

Heritage Go-Getters

Toastmasters Club

Calgary, Alberta



**MEMBER
HANDBOOK**

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With reference to: Wild Oats Handbook, Regina 1999 (Connie Paus, DTM)
Various TI Articles and Publications
Heritage Go-Getters Handbook 2003

THE STORY OF TOASTMASTERS

Since Toastmasters began, more than three million men and women have benefited from the communication and leadership programs.

The first club was formed on October 24th, 1924. A group of men assembled by Dr. Ralph C. Smedley met in the basement of the Santa Ana, California YMCA to form a club "to afford practice and training in the art of public speaking and in presiding over meetings, and to promote sociability and good fellowship among its members". The group took the name "Toastmasters".

A year later, a second club was started in Anaheim, California, followed by a third in Los Angeles. By 1930, it was apparent that a federation was necessary to coordinate activities of the clubs and to provide standard methods. After formation of a club in Victoria, British Columbia, the group became known as Toastmasters International.

Growth was slow during the early years, but the number of clubs increased steadily. The forerunner of today's Communication and Leadership Program manual, **Basic Training**, was introduced in 1942 and has been expanded and updated many times since to keep abreast of the times and members' needs.

Membership increased rapidly after the end of World War II, and by 1954 the number of Toastmasters clubs approached 1500. Gavel clubs were formed in 1958 for groups wanting Toastmasters training but not qualified for membership.

In 1966, the Youth Leadership Program, for young people in junior and senior high school, was added to the list of established community programs being presented by Toastmasters.

In 1973, Toastmasters club membership was opened to women, enabling them to benefit also from self-development in communication and leadership.

New programs, including the Advanced Communication and Leadership Program, Success / Leadership Series, and other self-study programs were added to augment the Communication and Leadership Program

Throughout the '80s, Toastmasters International established itself as the undisputed world leader in public speaking training. In 1990, World Headquarters moved to Rancho Santa Margarita, California, to accommodate rapidly expanding operations and continue its drive to make effective communication a worldwide reality.

Visit the Toastmasters International website at www.toastmasters.org for more information.

THE MISSION OF TOASTMASTERS INTERNATIONAL

Toastmasters International is the leading movement devoted to making effective oral communication a worldwide reality.

Through its member Clubs, Toastmasters International helps men and women learn the arts of speaking, listening, and thinking - vital skills that promote self-actualization, enhance leadership potential, foster human understanding, and contribute to the betterment of mankind.

It is basic to this mission that Toastmasters International continually expand its worldwide network of Clubs, thereby offering ever-greater numbers of people the opportunity to benefit from its programs.

THE MISSION OF THE CLUB

The mission of a Toastmasters Club is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills, which in turn foster self-confidence and personal growth.

ORGANIZATIONAL STRUCTURE

Toastmasters have a defined structure to assist in ensuring that member needs are met and the organization can function effectively.

The foundation of the organization is you, the **MEMBER**. All programs and decisions are based on the member's individual goals.

Members are organized into **CLUBS** such as the Heritage Go-Getters. Clubs have a varying number of members, an ideal number is somewhere between 20 to 30 members. Clubs meet every week and provide opportunities for each member to develop their speaking and leadership skills. Within our Club, we have an executive, we hold speech contests, we work through our manuals, and we pay our dues and carry on with every day Toastmasters activities.

While club activities may be sufficient for some, the organization offers so much more.

Clubs are organized into **AREAS**. The Area provides an opportunity for contact with other Toastmasters clubs. An Area normally has 4 to 6 clubs. An Area Governor is appointed to lead the area and serve as a resource to help the clubs. The Area Governor will visit each club at least twice a year. The Area is the next level for Speech Contests each Fall and Spring. Heritage Go-Getters is in Area 23.

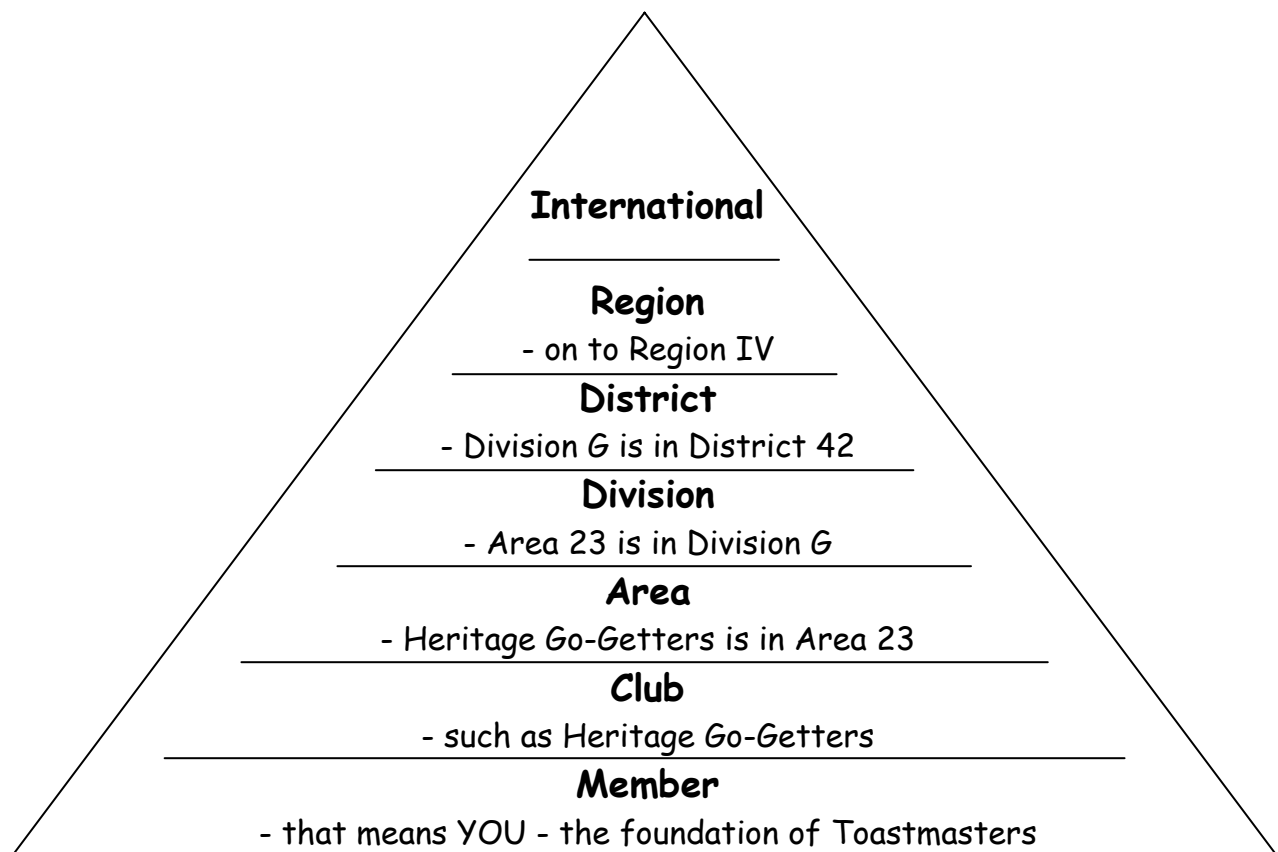
After the Area, is **DIVISION**. The Division provides further opportunities for educational and leadership development. Divisions hold officer training and other training sessions such as judges training. They are the next step up for Area winners in Speech Contests. A Division Governor takes on the task of co-coordinating these activities. We are a member of Division G which includes clubs in Southern Alberta (Southern Calgary, East to Medicine Hat and all the way south to Lethbridge.)

