

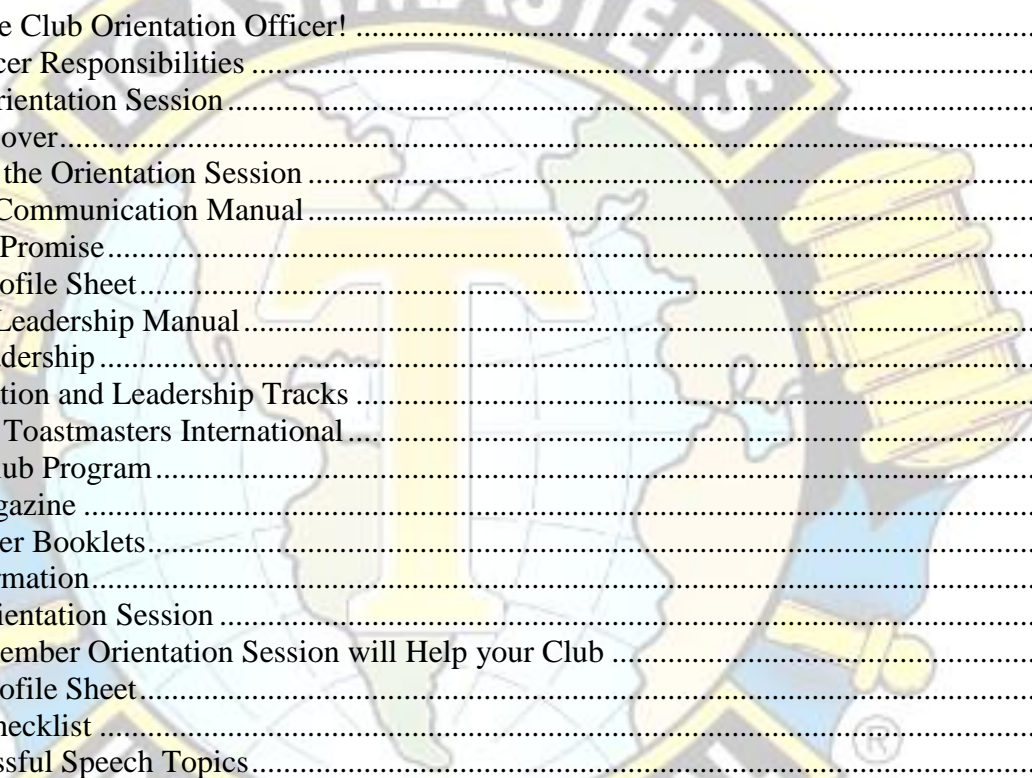


District 69 Toastmasters

Tips For Being Your Club Orientation Officer

*How to perform an Orientation Session
for a new member.*

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When you are the Club Orientation Officer!

What a privilege- to start a new member off well on an exciting Toastmasters journey! This will add so much to the membership journey of your new member- and the health and growth of your club.

As a club Orientation Officer for new members, you are responsible for

- Determining why the person has joined Toastmasters and what he/ she seeks to gain from membership in your club
- Establishing a social contract by discovering the members' objectives and relating specific obligations assumed by the member and the club
- Explaining the Toastmasters program- how it works, how meetings are run, how the club operates and other information relevant to their membership
- Taking specific actions designed to actively involve the new member in the club's programs and ensure that the member begins to benefit immediately
- Reporting to the Club Executive Committee

A new member of your club benefits from the opportunity to discuss their needs before embarking on their self-development program. They may need assurance that they have made the right decision in joining a Toastmasters club. They need specific information about the Toastmasters program: how it works, how to get the most from it, what is expected of them etc. They want to feel welcome and at ease, to know the club cares about them and wants to help them.

An Orientation Session helps to make new members more confident so they can meet their self-development needs. New members who understand the club's purpose and structure will identify more readily with the club and its members. They will also develop a sense of pride and belonging. When they feel the club cares about them, they will be empowered to achieve their goals in the safe, supportive environment and be more likely to stay as satisfied members.

When it accepts a new member, your club is agreeing to provide an enjoyable environment in which the member can learn, grow and achieve. In return, the new member is expected to behave in a certain way. When both parties live up to this social contract, your club will have a loyal, valuable member who will obtain meaningful benefits from membership. Your club will benefit from having a committed, enthusiastic member.

