

## **Welcome To Toastmasters**

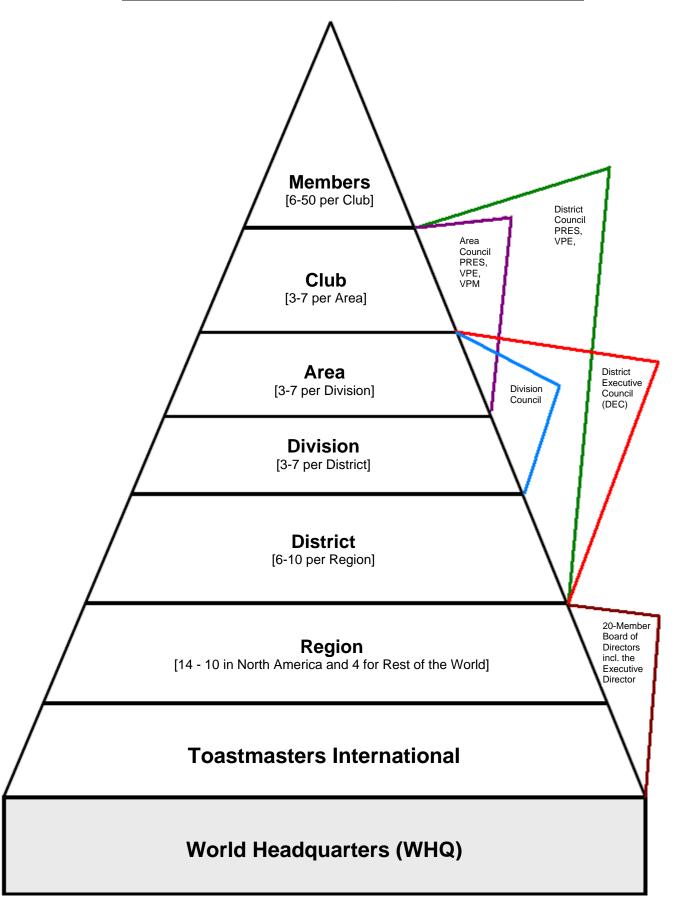
## **Member Information Kit**



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1. Toastmasters International Organizational Structure



### 2. Meeting Roles

In a normal Toastmasters club meeting, it takes a number of roles to make it run smoothly. Everyone takes turns serving the various roles each meeting. That way, the members get valuable experience serving in each of the meeting roles. In fact, by using their latest copy of the Competent Leader (CL) manual, they can receive feedback on how they did serving each role. The roles in a meeting can vary from simply tallying the votes to giving a prepared speech to running the meeting.

Here are the typical roles in a Toastmasters club meeting. A club can vary these roles as they see fit.

**Presiding Officer** - Usually the Club President, or next highest officer available, opens and closes the meeting and presides over the business meeting.

**Toastmaster** - The emcee or host of the meeting, runs the main meeting and introduces the Prepared Speakers.

**Applause** - You will hear lots of Applause. The Applause is a sign of our appreciation for anyone who speaks.

**Thought of the Day** – A member presents a thought of the day for everyone to consider.

**Word Master** - Presents the 'word of the day', provides a definition and use of the word in a sentence.

**Vote Counter** - Tallies ballots for best speaker, evaluator and table topics speaker. This member is the tie breaker, and does not vote unless there is a tie.

**Timer** - Times prepared speeches, table topics and evaluators

**General Evaluator** - Leads the evaluation portion of the meeting.

Ah Counter - Counts verbal pauses, such as: ah, um, so, er, you know, well, and but.

**Grammarian** - Counts grammatical Errors and keeps a record of who uses the Word of the Day, correctly.

**Prepared Speaker** - Gives a speech using one of the manual projects. Usually 5-7 minutes, varies based on the project requirements.

**Speech Evaluator** - Evaluates a prepared speech. Provides a written evaluation using the speaker's manual evaluation page. Provides corrective feedback to the Speaker in a 2-3 minute verbal evaluation.

**Table Topics Master** - Leads theimpromptu portion of the meeting.Selects members to participate andprovides them a topic.

## Table Topics Speaker -

Speaks on an impromptu topic given by the Table Topics Master, 1-2 minutes.

## 3. Club Officer Roles

**President (PRES)** – Assures that all officers are handling their duties for each meeting and for the club future. Opens and closes each meeting. Set a positive tone for every meeting. Introduce guest at the beginning of the meeting. Coordinate with the district officers on items related to the club. Guide the Club officers in setting and tracing Distinguished Club Program Goals.