The next level is **DISTRICT**. The District trains officers, encourages new club formation and is yet another opportunity to expand your educational and leadership skills. Speech Contest winners from the Division progress to the District. Division G is part of District 42 which includes the entire area of Alberta and Saskatchewan.

Our District holds 2 major meetings each year - a fall conference and a spring convention. District 42 conferences and conventions are renowned for the fun, fellowship and friendliness to be found there.

Districts are organized into **REGIONS**. This is an administrative group designed to elect representatives to the Board of Directors. District 42 is part of Region IV, which includes Alberta, Saskatchewan, Manitoba, North Dakota, South Dakota, Nebraska, Minnesota and Iowa. The International and Humorous Speech Contests continue to this level.

And finally, we have **INTERNATIONAL**. The activities at this level could make up a book themselves, so here are just a few. At World Headquarters, programs are developed such as the communication and leadership manuals, Youth Leadership, Speech Craft, and Success/Leadership and so on. Toastmasters International publishes The Toastmaster magazine each month. There is an international convention each August that includes the World International Competition of Public Speaking.



A TOASTMASTER'S PROMISE

Being a Toastmaster means more than simply making a commitment to self-development. Everyone who joins a Toastmasters Club is making a commitment to the Club, to its members, and to the organization as a whole.

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

- To attend Club meetings regularly;
- To prepare all of my speeches to the best of my ability, basing them on the projects in the Communication and Leadership Program manuals;
- To willingly prepare for and fulfill meeting assignments/roles;
- 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 willingly 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 educational and recognition programs;
- To maintain honest and highly ethical standards at all Toastmasters activities.

A WORD ABOUT PROTOCOL

Protocol is manners - observing accepted practices. Within Toastmasters, there are many symbols of protocol.

Foremost among these is the **gavel**. The gavel symbolizes many things, such as office, control and hospitality. It is used by the Chairperson to take control of the meeting and to adjourn it. It is also used by the President as a sign of control during a business meeting.

The **lectern** may be used by the Chairperson, Toastmaster, Speakers and/or Table Topics Master. Other roles may be done while standing at one's chair, or at the lectern. This may depend on time constraints and the discretion of the Toastmaster in charge of that aspect of the meeting.

The term lectern and podium are often confused. Here is the difference:

lectern vs. podium

Lectern - A stand used by individuals (speakers) to support reading materials. Lecterns can be table-top models or full standing models.

Podium - A raised or elevated platform for a speaker.

Presentation and accepting of awards ideally should occur at the front of the meeting room. These presentations are good practice for other formal situations. The Chairperson should step back from the lectern to ensure visibility of presentation.

It is appropriate to **stand** while carrying out duties, making announcements or statements or asking questions. This ensures that you are seen and heard by all.

Clapping is used frequently within Toastmasters. Clapping is a sign of welcome when someone is called upon to perform their role. It is also a sign of thanks when that role is complete.

Name Place Cards are expected to be used by all Toastmasters. This allows newer members and guests to be comfortable with names of Club members.

Filling your role is important to our Club and to you. When you are unable to attend or fill your role for a particular meeting, it is your responsibility to arrange a replacement and notify the Chairperson.

Guests are welcomed and encouraged at Club meetings.

Non-Toastmaster Guests should be seated with an experienced member who can quietly explain various aspects of the meeting and answer questions. Non-Toastmaster guests should never have their 'ahs' counted or be forced to speak. They may be asked to introduce themselves, or if a guest of a particular member, that member may introduce them. At the end of the meeting, they should be asked for comments if time permits.

Guests who are Toastmasters are expected to participate in introductions and can be called upon as Table Topics speakers or possibly to fill other roles. District Executive such as the Area or District Governor especially welcome the opportunity to participate. These Toastmasters may also have a 'formal' role to fill and may require speaking time near the end of the meeting.



HERITAGE GO-GETTERS - GENERAL MEETING GUIDELINES

The following are general meeting guidelines for members of the Heritage Go-Getters Toastmasters Club.

MEMBER RESPONSIBILITIES:

- be punctual for meetings
- participate in the meetings; sign up for roles
- initial the sign-in register and pick up name card and place in front of you
- be aware of and be prepared for your assignments
- observe time limits and help keep meetings on schedule
- be an active listener; provide evaluations
- offer/provide encouragement
- arrange for your own substitute when you are unable to meet a scheduled commitment
- be prepared to explain duties of your position when new members/guests are present

SEQUENCE OF HERITAGE GO-GETTERS MEETING:

The Go-getters meet weekly on Mondays, at 5:15 p.m. in the Heritage Room (260N) of the Heritage Square Building.