The Orientation Session is an excellent opportunity to improve the member- club relationship so that it will be satisfying and long-lasting.

Orientation Officer Responsibilities

Outside of the Club Meetings

1. Email the New Member Profile Sheet to the new member
2. Meet with the new member to go through the Orientation Session for about one hour
3. Make 2 copies of the Profile Sheet, one for the club's records, the other for the mentor
4. Report to the club executive
5. Prepare your successor for the role

At the Club Meetings

1. Introduce yourself to all new members as the club's Orientation Officer
2. Organise with the new member to go through the Orientation Session for about one hour
3. Ensure the new member is on the program
4. Make contact with the new member after they have presented their 5th speech to check on their progress



Setting up the Orientation Session

Speak to the new member at a club meeting and explain your role so that a suitable time can be organised to meet together. Tell them that you will email them the New Member Profile Sheet (page 18). Ask them to bring along the completed survey and the New Member Kit for the Orientation Session.

Alternatively, give the new member a printed version of the New Member Profile Sheet when you first get together. Put it aside to discuss later.

The recommended format for the Orientation Session is a 2-way interview led by you. If you wish, you may include the new member's sponsor or the Toastmaster you have assigned to serve as the new member's mentor. Here are some tips for a successful orientation interview:

- Create a favourable climate. Hold the Orientation Session in a quiet pleasant place where all involved feel comfortable and at ease. This may be at your home, their home or at a local coffee shop.
- Develop a personal rapport. Take a few minutes to get acquainted. You may wish to share with the new member some of your own Toastmasters experiences and discuss how your club membership has benefited you.
- Be attentive and show genuine interest. This is a key to convincing the new member that your club cares about him/ her and wants to help.
- Be positive and enthusiastic. Enthusiasm is infectious. If you reflect confidence that Toastmasters can significantly benefit the new member, some of your confidence will rub off. The new member's concerns will be replaced by growing self- confidence.
- Be knowledgeable. Prepare yourself for the questions a new member might ask about Toastmasters or your club.

Information to Cover

The Orientation Session is a process to impart knowledge that is important for a new member to know early on in their Toastmasters journey. There is a certain jargon that goes with any industry and being a member of Toastmasters is the same. It is important for a new member to understand our jargon, the opportunities for personal growth and how to make the most of their Toastmasters membership experience.

This is not a script. This is to help you cover the key concepts and points.

It is recommended that you cover:

- How to use the Competent Communication and Competent Leadership manuals
- The Toastmasters Promise
- Why they joined Toastmasters
- The Communication and Leadership Tracks
- The structure of the organisation ie Club, Area, Division, District, Region, International and who does what
- Distinguished Club Program
- How to prepare for a segment at a club meeting
- Encouraging a Have-a –Go attitude

Items Useful for the Orientation Session

It is useful to have items to support your Orientation Session. They include:

- New Member Kit
- New Member Profile Sheet (see page 18)
- New Member Checklist (see page 19)
- The Toastmasters Promise- written in the front of the manuals, or on the Membership Form
- Diagram of the structure of the Toastmasters organisation (see page 13)
- Map of District 69 (see page 14)
- DCP Wall Chart
- A Toastmaster magazine
- Your club's Reference Guide, explaining how to present the various segments at a club meeting

The Competent Communication Manual

Open the New Member Kit. There are 2 main manuals:

- Competent Communication manual
- Competent Leadership manual

Open the Competent Communication (CC) manual to the first page. Here is:

- The Mission of Toastmasters International
- The Mission of the Club
- A Toastmaster's Promise.

Read and discuss briefly both missions and then read through each promise, explaining that to get the full value of the Toastmasters program this list of standards needs to be adhered to. Discuss what each promise means. See the next section *A Toastmasters Promise*.

Turn to the *Contents* page. The 10 projects are listed. Explain the first project, The Icebreaker as the first opportunity to speak before an audience. The next 7 projects are the building blocks of public speaking:

- Organising Your Speech (introduction, body and conclusion)
- Get To The Point (the points you make in the body of your speech)
- How To Say It (the words you choose)
- Your Body Speaks (body language)
- Vocal Variety (your voice)
- Research Your Topic (researching etc)
- Get Comfortable With Visual Aids (using props).

