

Session 5: Thrive in the District Recognition Program

Division and Area Director Training

Facilitator Guide





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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.

Session 5: Thrive in the District Recognition Program

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

Overview

In this session, the following topics are presented:

- ▶ Distinguished Club Program
- ▶ District Recognition Program

Objectives

After completing this session, Division and Area Directors will be able to do the following:

- ▶ 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

- ▶ Flipchart
- ▶ Markers
- ▶ PowerPoint presentation
- ▶ *One Serving Clubs through Visits: A Guide for Area Directors per Division and Area Director*

Duration

- ▶ One hour and 15 minutes

Introduction



1. **Show** the Session Agenda slide.



2. **Present** the session agenda.

- ▶ Distinguished Club Program
- ▶ District Recognition Program



3. **Show** the Session Objectives slide.



4. **Present** the session objectives:

- ▶ 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

Distinguished Club Program

(30 minutes)

Note to Facilitator

The purpose of this section is for Division and Area Directors to recognize the Moments of Truth as standards of quality in clubs and the Distinguished Club Program as the foundation of the District Recognition Program.

In this section, participants identify the characteristics that successful clubs share and are introduced to the six Moments of Truth.

After completing this section, participants will be able to use the Moments of Truth to consider the quality of clubs in their Divisions and Areas, and they will be able to describe the Distinguished Club Program.

1. Present

- ▶ Clubs are the heart of Toastmasters.
- ▶ They provide the environment and support members need to meet their communication and leadership goals.

2. Instruct participants to arrange themselves in groups of four.

3. Instruct groups to spend five minutes brainstorming characteristics that successful clubs share and recording these characteristics in the Distinguished Club Program section of the participant workbook.

4. Time five minutes.

5. Instruct one person from each group to share the group's answers.

6. Instruct participants to add to the participant workbook any additional characteristics that other groups share.

Moments of Truth

1. Show the Moments of Truth slide.

Moments of Truth

- First Impressions
- Membership Orientation
- Fellowship, Variety, and Communication
- Program Planning and Meeting Organization
- Membership Strength
- Achievement Recognition



2. **Present**

- ▶ The six Moments of Truth are explained in the Successful Club Series manual, Moments of Truth.
- ▶ They are the opportunities through which a club can exhibit quality, thereby impacting the member experience.

3. **Present** the Moments of Truth:

- ▶ **First Impressions:** Clubs ensure that guests' experiences and observations become first impressions that encourage them to return.
- ▶ **Membership Orientation:** Clubs acquaint new members with the Toastmasters education and recognition programs, their responsibility to the club, and the club's responsibility to the member.
- ▶ **Fellowship, Variety, and Communication:** Clubs offer a warm, friendly, and supportive environment that encourages enjoyable learning.
- ▶ **Program Planning and Meeting Organization:** Club meetings are carefully planned, with well-prepared speakers and useful evaluations.
- ▶ **Membership Strength:** Clubs have sufficient numbers of members to provide leadership and fill meeting and committee assignments. Clubs participate in membership-building and retention practices.
- ▶ **Achievement Recognition:** Clubs monitor members' progress toward goals, submit completed award applications immediately, and consistently recognize member achievement.

4. **Instruct** participants to return to their groups of four.

5. **Instruct** participants to spend 10 minutes completing Moments of Truth in the Distinguished Club Program section of the participant workbook.

6. **Time** 10 minutes.

7. **Instruct** one person from each group to share how they categorized each characteristic of successful clubs.

Qualifying Requirements of the Distinguished Club Program

1. **Present**

- ▶ All of the Distinguished programs have at least one qualifying requirement.
- ▶ The qualifying requirement must be met in order to be eligible for Distinguished recognition.
- ▶ Even if all other Distinguished goals are met, if the qualifying requirement is not met, the club cannot be recognized as Distinguished.



2. **Show** the Qualifying Requirements of the Distinguished Club Program slide.