- Sergeant at Arms sets up meeting room and greets members and guests.
- Chairperson or Toastmaster opens meeting, ratifies the agenda, introduces guests, and delivers announcements, then passes control to Toastmaster.
- Toastmaster guides smooth flow of the meeting by performing duties during the following meeting segments:
 - Prepared Speeches
 - Joke/Tip
 - Table Topics Session is performed by Table Topics Master
 - Prepared Speech Evaluations
 - Table Topics Evaluation
 - Introduce and yield control of the meeting to General Evaluator
- General Evaluator performs duties and passes control back to the Chairperson or Toastmaster
- Chairperson or Toastmaster performs duties and adjourns meeting

REFERENCE MATERIAL FOR MEMBERS

The following list identifies the booklets and pamphlets that all Toastmasters receive with their New Member Kits.

Reviewing the material will help you achieve your goal of becoming a confident public speaker.

- Competent Communication Manual (Communication and Leadership Program)
- Competent Leadership manual
- Effective Speech Evaluation
- Your Speaking Voice
- Gestures: Your Body Speaks
- A Toastmaster Wears Many Hats..... Roles of a Member
- Educational Program - Awards
- Tools for new Toastmasters

Website References:

- www.toastmasters.org
- www.d42tm.org
- www.calgarytoastmasters.org
- www.heritagego-getters.com

HERITAGE GO-GETTERS SAMPLE SCHEDULE
CLUB #8410, AREA 10, DIVISION G, DISTRICT 42
www.heritagego-getters.com

	Time	November 21	November 28	December 5	December 12
THEME					
Chairperson (5:15 pm)					
Toastmaster					
Speaker 1	4-10 Min.				
Speaker 2	4-10 Min.				
Speaker 3	4-10 Min.				
Joke / Tip	2 Min.				
Evaluator 1	2-3 Min.				
Evaluator 2	2-3 Min.				
Evaluator 3	2-3 Min.				
Table Topics Master	1 Min				
Table Topics Participants	2 Min. each				
Table Topics Evaluator	3 Min.				
General Evaluator	2-3 Min.				
Timekeeper/Statistician					
Ah Counter					
Grammarian/Quiz Master					
End of Meeting (Chairperson) (6:45 pm)					

IF YOU CANNOT FULFILL YOUR ASSIGNED DUTY, PLEASE FIND A REPLACEMENT. NOTIFY THE DESIGNATED CHAIRPERSON AT LEAST ONE DAY PRIOR TO THE MEETING.

Dates to Remember:

Heritage Go-Getters - Official Club Duties

CHAIRPERSON

Prior to Meeting

- ◆ Find out from the Toastmaster what the theme for the meeting is (or check the Agenda if it has been sent out already).
- ◆ Interview Toastmaster in preparation for their introduction at the meeting - tie in theme if possible.
- ◆ Optional: Adapt the meeting theme for the introduction of the Timer/Statistician, Ah-counter, and Grammarian/Listening Monitor as well.
- ◆ obtain the name of any guests ahead of time when possible

At the beginning of the meeting

- ◆ confirm participants' attendance and make necessary changes to meeting schedule
- ◆ note any new guests that arrive and ensure that you get their name and business so that you can introduce them as well

The Meeting

- ◆ open meeting
- ◆ welcome attendees and introduce guests
- ◆ review current agenda with attendees and announce any program changes
- ◆ introduce and call upon the Grammarian/Listening Monitor to provide Word of the Day and briefly explain listening monitor duties
- ◆ introduce the Timer/Statistician to explain duties
- ◆ introduce Ah-counter to explain duties
- ◆ enthusiastically introduce the Toastmaster

Time allotment: 10 minutes

At the end of the meeting

- ◆ come up when called upon by the *General Evaluator*
- ◆ call upon *Grammarian/Listening Monitor, Ah-counter* and *Timer/Statistician* for their reports
- ◆ make any announcements that you are aware of, then ask if there are any more announcements from the floor
- ◆ ask for volunteers to fulfill roles at upcoming meetings
- ◆ thank guests for their attendance and ask for any comments they may wish to provide
- ◆ remind members of next meeting date, place and time
- ◆ adjourn the meeting

Time allotment: 10 minutes including reports from *Grammarian/Listening Monitor, Ah-counter* and *Timer/Statistician*

TOASTMASTER

General

As Toastmaster of the Day you face the task of introducing the other members of the program. The Toastmaster is an important role; a role that can affect the tone and the rhythm of the meeting. Therefore, this task is not usually assigned to a member until he or she is quite familiar with the club and its procedures. The primary duty of the Toastmaster is to act as a genial host and conduct the entire program. Program participants should be introduced in such a manner as to prepare the audience to listen with excitement and anticipation. It is the Toastmaster who creates an atmosphere of interest, expectation and receptivity.

Prior to the Meeting

- ◆ decide on a theme for the meeting
- ◆ contact prepared speakers, speech evaluators, Table Topics Master, Table Topics Evaluator, Joke/Tip Master and General Evaluator to confirm assignments; at the same time, interview them in preparation for introductions at meeting
- ◆ when confirming prepared speaker assignments, obtain speaker's speech title, confirm speech project number and the manual they are working on
- ◆ prepare introductions for each speaker (use theme when appropriate)
- ◆ prepare remarks which can be used to bridge the gaps between program segments (you may choose to incorporate the theme here as well)

During the Meeting

- ◆ preside with sincerity, energy and decisiveness; take attendees on a pleasant journey and make them feel that all is going well
- ◆ introduce Joke/Tip Master
- ◆ introduce prepared speech session. Include a brief discussion of the purpose of this section of the program for the benefit of guests.
- ◆ introduce prepared speech evaluator and ask evaluator to stand up and describe speech's manual objectives, time allotment and title
- ◆ introduce each speaker (limit to 30 seconds!)

- ◆ lead the applause before and after each speaker and shake each speaker's hand as he/she comes up to the lectern and again as he/she leaves
- ◆ thank the speaker after each speech
- ◆ **Allow 1 minute of silence for each member to write feedback to the speaker. Mini-evaluation forms are provided on the table at each meeting.**
- ◆ introduce next speaker
- ◆ call upon and introduce Table Topics Master
- ◆ call upon and introduce each speech evaluator, ask the Timer/Statistician to allow each evaluator two to three minutes
- ◆ thank the evaluators
- ◆ introduce Table Topics Evaluator
- ◆ thank Table Topics Evaluator
- ◆ introduce the *General Evaluator*

Meeting control is now yielded to *General Evaluator*.

JOKE /TIP

The member prepares and delivers a short joke, humorous story, or appropriate tip.

