

## District Officer and Club Officer Questionnaire June 2020

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*Toastmasters Mission: empower individuals to become more effective communicators and leaders.*

*District Mission: build new clubs and support all clubs in achieving excellence.*

### **Question ONE: What did you feel you learned in the role?**

#### **Leadership**

- Planning
- Being organized
- Prioritising
- Building teams
- Managing people
- Managing challenging situations
- Understanding how roles fit together
- Learning to delegate
- Set clear expectations
- Lead by example
- Make decisions
- Be positive

#### **Communication**

- Keep people informed
- Stay in touch

#### **Toastmasters Structure**

- Required more understanding structure

#### **Scheduling and Pathways**

- Vice President Educations

#### **General**

- Time management
- Members motivation
- Event organisation
- Event promotion
- Mentoring
- How to help others and be helped
- Being open minded
- Keep things simple
- More than one approach possible
- Actions have consequences
- Club culture
- Networking
- Democratic procedures
- Problem solving
- Value of following procedures

## Question TWO: What were your main challenges?

### **Club and Member**

- Motivation
- Attitude
- Culture
- Staying positive
- Refusing roles
- Cancelling roles
- Non-attendance

### **Lack of Knowledge**

- Meeting and Officer roles
- Insufficient or inadequate training
- Poor handovers
- Conflicting information (closing or merging clubs)

### **Work Commitments**

### **Failure to Delegate**

### **Clubs**

- Low membership
- Lack of money
- Failure to convert guests

### **Pathways**

- Lack of understanding
- Members not signing up
- Struggling to sell it

### **General**

- General communication
- Interpersonal communication
- District not responding
- Insufficient support
- Lack of contestants, judges and how to find available judges
- Scheduling via Easy Speak or alternatives
- Treasurers reading and preparing spreadsheets and budgeting

*“Getting judges for our contests was a nightmare.”*

## Question THREE: What is required to do your role well?

### Resources

- Role explanations
- Creating websites and Facebook pages
- Meeting procedures including Chairing meetings
- Pathways and Project printouts
- Website – What's new or News section
- Induction
- Standard operating procedures highlighting mandatory and optional tasks
- Sales scripts
- Easy Speak and Toastrooster
- Year plan

### Attributes

- Organised
- Pay attention to details
- Establish processes
- Time management
- Make steady progress
- Motivated
- Willingness to learn and do your best

### Leadership

- Emotional intelligence
- Clear goals
- Vision and Strategy
- Patience
- No assumptions
- Know when to step back and allow others to lead, be creative
- Team work
- Regular meetings
- Exhibit and enforce core values
- Be sincere and authentic
- Listen to and appreciate others

### General

- Communicate with CRC
- Create a network of helpers
- Get a mentor
- Understand members wants and needs and monitor their progress
- Handover
- Educationals and Training
- Area Directors – how to create, upload and analyse a club visit report

*"Being organized and having a good team"*

*"Being a good baker of home cookies and sweets"*

*"A bit of discomfort is part of the process" support along the way*

*"A great supportive and proactive Division Director is required for Area Directors to do their job well"*

## Question FOUR: What do you think your successor should focus on?

There were few common themes to this answer. The answers may be viewed as targeting symptoms or causes. They seem to range from marketing to

### Product

- Quality clubs
- Club standards
- Strength as first priority
- Create guest management system including follow up
- Create sales script

### Members

- Help them achieve goals
- Motivate them
- Understand their needs
- Schedule to meet goals
- Seeking confidence and/or professional skills

### Personal

- Set targets
- Measure progress
- Decide decisively
- Create standard operating procedures for Committee and Club meeting roles
- Be accountable
- Share responsibilities

### Committee

- Regular meetings
- Stay focused
- Work as a team

### General

- Pathways understood and used by entire club
- Encourage new ideas and variety
- Promote attendance and participation in extra-curricular activities – contests, inter-club meetings, debates, attendance at Area, Division and District events
- Having fun
- Enjoying own club
- Having me time to stay fresh
- Using Club Website and Social media to advertise club and outside club activities

*“Members just turn up to speak and go home”*

*“At toastmasters you decide how far, how fast”*

*“The club that runs itself”*

*“Create the club you’d like to join”*

## **Question FIVE: From what sources did you gain the most information?**

### **Members**

- Those with specific experience of the role
- Those with general experience – may include mentors
- Other members

