

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



Evaluations



Importance of Evaluations

“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



Feedback ? Advice

Feedback vs. Advice



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

Evaluation Criteria

EVALUATION GUIDE FOR THE ICE BREAKER

Title _____

Evaluator _____ Date _____

Note to the Evaluator: In this speech the new member is to introduce himself/herself to the club and begin speaking before an audience. The speech should have a clear beginning, body, and ending. The speaker has been advised to use notes if necessary and not to be concerned with gestures. Be encouraging and point out the speaker's strong points while gently and kindly mentioning areas that could be improved. Strive to have the speaker look forward to giving another speech. Your evaluation should help the speaker feel glad about joining Toastmasters and presenting this speech. In addition to your verbal evaluation, please write answers to the questions below.

- ▶ What strong points does the speaker already have?

- ▶ How well did the audience get to know the speaker?

- ▶ Did the speech reflect adequate preparation?

- ▶ Did the speaker talk clearly and audibly?

- ▶ Did the speech have a definite opening, body, and conclusion?

- ▶ Please comment on the speaker's use of notes.

- ▶ What could the speaker have done differently that would have improved the speech?

- ▶ What did you like about the presentation?

EVALUATION GUIDE FOR YOUR BODY SPEAKS

Title _____

Evaluator _____ Date _____

Note to the Evaluator: The speaker is to use stance, body movement, gestures, facial expressions and eye contact that illustrate and enhance his or her verbal message. Movement, gestures, facial expressions and eye contact should be smooth and natural. Body language should enhance and clarify the speaker's words and help the audience visualize the speaker's points and overall message. The message you see should be the same one you hear. The speech must have a clear purpose and appropriate organization. Also, the speaker must use words and arrangements of words that effectively communicate his or her message to the audience. In addition to your verbal evaluation, please complete this evaluation form by checking the appropriate space for each item. Add your comments for those items deserving praise or specific suggestions for improvement.

	COMMENTS / SUGGESTIONS
▶ Topic selection:	<input type="checkbox"/> Excellent body language <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Preparation:	<input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Manner:	<input type="checkbox"/> Confident, enthusiastic <input type="checkbox"/> Satisfactory <input type="checkbox"/> Nervous, tense
▶ Posture:	<input type="checkbox"/> Poised, balanced <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Gestures:	<input type="checkbox"/> Natural, evocative <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Body movement:	<input type="checkbox"/> Purposeful, smooth <input type="checkbox"/> Satisfactory <input type="checkbox"/> Awkward, distracting
▶ Eye contact:	<input type="checkbox"/> Established visual bonds <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Facial expression:	<input type="checkbox"/> Animated, friendly, genuine <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Speech purpose:	<input type="checkbox"/> Clear <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ Speech organization:	<input type="checkbox"/> Logical, clear <input type="checkbox"/> Satisfactory <input type="checkbox"/> Could improve
▶ What could the speaker have done differently to make the speech more effective?	
▶ What did you like about the presentation?	

Overcoming Potential Obstacles



Effective Coaching

Identify and define goals or areas for improvement

Define strategies to reach goals

Establish a timeline to measure success

Always follow up



Example

I“Suzy, I noticed that you were averting your eyes from the audience. **D**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. **E**On your next speech, maybe you could try that technique.”

NEXT MEETING:

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

Practice

Scenario:

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

This concludes Enhancing Evaluations

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