Be Creative! Have Fun!

An example of a tip of the day might be a parliamentary tip. This is good way to instill good use of parliamentary rules into the club.

When called upon, proceed to the lectern and deliver your joke/tip.

Time allotted: 2 minutes

SPEAKER

A major portion of each meeting is centered on the speakers. The number of speakers may vary from meeting to meeting depending on time. Every effort will be made to ensure that all members that are ready to do their speeches are scheduled into the program as soon as possible, but it is suggested that you plan ahead to book your speech (through the VP of Education) as speaker spots fill up quickly.

The speeches are prepared based on manual project objectives and should last from (4-6, 5-7 or 8-10 minutes) for projects in the basic Competent Communication (*Communication and Leadership Program*) manual, and 8 or more minutes, depending on the assignment, for projects in the Advanced Leadership (*Advanced Communication and Leadership Program*) manuals.

Prior to Meeting

- ◆ check the meeting schedule to find out when you are to speak
- ◆ preparation is essential to success when you are the speaker
- ◆ prepare a speech based on a manual project; it is recommended that you present your speeches in numerical order as each project builds on the skills learned in previous projects
- ◆ if audio or visual equipment is required, make arrangements with Sergeant at Arms several days in advance
- ◆ speak to your evaluator and talk about the manual speech you'll be giving
- ◆ discuss with the evaluator your speech goals and personal concerns
- ◆ bring your manual to the meeting
- ◆ if you don't write your own speech introduction, make certain that the Toastmaster of the meeting has prepared a good one for you.

At the Meeting

- ◆ arrive early
- ◆ do an a/v equipment check (if required)
- ◆ sit near the front of the room for quick and easy access
- ◆ be sure to give your manual to your evaluator before the meeting starts

During the Meeting

- ◆ give your full attention to the speakers at the lectern
- ◆ avoid studying your speech notes while someone else is talking
- ◆ you will be introduced by the Toastmaster
- ◆ as you begin your speech, acknowledge the Toastmaster and the audience (Toastmasters and guests).
- ◆ when finishing your speech, never thank your audience; simply return control of the meeting to the Toastmaster
- ◆ always wait for the Toastmaster to return to the lectern, then return to your seat
- ◆ during the evaluation of your speech, listen intently for helpful hints and suggestions

After the Meeting

- ◆ get your manual from your evaluator
- ◆ at this time discuss any questions regarding your evaluation and clarify any misinterpretations
- ◆ have the Vice President Education initial the Project Completion Record in the back of your manual.

SPEECH EVALUATOR

(Please refer to the TMI Effective Speech Evaluation manual, which comes with the New Member Kit for detailed guidelines. The information listed below is a generalized summary of the information you will find in the manual.)

After every speech, an evaluation is made. Both an oral and a written evaluation are prepared. The evaluation presented by you can make the difference between a worthwhile and a wasted meeting for your speaker.

The purpose of the evaluation is to help the speaker become less self-conscious. This requires that you become fully aware of the speaker's skill level, habits and mannerisms, as well as his or her progress to date.

If there is a technique the speaker uses or some gesture made that receives a good response from the audience, tell the speaker so he or she will be encouraged to use it again.

Prior to the meeting

- ◆ review carefully the Effective Speech Evaluation manual which you received in your New Member Kit
- ◆ contact the speaker to find out which speech the speaker will be giving and if he or she has any specific areas for you to look for and comment on; also determine which skills or techniques the speaker hopes to strengthen through the exercise
- ◆ review the requirements of the speech

Evaluation requires preparation if it is to be of value to the speaker. Study the objectives of the project as well as the evaluation guide in the manual.

Remember that the purpose of evaluation is to help people develop their speaking skills in various situations, including platform presentations,

discussions and meetings. Achievement equals the sum of ability and motivation. By actively listening and gently offering useful advice, you motivate members to work hard and improve. When you show the way to improvement you've opened the door to strengthening their ability.

When you enter the meeting room:

- ◆ look for the speaker and ask them for his or her manual
- ◆ confer with the speaker one last time to see if he/she has any specific things for you to watch for during the talk
- ◆ ensure speaker knows he/she must have Project Completion Record signed by VP of Education (found in each manual) once speech has been delivered

During the meeting:

- ◆ when called upon by the Toastmaster, prior to the speech, provide verbally to the attendees the objectives of the speech, time allotment and speech title
- ◆ record your impressions of the speech, using the evaluation questions in the manual as a guide (writing in the manual can be done later)
- ◆ when introduced, proceed to lectern to give your oral report, starting with evaluation method that you are going to use (eg: sandwich method).
- ◆ make a brief oral evaluation of the speech, commenting on the speaker's good points, and points for improvements. **The general tone should be positive but not a whitewash** - there is always room for improvement. Because time is limited, discussion should be oriented towards the specific goals of the speech.
- ◆ discuss organization, delivery, achieving purpose of speech

Praise a successful speech and specifically tell why it was successful. Don't allow the speaker to remain unaware of a valuable asset such as a smile, a sense of humor, or a good voice. Conversely, don't allow the speaker to remain ignorant of a serious fault or mannerism; if it is personal, write it but don't mention it aloud.

Give the speaker the deserved praise and tactful suggestions in the manner you would like to receive them when you are the speaker.

Allotted time: 2-3 minutes

After the Meeting

- ◆ make a more detailed written evaluation on the page provided in the speaker's manual
- ◆ return the manual to the speaker
- ◆ add a verbal word of encouragement to the speaker, something that wasn't mentioned in the oral evaluation

TIMER/STATISTICIAN

One of the lessons to be practiced in speech training is that of **expressing a thought within a specific time interval**. The timekeeper is the member responsible for keeping track of time for speakers and various roles. The statistician part of the role is to keep track of the activities that occur during the meeting. It is also a good way for new members to learn the names of the other club members.