Qualifying Requirements

- Distinguished Club Program
 - Membership of 20 or a net growth of at least five new members as of June 30
 - Club Success Plan submission no later than September 30

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3. **Ask**

- ▶ What must clubs accomplish, outside of the 10 Distinguished Club Program goals, to be considered for recognition?
 - Membership of 20 or a net growth of at least five new members as of June 30



4. **Ask**

- ▶ What is meant by net growth?
 - Membership net growth occurs when the total number of club members at year-end (June 30) exceeds the base amount.



5. **Show** the Membership Net Growth Definition slide.

Membership Net Growth Definition

- Membership net growth occurs when the total number of club members at year-end (June 30) exceeds the base amount.

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6. **Ask**

- ▶ What is meant by the base amount?
 - The membership base amount refers to the number, on July 1, of club members (renewing, new, charter, dual, and reinstated) who paid April dues, even if the April dues were paid late.



7. **Show** the Membership Base Definition slide.

Membership Base Definition

- The membership base amount refers to the number, on July 1, of club members (renewing, new, charter, dual, and reinstated) who paid April dues.
- The membership base may increase during the program year if members make late dues payments.

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8. **Instruct** participants to spend 10 minutes completing Moments of Truth in the Distinguished Club Program section of the participip

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9. **Instruct** participants to return to their groups of four.

Participant Workbook: Qualifying Requirements of the Distinguished Club Program

Scenario

On July 1 of last year, the Jovial Jabberers Club had 15 members. By August, one of them—Jovial Jabberer Jerry—had taken a job in a new city. In September, university students Serge and Selma, who had been studying outside the country, and who had been active members of the Jovial Jabberers two years before, renewed their membership. Fiona, a financial analyst wanting to improve her presentation skills, joined the Jovial Jabbers Club as a first-time Toastmaster in February. Math teacher Manolo and his brother Marco, a mechanic, of the Magnificent Monologues Club joined the Jovial Jabberers in March so they could reap the benefits of both clubs. In May, a lady named Basanti and her husband, Bhavya, from Bombay’s Bombastic Barkers Club transferred to the Jovial Jabberers. Today is June 30.

Question

Does the Jovial Jabberers Club meet the qualifying requirement for recognition in the Distinguished Club Program? Explain.



10. **Time** 10 minutes.



11. Ask

- ▶ Does the Jovial Jabberers Club meet the qualifying requirement for recognition in the Distinguished Club Program?
 - No.
 - (Basanti and Bhavya are not counted because—assuming everyone pays on time—they are transfer members who would have paid their April dues to Bombay’s Bombastic Barkers Club.)
 - To qualify for the Distinguished Club Program, the Jovial Jabberers Club needs either 20 members or a net growth of five.

Distinguished, Select Distinguished, and President’s Distinguished Clubs

Note to Facilitator

Division and Area Directors are not required to memorize the goals of the Distinguished Club Program. However, having a base knowledge of them will help Division and Area Directors to read reports and understand how to best assist clubs.



1. Ask

- ▶ What are the education goals clubs should strive to achieve in the Distinguished Club Program?
 - Four members complete Level 1
 - Two members complete Level 2
 - Two members complete Level 3
 - One member completes Level 4
 - One member completes Level 5



2. Show the DCP Education Goals slide.

DCP Education Goals

- Four members complete Level 1
- Two members complete Level 2
- Two more members complete Level 2
- Two members complete Level 3
- One member completes Level 4, completes a path, or obtains a DTM
- One more member completes Level 4, completes a path, or obtains a DTM



3. **Ask**

- ▶ What are the remaining goals clubs should strive to achieve in the Distinguished Club Program?
 - Four new members
 - Four more new members
 - At least four club officers trained during each of the two training periods (June 1 to August 31 and December 1 to February 28/29)
 - One club membership dues-renewal report and one club officer list submitted on time



4. **Show** the Remaining Distinguished Club Program Goals slide.