**Vice-President Education (VPE)** – Schedule all meeting roles. Plan any special meetings. Track individual member communication and leadership progress. Oversee the Club Mentor Program. Orient new members. Handle all of the President's duties when necessary.

**Vice-President Membership (VPM)** – Greet all guests at the meeting. Talk to guests about the benefits of Toastmasters. Talk to them about the meeting structure and introduce them to the presiding officer. Follow up with guests and assist new members in completing the Membership Application.

**Vice-President Public Relations (VPPR)** – Promote the club in various ways to attract new club members. Work with VPM to sign-up new members. Maintain the clubs website and provide a monthly newsletter to keep members informed of all appropriate information.

**Secretary (SEC)** – Maintain a roster of current club members. Handle all club correspondence with Toastmasters International. Inputs the Club Officers list or any changes on-line to Toastmasters International. Take the minutes of each meeting and distribute them to the club members. Take and distribute the minutes of the Executive Officers meeting. Remind the presiding officer of any pending club business.

**Treasurer (TRES)** – Collect club dues and new member fees and pay them to Toastmasters International immediately. Prepare and monitor a club yearly budget. Arrange for a yearly audit. File yearly E-postcard (Form 990-N) with the IRS. Provide a monthly Treasurer's report to the Executive officers board. Order supplies as required.

**Sergeant-At-Arms (SAA)** – Arrange meeting room reservations, assure that the room is available for the upcoming meeting. Assure that club supplies are present at all club meetings. Set up the meeting room prior to each meeting. Notify Treasurer when any club supplies need to be ordered. Greet guests. Open each meeting, introduce the presiding officer.

**Immediate Past President (IPP)** – Mentors the existing President. Advise other officers as necessary. Chair the Nominations Committee when the elections for Club Officers occurs.

#### 4. Communication Manuals

#### **Basic Competent Communication** (225)

- 1. The Ice Breaker
- 2. Organize Your Speech
- 3. Get to the Point
- 4. How to Say It
- 5. Your Body Speaks
- 6. Vocal Variety
- 7. Research Your Topic
- 8. Get Comfortable with Visual Aids
- 9. Persuade with Power
- **10. Inspire Your Audience**

#### Communicating on Video (226-J)

- 1. Straight Talk
- 2. The Interview Show
- 3. When You're the Host
- 4. The Press Conference
- 5. Instructing on the Internet

#### Facilitating Discussion (226-D)

- 1. The Panel Moderator
- 2. The Brainstorming Session
- 3. The Problem-Solving Discussion
- 4. Handling Challenging Situations
- 5. Reaching a Consensus

#### Entertaining Speaker (226-A)

- 1. The Entertaining Speech
- 2. Resources for Entertainment Speech
- 3. Make Them Laugh Speech
- 4. A Dramatic Talk Speech
- 5. Speaking After Dinner

#### Humorously Speaking (226-0)

- 1. Warm Up Your Audience
- 2. Leave Them With a Smile
- 3. Make Them Laugh
- 4. Keep Them Laughing
- 5. The Humorous Speech

#### Interpersonal Communication (226-M)

- 1. Conversing with Ease
- 2. The Successful Negotiator
- 3. Diffusing Verbal Criticism
- 4. The Coach
- 5. Asserting Yourself Effectively

#### Interpretive Reading (226-L)

- 1. Read a Story
- 2. Interpretive Reading
- 3. The Monodrama
- 4. The Play
- 5. The Oratorical Speech

#### Persuasive Speaking (226-I)

- 1. The Effective Salesperson
- 2. Conquering the "Cold Call"
- 3. The Winning Proposal
- 4. Addressing the Opposition
- 5. The Persuasive Leader

#### **Professional Speaker** (226-G)

- 1. The Keynote Address
- 2. Speaking to Entertain
- 3. The Sales Training Speech
- 4. The Professional Seminar
- 5. The Motivational Speech

#### Public Relations (226-C)

- 1. The Public Relations Speech
- 2. Resources for Goodwill Speech
- 3. The Persuasive Approach Speech
- 4. Speaking Under Fire
- 5. The Media Speech

#### **Speaking to Inform** (226-B)

- 1. The Speech to Inform
- 2. Resources for Informing Speech
- 3. The Demonstration Talk
- 4. A Fact-Finding Report
- 5. The Abstract Concept Speech

#### Special Occasion Speeches (226-N)

- 1. Mastering the Toast
- 2. Speaking in Praise
- 3. The Roast
- 4. Presenting an Award
- 5. Accepting an Award