Upon arrival at the Meeting

- ◆ familiarize yourself with the operation of the timing devices/cards (provided by the Sergeant at Arms)
- ◆ obtain the Timer/Statistician report form from the Sergeant at Arms

During the meeting

- ◆ be prepared to provide a brief (less than one minute) description of your duties if called upon to do so by the Toastmaster
- ◆ the timing device should be easily seen by each speaker - usually placed directly across from the lectern
- ◆ time and note time of all speeches utilizing Timer/Statistician Report Form (this includes prepared speeches, evaluations of prepared speeches, joke/tip, table topic speakers, table topics evaluator and general evaluator). Check the schedule for times allotted.
- ◆ report all times at the end of the meeting when called upon to do so by the Chairperson
- ◆ complete the stats form as the meeting proceeds

Unless otherwise instructed, use the following guidelines:

Speeches 4 - 6 minutes in duration:

Green at 4 minutes
Yellow at 5 minutes
Red at 6 minutes

Speeches 5 - 7 minutes in duration:

Green at 5 minutes
Yellow at 6 minutes
Red at 7 minutes

Speeches 2 minutes in duration:

Green at 1 minute

Yellow at 1 minute 30 seconds

Red at 2 minutes

Speeches 3 minutes in duration:

Green at 2 minutes

Yellow at 2 minute 30 seconds

Red at 3 minutes

After the meeting:

- ◆ when the meeting has ended, return the completed Timer/Stats form (which should be placed in the appropriate binder) and return the timing device to the Sergeant-at-Arms

GRAMMARIAN/LISTENING MONITOR

Being **Grammarian** is an exercise in expanding your listening skills. Your two basic responsibilities are:

- to introduce new words to members - i.e. Word of the Day
- to comment on the proper use of the English language during the course of the meeting

The **Listening Monitor** part of the role gives you an opportunity to test other members' listening skills by:

- picking up on some key things participants have said throughout the evening.
- asking three different open-ended questions of other club members to test their listening skills: For example:

What did the toastmaster say Jane's favorite past-time was when he introduced her?

Or,

In his icebreaker, Jack mentioned the kind of pet he owns, what was it?

The members should not be able to answer the questions with yes or no answers.

Prior to the Meeting

- ◆ Select a Word of the Day. It should be a word that will help us increase our vocabulary - a word that can easily be incorporated into everyday conversation but which is different from the way we usually express ourselves.
- ◆ Print the Word of the Day (on flip chart or white board) in large letters. Be prepared to describe the part of speech (noun, etc.), and provide a brief definition. Prepare a sentence as an example of how to use the word.

Upon arrival at the meeting:

- ◆ Post the Word of the Day at front of room facing audience.

During the Meeting

- ◆ When introduced by the Chairperson, stand and briefly (less than one minute) explain your duties, announce the Word of the Day, state its part of speech, define it, and use it in a sentence. **Encourage all speakers to use the "word" during the meeting and remind them that you are keeping score.**
- ◆ Initiate rapping on the table when Word of the Day is used
- ◆ Make note of:
 - Misuse of words, incorrect pronunciation, clichés (overworked phrases or words), poor sentence construction, and excellent use of language
 - Those who use the Word of the Day and who used it the most
 - Try to offer the correct usage of the word in instances where it may have been used incorrectly.
 - Report on use of creative language
- ◆ When called upon by the Chairperson, comment briefly on any or all of the above.

AH-COUNTER

The purpose of the Ah-counter is to note words and sounds used as a "crutch" or "pause filler" by anyone who speaks during the meeting. Words may be inappropriate interjections such as "and", "well" "but" "so" "you know". Sounds may be "ah" "um" "er".

You should also note when a speaker repeats a word or phrase such as "I, I" or "this means, this means".

Upon arrival at the meeting and during the Meeting

- ◆ Use a copy of the weekly schedule to record your comments
- ◆ Be prepared to provide a brief (less than one minute) description of your duties if called upon to do so by the Chairperson
- ◆ Listen to everyone (except guests) for "crutch" sounds and long pauses used as fillers and not as a necessary part of sentence structure.
- ◆ Write down how many crutch sounds or words each person used during all portions of the meeting.
- ◆ When called on by the Chairperson, stand by your chair and give a brief (less than one minute) report.
- ◆ At the end of the meeting, give completed report to Sergeant at Arms to be put in the binder.

TABLE TOPICS MASTER

The Toastmasters' tradition is to ensure that every member has the opportunity to speak at a meeting. The table topics session of the meeting supports this tradition. The purpose of table topics is to have members "think on their feet" and speak for a minute or so, thus improving impromptu speaking skills. Speakers may be given an individual subject or a choice of subjects from which the member can draw at random.

Prior to Meeting

- ◆ Prepare a list of topics to present to members. Topics could include:
 - Current events
 - "What would you do if" theme
 - "Finish the sentence" theme
 - Visual response theme

Check with the Toastmaster to determine if there is a theme for the meeting and develop topics accordingly (optional)

- ◆ Determine who the scheduled meeting participants are, so you can call on other members first
- ◆ **Remember to keep your comments short. Your job is to give others a chance to speak, not to give a series of mini-talks yourself.**

During the Meeting

- ◆ set the stage for your Topics program, keeping remarks brief but enthusiastic
- ◆ you may wish to suggest a format for speakers to deliver their speech i.e. introduction, body, conclusion, PREP (point-reason-example-point), etc., and remind them that they have 1 to 2 minutes.
- ◆ **encourage speakers to use the Word of the Day**
- ◆ **encourage members to complete mini-evaluations**
- ◆ keep the program rolling
- ◆ before calling on members to participate, provide a theme for your table topic questions if appropriate, but don't ask the actual question until the participant is at the front and ready.
- ◆ before calling on members to participate, indicate that everyone has a right to say no. However, be sure to encourage participation, as this is a great opportunity for everyone to practice!

- ◆ call on members of the audience (those not already scheduled for a role) to come up to the lectern, lead the applause and greet speaker with a handshake
- ◆ if you do not know the impromptu speaker, ask him/her to introduce themselves before beginning
- ◆ state the question/topic clearly (you may choose to state it twice) or provide a selection of topics for the speaker to pick from then step aside to allow speaker to deliver his/her speech
- ◆ thank the speaker again with a handshake and applause; call on next speaker
- ◆ **Remember, guests should never be asked to speak except on a voluntary basis**
- ◆ Watch the time! Check the printed schedule for time allotted to topics and adjust the number of questions to end your segment on time; 6:00 p.m. (If your portion started late, try to end on time to avoid the entire meeting running over-time.)

TABLE TOPICS EVALUATOR

Table Topics evaluations cannot be prepared or delivered as thoroughly as regular speech evaluations because of the number of Table Topic Speakers being evaluated and the limited delivery time. It is not necessary to present written evaluations to each speaker; oral evaluations are all that is required.

