

Creating a Quality Club

Club Officer Training



Summer 2017

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Agenda



▶ Member Experience

▶ Club Quality

▶ Q&A

Session Objectives



Member Experience



Member Experience

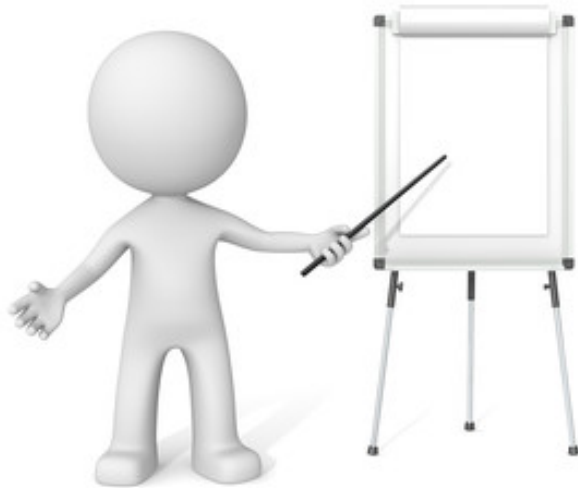
- ▶ **Why did you join Toastmasters?**
- ▶ Improve Communications Skills
- ▶ Improve Leadership abilities
- ▶ Become a better listener
- ▶ Increase self-esteem
- ▶ Advance career
- ▶ Expand Network
- ▶ Overcome public speaking fears

Member Experience

- ▶ **Why did you stay?**
- ▶ Improved communications Skills
- ▶ Improved leadership abilities
- ▶ Increased confidence
- ▶ Developed friendship with other members
- ▶ Overcame fear of public speaking
- ▶ Liked supportive atmosphere where it is safe to take risks