### **Toastmasters International**

- Website or enquiries
- Information sometimes hard to find

### **Toastmasters New Zealand website**

- Information sometimes hard to find

### **District**

- Area Directors
- District newsletter
- District facebook page
- Webinars

### **General**

- Self-reflection
- District Officer Training
- Club Officer Training – feedback very much at the poles
- District 4 website
- Other clubs
- Erin's document
- TI Manuals/Handbooks/Magazine
- Google
- Colleagues
- Videos
- Educational workshop

*“The more we meet other members the more we learn.”*

## Question SIX: What training, if any, stands out?

### **Pathways**

#### **Club Officer Training**

A lot of negative comments except for breakouts

#### **District Officer Training**

#### **Webinars**

Prefer more interactive

#### **Judging Workshops**

#### **Planning and Leadership Meeting**

#### **Any large event with range of presenters**

#### **Other Members - mentors**

*"Being around motivated people motivates me."*

*The best training is "on the job."*

General comments suggested training could be been improved by better facilitation, interaction and audience engagement. Make less assumptions on what people know – cater for different levels. plus would like follow-up training.

There were many comments about what training they would like.

### **Videos**

How to ....

Live demonstrations

Advanced leadership training

### **General training**

Toastmasters structure

Role specific with what is required

VP Education scheduling, organizing and running contests (before, during, after)

Secretary agendas, minutes, ABM

Treasurer including how to raise money

### **Online training**

Regular and shorter sessions

### **Other**

Website with role information

Facebook page to ask questions

How to sign up members

Areas could deliver training

People found it helpful to know others faced the same challenges as they do.

NB. All District events must provide an online component through until August 31.

## Question SEVEN: How could District provide more help for your role?

### Website

- Online tools
- Proxy information
- Club website templates
- Mentor lists
- Judges lists and tests
- Member progress recording templates
- NZ images for use
- List successes and major achievements, recognition
- Tips and tricks for Club Officer roles
- Motivational tips
- Standard Operating Procedures
- Calendar highlighting what each role is expected to attend

### General

- Provide information early to assist club and member planning
- Target help at smaller clubs and newer clubs
- Centrally-funded advertising campaigns
- Email less, phone more
- Co-ordinate between levels
- Follow-up on enquiries
  
- Provide training for all roles including mentoring
- Provide mentors for each role plus monthly meetings to resolve issues
- Online training with short and multiple sessions
- Run less contests and spread them out
- Trio be more visible and offer support and regular encouragement
- Trio to show how to lead
- District Officers to offer personal coaching, visit clubs, deliver educationals
- Run better DEC and DCM meetings.
- Follow-up survey for November

## Question EIGHT: How can District help your club?

### Promotion

- Advertising
- Publicising in local community
- Corporate strategy
- Identifying market segments and strategies  
(ie. entrepreneurs, job-seekers, school-leavers, managers)
- Develop current and engaging pamphlets
- Website with Kiwi flavor, events, TI messages, clubs list
- "Weekly professional development"

### Training

- Small club strategies, training, and allocate club coach and mentors
- Source members to problem solve, deliver educationals (evaluations – why)
- Strategise for confidence-seekers as well as perfection-seekers
- Webinars fielding questions
- Videos – 5-10 mins on various topics ie. Pathways, Roles, Team building
- Website with resources, how to -hybrid meetings
- How to update emails – TI and District

### Leadership

- Speeches to motivate and develop confidence
- Communication effectively to clubs
- Area Directors more involved and supporting



## Question NINE: Extra things

### District

- Keep meetings short
- Ensure transparency through reports and financials
- Communicate election results promptly
- Get newsletter sign up
- Check you have permission to email
- Supply mentors for various levels
- Central database for passwords
- Simplify meetings to be club focused
- Visit-a-club incentive
- Division social events/get-togethers

### General

- Avoid burn out
- Write who is receiving emails ie. This email has been sent to...
- Apply feedback

*"Requires input of every committee to meet members needs"*

*"When I challenge myself I am capable of accomplishing a lot more than I thought I could"*

*"I feel I have the leadership skills to positively influence and engage"*

### Final thought:

**Focus on product before promotion.**