The purpose of Table Topics is to help members learn to think and speak on their feet, thus improving their impromptu speaking skills. Evaluations provide the feedback necessary to monitor the members' progress. By actively listening and gently offering useful advice, you motivate members to work hard and improve. When you show the way to improvement you've opened the door to strengthening their ability.

Suggested evaluation criteria:

- ◆ pay attention to speech content - does it have an introduction, body and conclusion
- ◆ was the discussion/answer related to the introduction/topic
- ◆ delivery
- ◆ choose one criteria to focus on, i.e. hand gestures, voice inflection, facial expressions, etc.

Evaluation presentation

- ◆ when introduced, proceed to lectern to give your oral report
- ◆ explain to the audience the manner in which your evaluation will be conducted: i.e. what you were watching for
- ◆ provide brief comments for each speaker and attempt to point out both good points and points for improvement.

Give the speaker the deserved praise and tactful suggestions in the manner you would like to receive them when you are the speaker. Don't allow the speaker to remain unaware of a valuable asset such as a smile, a sense of humor, or a good voice - tell the speaker so he or she will be encouraged to use it again.

Allotted time: 3 minutes

GENERAL EVALUATOR

The *General Evaluator* is just what the name implies . . . an evaluator of anything and everything that takes place throughout the meeting - the standard of excellence of the meeting.

The *General Evaluator* evaluates all program participants that have not already been evaluated (i.e. *Sergeant-at-Arms*, *Chairperson*, *Toastmaster*, *Joke/Tip*, *Speech Evaluators*, *Table Topics Master* and *Table Topics Evaluator*). Each evaluation should be brief.

Review the Effective Speech Evaluation manual for detailed Evaluator guidelines. Also refer to Speech Evaluator section of this document.

Prior to Meeting

- ◆ Familiarize yourself with the duty guidelines for the participants you will be evaluating
- ◆ A form is available, with a checklist from which you can follow the meeting. Ask the *Sergeant of Arms* for a copy of this form prior to the start of the meeting. Examples of the types of things you'll be looking for are:
 - Is room properly set-up?
 - Is the Club's property properly displayed?
 - Were members and guests greeted?
 - Did the meeting and each segment of it, begin and end on time?
 - Were there any unnecessary interruptions or distractions that disturbed the flow of the meeting?
 - Were all members demonstrating active-listening skills?
 - Were the evaluations effective and balanced (good points and points for improvement)?

At the Meeting

- ◆ Sit near the back of the room to allow yourself full view of the meeting and its participants.

- ◆ Use the form and take notes on everything that happens (or doesn't, but should). Look for good and poor examples of preparation, organization, delivery, enthusiasm, observation, and general performance of duties.
- ◆ When introduced, proceed to lectern to give your oral report
- ◆ Give form to Sergeant at Arms for filing.

Meeting control is now yielded to Chairperson.

Time allotted: 2 - 3 minutes

THE ROLE OF MENTOR

Ideally, an experienced Toastmaster is selected to serve as a mentor for a new member of the Club. So, what is a mentor?

The dictionary describes, a "mentor" as a wise, loyal advisor. As a mentor, you have the opportunity to share wisdom, knowledge and experience with a new Toastmaster who wants to learn, grow and achieve.

Most new members join Toastmasters because they have problems and/or needs relating to public speaking. Many people equate the self-improvement they seek from Toastmasters with career advancement or professional development. So, it is vital to most that they meet their speaking needs.

Yet, many new members fail if left to "sink or swim" with no guidance other than speech evaluations. It is a mistake to assume that they can succeed without support. They need reassurance that their goals and the effort to attain them are worthwhile. They need practical advice from someone who understands the Toastmasters program. They need someone like **YOU**.

There are no stringent guidelines, but here are some suggestions of the expectations of a mentor. The new member decides on the help they need.

1. **Sit with the new member.** Take time to explain parts of the meeting as they happen and answer any questions they may have.
2. **Explain responsibilities.** Membership is more than just giving speeches and receiving evaluations. It also means a commitment to helping the Club and its members be successful. Be aware of "A Toastmasters Promise" and help the new member honor this promise.
3. **Help with the Ice Breaker and other projects.** Many experienced Toastmasters still consider the 1st speech the most difficult. New members are not only uncomfortable speaking before a group, but they also are speaking in front of relative strangers. You can help them overcome their fears and get off to a good start. Discuss speech ideas and offer suggestions if necessary. If possible, listen to them practice the speech and offer feedback. Continue that assistance in coaching them through the initial manual projects.

4. **Orient the new member to Club customs and procedures.** If the Club has special awards or events or procedures, explain them. Help them become comfortable and a part of the Club in any way you can.
5. **Make the new member aware of resources.** Point out the material contained in the Club cabinet. Discuss articles in The Toastmaster magazine. Be sure they are aware of the "people" resources such as club and district executive.
6. **Provide positive feedback.** The first few weeks and months of membership are critical. The new member must feel they are benefiting from their Toastmaster experience. Compliment them on their progress as they fill various roles.
7. **Explain Officer's Duties.** Describe how they can develop leadership skills by serving as a Club Officer. Help them select a Club office in which to serve. Be sure these goals are reasonable.
8. **Tell how you have benefited.** Share your own goals and aspirations with them. You are proof that they can achieve their own goals.
9. **Explain Speech Contests.** Discuss the purpose of contests, the types of contests and how they progress to other levels. Help them assess their readiness to participate and encourage participation and attendance.
10. **Invite them to other events.** This can include a range of events - from Club socials, to Area and Division speech contests and training sessions, to District conferences and conventions. Moving outside the comfort zone of the Club is an important growth opportunity for the new member.
11. **Describe the Toastmasters International Organization.** Be sure that the new member is aware of the structure - Club, Area, Division, District, Region and International levels - as well as the purpose of each. They should understand how the organization works, their role in the organization and the leadership opportunities available beyond the Club.

A mentor relationship requires time and commitment from both parties. But, the rewards are tremendous. It is not a relationship designed to last forever - nor should it. The mentor strives to teach the new member to think and act independently and successfully. Once s/he is functioning effectively on their own, the relationship often turns into a strong and warm friendship, but service as a mentor is no longer required.