Remaining DCP Goals

- Four new members
- Four more new members
- Minimum of four club officers trained during each of two training periods
- One membership dues-renewal report and one club officer list submitted on time

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5. **Show** the Distinguished, Select Distinguished, President’s Distinguished Club slide.

Distinguished Club Program

- Distinguished, Select Distinguished, President’s Distinguished, Smedley Distinguished

Achievement	Recognition Earned
Five of 10 goals	Distinguished Club
Seven of 10 goals	Select Distinguished Club
Nine of 10 goals	President’s Distinguished Club

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6. **Present**

- ▶ To become Distinguished, a club must reach five of these goals.
- ▶ To become Select Distinguished, a club must reach seven of these goals.
- ▶ To become President’s Distinguished, a club must reach nine of these goals.



7. **Tell** participants that they may prefer to read the following three slides in the participant workbook, in the Distinguished, Select Distinguished, and President’s Distinguished Clubs section.



8. **Show** the Club Timeline (Select Distinguished) slide.

Club Timeline - Vocal Violinists of Vienna

MONTH	TASK
July	Club officers Gunther, Gisela, Gustav, and Gretchen are trained
August	Carolina earns her Level 1 Pathways award, Gisela earns her Level 2 Pathways award
September	New member Novak joins the club, the member dues-renewal report is submitted
October	Casper earns his Level 1 Pathways award
November	New members Nick and Nixie join the club
December	New member Nan joins the club
January	Karl earns his Level 4 Pathways award, new member Nadia joins the club
February	Club officers Gunther, Gisela, Gustav, and Gretchen are trained
March	New member Norbert joins the club, Gretchen earns her Level 2 Pathways award
April	Adolf earns his Level 5 Pathways award, new member Neil joins the club
May	New member Naveen joins the club, the Club Officer report is submitted.
June	On June 30, the Vocal Violinists of Vienna Club has 25 members

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9. **Ask**

- ▶ What recognition in the Distinguished Club Program has the Vocal Violinists of Vienna Club earned?
 - Select Distinguished Club



10. **Show** the Club Timeline (President's Distinguished) slide.

Club Timeline – Linguistic Leaders of Lipari

MONTH	TASK
July	Club officers Lina, Luigi, Luciano, and Leonora are trained
August	
September	Cara earns her Level 1 Pathways award, Gisela earns her Level 2 Pathways award
October	Carlo and Lena earn their Level 1 Pathways award
November	New members Natalia and Nevio join the club
December	New member Nico joins the club
January	
February	Club officers Lina, Luigi, Luciano, and Leonora are trained
March	New member Nuncio joins the club, Amara earns her Level 2 Pathways award
April	Adolfo earns his Level 2 Pathways award
May	Columbo earns his Level 1 Pathways award, the Club Officer report is submitted.
June	On June 30, the Linguistic Leaders of Lipari Club has 21 members

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11. **Ask**

- ▶ What recognition in the Distinguished Club Program has the Linguistic Leaders of Lipari Club earned?
 - Distinguished Club



12. **Show** the Club Timeline (President's Distinguished) slide.

Club Timeline – Rhetorical Rants of Rabat

MONTH	TASK
July	Club officers Rashida, Reza, Raed, and Rafi are trained
August	Karida earns her Level 1 Pathways award
September	New member Nahla joins the club, the member dues-renewal report is submitted
October	Khalid earns his Level 1 Pathways award
November	New members Nasli and Noma join the club, Azana earns her Level 2 Pathways award
December	New member Naja joins the club, Adli earns his Level 2 Pathways award
January	Karim earns his Level 4 Pathways award, new member Nuria joins the club
February	Khalil and Kadeem earn their Level 1 Pathways awards
March	New member Nabil joins the club, Reza and Rashida earn their Level 2 Pathways awards
April	Adnan and Rafi earn their Level 5 Pathways award, new member Nayef joins the club
May	New member Noura joins the club, the Club Officer report is submitted.
June	On June 30, the Rhetorical Rants of Rabat Club has 25 members

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13. **Ask**

- ▶ What recognition in the Distinguished Club Program has the Rhetorical Rants of Rabat Club earned?
 - President's Distinguished Club

District Recognition Program

(30 minutes)

Note to Facilitator

The purpose of this section is for Division and Area Directors to become familiar with the qualifying requirements and goals of the Distinguished Area and Distinguished Division programs as components of the District Recognition Program.