The last 2 projects culminate your learning and skills in:

- Persuade With Power and
- Inspire Your Audience.

As each speech project builds on the skills used in previous projects, it is worthwhile completing projects in consecutive order.

Turn to *The Toastmasters Experience* Page and the Paragraph *How It Works*. The Toastmasters program is self-paced and you learn-by-doing. Emphasise careful preparation and the evaluations given ie written and verbal.

Turn to Project 1, *The Icebreaker*. Explain the layout of the project instructions ie the information on the page to read, the blue box containing the *Executive Summary* and *Objectives*. Read the Objectives.

On the next page is a *Speaker's Checklist*. Briefly go over what is expected and how to best prepare for their Icebreaker project. Show them the written evaluation page. Explain that their Evaluator will write on this page, and the manual needs to be given to them before the meeting starts.

Then turn to the *Project Completion Record*, at the end of the manual, and explain how to and the importance of filling this in. When all 10 projects are completed, the new member has achieved their Competent Communication Award, CC. The VPE applies for this award.

Give the new member tips on writing their first speech. It is worthwhile writing your first speech word for word, reading it aloud and timing it.

Turn back to Project 2, and explain how each project is set out in a similar way. Check out *Choosing Successful Speech Topics* at the end of the booklet.

A Toastmaster's Promise

As a member of Toastmasters International and my club, I promise...

Promise	Discussion
To attend club meetings regularly	You have a responsibility to attend meetings. If you cannot attend, let the President or VPE know before-hand. You have a valuable contribution to make to the club.
To prepare all of my speech and leadership projects to the best of my ability, basing them on projects in the <i>Competent Communication</i> , <i>Advanced Communication</i> or <i>Competent Leadership</i> manuals	You get the most out of your presentation by preparing carefully. Base your presentations on the projects in the manuals.
To prepare for and fulfil meeting assignments	You will feel more comfortable when you have prepared your assignments and met the

	objectives of the assignment.
To provide fellow members with helpful, constructive evaluations	Over time, you will learn how to deliver helpful, constructive evaluations. Refer to the booklet: <i>Effective Speech Evaluations</i> .
To help the club maintain the positive, friendly environment necessary for all members to learn and grow	Be positive and friendly.
To serve my club as an officer when called upon to do so	There are 7 club executive positions, President, Vice-President Education, Vice-President Membership, Vice-President Public Relations, Secretary, Treasurer, Sergeant at Arms. Explain what each role is for. See (about) Page 69 in the CC manual Paragraph <i>Your Club's Leadership</i> .
To treat my fellow club members and our guests with respect and courtesy	Have respect and courtesy for all members.
To bring guests to club meetings so they can see the benefits Toastmasters membership offers	Bring along guests to meetings.
To adhere to the guidelines and rules for all Toastmasters educational and recognition programs	There are guidelines and rules to adhere to.
To maintain honest and highly ethical standards during the conduct of all Toastmasters activities	Be honest and ethical.

New Member Profile Sheet

Discuss the New Member Profile Sheet. Let the new member chat about what they want to achieve in their Toastmasters membership experience.

Ask them if it is OK to make copies of their profile, one for the executive committee and the other for their mentor. Dating their profile is important, to establish a benchmark and so that in a year's time the new member can look back at their progress and attainment of their goals with great satisfaction.

The Competent Leadership Manual

Open the Competent Leadership (CL) manual to the first page. Here is:

- The Mission of Toastmasters International
- The Mission of the Club
- A Toastmaster's Promise, similar to the Competent Communication (CC) manual.

Turn to the *Contents* page. The 10 projects are listed. Explain the projects as leadership skills to be worked on concurrently. The first 5 projects can be worked on at club level:

- Listening
- Critical Thinking
- Giving Feedback
- Time Management
- Planning and Implementation

The next 5 projects are higher level leadership skills to be worked on:

- Organisation and Delegation
- Facilitation
- Motivation
- Mentoring
- Team Building

Turn to the *Introduction Page* and the Paragraph *How It Works*. This explains that the focus of each project is on a particular leadership skill, and the assignments are designed for you to practice and apply aspects of that particular skill. The Toastmasters program is self-paced and you learn-by-doing. Emphasise careful preparation and focusing on the particular leadership skill involved.

