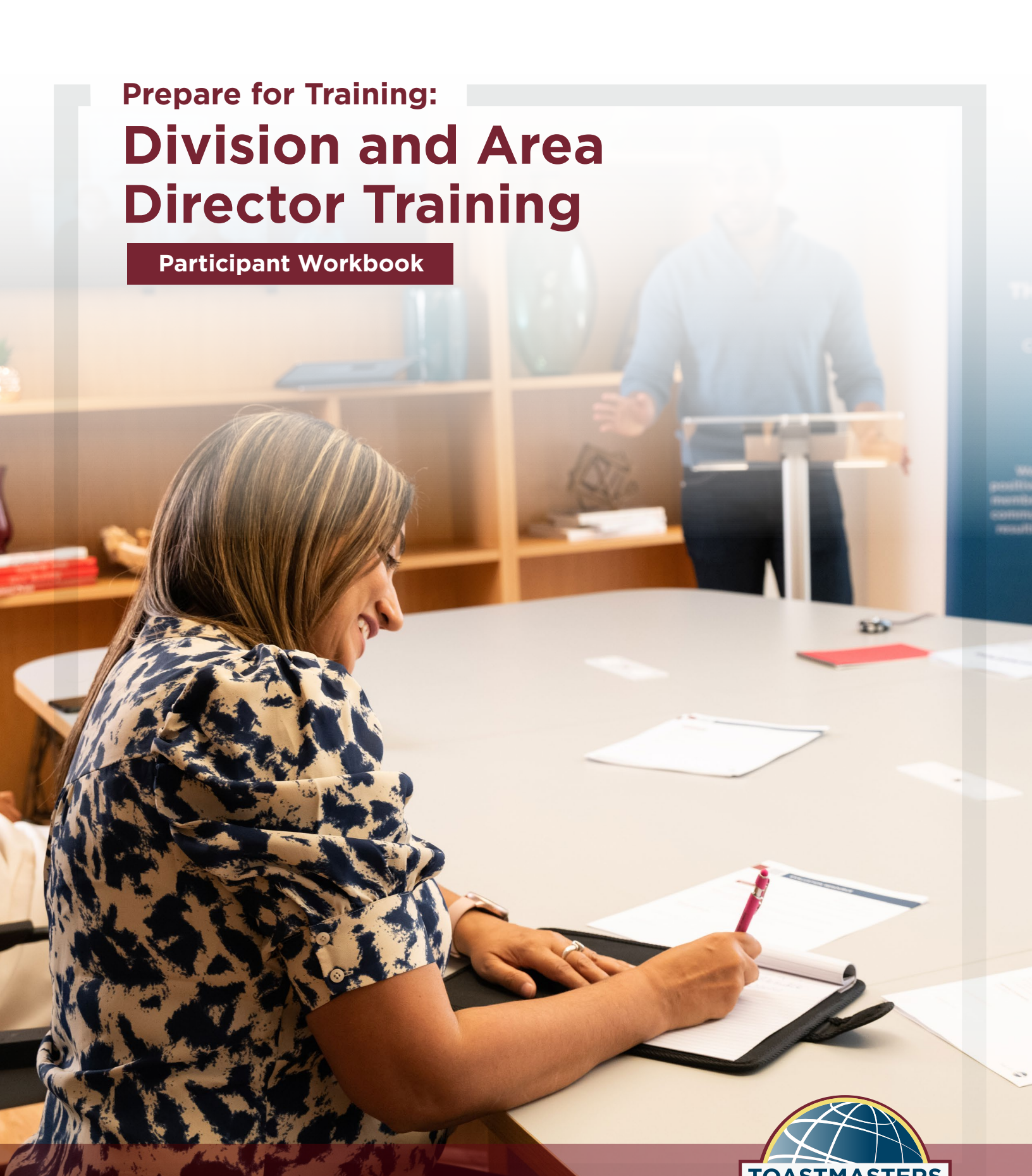


Prepare for Training:

Division and Area Director Training

Participant Workbook





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Table of Contents

Missions, Values, and Promises	1
Prepare For Training	2
Training Sessions Synopses	3
Session 1: Develop Successful Teams.....	3
Session 2: Enhance Club Quality	3
Session 3: Establish And Support New Clubs	3
Session 4: Conduct Quality Speech Contests	3
Session 5: Thrive In The District Recognition Program	3
Learning Objectives	4
Session 1: Develop Successful Teams.....	4
Session 2: Enhance Club Quality	4
Session 3: Establish And Support New Clubs	4
Session 4: Conduct Quality Speech Contests	4
Session 5: Thrive In The District Recognition Program	4
Materials for Participants	5
The Participant Workbook	6

Missions, Values, and Promises

Toastmasters International Mission

We empower individuals to become more effective communicators and leaders.

District Mission

We build new clubs and support all clubs in achieving excellence.

Club Mission

We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

Toastmasters International Core Values

Integrity

We match our actions with our words, demonstrate honesty and trustworthiness, communicate with sincerity and thoughtfulness, have the courage to acknowledge our mistakes, and always strive to do the right thing.

Service

We strive to provide high-value, exceptional support by being responsive, attentive, and passionate in fulfilling our duties as individuals and as an organization to all.

Respect

We treat all with dignity, welcome diverse perspectives, acknowledge all contributions, believe that all have positive intent, practice mutual accountability, and critique but never demean.

Excellence

We consistently strive to meet or exceed expectations by upholding the Toastmasters Promise, nurturing a collaborative environment, innovating to deliver creative solutions, and optimizing quality to produce superior service.

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 program
- ▶ 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 Envisioned Future

Toastmasters is a thriving and diverse global community. We enhance the personal lives and careers of individuals, enabling them to positively impact their communities. We empower people to develop communication and leadership skills through a welcoming, high-quality, experiential learning environment, resulting in greater self-confidence and personal growth.

Prepare For Training

Welcome to Division and Area Director training. As a Division or Area Director, you dedicate valuable time and provide a tremendous service to Toastmasters. Your roles are very important, and you are much appreciated.

This training will equip you to develop successful teams, enhance club quality, establish and support new clubs, conduct quality speech contests, and thrive in the District Recognition Program. All of these abilities contribute to fulfilling the District mission.

While both Division and Area Director roles imply great responsibility, know that support is close at hand. Your fellow District leaders, Region Advisors, and the District Services team at World Headquarters are all available and eager to assist you.

Look to your training facilitator to know what to expect of this training — where to go, what to bring, how long sessions last, and so on.

Training Sessions Synopses

Session 1: Develop Successful Teams

(One hour)

As Division and Area Directors, you serve as liaisons between Districts and clubs; to accomplish all the responsibilities of these important roles, you depend on the teams you build. The effectiveness of these teams is a reflection of your ability to lead and motivate. You lay the groundwork for effective teamwork by creating and maintaining a team agreement at the beginning of your term. In this session, you examine a team agreement and discuss motivation and conflict-resolution techniques to keep your teams strong and productive.

Session 2: Enhance Club Quality

(One hour and 30 minutes)

Part of the District mission is to enhance the quality and performance of clubs. As District leaders, you perpetuate this mission. Members are drawn to and stay in clubs that foster an environment of mutual support and enrichment. You support clubs in creating this environment by soliciting club needs and offering perspective and knowledge. In this session, you consider how to gather information about clubs and identify ways to enhance their quality and performance.

Session 3: Establish And Support New Clubs

(One hour)

As District leaders, part of your mission is to extend the network of clubs. New clubs allow more people access to the benefits of Toastmasters. An important responsibility of yours is to establish and support new clubs. In this session, you identify club-building opportunities and requirements for establishing clubs.

Session 4: Conduct Quality Speech Contests

(One hour and 15 minutes)

Area Directors oversee Area speech contests, and Division Directors oversee Division speech contests. In order to ensure that these are quality speech contests, you gain a greater understanding of the contest process, rules, and resources. The role that you play in speech contests depends on your District. In this session, you learn how to find answers about contests using the **Speech Contest Rulebook** and discover other resources.