In this section, participants discuss their roles in the District Recognition Program and identify actions that successful Division and Area Directors take by completing an activity in the participant workbook. No answers are provided for this activity because several answers are possible.

After completing this section, participants will be able to contribute to the success of their Divisions and Areas in earning Distinguished recognition.

1. Present

- ▶ The District Recognition Program is based on and aligns with the Distinguished Club Program.
- ▶ It consists of the Distinguished Area, Division, and District programs.

2. Instruct participants to arrange themselves in groups of four.

3. Instruct groups to spend 10 minutes completing the District Recognition Program section of the participant workbook

Participant Workbook: District Recognition Program

District Recognition Program

Area Director Roles

Match the District Recognition Program roles that area directors fulfill, in the Role column, with the ways those roles are fulfilled, in the How column.

Role	How
_____ 1. Support clubs	a. Visiting each club in the area at least twice a year and submitting the Area Director's Club Visit Report
_____ 2. Encourage club growth	b. Maintaining regular contact with Club Presidents
_____ 3. Encourage member achievement	c. Soliciting the help of other District leaders to support clubs



- _____ 4. Help Areas, Divisions, and Districts succeed
- _____ 5. _____
- _____ 6. _____
- _____ 7. _____
- _____ 8. _____

- d. Keeping current with club progress in the Distinguished Club Program
- e. Helping with club officer training
- f. Overseeing area speech contests
- g. Participating in Area Director training
- h. Tracking Area progress in the Distinguished Area Program
- i. _____
- j. _____
- k. _____

Division Director Roles

Match the District Recognition Program roles that Division Directors fulfill, in the Role column, with the ways those roles are fulfilled, in the How column.

Role	How
_____ 1. Offer support to Area Directors in fulfilling their roles and responsibilities	a. Participating in Division Director training
_____ 2. Motivate team members	b. Following up and providing assistance as needed with District Recognition goals and questions, club visits, and club officer training
_____ 3. Provide guidance	c. Maintaining contact with Area Directors and other District leaders
_____ 4. _____	d. Overseeing Division speech contests
_____ 5. _____	e. _____
_____ 6. _____	f. _____
_____ 7. _____	g. _____



4. **Time** 10 minutes.

5. **Instruct** one participant from each group to share how the group completed the Area Director Roles activity and the Division Director Roles activity.

Distinguished Area Program

1. **Present**

- ▶ Areas with a club base of at least three are automatically contenders for Distinguished recognition.
- ▶ An Area’s club base increases if April club dues are paid after July 1.



2. **Show** the Qualifying Requirements of the Distinguished Area Program slide.

Qualifying Requirements

- Distinguished Area Program
 - No net club loss
 - Submit the Area Director's Club Visit Report for 75% of club base
 - First round visits by November 30th
 - Second round visits by May 31st

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3. **Present** the Distinguished Area Program qualifying requirements:

- ▶ To be considered for recognition, areas must have no net club loss.
- ▶ Areas must submit the Area Director's Club Visit Report for 75 percent of their club base for first-round visits by November 30 and for 75 percent of their club base for second-round visits by May 31.



4. **Ask**

- ▶ What is meant by net club loss?
 - Net club loss occurs when the total number of clubs at year-end (June 30) falls below the base amount.



5. **Show** the Net Club Loss Definition slide.

Net Club Loss Definition

- Net club loss occurs when the total number of clubs at year-end (June 30) falls below the base amount.

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6. **Present**

- ▶ The Area Director's Club Visit Report is a form that guides Area Directors in evaluating club quality during these visits by assessing the club at each of the Moments of Truth.
- ▶ It can be found at toastmasters.org/1471.