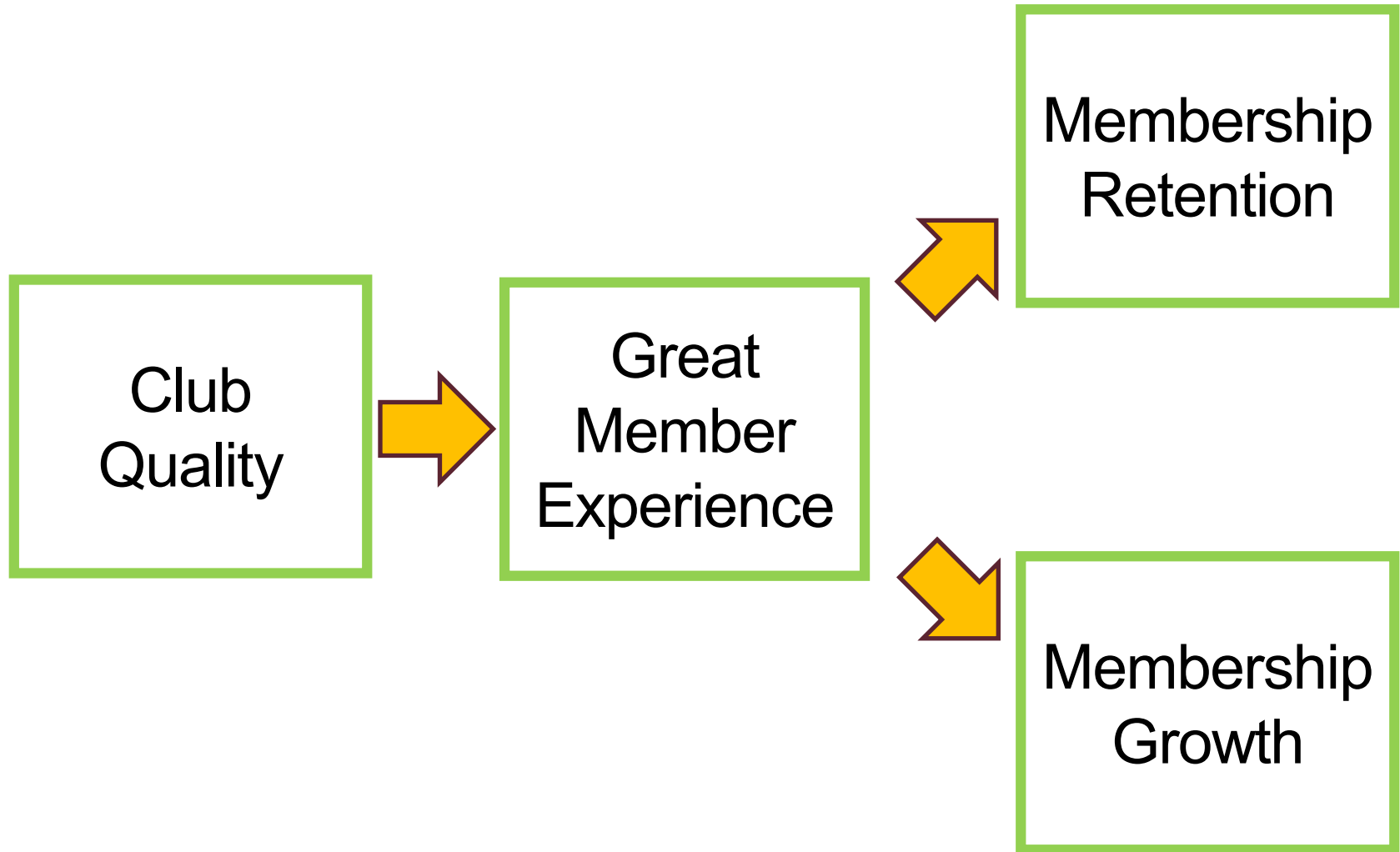
Member Experience

- ▶ **What is the greatest benefit you have gained through Toastmasters?**



- ▶ **Let's share your most amazing Toastmaster Experiences...**

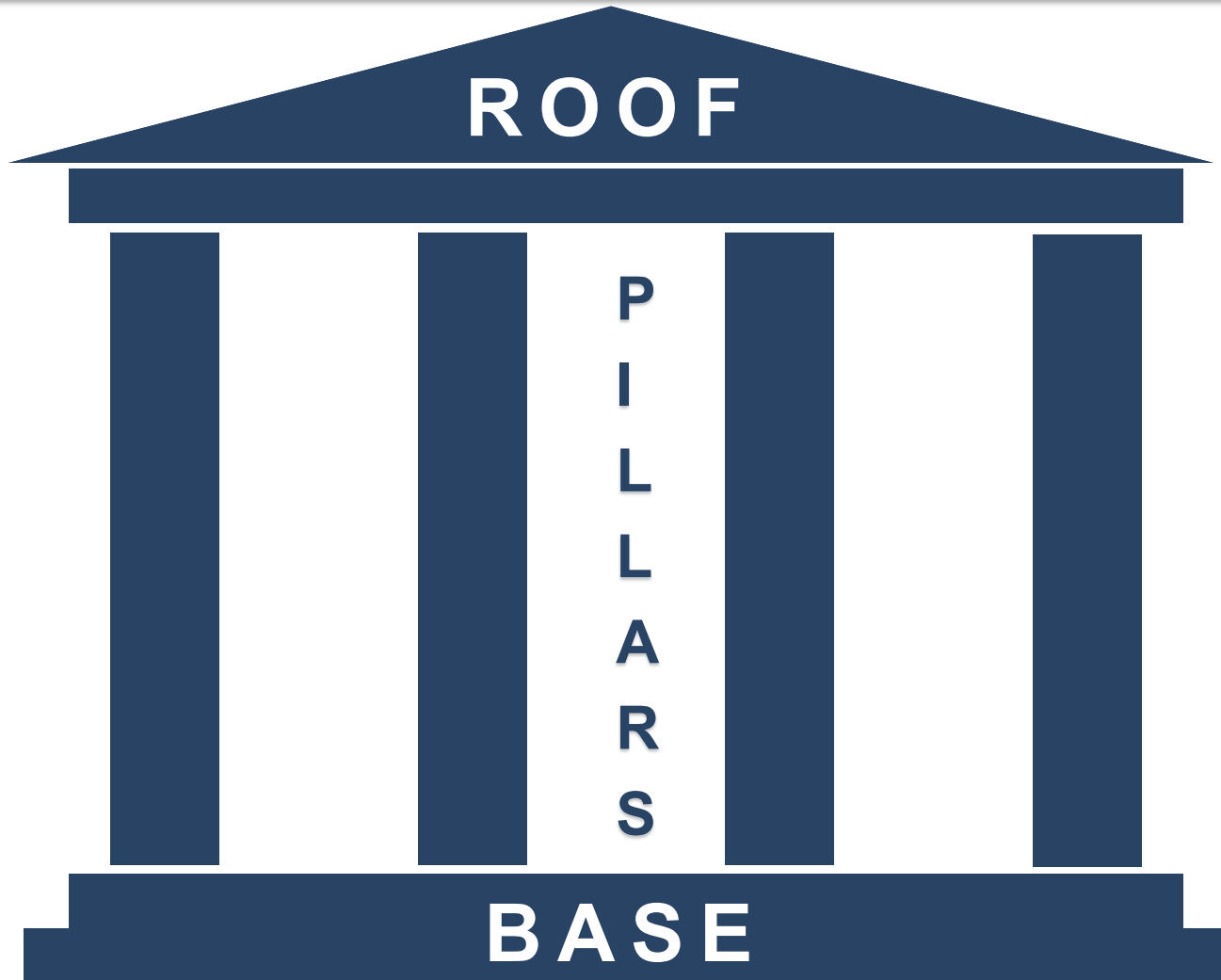
Member Experience



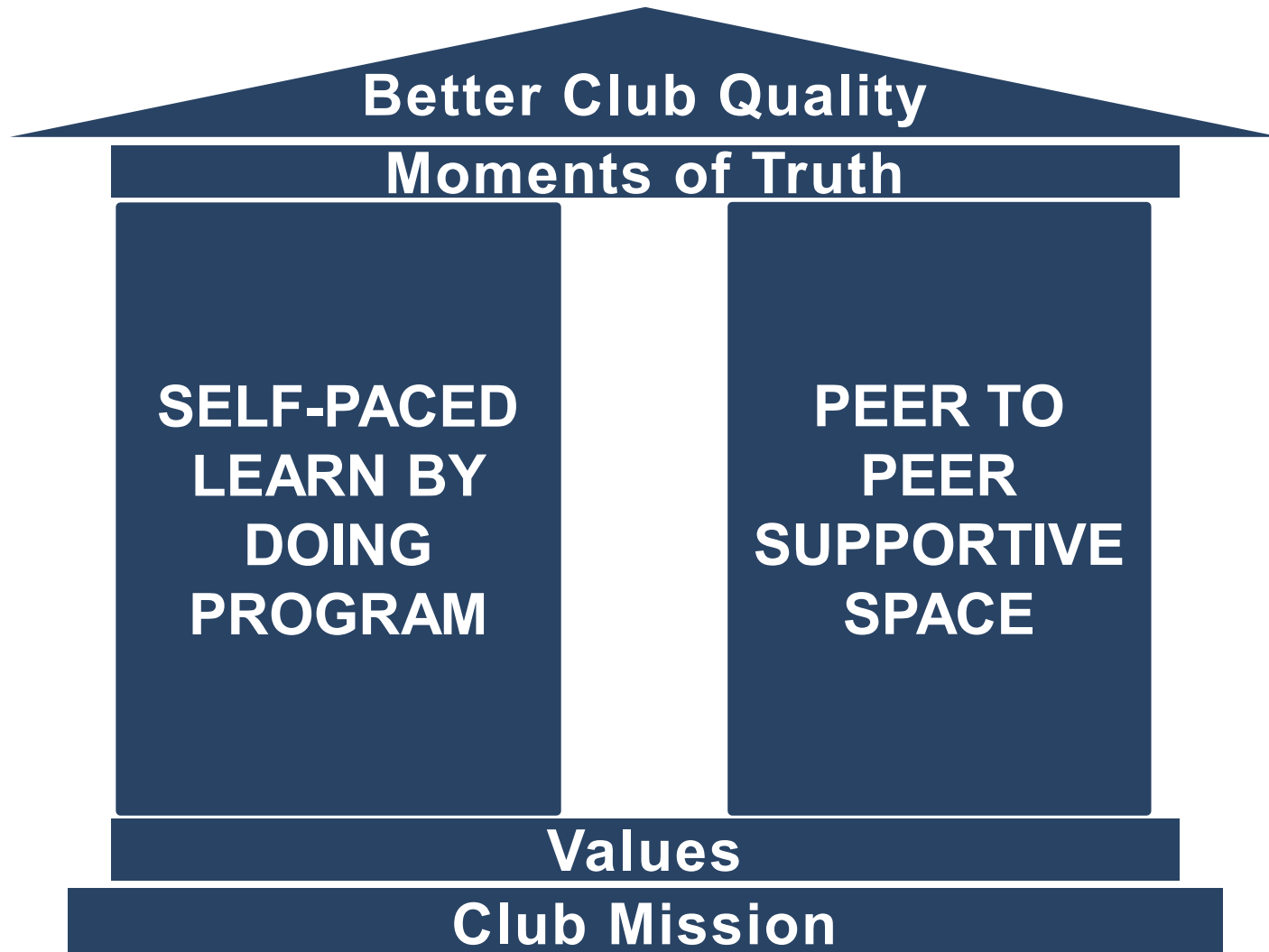
Club Quality



Club Quality



Club Quality



Club Quality

BASE



Toastmasters' Club Mission

- ▶ What is your Club's mission?
- ▶ We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

Toastmasters' Values

- ▶ What are the 4 Toastmasters' Values?
- ▶ Integrity
 - How do you demonstrate Integrity?
- ▶ Respect
 - How do you show Respect?
- ▶ Service
 - How do you display Service?
- ▶ Excellence
 - How do you illustrate Excellence?

Club Quality

ROOF

Moments of Truth

- ▶ What are the 6 Moments of Truth?
- ▶ First Impressions
- ▶ Membership Orientation
