



## **SESSION 1: Develop Successful Teams**

# AREA AND DIVISION GOVERNOR **TRAINING**

**PARTICIPANT WORKBOOK**

## **TOASTMASTERS INTERNATIONAL**

P.O. Box 9052 • Mission Viejo, CA 92690 • USA • Phone: 949-858-8255 • Fax: 949-858-1207

**[www.toastmasters.org/members](http://www.toastmasters.org/members)**

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## SESSION 1: DEVELOP SUCCESSFUL TEAMS

As area and division governors, you serve as liaisons between districts and clubs; to accomplish all the responsibilities of these important roles, you depend on the teams you build. The effectiveness of these teams is a reflection of your ability to lead and motivate. You lay the groundwork for effective teamwork by creating and maintaining a team agreement at the beginning of your term. In this session, you examine a team agreement and discuss motivation and conflict-resolution techniques to keep your teams strong and productive.

### Overview

In this session, the following topics are presented:

- ▶ Your team members
- ▶ Your team agreement
- ▶ Team motivation
- ▶ Conflict resolution in a team

### Objectives

After completing this session, you will be able to do the following:

- ▶ Recount the roles of the area and division governors
- ▶ Identify the members of the area and division councils and the ways the councils offer support to the area and division governors
- ▶ Describe a team agreement and its benefits
- ▶ Use team agreements to build trust and set expectations among team members
- ▶ Apply the Five Principles of Motivation to foster teamwork and productivity in teams
- ▶ Solve conflicts among team members using conflict-resolution techniques

### Duration

- ▶ One hour

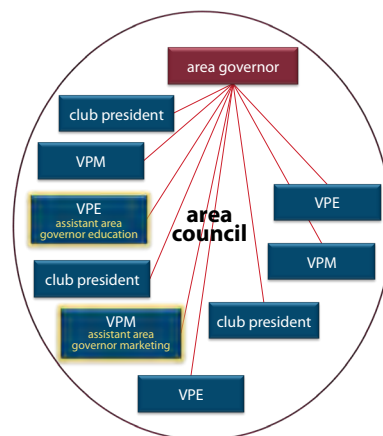
## The Area Team

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## The Division Team

### What are the division governor's responsibilities?

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### Who serves on the division council and what does the council do?

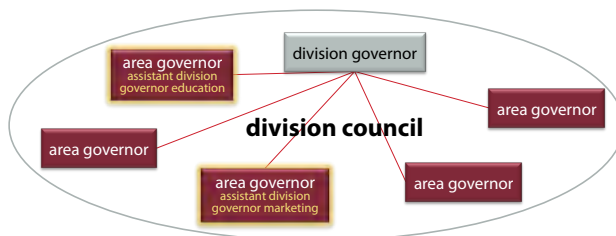
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How does an assistant division governor education and training help the division governor?

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How does an assistant division governor marketing help the division governor?

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## YOUR TEAM AGREEMENT

What makes a team work well together?

How does a team agreement lay the groundwork for effective teamwork?

### Team Agreement

#### Team Composition

- ▶ Name the members of the core team.
- ▶ Name the members of the extended team.

#### Values

Toastmasters International's core values are integrity, dedication to excellence, service to the member, and respect for the individual. These are values worthy of a great organization and should be incorporated as anchor points in every decision made within the organization. Toastmasters' core values provide a means of guiding and evaluating the organization's operations, planning, and vision for the future.

- ▶ What are the team's core values?

#### Team Operating Principles

- ▶ What principles does the team hold? (These principles might include trust, safe learning, collaboration, etc.)

#### Potential Obstacles

- ▶ What obstacles will the team have to consider when strategizing? (These might include conflicting personal commitments, distance, unresolved conflict, etc.)

#### Meeting Protocol

- ▶ In general, how will the team process tasks? (For example, consider how often to meet or call, what the team's meeting practices will be, etc.)

## Team Interactions and Behavioral Norms

- ▶ How will decisions be made?
- ▶ What will be the team's method of communication? Determine the team's first preference, second preference, and so on.
- ▶ What will the communication parameters be? Parameters might include whether the team communicates by phone or email, whether the team sets up a weekly conference call, or how often team members can expect to communicate.
- ▶ How will the team resolve differences of opinion?
- ▶ How will the team support one another?
- ▶ How will the team ensure equitable participation when completing activities?
- ▶ How will team members be held accountable for their responsibilities?
- ▶ How will the core team and extended teams be recognized for their efforts?

What are the benefits of completing a team agreement?



## TEAM MOTIVATION

How do team leaders motivate their teams?

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What are the Five Principles of Motivation?

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## CONFLICT RESOLUTION IN A TEAM

What are some steps to resolving conflict?

### Conflict Resolution Scenarios

#### Area Governor Scenario

As area governor, it's your responsibility to help club presidents be successful. You are in regular contact with the four club presidents in your area. Three of them always give you detailed updates on their progress toward Distinguished goals. Whenever you call the fourth president, however, she says she's working on it but doesn't provide details. You're frustrated and upset with her — when you were a club president, you understood how to communicate with district leaders. However, this club president seems annoyed when you call, and you've heard from two other members that she complains that you micromanage and lack confidence in her.

**Instructions:** One group member role-plays the area governor employing conflict-resolution techniques to best handle the situation. Another group member role-plays the troublesome club president.

#### Division Governor Scenario

As division governor, you chair division council meetings attended by the area governors in your division. At today's council meeting, one of them contradicts almost everything you say. The rest of the council members seem uncomfortable due to the negative atmosphere this disagreement creates.

After the meeting you try to speak with the area governor, but he says he is running late and leaves before you can ask him what is wrong. You know that if it's not resolved, this conflict could have an impact all the area governors' morale and productivity.

**Instructions:** One group member role-plays the division governor employing conflict-resolution techniques to resolve the situation. Another group member role-plays the argumentative area governor.

## EVALUATION

	BEGINNER	INTERMEDIATE	ADVANCED
What level of knowledge of the topic did you have prior to this session?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Indicate to what degree you agree with the following statements about this session.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Overall, I was satisfied with the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I will use the content to strengthen my area or division.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materials provided by the speaker were well-done and supported learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The learning objectives were met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	YES	NO
Will you implement at least one idea from this session in the next 30 days?	<input type="checkbox"/>	<input type="checkbox"/>

Write your comments about the session.

Indicate to what degree you agree that the facilitator demonstrated the following.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Solid knowledge of the subject matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>