It is then time for the mentor to find a new member to help and hopefully, for the former mentee to become a mentor themselves.

YOUR CLUB EXECUTIVE

A Toastmasters Club provides many opportunities to develop leadership as well as communication skills. A strong executive often characterizes a successful Club. These are the Club executive positions and a brief description of the responsibilities:

President (refer to Toastmasters guidebook for more details . . .)

1. Set goals, plan, develop strategies in accordance with the Distinguished Club Program/Club Success Plan
2. Provide the leadership and guidance the Club needs to be a Distinguished Club
3. Recognize people for their efforts
4. Lead the Executive Committee meetings
5. Delegate to and coach Executive Committee members
6. Attends and votes at Area and District council meetings
7. Votes at Regional and International business meetings

Vice President Education

1. Plans dynamic club meetings
2. Promotes the Toastmasters educational program to Club members by maintaining and providing a summary of each member's progress
3. Orients new members to the Toastmasters program and to the Club
4. Makes sure all members understand the importance of excellent evaluations and know how to evaluate
5. Arranges for Speechcraft and other Success/Communication and Success/Leadership Programs to be conducted inside or outside of the Club.
6. Submits members award application/notification to TMI
7. Arranges for the Club to conduct Youth Leadership Programs
8. Encourages members to participate in other Toastmasters activities and programs
9. Administers speech contest
10. Attends and participates in Executive Committee meetings
11. Presides in the absence of the President
12. Attends and votes at Area and District council meetings
13. Votes at Regional and International business meetings
14. Promotes the club's efforts to be a distinguished club

Vice President Membership

1. Builds Club membership
2. Increases member satisfaction
3. Attends and participates in Executive Committee meetings
4. Attends and votes at Area council meetings
5. Promotes the club's efforts to be a distinguished club

Vice President Public Relations

1. Plans a public relations program
2. Prepares publicity materials
3. Produces a Club newsletter
4. Attends and participates in Executive Committee meetings
5. Promotes the club's efforts to be a distinguished club

Secretary

1. Maintains an accurate membership roster
2. Records and reads meeting minutes
3. Assists with the Semi-annual Membership Report
4. Reports new officers to World Headquarters
5. Prepares and submits order for Toastmasters supplies
6. Keeps the Club Constitution and Bylaws
7. Maintains general Club correspondence
8. Attends and participates in Executive Committee meetings
9. Promotes the club's efforts to be a distinguished club.

Treasurer

1. Prepares an annual budget for the Club
2. Provides the bank with a new signature card
3. Notifies each Club member in writing of dues payable
4. Collects payable dues and fees
5. Submits payment to World Headquarters for semi-annual membership dues/new member fees
6. Pays all bills promptly
7. Keeps complete and accurate records of all financial transactions
8. Presents a verbal and written financial report monthly
9. Submits club accounts for audit

10. Responds to Revenue Canada or other government agency inquiries
11. Attends and participates in Executive Committee meetings
12. Promotes the club's efforts to be a distinguished club.

The Sergeant at Arms

1. Arranges room and equipment for each meeting
2. Greets all guests and members at each meetings
3. Arranges for food service at meal meetings
4. Maintains all Club equipment and materials
5. Attends and participates in Executive Committee meetings
6. Promotes the club's efforts to be a distinguished club.
7. Ensures weekly agenda, timer stat form, ah counter, and General Evaluators reports are filled and placed in binder.

Past President

1. Chairs the Nominating Committee (elections)
2. Helps with the distinguished Club Program/Club Success Plan
3. Promotes the Club's efforts to be a Distinguished Club
4. Provides guidance and serves as a resource to Club officers and members

EXECUTIVE POSITIONS - BEYOND THE CLUB

With its highly organized structure, Toastmasters provides continuing opportunities for members to develop leadership skills. Most often, the Club will encounter the **AREA GOVERNOR**.

Some of the duties of the Area Governor include:

- Serve as resource to ensure that Clubs in the Area are functioning well.
- Encourage membership growth, formation of new clubs, educational completions and a high standard of club excellence.
- Organize and conduct Area speech contests.
- Conduct Officer training programs. (Often with Division or District.)
- Conduct regular Area Council meetings.
- Promote inter-club visits in the area.
- Install Club Officers and Induct new members (upon invitation).
- Participate and vote at Division and District business meetings.

Going beyond the Area, opportunities exist in the DIVISION and DISTRICT. There are both elected and appointed positions. These include Division or District Governor, Lt. Governor Education & Training, Lt. Governor Marketing, Public Relations Officer, and others.

THE DISTINGUISHED CLUB PROGRAM

A successful Toastmasters Club has a healthy, active membership and assists members in achieving their speaking and leadership goals. Toastmasters International has a program to recognize these Clubs.

Under the Distinguished Club Program, World Headquarters tracks the Club's progress in achieving 10 key goals.

1. Two CC (CTMs)
2. Two more CC (CTMs)
3. One ACB, ACS or ACG (ATM-B, ATM-S or ATM-G)
4. One more ACB, ACS, or ACG (ATM-B, ATM-S or ATM-G)
5. One CL, ALB, ALS or DTM
6. One more CL, ALB, ALS or DTM
7. Four new members
8. Four more new members
9. Minimum of four Club officers trained in each training period
10. One Semi-annual report and one Officer list submitted on time

The program also involves a membership requirement. As of year-end the club must have:

At least 20 members **OR**
A net growth of at least 5 new members

Clubs that meet the membership requirement are recognized based on the number of goals achieved in the year:

Achieve 5 goals	Distinguished Club
Achieve 7 goals	Select Distinguished Club
Achieve 9 goals	President's Distinguished Club

The program runs for the Toastmaster year - July 1 to June 30. All clubs are automatically entered in this program. Quarterly reports are provided to the Club to allow them to monitor their progress. At the end of the year, banner ribbons are presented to acknowledge various levels of success.

EDUCATIONAL AWARDS

Toastmasters have a multi level recognition system. As you work your way through the program, the awards serve as milestones to mark your progress.

Outlined below are the Educational awards and requirements:

The Communication Track:

Competent Communicator - CC (CTM)

- The first award in the Toastmasters Program.
- Requires completion of the 10 projects in the Communication manual.

A Toastmaster can complete the CL concurrently with the CC.