7. **Show** the Area Director's Club Visit Report slide.



8. **Instruct** participants to arrange themselves in six groups and refer to Supporting Clubs through Visits: A Guide for Area Directors.

9. **Tell** one group to spend 15 minutes reading Scenario 1: First Impressions and completing the First Impressions section of the Area Director's Club Visit Report—included in Supporting Clubs through Visits: A Guide for Area Directors—for the club featured in the scenario.

10. **Tell** another group to spend 15 minutes reading Scenario 2: Membership Orientation and completing the Membership Orientation section of the Area Director's Club Visit Report for the club featured in the scenario.

11. **Tell** another group to spend 15 minutes reading Scenario 3: Fellowship, Variety, and Communication and completing the Fellowship, Variety, and Communication section of the Area Director's Club Visit Report for the club featured in the scenario.

12. **Tell** another group to spend 15 minutes reading Scenario 4: Program Planning and Meeting Organization and completing the Program Planning and Meeting Organization section of the Area Director's Club Visit Report for the club featured in the scenario.

13. **Tell** another group to spend 15 minutes reading Scenario 5: Membership Strength and completing the Membership Strength section of the Area Director's Club Visit Report for the club featured in the scenario.

14. **Tell** the remaining group to spend 15 minutes reading Scenario 6: Achievement Recognition and completing the Achievement Recognition section of the Area Director's Club Visit Report for the club featured in the scenario.



15. **Time** 10 minutes.

16. **Tell** one person from each group to summarize the scenario and explain the group's comments in the Area Director's Club Visit Report.

17. **Present** the Distinguished Area Program qualifying requirements:

- ▶ Areas must submit the report for 75 percent of their club base for first-round visits by November 30 and for 75 percent of their club base for second-round visits by May 31.



18. **Ask**

- ▶ What is meant by club base?
 - The Area's club base is the number of paid clubs assigned to the Area as of July 1. Clubs are considered to be paid when they have submitted a complete April dues-renewal report. These and new clubs chartered between April 1 and June 30 are counted in the club base.



19. **Show** the Area's Club Base Definition slide.

Area Club's Base Definition

- The Area's club base is the number of paid clubs assigned to the Area as of July 1.
- Clubs are considered to be paid when they have submitted a complete April dues-renewal report.
 - These and new clubs chartered between April 1 and June 30 are counted in the club base.
 - The club base may increase after July 1 if April club dues are paid late.

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20. **Show** the Distinguished, Select Distinguished, President's Distinguished Area slide.

Distinguished Area Program

- Distinguished, Select Distinguished, President's Distinguished

Achievement	Recognition Earned
Distinguished clubs equal to at least 50 percent of the area's club base	Distinguished Area
Distinguished clubs equal to at least 50 percent of the area's club base plus one more Distinguished club	Select Distinguished Area
Distinguished clubs equal to at least 50 percent of the area's club base plus one more Distinguished club and a net club growth of one	President's Distinguished Area