Session 5: Thrive In The District Recognition Program

(One hour and 15 minutes)

The focus of the District Recognition Program is on club quality and the member experience. You play an essential role in earning Distinguished recognition for the District, Division, and Area, beginning with the club. In this session, you examine how Moments of Truth and the Distinguished Club Program serve as the foundation for the District Recognition Program. You learn how to create success plans based on your Division and Area Distinguished goals and how to track progress toward those goals.

Learning Objectives

After completing the training sessions, you will be able to do the following.

Session 1: Develop Successful Teams

- ▶ Recount the roles of the Division and Area Directors
- ▶ Identify the members of the Division and Area Councils and the ways the councils offer support to the Division and Area Directors
- ▶ Describe a team agreement and its benefits
- ▶ Use team agreements to build trust and set expectations among team members
- ▶ Apply the Five Principles of Motivation to foster teamwork and productivity in teams
- ▶ Solve conflicts among team members using conflict-resolution techniques

Session 2: Enhance Club Quality

- ▶ Identify what is meant by club quality and a positive member experience
- ▶ Examine how the Toastmasters education program, club leadership, and membership contribute to club quality and a positive member experience
- ▶ Prepare for the club visit by building trust and gathering information
- ▶ Practice building trust during club visits
- ▶ Conduct an effective club visit
- ▶ Use resources to find answers and propose solutions for club challenges

Session 3: Establish And Support New Clubs

- ▶ Describe the relationship between establishing new clubs and the Toastmasters and District missions
- ▶ Identify District leader responsibilities for establishing new clubs
- ▶ Recognize the network of support a District can establish to build clubs
- ▶ Describe the club-building cycle
- ▶ Identify opportunities for new clubs in the Division or Area

Session 4: Conduct Quality Speech Contests

- ▶ State the types of speech contests officially recognized by Toastmasters International.
- ▶ Explain how speech contests benefit contestants, the audience, and those who help conduct the contests.
- ▶ Prepare a speech contest with their teams.
- ▶ Solve speech contest challenges and answer questions using the **Speech Contest Rulebook**.

Session 5: Thrive In The District Recognition Program

- ▶ Describe how implementing Moments of Truth leads to club quality and a positive member experience
- ▶ Define the roles of Division and Area Directors in the District Recognition Program
- ▶ Describe the Distinguished Club Program
- ▶ Identify the goals of the Distinguished Area and Distinguished Division programs
- ▶ Describe the importance of club, Area, and Division success plans
- ▶ Identify resources to find answers to questions about the District Recognition Program and Distinguished Club Program and to track progress in each

Materials for Participants

The following sessions call for every participant to have specific Toastmasters products:

Session	Product
1	<i>Toastmasters International District Recognition Program</i>
4	<i>Speech Contest Judges Training</i>
4	<i>Speech Contest Rulebook</i>
5	<i>Serving Clubs through Visits</i>

If you already have a hardcopy of the product, bring it to the training session. If the product is available to download for free from the Toastmasters Online Store, bring a printed copy to the session. You may prefer to bring a laptop computer to take notes. In this case, save the products on your computer beforehand. Don't assume the training location has access to the Internet.

In any case, check with your facilitator for instructions about what to bring with you to the training.

The Participant Workbook

Following are links to the participant workbook for each session:

- ▶ **Session 1: Develop Successful Teams**
- ▶ **Session 2: Enhance Club Quality**
- ▶ **Session 3: Establish and Support New Clubs**
- ▶ **Session 4: Conduct Quality Speech Contests**
- ▶ **Session 5: Thrive in the District Recognition Program**

Depending on whether you intend to use a laptop at the training, either download a copy of these writable PDFs to your computer or print hardcopies to use at the training.

The participant workbook provides an overview and objectives of each session. You answer questions that pertain to the material the facilitator presents or use the participant workbook to take notes.

Use the evaluation at the end of each session in the participant workbook to offer your feedback. This feedback is important for making valuable improvements to future training. Your facilitator will tell you who to submit your evaluations to and how.



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