Introduce the concept of the new member using the club meeting as a laboratory where they can experiment with various meeting roles, have fun and learn about themselves. Introduce the concept of the new member leading the meeting when they serve in a meeting role and taking control of the meeting.

Turn to Project 1, *Listening*. Explain the layout of the project instructions ie the information on the page to read, the pink box containing the Executive Summary and Objectives. Read the Objectives. On the next page is a questionnaire. Briefly go over what is expected and how to best prepare to practice their listening skills.

Show them the page listing the meeting roles to be served while practicing their leadership skills. Explain that not all roles need to be served to complete the project. Explain that the evaluation questions are linked to the leadership skill being applied.

Then turn to the *Project Completion Record*, (in the new style manuals this will be after the *Contents* page, in the older style manuals it will be at the end of the manual), and explain how to and the importance of filling this in. When all 10 projects are completed, the new member has achieved their Competent Leadership Award, CL.

Turn back to Project 2, and explain how each project is set out in a similar way.

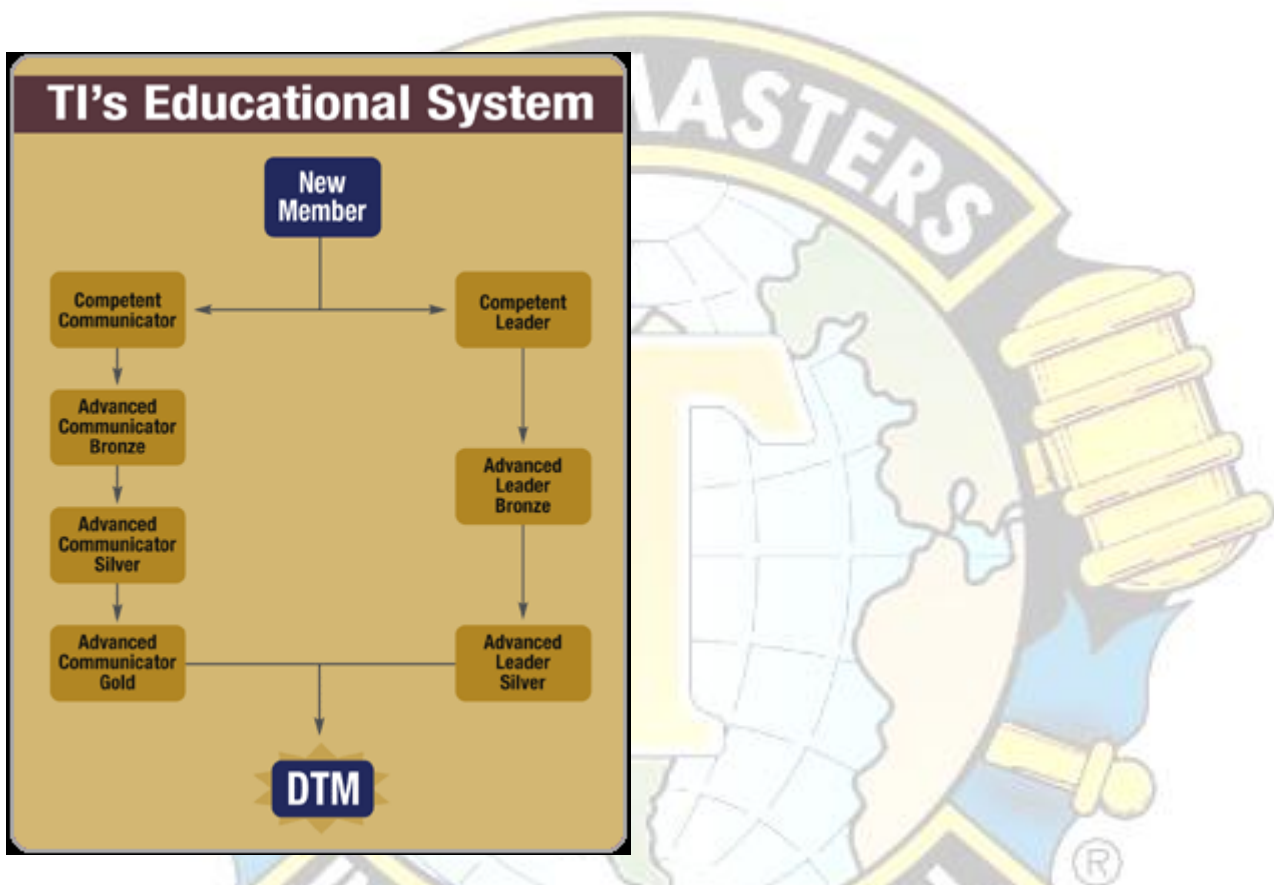
Your Club's Leadership

There are 7 club executive positions, President, Vice- President Education, Vice- President Membership, Vice- President Public Relations, Secretary, Treasurer and Sergeant at Arms. Explain what each role is for. See (about) Page 69 in the CC manual, Paragraph *Your Club's Leadership*.

