

APPENDIX A

CLUB COACH

TROUBLESHOOTING GUIDE



CIRCLE ONE

▶ Members sincerely want their club to be successful.	5 4 3 2 1	Members don't seem to care whether their club succeeds or fails.
Corrective Action: Convince members that they will gain meaningful benefits from membership in a successful Toastmasters club.		
▶ Members are willing to work together to solve the club's problems.	5 4 3 2 1	Personality conflicts and bickering are barriers to problem solving.
Corrective Action: Urge members to get together to eliminate conflicts, and embrace a common, worthwhile goal.		
▶ Members are enthusiastic about Toastmasters and their club.	5 4 3 2 1	Members have a negative attitude about Toastmasters and their club.
Corrective Action: Help inject enjoyment into meetings. Demonstrate how Toastmasters has helped you and others improve the quality of their lives.		
▶ The club's meeting place is convenient and offers a good environment for meetings.	5 4 3 2 1	Membership growth is hampered by an inconvenient or inadequate meeting facility.
Corrective Action: Encourage the club to relocate to a more convenient or adequate facility.		
▶ Meetings begin and end on time.	5 4 3 2 1	Meetings often begin late and/or run overtime.
Corrective Action: Help officers construct a detailed meeting timetable, and encourage them to implement it.		
▶ Meetings are fun and club programs are varied and dynamic.	5 4 3 2 1	Meetings are dull, lacking in variety and enjoyment.
Corrective Action: Suggest programming ideas that will make meetings more exciting and enjoyable.		
▶ The key participants at each meeting are prepared and phone participants in advance.	5 4 3 2 1	Participants usually "wing it." Speakers and evaluators are never contacted in advance.
Corrective Action: Find role models to aid you in demonstrating the benefits of preparation for each meeting function. Urge members to phone speakers and evaluators in advance.		
▶ All members are expected to speak from manuals.	5 4 3 2 1	Members frequently present non-manual speeches.
Corrective Action: Convince members that CC, ACB achievement is a worthwhile goal. Encourage use of the advanced manuals.		
▶ Speakers are well prepared and deliver each speech to the best of their ability.	5 4 3 2 1	Most speeches reflect hasty or inadequate preparation.
Corrective Action: Find role models to aid you in convincing members that thorough preparation is the key to self-improvement.		
▶ Evaluations build self-esteem and offer positive direction for improvement.	5 4 3 2 1	Evaluations are often overly harsh or overly glossy.
Corrective Action: Be a role model in demonstrating effective speech evaluation. Present a speech on how to evaluate effectively. Conduct the programs "The Art of Effective Evaluation" or "Evaluate to Motivate."		

▶ Members are supportive of one another and take pride in each others accomplishments.	5 4 3 2 1	Members are primarily concerned with their own self-development.
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Corrective Action: Encourage use of the Member Interest Survey so that members can share their goals and needs with the club. Urge the clubs to warmly recognize members who achieve.

▶ Club officers perform their tasks dilligently.	5 4 3 2 1	Officers frequently fail to fulfill their responsibility.
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Corrective Action: Urge the club president to set a positive tone for all officers. Make sure all officers are trained.

▶ Club officers thoroughly understand their roles and responsibilities.	5 4 3 2 1	Officers don't understand what they are expected to accomplish.
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Corrective Action: Ensure that all club officers receive thorough training and have a copy of the Club Leadership Handbook. Demonstrate your ability to answer questions and help them solve their problems.

▶ Officers use the Distinguished Club Program/Club Success Plan as a tool for planning and goal setting.	5 4 3 2 1	Officers are either unaware of the DCP or are unwilling to use it.
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Corrective Action: Explain the purpose, benefits, and workings of the DCP, and motivate club officers to use this valuable management tool.

▶ There are guests at most meetings.	5 4 3 2 1	Guests rarely attend club meetings.
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Corrective Action: Urge all members to invite guests to meetings. Publicize club activities.

▶ Guests are warmly received and made to feel welcome.	5 4 3 2 1	Guests are left to fend for themselves.
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Corrective Action: Convince club members of the importance of treating guests cordially and ensuring that they enjoy themselves and their questions are answered.

▶ Each guest receives a follow up invitation to attend the next meeting.	5 4 3 2 1	No follow up is made.
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Corrective Action: Show the club how a simple follow up note or phone call can increase the chance of a guest returning.

▶ Most guests who attend meetings eventually join the Club.	5 4 3 2 1	Guests rarely return for a second time.
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Corrective Action: A dynamic, enjoyable meeting is a club's best sales tool; encourage programming that makes guests want to join.

▶ New members are enthusiastically welcomed and given special attention and support.	5 4 3 2 1	New members do not feel welcome in the club and receive little attention.
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Corrective Action: Encourage use of Toastmasters' *New Member Orientation Kit for Clubs*. Urge the club to provide each new member with an orientation interview, induction ceremony and mentor. Ensure new members become actively involved in club programs immediately.

Additional Comments: _____

