoring new members recognized | |
| Promotion of club in the community or within its organization | | Regular membership-building programs | |

ACHIEVEMENT RECOGNITION

The club motivates members to stay active by monitoring members' progress towards goals, submitting completed award applications immediately, and consistently recognizing member achievements.

| Standards | | | |
|--|--|--|--|
| Award applications immediately submitted to World Headquarters | | Club, district, and International leaders recognized | |
| Progress charts displayed and maintained | | Club and member achievements publicized | |
| Member achievements formally recognized with ceremony | | DCP is used for planning and recognition | |

For each standard that is rated 3 or lower, look at the Best Practices Chart and discuss the following questions with your team:

1. What is the cause of this challenge?

2. What can be done to address it? Who could be responsible for that action?
