

District Newsletter



T O A S T M A S T E R S I N T E R N A T I O N A L ®

A World of Thanks!

APRIL 15-21, 2007, MARKS THE 33RD ANNUAL NATIONAL VOLUNTEER Week, a time for thanking each of you, our valued volunteers, for the extraordinary contribution you make each day to serve your local community through the Toastmasters mission.

National Volunteer Week began in 1974 when President Richard Nixon signed an executive order establishing the week as an annual celebration of volunteering. Since then, every U.S. President has signed a proclamation promoting National Volunteer Week. While National Volunteer Week has been designated an annual U.S. celebration, Toastmasters International extends our warm thanks to all of our volunteers throughout the world.



This week, reflect on your personal contributions toward fulfilling and exemplifying the Toastmasters mission. Then be sure to celebrate successes and all volunteers at the district, division, area and club level. Surely the organization wouldn't be as strong as it is without your contributions!

And so, on behalf of Toastmasters International, during this special week designated just for you, our valued volunteers, we salute you for everything you do to make effective communication a world-wide reality.

Reminders:

- Complete area visit reports by April 30 and submit online by May 31, 2007.
- Check your District Performance at www.toastmasters.org > **District Performance**.
- Don't forget to plan for your Regional Conference. The schedule is available at www.toastmasters.org > **Regional Conferences (in Member Quicklinks)** > **2007 Regional Conferences**.
- Confirm your Club-Officer Training to ensure all of your clubs receive proper credit.
- Check your speech contestants' eligibility before heading for the regional level.

"It's amazing how much you can get done when it doesn't matter who gets the credit."

Harry S. Truman

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What Can You Do on The TI Web Site?

www.toastmasters.org

- ▶ Find a club
- ▶ Submit club-officer training
- ▶ Access the DPR
- ▶ Pay dues renewals
- ▶ Order supplies and gifts through the online store
- ▶ Access district forms and resources
- ▶ Read *District Newsletters* and *TIPS*
- ▶ Review TI policies and procedures
- ▶ Find information on trademarks and copyrights
- ▶ Submit member name and address changes
- ▶ Review prospective clubs

Vote “For” This Proposal!

A PROPOSAL IS BEING PRESENTED TO THE DELEGATES at the August 24, 2007, Annual Business Meeting. If approved, this will benefit districts, clubs and members. With the proposed streamlined process of setting dues, districts leaders will be able to focus their energy and time on providing support to clubs and members. The smaller increases should keep dues affordable for members. Also, with more moderate increases, the clubs should be better able to attract and retain members. Moreover, this change will allow the organization to direct its resources to develop new materials for members and clubs.

Proposal A: Improving the Process of Setting Dues

The current process of voting for any increase in membership dues is lengthy and cumbersome. For all of this effort, no requested increase has ever been declined. For more information, including FAQs, visit www.toastmasters.org. Information about the proposals was included with the proxies sent to all club presidents on March 31, 2007.

Currently the amount of membership dues is designated in Toastmasters International bylaws. Changing the bylaws requires a vote by the membership – a long, difficult and costly process, as demonstrated in 2005. A member survey was conducted. Respondents overwhelmingly indicated that a more streamlined and incremental approach is needed. During its August 2006 meeting, Toastmasters’ Board of Directors drafted a proposal to move the dues amount from the bylaws and place it into policy. Policy already gives the board the ability to set fees for new members, new clubs and reinstating clubs.

If the proposal is approved and the amount of membership dues is placed in policy, any future dues increases will be small and incremental as opposed to the larger, less-frequent increases of the past. Most nonprofit, professional and trade organizations handle their dues increases in policy rather than in bylaws.

While most members understand the need for dues increases, they prefer to receive them incrementally as opposed to the 50 percent increase endured by members in 2005.

Membership dues will not necessarily be increased right away, nor will they necessarily be raised at each review. If approved, a policy will require the Board to review the dues structure every three years, beginning in 2009. However, no dues increase is projected in the near future.

Please encourage clubs to vote “FOR” this proposal.