- ▶ Fellowship, Variety and Communication
- ▶ Program Planning and Meeting Organization
- ▶ Membership Strength
- ▶ Achievement Recognition

Moments of Truth

- ▶ First Impressions
- ▶ Banner displayed clearly at the meeting location
- ▶ **Each Guest is greeted at the entrance door**
- ▶ Each Guest are introduced to all members
- ▶ Each Guest is given a nametag
- ▶ **Each Guest is given a Guest Packet**
- ▶ Each Guest is asked to sign the Guest book

Moments of Truth

- ▶ Membership Orientation
- ▶ New members are formally inducted
- ▶ New members provided a membership pin
- ▶ **New members received a Certificate**
- ▶ New members received Manuals
- ▶ A mentor is assigned to each new member
- ▶ **New members received their Member's Handbook at their New Member orientation session.**

Moments of Truth

- ▶ Fellowship, Variety and Communication
- ▶ **Members greet guests**
- ▶ VP Ed plans enjoyable, dynamic educational meetings
- ▶ Members are friendly, warm and helpful at all times
- ▶ **Officers communicate with members**
- ▶ Meetings are fun to attend
- ▶ Club has a formal communication method

Moments of Truth

- ▶ Program Planning and Meeting Organization
- ▶ Meeting Roles are fulfilled
- ▶ Members have defined goals
- ▶ **Meetings begin and end on time**
- ▶ Club uses official Toastmasters Materials
- ▶ Meetings are organized from set up to tear down
- ▶ **A tool is used to organize and plan meetings**

Moments of Truth

- ▶ Membership Strength
- ▶ Club maintains 20 or more members
- ▶ Club is promoted to the community
- ▶ **Members use the developed skills in the community**
- ▶ Members invite guests
- ▶ **Members participate beyond club level**
- ▶ Members are continuously developing and supporting other members.