#### Specialty Speeches (226-E)

- 1. Speech off the Cuff
- 2. Uplift the Spirit Inspirational Speech
- 3. Sell A Product
- 4. Read Out Loud (from a literary work)
- 5. Introducing a Speaker

#### Speeches by Management (226-F)

- 1. The Briefing
- 2. The Technical Speech
- 3. Manage and Motivate
- 4. The Status Report
- 5. Confrontation: Adversary Relationship

#### Storytelling (226-K)

- 1. The Folk Tale
- 2. Let's Get Personal
- 3. The Moral of the Story
- 4. The Touching Story
- 5. Bringing History to Life

#### **Technical Presentations** (226-H)

4. Presenting a Technical Paper

5. The Team Technical Presentation

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- 1. The Technical Briefing
- 2. The Proposal 3. The Non-technical audience

#### 5. Explanation of the Competent Leadership Manual

The purpose of the Competent Leadership manual is to allow the member to gain feedback on how he/she performs various meeting roles while improving Leadership Skills. A member can earn only one credit in the CL manual per club meeting, regardless of how many roles the member serves in the meeting.

## **Project 1: Listening**

Good listening is a leadership skill. Demonstrate your listening skills sufficiently by serving in several meeting roles that require a high level of listening. Serve in any three of these four meeting roles: Ah Counter, Grammarian, Evaluator or Table Topics Speaker.

## **Project 2: Critical Thinking**

Critical thinking is essential to effective leadership and making sound decisions. Serve in any two of these three meeting roles: Grammarian, Evaluator or General Evaluator.

## Project 3: Giving Feedback

Effective feedback is essential to help others improve their performance. Serve in any two of these three meeting roles: Grammarian, Evaluator or General Evaluator.

#### **Project 4: Time Management**

Good time-management skills are valuable to leaders. Serve as Timer plus any one of the following four meeting roles: Grammarian, Speaker, Toastmaster, Table Topics Master.

# Project 5: Planning and Implementation

Leaders provide direction and plans for a group. Serve in any three of these four meeting roles: Toastmaster, General Evaluator, Speaker or Table Topics Master.

# Project 6: Organizing and Delegation

Leaders must ensure that the team is organized and capable of accomplishing goals and objectives. Serve in any one of these six special club roles: Speech Contest Chairperson, Club Special Event Chairperson, Club Membership Contest Chairperson, Club Membership Contest Chairperson, Club Public Relations Campaign Chairperson, Club Newsletter Editor, or Club Webmaster Assistant.

## **Project 7: Facilitation**

Leaders establish effective team structure Serve in any two of these four meeting roles: Table Topics Master, Toastmaster, General Evaluator or Friend/Mentor of a Meeting Guest.

### **Project 8: Motivation**

The ability to motivate people to a high level of performance is one of the most valuable skills of an effective leader.

Serve as a Membership Contest Chair or Public Relations Campaign Chair and two of these three meeting roles: Toastmaster, General Evaluator, or Evaluator.

## **Project 9: Mentoring**

Developing needed skills in another is a necessity for leaders to accomplish goals.

Serve in any one of these three meeting roles: New Member Mentor, Existing Member Mentor, or Guidance Committee Member for a members' High Performance Leadership project.

## Project 10: Team Building

Effective leaders must build a talented and efficient team around them. Serve as Toastmaster and General Evaluator or serve any one of these five meeting roles: Speech Contest Chairperson, Club Special Event Chairperson, Club Public Relations Campaign Chairperson, Club Membership Contest Chairperson, or Club Newsletter Editor.

## 6. Communication and Leadership Awards

#### **COMMUNICATION AWARDS**

#### **Competent Communicator (CC)**

#### Criteria:

\*Completion of the Basic Competent Communication manual. This manual contains ten speech projects that cover the basic skills.

#### Advanced Communicator Bronze (ACB)

Criteria:

\*Earned the CC award \*Completion of any two of fifteen advanced manuals not given for any previous award.

## **Advanced Communicator Silver (ACS)**

Criteria:

\*Earned the ACB award \*Completion of any two of fifteen advanced manuals not done for ACB. \*Presentation of any two projects from either the Successful Club Series or the Better Speaker Series.

## Advanced Communicator Gold (ACG)

Criteria:

\*Earned the ACS/ATMS award \*Completion of any two of fifteen advanced manuals not given for any previous award

\*Presentation of any one project from the Success/ Leadership Series or Success/ Communication Series, or, do the Youth Leadership Program.

\*Mentor a new club member, 3 speeches.