Advanced Communicator Bronze - ACB (ATM-B)

- Must have achieved Competent Communicator award.
- Complete two Advanced Communication and Leadership Program manuals. (5 speeches in each manual for a total of 10 more projects.)

Advanced Communicator Silver - ACS (ATM-S)

- Must have achieved the new Advanced Communicator Bronze award. (Or the ATM-B or old Able Toastmaster award).
- Complete two Advanced Communication and Leadership Program manuals. (Must be different manuals than completed for previous AC award.)
- Conduct two programs from The Better Speaker Series and/or The Successful Club Series.

Advanced Communicator Gold - ACG (ATM-G)

- Must have achieved the new Advanced Communicator Silver award. (Or the ATM-S or old Able Toastmaster, Bronze award).
- Complete two Advanced Communication and Leadership Program manuals. (Must be different manuals than completed for previous AC awards.)
- Co-ordinate and conduct a registered Success/Communication, Success/Leadership or Youth Leadership module.
- Coach a new member with his/her first three speeches.

The Leadership Track:

Competent Leader - CL

- Requires completion of the 10 projects in the Competent Leadership manual.

A Toastmaster can complete the CL concurrently with the CC.

Advanced Leader Bronze - ALB

- Must have achieved Competent Leader award.
- Must have achieved Competent Communicator award (or CTM)
- Serve as Club Officer (minimum 6 months) and participate in preparation of the Club Success Plan.
- While an Officer, participate in District sponsored Club officer training.
- Conduct two programs from The Successful Club Series.

Advanced Leader Silver - ALS

- Must have achieved Advanced Leader Bronze award (or old Competent Leader award).
- Serve a complete term (July 1 - June 30) as a District Officer.
- Complete the High Performance Leadership Program.
- Serve as sponsor or mentor for a new club, or specialist for an existing club.

Upon completion of both tracks, a Toastmaster can move on the highest recognition a member may receive - Distinguished Toastmaster.

Distinguished Toastmaster - DTM

- Achieved Advanced Communicator Gold award (or Advanced Toastmasters Gold award).
- Achieved Advanced Leader Silver award (or achieved Advanced Leader award).

If you wish, Toastmasters International will advise your employer when you receive any of these awards.

OTHER TOASTMASTERS EDUCATIONAL PROGRAMS

Toastmasters International has developed prepared presentations to assist members with skills in speaking, leadership and club excellence.

The Better Speaker Series

These are prepared presentations, complete with script and overheads. Each takes about 10 to 15 minutes to present and focuses on a particular aspect of speaking. It is a requirement of the ACS (ATM-S) that you conduct 2 programs from the Better Speaker or Successful Club Series. Titles in the series are:

- Beginning Your Speech - suggestions for starting your speech right
- Concluding Your Speech - tips for ending your speech with power
- Take the Terror Out of Talk - techniques to overcome nervousness
- Impromptu Speaking - speaking off the cuff.
- Selecting Your Topic - developing new speech ideas
- Know Your Audience - relate to your audience, so they relate to you
- Organizing Your Speech - consider the when and the how
- Creating an Introduction - great introductions to precede great speeches
- Preparation and Practice - techniques to prepare and rehearse

The Successful Club Series

These are prepared presentations with script and overheads. Each takes about 10 to 15 minutes to present and focuses on a particular aspect of building a successful club. (Mentoring and Moments of Truth are much longer.) It is a requirement of the ALB that you conduct 2 programs from the Successful Club or Leadership Excellence Series.

Titles in the series are:

- The Moments of Truth - recognize and deal with critical situations
- Finding New Members for your Club - methods to seek new members
- Evaluate to Motivate - tips to benefit the speaker, evaluator & audience
- Closing the Sale - tips to persuade a guest to join
- Creating the Best Club Climate - create & maintain a healthy Club
- Meeting Roles and Responsibilities - what is required of each club role
- Mentoring - benefits for club and members
- Keeping the Commitment - review concepts in "A Toastmasters Promise"
- Going Beyond Our Club - benefits and opportunities outside the Club
- How to be a Distinguished Club
- The Toastmasters Educational Program

The Leadership Excellence Series

These are prepared presentations, complete with script and overheads. Each takes about 10 to 15 minutes to present and focuses on one aspect of leadership. It is a requirement of the ALB that you conduct 2 programs from the Leadership Excellence or Successful Club Series.

Titles in the series are:

- The Visionary Leader
- Building a Team
- Goal Setting and Planning
- Developing a Mission
- Values and Leadership
- Motivating People
- Giving Effective Feedback
- Delegate to Empower
- The Leader as Coach
- Service and Leadership
- Resolving Conflict

Toastmasters International also has developed longer programs. Presentation of one of these is required for your ACG (ATM-G) designation.

Success/Communication

- Speechcraft
- How to Listen Effectively
- The Art of Effective Evaluation
- Building Your Thinking Power - part I, Mental Flexibility
- Building Your Thinking Power - part II, The Power of Ideas
- From Speaker to Trainer

Success/Leadership

- How to Conduct Productive Meetings
- Parliamentary Procedure in Action
- Leadership - part I, Characteristics of Effective Leaders
- Leadership - part II, Developing Your Leadership Skills
- Leadership - part III, Working in the Team Environment
- Improving Your Management Skills

SPEECH CONTESTS

Speech contests are a tradition in Toastmasters. Each year, thousands of members compete in the various contests.

In Toastmasters, speech contests serve three purposes:

1. To provide an opportunity for proficient speakers and those interested in competitive speaking to gain contest experience.
2. To provide an interesting educational program.
3. To provide an opportunity to those Toastmasters not participating to learn by observing proficient speakers.

In District 42 (and in Heritage Go-Getters), we hold 4 contests each year. These are the **Humorous** and **Table Topics** each fall and the **International** and **Evaluation** each spring.

Speech contests begin in the setting we are the most comfortable - the **CLUB**. All Toastmasters are encouraged to involve themselves if possible. From the Club, contest winners progress to the next level - the **AREA** contest. Area winners move on to the **DIVISION** contest. These winners proceed to compete at the **DISTRICT** level. (Table Topics, Evaluation and Humorous contests end here.) District winners in International go on to compete at the **REGION** level. The Regional winners compete at the Toastmasters **International** annual convention in the World International Competition of Public Speaking.