



District 72 Club Leadership Training

July/August 2020

Participants' Workbook

Achieving Excellence

Name:

Club(s):

A Toastmaster's Promise

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

- To attend club meetings regularly
- To prepare all of my projects to the best of my ability, basing them on the Toastmasters education programme
- 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 education and recognition programs
- To act within Toastmasters' core values of integrity, respect, service and excellence during the conduct of all Toastmasters activities.

TOASTMASTERS
INTERNATIONAL

WHERE LEADERS ARE MADE

Welcome to Club Leadership Training (CLT)

Thank you for saying yes!

A Club Executive role is an opportunity to be a star in one aspect of what makes your club a place of excellence.

Each role has tasks that must be done, could be done and those that may never have been done before.

Your skills, knowledge and creativity are uniquely yours – express them how only you can.

Embrace this training with an open mind and an inquisitive nature.

Let's make this year, the best year yet – your time starts now!

Rob Woolley
District 72 Director

Agenda

Time allocated	Activity
15 mins (pre-start)	Practise Zoom functions/networking
5 mins	Welcome and introductions/Zoom protocols
50 mins	Leading your club to excellence
15 mins	Break
30 mins	Achieving excellence in your role
20 mins	Seeing across the roles
15 mins	Break
30 mins	Engaging with Club Central and Base Camp Management
30 mins	Guest / New Member experience
5 mins	Next steps and close

Who's Who in 72

District Director:	Rob Woolley	director.d72@toastmasters.org.nz
Programme Quality Director	David O'Brien, DTM	programquality.d72@toastmasters.org.nz
Club Growth Director	Kathryn Duncan, DTM	clubgrowth.d72@toastmasters.org.nz
Administration Manager:	Erin Daldry, DTM	admin.d72@toastmasters.org.nz
Finance Manager:	Philip Smith, DTM	finance.d72@toastmasters.org.nz
Public Relations Manager:	Tian Qu	prm.d72@toastmasters.org.nz
Parliamentarian:	Carol Mitchell, DTM	parl.d72@toastmasters.org.nz
Immediate Past District Director:	Diane Isherwood, DTM	ipdd.d72@toastmasters.org.nz
Education and Training	Helen Cartmell DTM	cowx55@gmail.com
	Kath Cherrie DTM	kath.cherrie@gmail.com

Division C Officers

Division C Director	Simon Greig, DTM	division.c@toastmasters.org.nz
Area C1 Director	Graeme Hunt, DTM	area.c1@toastmasters.org.nz
Area C2 Director		area.c2@toastmasters.org.nz
Area C3 Director	Pauline Payne	area.c3@toastmasters.org.nz
Area C4 Director	Kayleen Gilder	area.c4@toastmasters.org.nz

Division C Clubs

Area C1	Area C2
Oamaru Toastmasters Scarfies Speechcraft Club Tabletalk Toastmasters Taieri Cub Wavecrest Club	Gore Toastmasters Club Queenstown Club Wanaka Toastmasters
Area C3	Area C4
Five-Thirty Forum Club Foveaux Club Grand Club Oyster Orators ROAR	Dawnspeak Club Dunedin Toastmasters Club Lunchspeak Club Speak-Easy Club

Division D Officers

Division D Director	Brad Grootelar	division.d@toastmasters.org.nz
Area D1 Director		area.d1@toastmasters.org.nz
Area D2 Director	Matthew Jordan	area.d2@toastmasters.org.nz
Area D3 Director	Ursula Key	area.d3@toastmasters.org.nz
Area D4 Director	Clare Law	area.d4@toastmasters.org.nz
Area D5 Director	Judith Snelling	area.d5@toastmasters.org.nz

Division D Clubs

Area D1	Area D2	Area D3
ACE Toastmasters Boaters Club Sunrise Club Victoria Toastmasters Club (Chch)	Alphabet Athletic Toastmasters Avon Club Civic Club Dollan House Toastmasters	Aranui Toastmasters Club Bay Harbour TM Club Christchurch Speechcraft Club Pegasus Toastmasters
Area D4	Area D5	
Christchurch Athenians Christchurch Club Spreydon Toastmasters Club	Alpine Toastmasters Timaru Club Ashburton Toastmasters Club Liffey Club Lincoln Research Toastmasters	