- President: the captain of the ship, leading the club
- Vice- President Education: organises the meeting agendas
- Vice- President Membership: looks after guests until they join as members
- Vice- President Public Relations: lets the community know about the club
- Secretary: looks after incoming and outgoing correspondence
- Treasurer: looks after paying bills and accepting money
- Sergeant at Arms: prepares the venue and ensures the meeting starts on time

The Communication and Leadership Tracks

On (about) Page 76, the 2 Educational Tracks are shown in diagram form. Explain that the Toastmasters educational program consists of 2 tracks- a communication track and a leadership track. You can be working on both tracks at the same time. The award Distinguished Toast-Master, DTM is the ultimate and final conclusion of the Toastmasters educational programs.

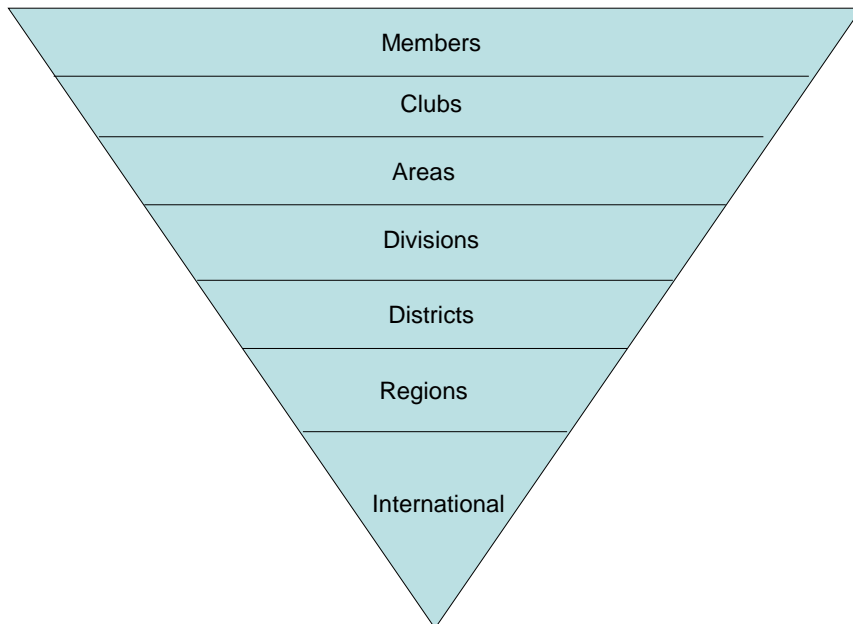


On (about) page 76 of the CC manual is the list of advanced manuals. Briefly show the new member the list of advanced manuals to choose from. This whets their appetite for what is to come!!

