



DISTRICT 84
Serving Central and Northern Florida

Handbook
For
New Club Mentors
2024-2025



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Overview

Congratulations on your role as a New Club Mentor.

You are not only helping District 84 fulfill its mission: *We build new clubs and support all clubs in achieving excellence*, you are also on your way to completing one of the requirements on the path to your Distinguished Toastmaster Award.

New Club Mentors collaborate with the Club Growth Director, the Club Extension Chair, and the New Club Sponsors to establish a strong foundation for the prospective club.

Your official role is for a period of six (6) months beginning from the date of the club's charter. It is recommended that you participate in the Demonstration Meeting and start working with the club during the chartering process so you are familiar with the prospective members and they get to know you as you work together to develop the unique personality of the club.

The details of your responsibilities are outlined in this handbook and in the quarterly trainings held during each Toastmaster year. (Watch the monthly newsletter for details.)

We look forward to working with you to build new clubs this year.

Description of the Role of New Club Mentor

A New Club Mentor is an experienced Toastmaster who provides guidance to a new club for a minimum of six months after its charter date.

Mentors are the advisors and tutors for new clubs and have great influence on the club's success. You are also a cheerleader for the members, the club, and for the Toastmasters organization.

Mentors work in collaboration with the Club Growth Director, Club Extension Chair, and the New Club Sponsors to:

- Actively participate in the Demonstration Meeting
- Assist with planning the charter presentation party
- Attend regular club meetings
- Help shape the personality of the club
- Train members to run successful club meetings
- Train members on meeting roles
- Guide members on Pathways
- Guide club officers in their roles
- Advise club officers on developing Club Success Plan
- Provide information on Distinguished Club Program
- Provide information on District training sessions
- Provide information on TI and District conferences, events, etc.

There can be a total of two (2) mentors assigned to each prospective club. Mentors must be approved by the Club Growth Director or District Director. Their names and member numbers must be listed on the Application to Organize (Charter Form #1) in order to be eligible for credit.

When the New Club Mentor has served for six months from the charter date, credit will be given when one of the chartering club officers submits an email to newclubs@toastmasters.org verifying completion.

Responsibilities of a New Club Mentor

These are the main categories of responsibility for a new club mentor. The term of a mentor is six months during which all these categories should be shared with the club members or the executive committee.

More details on most of these categories are provided later in this handbook
You are helping the club achieve lasting success!

Actively participate in the Demonstration Meeting

The New Club Sponsors are responsible for planning the meeting and they will need help with various roles. Check with the club sponsors for details

The Personality of the Club

There are several options that clubs have regarding meetings and customs. For example, clubs have the option to have an invocation, recite the pledge to the flag, start with an inspirational quote/toast, or provide “Best of” meeting awards. (more details on page 6)

Meeting Roles and Responsibilities

As a mentor, you are helping the club learn how to run successful, productive, and fun meetings. New clubs need guidance on meeting roles, meeting protocols, etc. Your participation in the meetings will train the new members on running a successful meeting. (more details on page 9)

Club Officer Roles and Responsibilities

District 84 offers officer training twice a year however clubs sometimes charter at different times of the year. It is important that the officers know their roles so they can lead the club successfully. There are handbooks and video trainings on Toastmasters International website to help. (more details on page 11)

Navigating Pathways

Pathways is the education program of Toastmasters and it was created to help members strengthen their communication and leadership skills while moving toward personal and professional success. Your role is to help new members access their Path, understand how to navigate Base Camp, and how to move through their projects. This is one area where an outside subject matter expert can be invited to present at a meeting. (more details on page 13)

Responsibilities of a New Club Mentor (continued)

Toastmasters International

Toastmasters International is our parent organization and offers a plethora of information and resources to help members improve their communication and leadership skills. As a mentor, show new members how to access these resources. (more details on page 14)

District 84

District 84 is made up of clubs, areas, and divisions. District 84 offers all members a wide range of resources, events, and opportunities. As a mentor, provide information to the new club members on D84 website, social media pages, newsletter, and events offered by the District. (more details on page 15)

Club Central

Club Central is the location where clubs enter new members, update officer lists, enter educational awards, review the Dashboard, etc. All officers should know how to use this tool. (more details on page 16)

Distinguished Club Program

The Distinguished Club Program (DCP) is the way clubs measure their success during the year. Officers and members should know how to find and view DCP. (more details on page 17)

Club Success Plan

The Club Success Plan helps clubs create a plan to become a Distinguished Club. Officers work together to develop their plan for the year and store it in Club Central where it can easily be updated. (more details on page 17)

Additional Trainings as needed

Members will want to learn about effective evaluations, how to structure a speech, etc. The club will benefit from participating in Moments of Truth at least once in their first year. These and other training modules will help the club and individual members get value from their first-year experience. If you are uncomfortable presenting any trainings, bring in a guest presenter to help. (more details on page 18)

Shaping the Personality of the Club

Types of Clubs:

There are four (4) types of clubs. The type of club was decided before the charter was granted. The personality of the club will be determined by the type of club and the decisions of the members. All clubs have the option to meet in-person, online, or a combination of both (hybrid).