Division E Officers

Division E Director	Lisa Wheeler	division.e@toastmasters.org.nz
Area E1 Director	Mary Jaksch	area.e1@toastmasters.org.nz
Area E3 Director	Bryan Harrison	area.e3@toastmasters.org.nz
Area E5 Director	Nic van Irsel	area.e5@toastmasters.org.nz
Area E6 Director	Melissa Wong	area.e6@toastmasters.org.nz

Area E1	Area E3	Area E5
High Noon Nelson Motueka Toastmasters Nelson Club Nelson Madhatters Club Sunbelt Speakers Club Westport	Greymouth Kaiapoi Club Northside Toastmasters Club Rangiora Club	Airwaves Toastmasters Club Bishopdale Club Cathedral City Christchurch Women's Club Speak For Yourself U-CAN-SPEAK Club
Area E6		
Everest Club Hornby Oaklands Toastmasters Riccarton Toastmasters Club Southern Cities Club		

Division G Officers

Division G Director		division.g@toastmasters.org.nz
Area G1 Director	Zeena Khan	area.g1@toastmasters.org.nz
Area G2 Director		area.g2@toastmasters.org.nz
Area G3 Director		area.g3@toastmasters.org.nz
Area G4 Director		area.g4@toastmasters.org.nz
Area G5 Director	Lydia Johnston	area.g5@toastmasters.org.nz

Area G1	Area G2	Area G3
Business Breakfast Capital Breakfast Capital Chatterers Collider Harbourside	BNZ Harbour Quays DIALOGue Police Toast Health Taxing Up Top Club	FearBusters Five Crowns MBIE Toastmasters Te Puni Kōrero Toastmasters Terrace@12 Toastmasters
Area G4	Area G5	
Advanced Wellington Capital Club Te Aro Toastmasters Wellington Club Wellington Professional Toastmasters	Agile Toastmasters Karori Toastmasters Mount Victoria Toastmasters Pipitea Toastmasters Wadestown	

Division H Officers

Division H Director	Owen Winter, DTM	division.h@toastmasters.org.nz
Area H1 Director		area.h1@toastmasters.org.nz
Area H2 Director		area.h2@toastmasters.org.nz
Area H3 Director	Glen Pearce, DTM	area.h3@toastmasters.org.nz
Area H4 Director		area.h4@toastmasters.org.nz

Area H1	Area H2
High Noon Bankers KPMG Wellington NZ Transport Agency Solnet WNZL Toastmasters	LINZ Toastmasters NZX Wordstock Statistically Speaking ToastNOW TradeMe Willis Quarter Toastmasters
Area H4	Area H5
Assurity Toastmasters Mid City Public Service OUTSpoken	Cook Strait Club Island Bay Toastmasters Newtown Toastmasters Peninsula Presenters Turbine Talkers Club

Division J Officers

Division J Director	Mary Clarke, DTM	division.j@toastmasters.org.nz
Area J1 Director	Pauline Cooke, DTM	area.j1@toastmasters.org.nz
Area J2 Director	Gary Nicholson	area.j2@toastmasters.org.nz
Area J3 Director	Carol Wald	area.j3@toastmasters.org.nz
Area J4 Director	Genevieve McLachlan	area.j4@toastmasters.org.nz
Area J5 Director	Rose Wyse, DTM	area.j5@toastmasters.org.nz

Area J1	Area J2	Area J3
Coastmasters Toastmasters Club Paekakariki Early Birds Porirua Central Spinnaker Toastmasters Club Toastmasters of Waikanae	Churton Park Toastmasters Kapi Mana@Tawa Newlands Toastmasters Ngaio Toastmasters Ohariu Toastmasters Club	Masterton Club Silverstream Toastmasters Upper Hutt Toastmasters Club WOW Club
Area J4	Area J5	
Hutt City Toastmasters Hutt Valley Toastmasters Wainuiomata Toastmasters	Cup Cake Communicators Gracefield Toastmasters Club Phoenix Sunday Afternoon	

Note: **District Supplies will be closing on 31 July 2020.** If you wish to make any purchases before this date, please email: districtsupplies.d72@toastmasters.org.nz
However, please be aware stock is very limited.