QUICK DIRECTORY

- *Need help chartering a new club?* newclubs@toastmasters.org
- *Have questions about your district reserve statement?* statements@toastmasters.org
- *Have questions about your district budget, audit or treasurer’s reports?* jmcperson@toastmasters.org
- *Questions about area visit reports?* districts@toastmasters.org
- *Reporting a change in district officers?* districts@toastmasters.org
- *General questions about district administration?* aborden@toastmasters.org or kvangunst@toastmasters.org
- *Questions about disciplinary matters?* nlangton@toastmasters.org
- *To verify eligibility of your area/division/district speech contestants:* dyosha@toastmasters.org
- *Questions about speech contest rules and situations?* dyosha@toastmasters.org
- *Questions about the District Newsletter?* districts@toastmasters.org
- *Submit your district list request:* districts@toastmasters.org
- *Want to place a supply order?* supplyorders@toastmasters.org
- *Still not sure? Visit the Contact Us section of www.toastmasters.org or e-mail:* tminfo@toastmasters.org

Doing Things Right

SUBMITTING FEES ACCURATELY the first time will save time and prevent frustration. As a handy reference, Toastmasters’ Board of Directors has established the following two policies to ensure that charter fees or dues renewals submitted for a club actually represent payment from that club:

- ▶ If WHQ receives documentation misrepresenting a club’s dues renewal report, charter fees or membership applications, that club will be suspended from the district, division, area and club performance results for the remainder of the Toastmasters program year.
- ▶ Payment of charter fees or member dues made from any district funds (including but not limited to area, division or district checking accounts) will be returned. Similarly, charter fees or dues payments will be returned if they are from the personal funds of a district officer who is not a president, vice president or treasurer of the club for which payment is made.

Tip-Top Training Tips

ENSURE QUALITY AND CONSISTENCY in your club-officer training programs. Trainers must use the TI-produced training programs to conduct training. Don't allow your trainers to waste valuable time creating training programs from scratch. Download training scripts and PowerPoint slides from TI's Web site www.toastmasters.org > **Get forms & documents > District Forms and Documents > Division Governor, Area Governor and Club Officer Training Programs.**

Using these training scripts will also help to improve future training programs. All Toastmasters know that evaluation is vital to improving performance. Use the evaluation form included in the handouts section of each club-officer training script to collect feedback from club officers. Develop a process with your trainers to share and use feedback to make upcoming training sessions even better. Don't be afraid to add your own questions to the existing evaluation form.

Use the TI training programs and evaluations to take your training from repetitive to informative. Savvy officers are successful officers!

Charter Kit #1 + Charter Kit #2 = Charter Kit!

EFFECTIVE MID-APRIL 2007, new clubs will receive a single charter kit instead of receiving two kits at different stages. The new charter kit will be shipped after the Application to Organize and \$125 charter fee are received at World Headquarters. The new, single kit will ensure that new clubs quickly receive all the material they need to start out strong.

A revised *How to Build a Toastmasters Club: A Step-by-Step Guide* is now available on the TI Web site at www.toastmasters.org > **Get forms & docs > Next Page > New Club Organization & Gavel Clubs > How to Build A Toastmasters Club: A Step-by-Step Guide** and will be in print early this month. The remodeled manual features enhanced and simplified charter forms for new clubs to use.

Check Out the CL Manual

THE *COMPETENT LEADERSHIP* MANUAL (Item 265) consists of 10 projects revolving around topics such as providing feedback, motivating others, mentoring and time management. It is a valuable resource and has numerous benefits for both members and clubs!

Members can discover skills that they may not know they possess. They also receive feedback on their leadership performance, experience variety in club meetings, develop leadership skills outside of an officer position, enhance their Toastmasters experience, progress in small, manageable steps, and obtain recognition. In addition, experienced members can enjoy revitalization, gain the benefits of even more challenges, hone their skills, be role models for new members, become better mentors, increase credibility and never stop learning!

Clubs enjoy many benefits from this program as well. The *Competent Leadership* manual can aid in creating awareness and responsibility, change perception, contribute to the educational success of the club, improve standards and encourage meeting participation. It can also help to create a balance in club responsibilities, refocus the club's commitment to excellence, increase the value of the club experience and attract members interested in leadership and participation.

Experience the CL manual's abundant advantages for individual and club success. To purchase, please visit TI's online store at www.toastmasters.org/store, e-mail supplyorders@toastmasters.org, or call Member Services at (949) 858-8255.