The Types of clubs are:

- Community Club
- Corporate Club
- Advanced Club
- Specialty Club

Check with New Club Team, Club Sponsors, or Club Officers to clarify the type of club you are mentoring.

A mentor presents options of meetings and customs. The club members decide what is best for their club. The decision can be altered at any time by a vote of the members.

Meeting Etiquette

Meetings should be called to order on time. If there is need for more time before starting, the meeting is then put into recess. Meetings should be adjourned on time.

Lecterns are used for in-person and hybrid meetings. The lectern should be placed at the front of the room and used by those who speak during the meeting.

The person at the lectern will call the next person forward, wait at the lectern until the person has arrived, and shake hands before leaving. Everyone else will clap until the next person is at the lectern.

For online meetings, there is no physical lectern but the club should establish a procedure for introducing each person on the agenda.

More details on meeting etiquette can be found in *Master Your Meetings, A Guide to Club Quality* – item 1312.

Shaping the Personality of the Club (continued)

Meeting Options

Calling the Meeting to Order:

Most meetings are called to order by the Sergeant at Arms announcing “I call this meeting to order” and strikes the gavel one time.

After the meeting is called to order, these are options to consider:

- Pledge to the Flag
- Recite the Club Mission Statement
- Inspirational Quote or Thought of the Day
- A Toast or Joke of the Day
- Other fun, interesting, creative ideas

After the opening, the options to consider are:

- Club President welcomes members and guests
- Toastmaster of the Day welcomes members and guests
- Guests introduce themselves
- Educational Moment – two minutes on something of value to meeting
- Short announcements of member achievements

During the meeting, members fill the traditional meeting roles. See page _____ for details. Here are some additional options to consider:

- Quiz Master – asks questions on the content of meeting presentations
- Gesturer – provides a ‘gesture of the day’ and watches for body language
- Additional creative ideas

The end of the meeting is as important as the opening so members and guests know the official meeting has ended and conversations can resume. Before the final gavel is dropped, some options include:

- President gives club business announcements
- Guests give comments on the meeting
- Other ideas

Club meetings should contain Prepared Speeches, Table Topics, and Evaluations. Clubs can interject new ideas around those main categories to keep meetings interesting for their members.

Meeting Roles and Responsibilities

Each Toastmaster Meeting should have an agenda.

All roles should be assigned before the day of the meeting.

Templates for agendas can be found under stationary templates at:

<https://www.toastmasters.org/resources/brand-portal>

When members are learning the roles, it is advantageous to have an experienced Toastmaster assist them during the meeting.

There are detailed descriptions, scripts, and instructions available at:

<https://www.toastmasters.org/membership/club-meeting-roles>

Here are brief descriptions of the standard meeting roles:

TOASTMASTER

Taking on this role improves organization, time management and public speaking skills. The Toastmaster is the meeting's director and host. This position is responsible for conducting and coordinating all aspects of the meeting except the business portion. The Toastmaster introduces the Speakers and other major participants while ensuring a smoothly flowing meeting.

TOPICSMASTER (TABLE TOPICSMASTER)

Taking on this role improves organization skills, time management, and facilitation skills. The Topicsmaster conducts the impromptu portion (Table Topics) of the meeting and is responsible for preparing questions and calling on members at random.

TABLE TOPICS SPEAKER

This role improves confidence and impromptu speaking skills. Table Topics is a long-standing Toastmasters tradition intended to help members develop their ability to organize their thoughts quickly and respond to an impromptu question or topic. Have fun with this one!

SPEAKER

This role improves critical thinking, confidence, and public speaking skills. Club members learn from each other as speakers present prepared speeches on subjects of their choice. Speeches are based on projects from one of the levels in their chosen Pathways Path.

Meeting Roles and Responsibilities (continued)

EVALUATOR

Taking on this role improves active listening, critical thinking, and positive feedback skills. Evaluation is the heart of the Toastmasters educational program. You observe the speeches of your fellow club members and offer evaluations of their efforts based on the criteria provided with their project.