After this, the purchase of any Toastmasters materials will need to be done through Toastmasters International: www.toastmasters.org

Where do I find information I need?

Using Toastmasters International

Go to www.toastmasters.org

Information about ...	From top menu bar select ...	Then select ...
Club Central	Leadership Central	Club Central
Distinguished Performance Reports	Leadership Central	Distinguished Performance Reports
TI shop	Shop	
Speaking Resources	Resources	Resource Library ... and use search
Other Resources	Resources	... from the drop-down list
Pathways (general information)	Pathways	Learn more
Pathways (entry to Base Camp)	Pathways or Your profile	Go to Base Camp
Pathways (choose a Path)	Pathways	Choose a Path
Pathways (materials for those who are blind or rely on assistive technology)	Pathways	Pathways accessible materials
Pathways awards	Education	Pathways Learning Experience ... then scroll to very end of screen and select Achievement + Awards
Membership	Membership	... from the drop-down list
TI Magazine	Magazine	
Contests	Resources	Speech Contests

Club Officer Tools (Select from links down left-hand side of page)

Club Officer Roles	https://www.toastmasters.org/leadership-central/club-officer-tools
Club Central Tutorials	https://www.toastmasters.org/leadership-central/club-officer-tools
Club Officer Tutorials	https://www.toastmasters.org/leadership-central/club-officer-tools

Other useful links

Mentoring	https://www.toastmasters.org/resources/mentoring
Governing Documents	https://www.toastmasters.org/leadership-central/governing-documents
Brand Portal	https://www.toastmasters.org/resources/brand-portal

If you have specific questions about aspects of Pathways, use these Toastmasters International email addresses:

General questions	membership@toastmasters.org
Paths and path requirements	educationawards@toastmasters.org
Achievement and awards	educationawards@toastmasters.org
Logging in	membership@toastmasters.org
Effect on club environment and DCP	membership@toastmasters.org
Charter clubs and kits	newclubs@toastmasters.org
How to order (including 2 nd free path) ¹	supplyorders@toastmasters.org
Return/refund policy (including changing a path)	supplyorders@toastmasters.org

Other Toastmasters email addresses

Club Elections	clubofficers@toastmasters.org
Letters to the Editor (TI magazine)	letters@toastmasters.org.nz
Achievement and awards	educationprogram@toastmasters.org
Logging in	membership@toastmasters.org
Missing your magazine	tracking@toastmasters.org
Contests	speechcontests@toastmasters.org

¹ Free second path is only available to those who were a member of two or more clubs in December 2017 when Pathways rolled out. Free second paths cannot be ordered directly online – must be requested via email.

Leading your club to achieve excellence

Notes: Planning for success

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Notes: Meetings

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Notes: Memberships

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Notes: Discussions with your committee

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Achieving excellence in your role

Regardless of your role all club officers should strive to work together as a team to ensure:

- the smooth running of your club
- your club aims for and maintains a high standard in all it does
- club visitors and guests have the best experience possible when they visit your club.

As President your role is to:

- Set high standards for club members to follow
- Be the point of contact for all external communication coming into the club
- Co-ordinate your Club's Success Plan to ensure your members achieve their goals – and monitor progress regularly throughout the year
- Perform the role of Base Camp Manager for Pathways, involving approving requests, tracking progress and facilitating member progress.
- Support your club officers to perform their roles
- Make sure club officer workloads are managed and delegated to others if required
- Keep the club up-to-date with Area and Division business
- Encourage members to participate in Toastmasters events and activities outside the club
- Be responsible for business within your club meetings
- Set up regular committee meeting to progress club business and events
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Represent your club at Area Council meetings
- Be open to mentoring from the Immediate Past President
- Plan for someone to take over your role in the new Toastmasters year.

At your club meetings your role is to:

- Ensure the meeting is run to a high standard
- Ensure members are encouraged to contribute to the success of the club as well as to their personal goals
- Make opening and/or closing remarks that inspire members to seek and maintain high standards and move forward with their educational achievements.