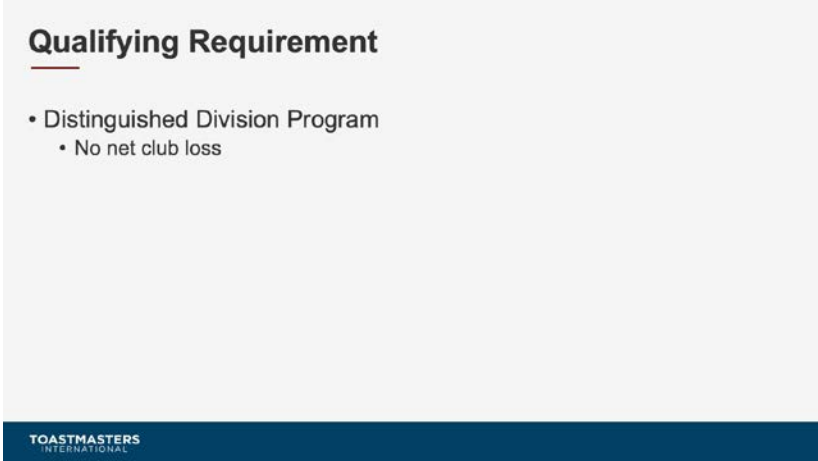

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21. Present

- ▶ An Area with Distinguished clubs equal to at least 50% of its club base is Distinguished.
- ▶ An Area with Distinguished clubs equal to at least 50% of its club base plus one more Distinguished club is Select Distinguished.
- ▶ An Area with Distinguished clubs equal to at least 50% of its club base plus one more Distinguished club and a net club growth of one is President's Distinguished.

Distinguished Division Program

1. **Show** the Qualifying Requirements of the Distinguished Division Program slide.



Qualifying Requirement

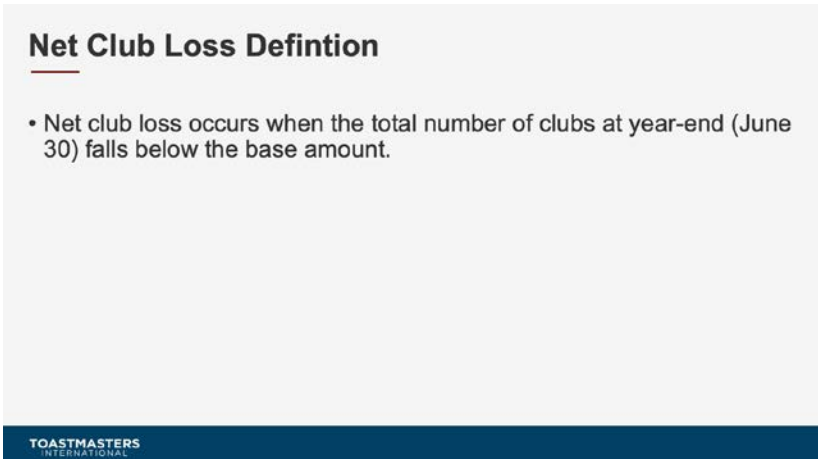

- Distinguished Division Program
 - No net club loss

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2. **Present** the Distinguished Division Program qualifying requirement:

- ▶ To be considered for recognition, Divisions must have no net club loss.
 - Remember: Net club loss occurs when the total number of clubs at year-end (June 30) falls below the base amount.
 - The Division's club base amount is the number of paid clubs assigned to the Division as of July 1. Clubs are considered to be paid when they have submitted a complete April dues-renewal report. These and new clubs chartered between April 1 and June 30 are counted in the club base.

3. **Show** the Net Club Loss Definition slide.



Net Club Loss Definition

- Net club loss occurs when the total number of clubs at year-end (June 30) falls below the base amount.

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4. **Show** the Division's Club Base Definition slide.

Division's Club Base Definition

- The Division's club base is the number of paid clubs assigned to the Division as of July 1.
- Clubs are considered to be paid when they have submitted a complete April dues-renewal report.
 - These and new clubs chartered between April 1 and June 30 are counted in the club base.
 - The club base may increase after July 1 if April club dues are paid late.

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5. **Show** the Distinguished, Select Distinguished, President's Distinguished Division slide.

Distinguished Division Program

- Distinguished, Select Distinguished, President's Distinguished

Achievement	Recognition Earned
Distinguished clubs equal to at least 40 percent of the division's club base	Distinguished Division
Distinguished clubs equal to at least 45 percent of the division's club base	Select Distinguished Division
Distinguished clubs equal to at least 50 percent of the division's club base plus net growth of one	President's Distinguished Division

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6. **Present**

- ▶ A Division with Distinguished clubs equal to at least 45% of the Division's club base is Distinguished.
- ▶ A Division with Distinguished clubs equal to at least 50% of the Division's club base plus net growth of one club is Select Distinguished.
- ▶ A Division with Distinguished clubs equal to at least 55% of the Division's club base plus net club growth of two clubs is President's Distinguished.



