Enhancing Evaluations

Club Officer Training
Agenda

- Feedback vs Advice
- Overcoming Potential Obstacles
- Evaluation Criteria
- Effective Coaching
Objectives

- State the importance of quality feedback
- Describe evaluation criteria based on manual objectives
- Identify potential obstacles
- Use the four steps of effective coaching
“No Toastmasters club is fulfilling its obligation to its members unless it brings them the maximum of training in the art of constructive criticism.”

– Dr. Ralph C. Smedley, From the book *Personally Speaking*
Feedback vs. Advice

1. I had difficulty hearing you
2. You should improve your eye contact
3. You used different tones throughout your speech
Overcoming Potential Obstacles
Effective Coaching

I dentify and define goals or areas for improvement

D efine strategies to reach goals

E stablish a timeline to measure success

A lways follow up
“Suzy, I noticed that you were averting your eyes from the audience. One technique I have tried is to think of the room as individuals instead of one group and look at each person for a few seconds before moving onto the next person. On your next speech, maybe you could try that technique.”

Hi Suzy, I noticed during your speech today you really made an effort to look at me and the other members. Great job!”
Scenario:

“I observed that your hands were in your pockets during the majority of the speech.”
This concludes Enhancing Evaluations

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