As Vice President Education your role is to:

- Ensure your club meeting schedule is prepared well in advance and is updated regularly
- Liaise with the Toastmaster for each meeting to ensure all roles are filled
- Perform the role of Base Camp Manager for Pathways, involving approving requests, tracking progress and facilitating member progress.
- Organise the club mentoring programme
- Register members' educational awards
- Monitor members' progress
- Promote the Toastmasters educational programme (Pathways) to club members
- Make sure new members are given support to access Pathways
- Assist with the development of your Club's Success Plan
- Organise someone to run club contests – and oversee progress
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Represent your club at Area Council meetings
- Deputise for the President in their absence
- Plan for someone to take over your role in the new Toastmasters year.

At club meetings your role is to:

- Announce roles for the next meeting
- Recognise member achievements when milestones are reached (may be shared with President)
- Keep record of individual members' progress towards club and personal goals.

As Vice President Membership your role is to:

- Act as the first point of contact for prospective members enquiring about joining your club
- Plan membership growth, working with the Vice President Public Relations
- Organise a buddy for any guests who attend a meeting, and for new members
- Follow up with guests after meetings and invite them to join
- Present new member applications to the club for voting
- Manage the retention of current members
- Oversee the production of guest packs/new member folders
- Prepare name badges
- Liaise with the Treasurer to register new members with Toastmasters International
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Represent your club at Area Council meetings.

At club meetings your role is to:

- Greet guests and have them complete visitors' book
- Help guests deciding to join to fill in the membership application form
- Welcome new members and ensure they are formally inducted into the club
- Report on current membership and promote membership campaigns
- Speak to fellow members and determine if their needs are being met

As Vice President Public Relations your role is to:

- Plan a promotional programme for the year for your club
- Manage social media sites eg, club website, Facebook page, Meetup
- Produce and distribute club news eg, via newsletter or social media
- Ensure all advertising is up to date
- Be aware of local events which your club/area might leverage off
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Plan for someone to take over your role in the new Toastmasters year.

At club meetings your role is to:

- Announce upcoming events and programmes
- Ask for contributions to the newsletter/website
- Greet members and guests in conjunction with VP Membership.

As Secretary your role is to:

- Maintain an accurate record of all club committee meetings and the Annual Business Meeting
- Retain and manage official club documentation
- Perform the role of Base Camp Manager for Pathways, involving approving requests, tracking progress and facilitating member progress.
- Update club officer lists held on Toastmasters International and District 72 websites
- Manage club correspondence
- Keep register of meeting attendance, and member achievements
- Serve as club liaison with Toastmasters International World HQ
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Plan for someone to take over your role in the new Toastmasters year.

At club meetings your role (depending on club culture) is to:

- Take the minutes of any club business issues where resolutions are passed
- Read out the minutes of the previous business meeting.

As Treasurer your role is to:

- Maintain the club bank account
- Prepare accurate financial reports for club committee meetings
- Prepare a budget for the coming year in conjunction with the club's executive committee
- Present all accounts for payment and get the approval of the club
- Pay outstanding accounts after approval received from the committee
- Liaise with VP Membership to register new members
- Collect members' dues and Toastmasters International before due date
- Ensure a change of bank signatories is carried out promptly after taking up the role
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Plan for someone to take over your role in the new Toastmasters year.

At club meetings your role is to:

- Present and comment on the current financial situation, if required
- Provide a written financial report to the Annual Business Meeting (first club meeting in May).

Sergeant-at-Arms

- Set up the club meeting venue
- Ensure club refreshment supplies are kept up to date
- Ensure club equipment is in working order
- Ensure any special needs for speakers are met eg, liaise with equipment holders for use of data projectors, screens etc
- Secure club equipment between meetings
- Plan club social events, in conjunction with the committee
- Help with greeting guests and provide introduction to club officers
- Attend committee meetings
- Attend Club Leadership Training twice a year (compulsory)
- Plan for someone to take over your role in the new Toastmasters year.

At club meetings your role is to:

- Arrive early and make sure the room is set up
- Meet guests and members at the door and make them feel welcome – ensure guests and new members are allocated a buddy to sit with.