Planning for Success

1. **Show** the Club Success Plan slide.

Club Success Plan

This form is used to address the following questions: What is the purpose of the club? What are the goals? How will the club achieve these goals? How will the club track its progress? How will the club evaluate its success? How will the club improve itself?

Qualifying Requirements

Item	Club Success Plan	Availability (1-5)	Score
Administrative	Completed by September 30th	1-5	
Club Charter	Completed by September 30th	1-5	
Club Objectives	Completed by September 30th	1-5	
Club Budget	Completed by September 30th	1-5	
Club Meeting	Completed by September 30th	1-5	

Mission

The 11 goals of the DCP have been listed into four groups:

Mission

1. To have a purpose
2. To have a vision
3. To have a mission statement
4. To have a club charter
5. To have a club budget
6. To have a club meeting
7. To have a club membership
8. To have a club website
9. To have a club newsletter
10. To have a club social media presence
11. To have a club community of members

Objectives

1. To have a purpose
2. To have a vision
3. To have a mission statement
4. To have a club charter
5. To have a club budget
6. To have a club meeting
7. To have a club membership
8. To have a club website
9. To have a club newsletter
10. To have a club social media presence
11. To have a club community of members

Administration

1. To have a purpose

2. To have a vision

3. To have a mission statement

4. To have a club charter

5. To have a club budget

6. To have a club meeting

7. To have a club membership

8. To have a club website

9. To have a club newsletter

10. To have a club social media presence

11. To have a club community of members

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2. **Present** the Distinguished Division Program qualifying requirement:

- ▶ The Club Success Plan is a tool for clubs to guide them in setting goals.
 - The plan helps club officers determine assignments and timetables and track their goals.
 - The plan can be found at toastmasters.org/1111A in *Distinguished Club Program* and *Club Success Plan*.
- ▶ When Area Directors conduct club visits, they should ask club officers about club progress according to the Club Success Plan.



3. **Show** the Division and Area Success Plans slide.

Division and Area Success Plans

Division Success Plan

Division Mission and Purpose

The Division Mission and Purpose is the foundation of the Division's success. It is a statement that describes the Division's purpose, vision, and mission. It is a statement that describes the Division's purpose, vision, and mission. It is a statement that describes the Division's purpose, vision, and mission.

Division Director Role

The Division Director is responsible for the Division's success. The Division Director is responsible for the Division's success. The Division Director is responsible for the Division's success.

Team Composition

Team	Members
Division Director	
Division Vice President	
Division Secretary	
Division Treasurer	
Division Public Relations	
Division Membership	
Division Finance	
Division Education	
Division Training	
Division Leadership	
Division Innovation	
Division Creativity	
Division Collaboration	
Division Communication	
Division Teamwork	
Division Accountability	
Division Integrity	
Division Honesty	
Division Respect	
Division Compassion	
Division Empathy	
Division Understanding	
Division Tolerance	
Division Open-mindedness	
Division Flexibility	
Division Adaptability	
Division Resilience	
Division Perseverance	
Division Determination	
Division Commitment	
Division Dedication	
Division Passion	
Division Enthusiasm	
Division Energy	
Division Motivation	
Division Inspiration	
Division Creativity	
Division Innovation	
Division Leadership	
Division Management	
Division Organization	
Division Planning	
Division Execution	
Division Evaluation	
Division Improvement	
Division Growth	
Division Development	
Division Progress	
Division Success	

Area Success Plan

Area Mission and Purpose

The Area Mission and Purpose is the foundation of the Area's success. It is a statement that describes the Area's purpose, vision, and mission. It is a statement that describes the Area's purpose, vision, and mission. It is a statement that describes the Area's purpose, vision, and mission.

Area Director Role

The Area Director is responsible for the Area's success. The Area Director is responsible for the Area's success. The Area Director is responsible for the Area's success.