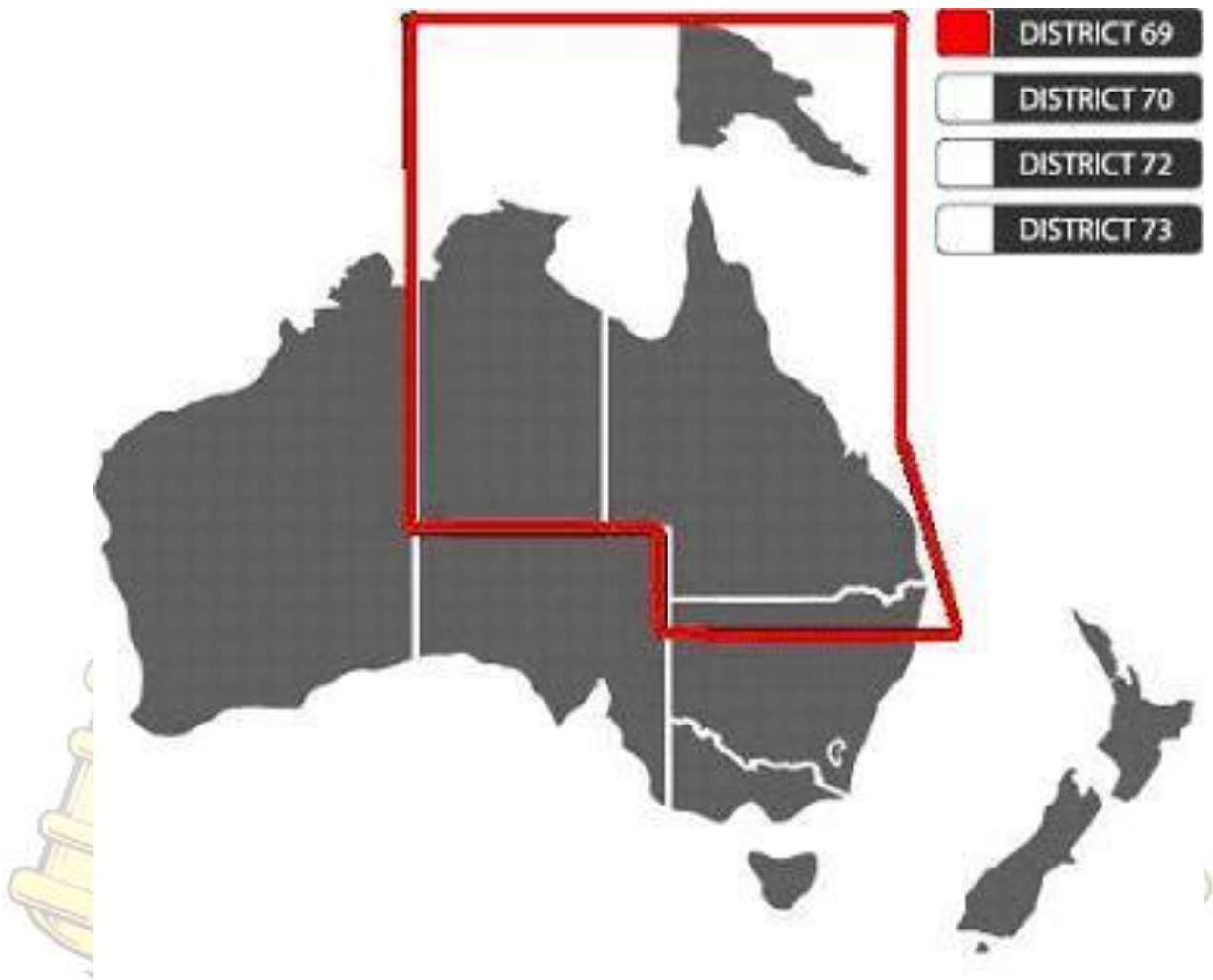
Explain briefly how to achieve each level ie 2 advanced communication manuals = another award, leadership awards are earned by performing leadership roles in the club executive and outside the club, eg as Area Governor.

The Structure of Toastmasters International

Briefly explain the structure of the Toastmasters organisation.



- Members are the foundation of Toastmasters International
- 20+ members = club
- 3 to 6 clubs = Area
- 3-7 Areas = Division
- 3- 6 Divisions = District
- District 69 = 180+ clubs in Queensland, northern NSW, Northern Territory, New Guinea



- Region 12 consists of Australia, New Zealand, New Guinea and parts of Asia
- 14 Regions = the entire organisation.

Explain that the executive structure at club level ie President, VPE, VPM etc, (about Page 69 in the CC manual Paragraph *Your Club's Leadership*, is duplicated at each level of the organisation. At Area level, the leader is called an Area Governor. At Division level, the leader is called a Division Governor. At District level, the leader is called a District Governor. At Regional level, the leader is called a Regional Director. At International level, the leader is called an International President.

At District level, the team consists of District Governor, Lieutenant Governor Education and Training (LGET), Lieutenant Governor Marketing (LGM), Public Relations Officer (PRO), Treasurer, Secretary, Sergeant at Arms (SAA), Parliamentarian. This team administers the running of the 180+ clubs of District 69.