As Immediate Past President your role is to:

- Provide guidance and support to current President and executive committee
- Form a Nominations Committee (and chair this) to oversee the recruiting of the following year's club executive committee
- Conduct the elections for the following year's club executive at the Annual Business Meeting

Notes: your role

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Notes: across the roles

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Navigating Club Central and Base Camp Management

Quick Quiz

See if you can answer the questions below using Club Central / Base Camp or whilst listening to the demonstration

- Where must you log education awards and Pathways Level completions to ensure they contribute to your club's DCP programme?

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- Where do you enter the names of your incoming committee members for the next Toastmasters year?

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- In what ways can you sort your club roster in Club Central?

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- Where can you obtain an Anniversary Certificate marking the anniversary of your club chartering?

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- In which two locations might you need to amend details about club meetings and contact information?

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- If your club decides to increase its fees, where should this change be entered?

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- Which club officers have access to Base Camp?

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- Why is it important to log completion dates next to the roles of Toastmaster, Table Topics Master or Evaluator in Base Camp?

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- Who, at your club, will be responsible for approving Path Level completion and entering education awards into the TI site?

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- Which club officer is responsible for keeping club meeting details up to date?

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The Guest / New Member Experience

Notes: providing excellence for guests

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Notes: support for new members

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Key Dates for Toastmasters Year

- The District Convention will take place in Silverstream Retreat, Upper Hutt over the weekend of 14-16 May, 2021
- Each Division will hold one Division Conference in March 2021
- Areas are advised to hold their contests between November 2020 and February 2021.
- Clubs are advised to hold their contests between July 2020 and November 2020.
- Other major Toastmasters events are detailed below for use when planning your own club events:

Month	Event
July/August 2020	First Club Leadership Training Start of Area Directors' first round of visits to clubs Club speech contests start
1 July	Start of new Toastmasters year
31 st July	Completion of club's success plan and finalisation of club's budget
August	Invoice club members for subscriptions
1 August	Start Smedley Award membership building programme (ends 30 Sept)
1 October	Last date to submit Oct-March member dues to Toastmasters International
November	Area Speech Contests start
December	Review club success plan progress
December 2020 Jan/Feb 2021	Second Club Leadership Training
February	Club Speech Contests (International and Evaluation)
1 February	Start Talk up Toastmasters membership building programme (ends 31 March)
March	Division Conferences Review progress on Club Success Plan
1 April	Last date to submit April–September member dues to Toastmasters International
May	Annual Business Meeting/Election of Club Officers (<i>held first club meeting in May</i>)
1 May	Start Beat the Clock membership building programme (ends 30 June)
14-16 May	District Convention Silverstream Retreat, Upper Hutt
June	Submit all outstanding requirements to Toastmasters International to achieve Distinguished Club status
30 June	Toastmasters year ends

Distinguished Club Programme Goals

The ten DCP goals will consist of:

- the SIX Pathways Education goals, plus
- the TWO Membership goals, plus
- the TWO Administration goals

Education (6)

FOUR members achieve and register LEVEL 1



TWO members achieve and register LEVEL 2



TWO MORE members achieve and register LEVEL 2



TWO members achieve and register LEVEL 3



ONE member achieves and registers LEVEL 4



ONE member achieves and registers LEVEL 5



Membership (2)

At least FOUR members attend both first and second training rounds



A FURTHER FOUR NEW members registered



Administration (2)

Club officer list submitted to WHQ by 30 June



ONE of the TI dues renewals are made by the due date



Distinguished Club Programme Recognition

Any FIVE out of 10 goals -

Distinguished Club

Any SEVEN out of 10 goals -

Select Distinguished Club

Any NINE out of 10 goals -

President's Distinguished Club

District Training Programme 2020 - 2021

The District Training team is planning to take advantage of our greater use of tools such as Zoom to support learning and growing for all members this Toastmasters year. Below is a broad outline of our plan.

We want to include as many members as possible – both as facilitators and participants. We also want to support members to complete some of the really interesting projects in Pathways. Here are some examples:

- Using presentation software
- Moderate a panel discussion
- Create a podcast
- Building a social media presence
- Write a compelling blog
- Manage an on-line meeting

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Club Officers	CLT 1						CLT 2				
Programs	Prep	Contests			Evaluations			Mentoring			
Podcasts / Blogs	Prep	Contests			Evaluations			Mentoring			

Are you interested in taking part?

Please email the training team – info@toastmasters.org.nz