#### LEADERSHIP AWARDS

#### **Competent Leader (CL)**

Criteria:

\*Completion of the Basic Competent Leader Manual. This manual contains ten projects that allow feedback on the member serving a meeting role.

## **Advanced Leader Bronze (ALB)**

Criteria:

\*Earned the CL award \*Earned the CC award \*Served at least six months as a club officer, July-Dec or Jan –Jun. \*Attended district sponsored club officer training. \*Worked with other club officers on the

club's Distinguished Club Program \*Presentation of any two projects from either the Successful Club Series or the Leadership Excellence Series.

## Advanced Leader Silver (ALS)

Criteria:

\*Earned the ALB or old CL award \*Served a twelve-month term as one of certain district officers. \*Completed a High Performance Leadership Project. \*Served as a Club Sponsor, Club Mentor or Club Coach

## Distinguished Toastmaster (DTM)

Criteria: \*Earned the ALS award \*Earned the ACG award

## 7. Setting Goals

Successful persons focus on what they want to achieve. They know what they want, and they devise ways to get it. The secret to their success is their ability to set and achieve specific goals. The ability to set clear goals and to develop a plan for accomplishing those goals is the key to improving communication and leadership skills.

- > A goal is a specific objective you would like to achieve
- ➤ A plan is the blueprint for achieving those goals.

Goals should not be grand or complex. Each of your goals should be SMART:

- **S**pecific It clearly states what must happen.
- Measurable Results can be easily validates
- Action-oriented It begins with the word "to", followed by a verb.
- **R**ealistic It is challenging, yet achievable.
- Time-Bound It contains a timetable for achievement.

A new member would set a goal to complete their Competent Communicator Award. This requires 10 presentations. Depending on how often the club meets will determine how many speaking opportunities are available for the member. The new member should speak with the Vice President Education (VPE) about scheduling and their mentor to assist them with setting the goal.

#### Example:

Facts: The club meets weekly, with (3) prepared speeches each meeting. This totals to a minimum of 45 meetings per year, for a total of 135 speaking positions.

New Member desires to speak once a month.

Goal: To complete a Competent Communicator award (which requires 10 presentations), in 10 months, starting in March of 2012 and ending in December of 2012.

- 1. Communicate your goal to your Mentor and the Club VPE.
- 2. Schedule 1 presentation per month for 10 months (watch out for holidays).
- 3. In the back of the Competent Communicator manual, start a list of topics that you would like to speak on. Things that you like, love or want to learn about.
- 4. Prepare Project 1 The IceBreaker Speech (4-6 minutes about you).
- 5. Continue to prepare and present Projects 2-10 until goal has been accomplished.
- 6. Set the next goal.

Ŋ	ng goals:							
ED CLUB PROGRAM GOALS	Membership Requirement: At year-end (June 30), the club must have at least 20 members OR a net growth of at least five members AND achieve the following goals:	6. One more CL, AL Bronze, AL Silver or DTM	ers	nembers	9. Minimum of four club officers trained during each of two training periods	10. One membership dues renewal report and one club officer list submitted on time	TOTAL TOTAL	
CLUB PRO(	tive at least 20 members <b>OR</b> a net growth of $\epsilon$	6. One more CL, AL	7. Four new members	B. Four more new members	9. Minimum of fou during each of to	10. One membershi one club officer	lub shed Club inguished Club s.org/members	
	ar-end (June 30), the club must h			e, Silver or Gold	Bronze,	onze, AL Silver	<ul> <li>Listinguished Club</li> <li>Select Distinguished Club</li> <li>President's Distinguished Club</li> <li>Nww.toastmasters.org/members</li> </ul>	
DISTINGUISH	Membership Requirement: At yea	1. Two CCs	2. Two more CCs	3. One AC Bronze, Silver or Gold	4. One more AC Bronze, Silver or Gold	5. One CL, AL Bronze, AL Silver or DTM	<ul> <li>5 goals achieved: Distinguished Club</li> <li>7 goals achieved: Select Distinguished Club</li> <li>9 goals achieved: President's Distinguished Club</li> <li>Verify your progress at www.toastmasters.org/members</li> </ul>	

## 8. Distinguished Club Program

#### 9. Special Series Modules

#### Successful Club Series #289DCD

Provides techniques for quality club meetings. Each module can be presented in 8 - 15 minutes.