Great Ideas from Districts!

DISTRICT 42'S EXECUTIVE COMMITTEE wanted to better understand whether or not they were meeting member needs in their district. Since the district faces some unique challenges, targeted focus group sessions seemed like the best strategy.

The leaders facilitated focus groups of 10-12 randomly selected members that may or may not have been club officers. Participants were asked a series of questions that were collectively discussed as a group, covering such areas as, membership and training, amongst others. The district was ultimately trying to get at what members valued in District 42 and identify opportunities to enhance program and service offerings to its members.

The focus group experience allowed District 42 leaders to better understand those things that are working well, those that are not and identify future opportunities for improvement. The district is working on a communication strategy to ensure members understand the focus group findings and identifying a plan to integrate enhancement opportunities into long-term district goals to provide more value to their members.

How is your district handling challenging situations? What about district successes? Are you doing something different that's working well and want to share it with fellow district leaders? We'd love to hear from you and include it in an upcoming District Newsletter. Simply email your district stories to districts@toastmasters.org for consideration!

CORPORATE CLUBS CORNER

OVERCOMING OBJECTIONS DURING A CORPORATE VISIT

HAVE YOU BEEN FACED WITH OBJECTIONS during a corporate visit and you weren't sure how to overcome them? Remember that receiving an objection does not necessarily mean that your contacts are not interested in starting a Toastmasters group – it simply means they have questions, and YOU can help by offering solutions. This chart highlights some common objections and gives a solution for each:

OBJECTION

Might take people away from their duties at work

Cost

Lack of interest by employees

Company already provides training

Management will not be supportive

SOLUTION

Training is onsite, usually on employees' time, so Toastmasters won't take away from their work.

Compare to seminars and other communication and leadership training which typically costs about \$1,200 per person.

Let the employees determine if they are interested by holding an orientation meeting onsite.

Toastmasters gives people the chance to practice their skills on a regular basis, which will enhance the company's existing training programs.

If the person you are meeting with is not the decision-maker, find out who is.

Use these ideas to expand your readiness in dealing with objections. Also, give examples of other local companies that have successfully incorporated Toastmasters into their training and development.

29 new corporate clubs were chartered in February 2007!

Abdul Latif Jameel Co Ltd. - Jeddah, Saudi Arabia
AgResearch - Mosgiel, New Zealand
Arby's - Plano, TX
Bahrain Training Institute - Isa Town, Bahrain
Bank of Montreal - Montreal, QC, Canada
Brew Masters - Kent, WA
CB Richard Ellis, Inc. - San Diego, CA
Deloitte & Touche - Boston, MA
First American Title - Lompoc, CA
GE Money – Americas - Alpharetta, GA
HSBC Card Services - Tigard, OR
Huntington Hospital - Pasadena, CA
IBM Canada - Calgary, AB, Canada
James One - Dallas, TX
Texas Medicaid & Healthcare Partnership - Austin, TX
Maryland Hospital Association - Elkridge, MD
Microsoft - Shanghai, China
Motorola China Electronics Ltd. - Beijing, China
New York Society of Security Analysts - New York, NY
Oil Masters - Sugar Land, TX
Orange County Corrections Administration - Orlando, FL
Silver Hill Financial - Denver, CO
Silver Hill Financial - Coral Gables, FL
Silver Hill Financial - Pompano Beach, FL
Suhail Bahwan Automobiles LLC - Muscat, Oman
The Nature Conservancy - Sanur, Bali, Indonesia
World Savings – Costa Mesa, CA
Yumi Brands, Inc. - Louisville, KY (2)

Is Your District Measuring Up?

HOW CLOSE IS YOUR DISTRICT TO ACHIEVING its educational goals? The following pointers will help you stay on track:

- ▶ All award requirements must be completed before applicants are eligible for awards.
- ▶ Applicants must be current members when applications are reviewed by WHQ. Current members are those whose dues for the current renewal period have been received at WHQ and whose names appear on the club membership roster submitted to WHQ. Please submit all award applications promptly to WHQ to ensure all members receive the recognition they deserve.
- ▶ Distinguished Club Program credit for awards can be given only to the club of which the award recipient is a current member.
- ▶ No exceptions can be made to award requirements. All requirements must be fulfilled, as given, by the applicant.