AH-COUNTER

Taking on this role improves observational and listening skills. The purpose of the Ah-Counter is to note any overused words or filler sounds used as a crutch by anyone who speaks during the meeting. Filler sounds include 'ah', 'um', 'you know', 'and so', 'well', and other audible pauses.

GRAMMARIAN

Taking on this role improves vocabulary, grammar, critical listening skills and evaluation skills. The grammarian helps members improve their grammar and vocabulary by choosing a word of the day and monitoring errors in grammar as well as excellent use of language.

TIMER

Taking on this role improves time management skills. One of the skills a Toastmaster practices is expressing a thought within a specific time. The timer is responsible for monitoring time for each meeting segment and each speaker.

GENERAL EVALUATOR

Taking on this role improves critical thinking, organization, time management, motivational and team building skills. The General Evaluator conducts the evaluation portion of the meeting by calling on the assigned evaluators and giving an impression of the whole meeting, citing both strong points and areas to be improved.

As New Clubs become more comfortable with each of the suggested roles, they may want to add additional roles such as those mentioned on page 8.

Advanced and Specialty Clubs may rename and add roles to fit their club personality.

Officer Roles and Responsibilities

When officers know and successfully carry out their roles, the club runs more smoothly and members have an enjoyable experience.

District 84 offers Toastmaster Leadership Institute two times a year in July/August and January/February – check toastmastersd84.org for dates

Descriptions of Officer Roles and the Leadership Handbook can be found at: <https://www.toastmasters.org/leadership-central/club-officer-tools>

Here are brief descriptions of each of the officer roles:

PRESIDENT

The President presides at meetings of the Club and has general supervision of the operations of the Club. Serves as one of the Club's representatives on Area and District Councils.

VICE PRESIDENT EDUCATION

This is the second ranking officer of Club and is responsible to plan and direct club programs which meet the educational needs of the Club members. Plans and publishes weekly agendas. Keeps track of member's progress towards goals. This position also oversees the club contents and the club mentor program. Serves as one of the Club's representatives on Area and District Councils.

VICE PRESIDENT MEMBERSHIP

This is the third ranking officer. Helps promote the club and manages the process of bringing in guests and transforming them into members. The role involves some marketing and administration. Serves as one of the Club's representatives on Area and District Councils.

VICE PRESIDENT PUBLIC RELATIONS

This is the fourth ranking officer. Develops and directs programs that inform individual members and the general public about Toastmasters International and about Club activities.

SECRETARY

The Secretary is responsible for Club records and correspondence. Establishes and maintains storage platform for the Club's charter, Constitution, Bylaws, and all other records and documents of the club. Keeps an accurate record of the meetings and activities of the Club and stores them for future reference.

Officer Roles and Responsibilities (continued)

TREASURER

The Treasurer is responsible for Club financial policies, procedures, and controls. Collects dues and pays dues to Toastmasters International or instructs members on self-pay options on Toastmasters.org. Makes financial reports to the Club at least quarterly. Receives and disburses, with approval of the Club, all Club funds.

SERGEANT AT ARMS

Prepares meeting room and/or online platform for meeting. Maintains Club property, including banner, nametags, and supplies.

ADDITIONAL NOTES

Officers should plan to arrive early at each meeting to greet members and guests.

Officers should know how to navigate Club Central. That is discussed in more detail on page 16 of this handbook.

Resources are available to assist with the preparation of agendas, taking attendance, tracking roles performed at a meeting, and tracking the completion of Pathways Projects. FreeToastHost and EasySpeak are two platforms available to clubs with open membership. If you are not familiar with these platforms, ask the New Clubs Team for members of District 84 who can help. Corporate clubs usually have their own internal systems.

Tools to help maintain club membership can be found at:

<https://www.toastmasters.org/leadership-central/club-officer-tools>

The Vice President of Public Relations should be aware of the Toastmaster Brand Portal that describes the proper use of the logo, colors, etc. The portal can be found at: <https://www.toastmasters.org/resources/brand-portal>. Corporate Clubs usually have internal publicity platforms. Clubs with open membership can establish a presence on Facebook, LinkedIn, Twitter, Meetup, etc.. Check the brand portal for correct usage of the brand elements.

Details on club finances can be found in the current Club Leadership Handbook (Item 1310) on Toastmasters International website

Navigating Pathways

Pathways is the Toastmasters Education Program.

Your role, as the club mentor, is to help new members access their path, navigate base camp, work in their projects, and submit each level for both personal and club credit.