Presented towards ALB or ACS Awards

Projects involved: #290 Moments of Truth #291 Finding New Members #292 Evaluate to Motivate #293 Closing the Sale #294 Creating Best Club Climate #295 Meeting Roles and Responsibilities #296 Mentoring #297 Keeping the Commitment #298 Going Beyond Our Club #299 How to Be a Distinguished Club #300 Toastmasters Educational Program

#### Better Speaker Series 269DCD

Provides techniques for preparing and rehearsing your next speech. Each module can be presented in 8 - 15 minutes.

Presented towards ACS Award

Projects involved: #270 Beginning Your Speech #271 Concluding Your Speech #272 Controlling Your Fear #273 Impromptu Speaking #274 Selecting Your Topic #275 Know Your Audience #276 Organizing Your Speech #277 Creating an Introduction #278 Preparation And Practice #279 Using Body Language

Note: The complete Successful Club, Better Speaker and Leadership Excellence Series are available free as Digital Content Download from the Toastmasters International on-line store.

#### Leadership Excellence Series #310DCD

Designed to teach skills needed for successful leaders. Each module can be presented in 8 - 12 minutes.

Presented towards ALB or ACS Awards

Projects involved: #311 The Visionary Leader #312 Developing a Mission #313 Values and Leadership #314 Goal Setting and Planning #315 Delegate to Empower #316 Building a Team #317 Giving Effective Feedback #318 The Leader as a Coach #319 Motivating People #320 Service and Leadership #322 Resolving Conflict

#### Success Communication and Leadership Modules

Helps participants develop and refine their skills. Each module can be presented in 1-3 hours.

Presented towards ACG Award

Projects involved: #205 Speechcraft #242 How to Listen Effectively #251 The Art of Effective Evaluation #253 Building Thinking Power, Part I Mental Flexibility #254 Building Thinking Power, Part II The Power of Ideas #257 From Speaker To Trainer #236 How To Conduct Productive Meetings #237 Parliamentary Procedure In Action #255 Leadership Part I: Characteristics of Effective Leaders #256 Leadership Part II: Developing Your Leadership Skills #258 Leadership Part III: Working in the Team Environment

#259 Improving Your Management Skills

#### 10. <u>High Performance Leadership Project</u>

The High Performance Leadership (HPL) project is designed to give the leader a chance to put into practice the skills needed for leadership. It shows the leader just where s/he lies in the spectrum of leadership skills. The strengths and weaknesses can be determined by participation in an HPL project.

The HPL can be any project chosen by the leader. The criteria should be that it has some specific measurable goal or outcome that all can see that it has been reached. Also, the project should allow the leader a chance to lead others. This is the true measure of a leader – having others follow your direction and guidance because they want to and because they believe in what you can accomplish with their help. The leader has a guidance committee that advises throughout the project.

The project team could be a volunteer group of people within a school, church, community or company or Toastmasters. The task or mission could be such things as raising money for a purchase by the parent organization (e.g. school, church or civic organization) or accomplish a specific task or to put on an event.

The High Performance Leadership (HPL) project is a criterion for the Advanced Leader Silver (ALS) award.

The highlights of the details for the HPL program include:

- Get Started
  - Purchase the High Performance Leadership Project Item #262.
  - Review the material in Section 1.
  - Select your guidance committee and schedule first meeting.
  - Meet with the Guidance Committee to review Section 1 and select the project which would help improve your leadership skills.
- Finalize Your Project Goals
  - Make a commitment to your specific project.
  - Write your mission statement and list the core values of your project.
  - Meet with your Guidance Committee to review Section 2 and discuss your first presentation.
  - Present your specific project as a 5-7 minute speech to your club.
- Begin Your Project
  - Recruit your Action Team, the persons whom you shall lead in accomplishing the project.
  - Create an action plan to achieve your mission.
  - Determine roles, goals and timetables for your project.
  - Meet with your Guidance committee to review Section 3.
- > Do Your Project
  - Do the action items and help the persons in your Action Team perform their actions.
  - Deal with any issues and setbacks that occur.
  - Complete your goals and your mission.
  - Meet with your Guidance committee to review Section 4.
- Analyze the Results
  - Analyze the final results of your project.
  - Meet with your Guidance committee to review Section 5.
  - Present your project results as a 5-7 minute speech to your club. It is important that you emphasis what you learned about your leadership skills in doing the project.
  - Meet with the Guidance committee to gain signatures on your HPL Award documentation.
- Submit Documentation to Toastmasters International

The HPL award cannot be entered electronically, the documentation has to be faxed or mailed to Toastmasters International. When credit is given for it by Toastmasters International, it appears on the list of "Educational Achievements" as "LDREXC" (Leadership Excellence).

## **Record Your Personal Goals - Record Future Topics**