Distinguished Club Program

Explain the Distinguished Club Program (DCP) goals as a health check for clubs that runs each year from 1 July to 30 June. Have a wall chart listing the 10 goals, and discuss each goal. Each member of the club has an important role to play in a healthy club.

The 10 goals to achieve are:

- 2 CC's
- 2 more CC's
- 1 ACB, ACS, ACG
- 1 more ACB, ACS, ACG
- 1 CL, ALB, ALS or DTM
- 1 more CL, ALB, ALS or DTM
- 4 new members
- 4 more new members
- Minimum 4 club officers trained during each of 2 training periods
- 1 membership dues renewal report and 1 club officer list submitted on time

When clubs achieve any 5 goals they are considered a Distinguished Club. Areas, Divisions and Districts also have a Distinguished Program with goals to achieve. Success at club level filters to the other levels of the organisation.

Toastmaster Magazine

Briefly explain that membership fees cover a monthly *Toastmaster* magazine. The new member's membership number is on the address label, for use when logging onto the Toastmasters International website.

Download 3 Other Booklets

There are 3 other booklets in digital format available to you as a new member.

- Effective Speech Evaluation
- Gestures: Your Body Speaks
- Your Speaking Voice

Log in to www.toastmasters.org to download them, type in “New Member Manuals” into the Search Bar and find the 3 free versions listed, as well as the *Member Achievement Record*. Explain their purpose and how to use them.

Other Club Information

Explain any other information pertinent to your club culture ie

- Your club’s *Reference Guide*, explaining how to present the various segments at a club meeting
- Your club’s communication protocol eg answer emails, reply to phone messages
- The *Agenda Planner*, and how to go about booking a segment/ Icebreaker
- Bringing along a Toastmasters bag with manuals, badge and pen
- Member contact list
- Contests
- Mentor program
- Anything else your club considers important

Finishing the Orientation Session

Finish up by offering to answer any questions. Acknowledge that you have covered a lot of information quickly and that you are available to go over it at any time.

Encourage them to put their name on the program and that you look forward to watching their growth and Toastmasters journey with delighted anticipation.

How the New Member Orientation Session will Help your Club

The New Member Orientation Session in my home club has had great results in relation to the members who are keen to be on the program each meeting and the retention rate of members. My home club is now the biggest club in District 69, so the results speak for themselves. Clubs that use an Orientation Session for new members are strong clubs of our District.

Why did my club get these results? I think there are a number of factors:

- members get a feel for the “bigger picture” and what they can achieve
- they have to own the reasons they joined
- they know they will achieve these goals soon
- they are personally served by the club
- they understand how to go about starting their Toastmasters journey
- they understand how to use the manuals

Hope you enjoy your role as New Member Orientation Officer!

Carolyn Phillips July 2011
Mobile: 0403 379 183

Date:/...../.....

New Member Profile Sheet

Name: _____

Occupation: _____

Accomplishments and Interests: _____

Personal and Career Goals: _____

Communication and Leadership Goals

What objectives do you hope to accomplish as a member of this club? _____

Is public speaking a requirement of your job or profession? _____

How would you describe your current skill level as a speaker? _____

Do you have any concerns relative to communicating? _____

Why did you choose to join a Toastmasters club? _____

What can the club do to help you accomplish your goals? _____

What specific skills do you have to contribute to the club? _____

Do you wish to improve your ability to

- | | |
|--|--|
| <input type="checkbox"/> Persuade and convince others? | <input type="checkbox"/> Improve management skills? |
| <input type="checkbox"/> Put ideas across clearly and succinctly? | <input type="checkbox"/> Participate in debates? |
| <input type="checkbox"/> Improve your self- confidence? | <input type="checkbox"/> Think quickly and clearly under pressure? |
| <input type="checkbox"/> Effectively lead teams and groups? | <input type="checkbox"/> Developing public relations campaigns? |
| <input type="checkbox"/> Listen effectively and critically? | <input type="checkbox"/> Serve as a mentor to another member? |
| <input type="checkbox"/> Enhance your ability to provide feedback? | <input type="checkbox"/> Network and socialize confidently? |
| <input type="checkbox"/> Gratefully accept helpful evaluations? | <input type="checkbox"/> Understand parliamentary procedure? |
| <input type="checkbox"/> Other (specify) _____ | |

Day time number: _____ Evening: _____

Email address: _____

Do you have a preferred mentor in mind? Please list their name.