There are, as of August 2023, eleven paths available to choose from.
(check carefully after January 2024 as the platform may change)

The Paths along with the projects contained in each Path can be found at <https://www.toastmasters.org/Education/Pathways> and click on the 'paths and projects' tab. When you click on the Path icon, a full description of that Path and all the projects will be available.

Base Camp can be accessed after logging into <https://www.Toastmasters.org> with your personal credentials. On your home page, click 'Go to Base Camp'. There are numerous tutorials available on using Base Camp.

The VPE is the primary Base Camp Manager and responsible for approving requests from members and getting credit for the club. The President and Secretary are back up Base Camp Managers. There are tutorials available in Base Camp explaining this role.

There are subject matter experts in District 84 who can assist club officers and members if you are not comfortable with this subject.

District 84 has two Pathways co-chairs who are offering sessions throughout the year. Go to: www.toastmastersd84.org. Click on District Leaders 2023-2024 to find contact information. Check the District Calendar or Monthly Newsletter for training dates

Toastmasters International

Toastmasters International is our parent organization and oversees all the programs and procedures of the organization.

The Toastmaster Organization is divided into 14 regions. Each region is divided into Districts. Each District is divided in Divisions. Each Division is divided into Areas. Each Area contains 4-6 Clubs. (We are District 84 in Region 8.)

toastmasters.org will take you to the main website where there is plethora of information to explore including the history of the organization, its structure, contact information for various departments, and more.

Under the membership tab, there are videos and resources for a new member to access that will give them an overview of Toastmasters and what to expect in club meetings.

After their membership application has been processed, all members can log into their account and access more resources including Pathways.

It is beneficial for the new club members to learn how to navigate the website and know what is contained in the various categories. This might be a presentation done by you, as the club mentor, or an outside presenter.

District 84

District 84 serves Central and Northern Florida. There are eight Divisions (A-H). Each Division has 3-5 Areas. Each Area has 4-5 Clubs. To find the Division and Area that the club is part of, check with the New Clubs Team.

Every Club is part of an Area which has an Area Director assigned to it. The club's most immediate connection with District leadership is the Area Director, who visits and evaluates the club at least twice a year. During a visit, the Area Director observes the meeting and assesses club quality using the standards outlined in *Moments of Truth*.

The goal of this visit is to offer feedback and support so that the club can provide the best possible service for all Toastmasters members in a fun, nurturing, and rewarding environment.

Information on District 84 personnel, events, and programs can be found at:
<https://toastmastersd84.org>.

District 84 has a newsletter, podcast, YouTube channel, and a presence on multiple social media platforms.

It will greatly benefit the club to learn more details about the District 84 website and other platforms. This is an opportunity for another presentation at a club meeting.

Club Central

Club officers have access to Club Central, a portal to online tools that help take care of club business conveniently. Select 'Club Central' after logging into www.toastmasters.org using member email address and password. After opening Club Central, select the appropriate club to view, update, or print information.

From Club Central a club officer can:

- Submit Membership Applications (new/dual/reinstated).
 - Transfer applications cannot be submitted via Club Central
- Submit payment for membership dues
- Review club receipts and statements
- Submit education awards
- Update club contacts, meeting information, and club demographics
- Assign/Update club officers
- Review the club membership roster and update members' contact information
- Review and update the club's Addendum of Standard Club Options
- Review the club's awards and achievements
- Review the club's Distinguished Performance Reports
- Complete the Club Success Plan
- Verify member eligibility for speech contests and proxy assignments
- View and download club anniversary certificates
- Submit information on club events

A tutorial on navigating Club Central can be found at:

<https://www.toastmasters.org/leadership-central/club-officer-tools>

Distinguished Club Program (DCP)

Club officers, in collaboration with club mentors, set attainable goals for club success and develop a plan to achieve them. Focusing efforts on achieving in the Distinguished Club Program (DCP) is one of the best ways to ensure the club reaches its goals for education, membership, training, and administration.

A club that performs well in the DCP provides a higher-quality club experience for all its members. Each aspect of the DCP is designed to enhance the enjoyment and reinforce the supportive atmosphere for each member, every time the club meets.

The Distinguished Club Program serves as the starting point for the District Recognition Program, which encompasses the Distinguished Area, Division, and District programs. The goals of these programs are based on Distinguished Clubs.

The Distinguished Club Program consists of 10 goals the club should strive to achieve during this time.

A manual which explains the Distinguished Club Program, provides guidelines for club success, and the "how-to" in becoming a Distinguished Club is found at:

<https://www.toastmasters.org/resources/1111-distinguished-club-program>

Club Success Plan

The Club Success Plan is a helpful tool to assist your club in achieving Distinguished status. This plan is broken into five sections, along with an area to list contributing members and a list of created action items.