Don't wait until the deadline, June 30, to submit award applications critical to your district's success. Remember that if there are problems with an application, you'll need time to resolve them prior to the year-end deadline.

District Guidelines for Sponsors and Speakers

TOASTMASTERS INTERNATIONAL recognizes that speakers' sponsorships and product sales are important at district conferences and events. In order to standardize their use, the organization has implemented guidelines on how handle. These changes will ensure consistency from district to district and help protect the organization.

TI recognizes that districts may have conferences and events currently underway and will be unable to incorporate the guidelines and resources into already planned events. That's okay; just do the best you can. We want to see every district using the guidelines and contract resources at your next district conference or event and they will be required by policy. For more details and to access these new and exciting resources, please visit us at www.toastmasters.org > **District Resource Center**.

Division & Area Alignments

EACH YEAR, districts can make changes in area and division alignments to better serve clubs and members. As your district develops its alignment for the coming year, do the following to ensure success:

- ▶ Work together as a leadership team to determine any alignment changes
- ▶ Include all stakeholders in the process leading up to decision-making
- ▶ Consider existing clubs and prospective clubs that may be in the process of chartering
- ▶ Make sure your proposed changes meet the minimum requirements
- ▶ Keep the club as the focal point – they are who you are ultimately serving

Once your district has a recommendation for alignment changes, the district governor must review it before going forward to the district council for a vote. It is important that you begin planning early to ensure it gets included as an item of business at the district council meeting. Once the changes have been approved, the district is unable to make additional changes until the following year. All alignment changes become effective July 1.

District Administrative Bylaws Update

THE BOARD OF DIRECTORS explored the use of e-mail voting to ratify business when a quorum is not met at a district council meeting and decided that “in writing,” as defined in the *District Administrative Bylaws*, Article X, Section c, is defined to include e-mail. This change is effective immediately. The revised provision will now read:

In the event any business is transacted at any district council meeting at which a quorum is not present, the action shall be deemed as valid as if a quorum were present if it thereafter is expressly approved in writing, personally, by mail, fax, email, electronic transmission or other reasonable means, by the affirmative vote of a majority of the member clubs in the district on the basis of two (2) votes per club.

The goal is to have a consistent interpretation of the term “in writing” regarding proxies and quorum and to reduce the administrative workload districts face when they are unable to meet quorum and must complete the ratification process.

Everyone is Talking...About the International Convention!

IF YOU HAVEN'T YET ATTENDED a Toastmasters International Convention, you don't know what you are missing. It's an important part of the Toastmasters adventure! Let this be the year when you become a First-timer. **Plan to come to Phoenix, Arizona, on August 15-18.** You won't be disappointed!

Yes, Phoenix is hot in August, but you won't spend much time outdoors. Inside the luxurious J.W. Marriott Desert Ridge Resort and Spa awaits educational opportunities, entertainment, world class speech contests, great restaurants... and best of all, nearly 1,500 Toastmasters who've traveled from near and far to do what they do best: Talk! And they want to meet you!

If you've already attended one or more International Conventions, you know what to expect: a reunion with friends and fellow Toastmasters who share a common interest in self-improvement. This year, a great lineup of speakers will help you become a better speaker and leader. They will offer tips on how to attract new members to your club via publicity and marketing. They will teach you about humor, inter-personal relationships, conflict resolution, PowerPoint presentations and how to get paid for speaking. And that's just a sample of the many topics available!

For more detailed information and registration details, see the April issue of the *Toastmaster* magazine or visit our Web site at www.toastmasters.org and look for the “Member Quicklinks” on the right side of the home page.

One more thing: The World Championship of Public Speaking takes place on Saturday morning August 18. This event truly is the Olympics of oratory; you won't want to miss it! Come and find out what everyone is talking about!

Coming to a
Screen Near You!
May 2007

members.toastmasters.org

Want District Success? Try This To-Do List:

AS DISTRICT LEADERS, you know that success is achieved by working together; that district success is achieved only through successful clubs, areas and divisions. The following To-Do list will help ensure that this will happen:

APRIL

Clubs:

- ❑ Remind clubs that in order to receive credit in the Distinguished Club Program, dues renewals must be received at TI on or before April 10, 2007.