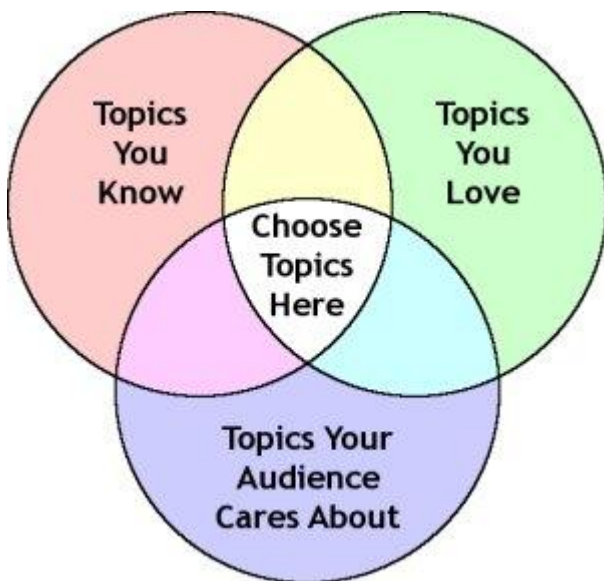
New Member Checklist

Name: _____ Ph No: _____

Date: _____

Application form submitted	
Name badge ordered	
Name added to Contact List	
New Member Profile Sheet emailed	
New Member Kit	
CC Manual	
Toastmasters Promise	
Executive roles	
P6 How It Works	
Commitment from member	
Commitment from club	
New Member Profile Sheet discussed	
CL Manual	
Communication and Leadership Tracks	
Member, club, Area, Division, District, TM International	
DCP	
Toastmaster Magazine	
Other booklets to download	
Reference Guide	
Toastmaster bag for your CC & CL Manual, Reference Guide, badge and pen	
Agenda Planner booked for a short segment or speech	
Communication protocol	
Member Contact List received	
Contests	
Mentor chosen	
Badge arrived	
Any questions?	

Choosing Successful Speech Topics



Imagine you are scheduled to deliver a speech in two weeks. At first, you are excited about the opportunity. Very soon, however, a feeling of dread overwhelms you — what will your speech topic be?

Conventional wisdom says to talk about what you know, but conventional wisdom is only partially correct.

This article reveals three questions you must ask before choosing your speech topic, and how the answers lead you to great speech topics for you and your audience.

The Three Questions

Before considering a speech topic, ask yourself these three questions:

1. Am I an expert on this topic?

It isn't necessary to know *everything* about a topic, but you do need to know more about the topic than your audience to be seen as a credible speaker. Your knowledge must cover not only what you plan to say, but go beyond that so that you are able to comfortably handle questions afterward.

2. Am I passionate about this topic?

Passion for spreading your knowledge about a topic is the fuel that will power your speech delivery. Your posture, your gestures, your eyes, your facial expressions, and your energy level are all elevated when you talk about topics you enjoy. Likewise, all of these suffer when you talk about topics that you find mundane.

3. Does my audience care about this topic?

If your audience doesn't see value for themselves in your topic, there are two possibilities. Either they don't show up, or they show up and tune out. In either

case, you are wasting your breath. Every successful speech must contain explicit value for your audience.

Imagine you had an encyclopaedia full of potential speech topics. (Actually, you do!) Based on the answers to the three questions above, you could sort every one of them into one of eight speech topic zones. Seven of these zones are flawed, but one is golden!

Zone 1: Perfect Speech Topics



Synopsis: You possess both knowledge and passion for the topic, and your audience wants you to share both.

This is the perfect combination, and the smart speaker draws speech topics from this zone all the time. Your knowledge of the topic assures that you'll be confident. Your love of the topic assures that you'll be passionate. On top of that, you have an enthusiastic, open audience.

Okay, here's your homework:

1. Brainstorm a list of topics. It can be anything that you could possibly talk about, or that you've ever heard of someone talking about.
2. Now, take the list and categorize them into one of the zones by asking yourself:
 - o Am I an expert on this topic?
 - o Am I passionate about this topic?
 - o Is my audience interested in this topic?
3. The topics in Zone 1 are your best candidates. If there are none in Zone 1, check Zones 2, 3, and 4, and figure out what you need to do to get them into Zone 1