Moments of Truth

- ▶ Achievement Recognition
- ▶ Members know their progress
- ▶ Members achievement are formally recognized
- ▶ **VP Ed uses a tool or chart to follow up members' progress**
- ▶ Members receive pins for each educational award earned
- ▶ **New members are recognized for their First Time Role**

DCP

- ▶ What is DCP?
- ▶ Is DCP a Leading or Lagging Indicator?
- ▶ Why do we need DCP?
- ▶ What is the unit of measurement?
- ▶ How many main areas DCP uses to measure Club Performance?

Distinguished Club Program

- ▶ Four areas we measure our Club Performance

Education

Membership

Training

Administration

Distinguished Club Program Goals

Education

1. Two CCs
2. Two more CCs
3. One ACB, ACS or ACG
4. One more ACB, ACS or ACG
5. One CL, ALB, ALS or DTM
6. One more CL, ALB, ALS or DTM

Membership

7. Four new members
8. Four more new members

Training

9. A minimum of four club officers trained during each of two training periods

Administration

10. On-time payment of membership dues accompanied by the names of eight members (at least three of whom must be renewing members) for one period and on-time submission of one club officer list

Distinguished Club Program Goals - Pathways

Education

1. Four members complete Level 1
2. Two members complete Level 2
3. Two additional members complete Level 2
4. Two members complete Level 3
5. One member completes Level 4
6. One member completes Level 5

Membership

7. Four new members
8. Four more new members

Training

9. A minimum of four club officers trained during each of two training periods

Administration

10. On-time payment of membership dues accompanied by the names of eight members (at least three of whom must be renewing members) for one period and on-time submission of one club officer list

Distinguished Club Program

► Moments of Truth and DCP

First Impressions

Membership
Orientation

Fellowship,
Variety and
Communication

Program Planning
and Meeting
Organization

Membership
Strength

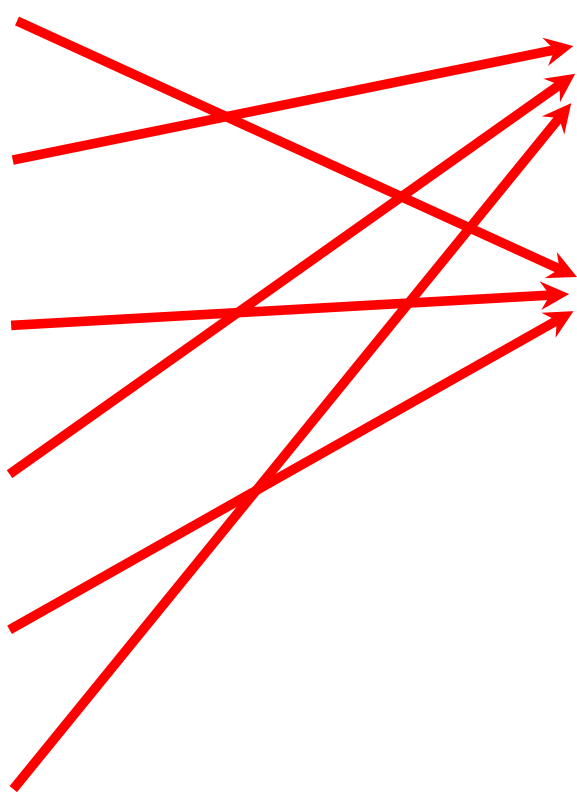
Achievement
Recognition

Education
1 to 6

Membership
7 & 8

Training
9

Administration
10



Distinguished Club Program

- ▶ What is the major risk do we (officers) have with using the DCP?

Distinguished Club Program

- ▶ Q&A
- ▶ *“Be the change you want to see in the World”*, Mahatma Gandhi.

This concludes Creating a Quality Club.

Club Officer Training