Areas:

- ❑ Ask area governors to share their club visiting experiences from the second-round area club visits.
- ❑ Remind area governors that their second-round area club visit reports should be completed no later than April 30, 2007. Encourage your area governors to submit the report online by May 31, 2007.

Divisions:

- ❑ Ask your division governors to share one success story and one challenge in their division. Take time to celebrate the successes and see if you can collectively brainstorm the challenges.

Districts:

- ❑ Treasurer report for July 1, 2006 - February 28, 2007 is due to district trio by April 15, 2007.
- ❑ Finalize district conference meeting logistics.
- ❑ Where is your district in regards to the nominations and election process? Look back at the Checklist for District Nominations that are available on the TI Web site to ensure your district is up to speed.

MAY

Clubs:

- ❑ Ensure clubs are on track with their election process.
- ❑ Follow-up on dues renewals and work with club leaders to ensure any pending dues are submitted to WHQ.
- ❑ Celebrate successes at the club level and recognize your club leaders.

Areas:

- ❑ Remind area governors that their second-round of area club visit reports are due to WHQ no later than May 31, 2007. Encourage your area governors to submit the report online.
- ❑ Ensure April renewals are submitted to WHQ no later than May 15, 2007, for credit in the Distinguished Area Program.
- ❑ Celebrate successes at the area level and recognize your area leaders.

Divisions:

- ❑ Celebrate successes at the division level and recognize division leaders.

Districts:

- ❑ Treasurer report for July 1, 2006 - April 30, 2007, is due to district trio by May 15, 2007.
- ❑ Review the April District Performance Reports, compare progress to goals and determine actions needed to ensure that the district achieves its Distinguished District Program goals by year-end.
- ❑ Celebrate successes at the district level and recognize your district leaders.

The Annual Proxy Chase

TI USES A PROXY SYSTEM in order to have sufficient representation at regional conferences and the Annual Business Meeting at the International Convention to conduct the business of the organization. The proxies for this year's regional conferences and Annual Business Meeting were mailed on March 31.

If a club cannot have a representative at these two events, they can name their district governor to serve as their proxy. That's why it is important for districts to collect proxies and exchange those proxies for ballots at the regional conference credentials desk and the Annual Business Meeting credentials desk.

Here are some tips to help the district with the annual proxy chase:

- ▶ Advise clubs of the mailing in your district's Web site or newsletter. Ask them to be on the look-out for a blue envelope from TI with the words "Important Proxy Information Enclosed" on the front.
- ▶ If a club president hasn't received the mailing by the end of April, ask them to check with the prior president to see if they received the proxies. If the information at WHQ is not updated with the current club officer information, the proxy is sent to the last known club president. The club should check with other members of the club to see if they received the proxy.
- ▶ Ask area governors to follow-up with their clubs to ensure the clubs' proxies are executed.
- ▶ If the proxy is lost, misplaced or it was never received, an e-mail should be sent to duplicateproxies@toastmasters.org. The e-mail must contain the club number and the president's name and address. Duplicate requests will be honored starting April 24.
- ▶ Remember, WHQ can send only one duplicate proxy, which must be mailed to the club president.

Membership Mailing Lists Usage and Policy

TI DOES NOT SELL ITS MEMBERSHIP LIST (addresses, phone numbers, e-mail addresses) to anyone for solicitation purposes. The contact information provided to Toastmasters by members is used only for Toastmasters-related business. Districts and clubs are urged to protect this personal information by not providing it to anyone outside the Toastmasters organization. Also, Toastmasters members may not use the mailing list for personal use to solicit non-Toastmasters business. This is a violation of TI policy and could subject the member to disciplinary action.

On occasion, members receive non-Toastmasters solicitations with their name and the words "Toastmasters International" under their name in the address line. Our database does not contain the words "Toastmasters International" in it. These mailings are not Toastmasters sanctioned.

To view the complete policy on this issue, go to www.toastmasters.org > **Information for Members** > **TI's Policies and Procedures** > **A 19 Membership and Mailing Lists**.