Team Composition

Team	Members
Area Director	
Area Vice President	
Area Secretary	
Area Treasurer	
Area Public Relations	
Area Membership	
Area Finance	
Area Education	
Area Training	
Area Leadership	
Area Innovation	
Area Creativity	
Area Collaboration	
Area Communication	
Area Teamwork	
Area Accountability	
Area Integrity	
Area Honesty	
Area Respect	
Area Compassion	
Area Empathy	
Area Understanding	
Area Tolerance	
Area Open-mindedness	
Area Flexibility	
Area Adaptability	
Area Resilience	
Area Perseverance	
Area Determination	
Area Commitment	
Area Dedication	
Area Passion	
Area Enthusiasm	
Area Energy	
Area Motivation	
Area Inspiration	
Area Creativity	
Area Innovation	
Area Leadership	
Area Management	
Area Organization	
Area Planning	
Area Execution	
Area Evaluation	
Area Improvement	
Area Growth	
Area Development	
Area Progress	
Area Success	

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4. **Present**

- ▶ Planning is essential for success.
- ▶ The Division and Area success plans help evaluate current situations, establish specific goals, and develop strategies that can be used to achieve success.
- ▶ The plans identify resources to use in that effort.
- ▶ Finally, the plans call for Division and Area teams to identify assignments, develop timetables, and track accomplishments.



5. **Show** the Stretch Goals and Additional Goals slide.

Stretch and Additional Goals

- Many Districts encourage Division and Area Directors to stretch the goals outlined in the Distinguished Division and Area programs or accomplish additional goals.

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6. **Present**

- ▶ Many Districts encourage Division and Area Directors to stretch the goals outlined in the Distinguished Area and Division programs or accomplish additional goals.
 - A stretch goal is one that extends a current goal further than required; for example, an Area may strive toward 60 percent of its club base becoming Distinguished instead of 50 percent.
 - Deciding to improve service to the member by promoting Moments of Truth in clubs with fewer than 10 members is an additional goal.

Resources and Progress Tracking

1. **Present**

- ▶ Division and Area goals are established for the year depending on their club bases.
- ▶ These goals are reflected in the dashboard available on the Toastmasters International website at **dashboards.toastmasters.org**.
- ▶ Division and Area Directors can log in to District Central for details about their specific Division or Area goals and progress.

2. **Present**

- ▶ Refer to *Toastmasters International District Recognition Program* for further descriptions of the program.
- ▶ Direct questions about the District Recognition Program to **districts@toastmasters.org**.
- ▶ Email questions about the Distinguished Club Program to **membership@toastmasters.org**.
- ▶ Email questions about District Central or reports to **reports@toastmasters.org**.

Conclusion



3. **Show** the Review slide.

Review

- Describe how Moments of Truth leads to club quality
- Define roles of Division and Area Directors
- Describe the Distinguished Club Program
- Identify goals of Distinguished Division and Area programs
- Describe importance of club, Area, and Division Success Plans
- Identify District Recognition Program and Distinguished Club Program resources

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4. **Present** the session objectives:

- ▶ 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



5. **Show** the Conclusion: Closing Remarks slide.

Conclusion: Closing Remarks

- The DCP is the foundation of the District Recognition Program.
- The Distinguished Area, Division, and District programs align with the DCP.
- Division and Area Directors should be aware of club goals.
- Completing success plans helps clubs, Areas, and Divisions stay on track.
- There are resources available for tracking Distinguished goal progress.

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6. **Present** the session objectives:

- ▶ The Distinguished Club Program is the foundation of the District Recognition Program.
- ▶ The Distinguished Area, Division, and District programs align with the Distinguished Club Program.
- ▶ It is important for Division and Area Directors to be aware of the goals of the clubs in their Divisions and Areas to know how best to support them.
- ▶ By completing the club, Area, and Division success plans and reviewing them throughout the year, clubs, Areas, and Divisions can more easily stay on track in the Distinguished programs.
- ▶ Division and Area Directors have access to a number of resources for tracking progress toward Distinguished goals.

7. **Instruct** participants to spend five minutes completing the evaluation in the participant workbook.

8. **Time** five minutes.



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