With a solid plan and teamwork, your club will be Distinguished or better in no time!

The Club Success Plan form can be found at:

<https://www.toastmasters.org/resources/1111a-club-success-plan>

Additional Training Topics

Toastmasters offers additional materials on topics to improve communication and leadership skills.

There are several suggestions listed below.

The materials contain information on topics to help the club build a solid foundation. Many of the trainings contain pre-written scripts, PowerPoint slides, and instructions on presenting to a club.

If the new club needs more specific training on a particular topic, look on <https://www.toastmasters.org> or ask a member of the District 84 team.

Enhancing Evaluations

(<https://www.toastmasters.org/resources/enhancing-evaluations>)

Introducing your Speech

(<https://www.toastmasters.org/resources/public-speaking-tips/introducing-speakers>)

Preparing a Speech

(<https://www.toastmasters.org/resources/public-speaking-tips/preparing-a-speech>)

The Better Speaker Series (Item 269)

The Successful Club Series (Item 289)

The Leadership Excellence Series (Item 310)

Eight Characteristics of an Effective Mentor

1. **P – PUT OTHERS FIRST**

You are there to help – it is not about you showing your knowledge, it is about them and their learning.

2. **A- ABLE TO RESPECT DIFFERENCES**

Members come from all walks of life, all cultures, belief systems, etc. Be aware that language and styles of presenting as well as speech topics may be different than you are used to.

3. **T – TAKE TIME TO LISTEN**

When you are in a meeting, focus on the meeting and the members who are present. Listen to all the voices in the room and answer their questions completely.

4. **I – INSTRUCT AS NEEDED**

If someone needs help with a particular role or how to navigate pathways, or how to evaluate, etc., be prepared to help them or find resources.

5. **E – ENCOURAGE ACTION**

Show members how to sign up for a speech or a role, give them the information they need to be successful, encourage them along the way, and offer a time to debrief their performance. You can also encourage participation in contests and District 84 events.

6. **N – NOTE THE MISSTEPS**

This is a hard one but we learn the most from our mistakes. You are doing club members a disservice if you allow mistakes to continue

7. **C – CORRECT WITH SENSITIVITY**

Use the sandwich method of correcting so members hear the positive first before suggestions for improvement.

8. **E- END ON A HIGH NOTE**

Strive to end each meeting with an encouraging thought or comment, a look towards the next meeting, or something that will have members feeling good about the experience.

If you take the first letter of each characteristic, it spells PATIENCE and that is the most important characteristic to display as you mentor a new club.

Tips for a Successful First Year

(Page 10 in How to Build a Toastmasters Club – Item 121)

All club members contribute to the atmosphere of the club and as a mentor, it is part of your responsibility to ensure that members participate as often as possible. It is important to foster a positive, pleasant environment so existing members can enjoy their experiences and potential members are encouraged to join.

Here are a few more tips to help you succeed with your new club:

1. Be sure the meeting location is pleasant and comfortable.

If allowing online attendance, find a video conferencing platform that is well-supported, easy to use, and allows members to interact (chat, etc.). Select a platform that is secure and supports features like a waiting room or unique or protected meeting invitations, such as password protected meetings to avoid any uninvited guest(s).

A Toastmasters Guide to Successful Online meetings can be found by going to <https://www.toastmasters.org>. Click on 'resources' and then 'online meetings'

2. Start and end all meetings on time.

3. Ensure your Sergeant at Arms sets up the room in advance.

If allowing online attendance, designate a club member with a technical background to test the video conferencing platform in advance. When admitting attendees, ensure that only known guests and members are admitted.

4. Greet guests warmly, and introduce them to others.

If this is a new club where members do not know each other well, it might be helpful to have someone available before the start of the meeting to welcome members and guests as they arrive and ask for short introductions.

5. Ask guests to fill out a guest information form or sign a guest book

Have an information packet available for all guests and have VP Membership follow up. Check with the club sponsors for details on the information packet. Invite guests to become members after they feel comfortable with the club meetings

Tips for a Successful First Year (continued)

6. Provide each member and guest with a meeting agenda.

For the first few meetings, this is done by the mentors or sponsors. Responsibility should be transferred to Vice President of Education or Toastmaster of the Day as soon as possible. Agendas should be provided both in hard copy for the physical room and digitally through chat.

7. Enthusiastically participate and fill in for those who are unable to attend.

8. Explain the meeting roles and the responsibilities involved for each role to the members and inform participants of their responsibilities at least one week in advance.

9. Have the Topics Master prepare thought-provoking Table Topics.

10. Base evaluations of speeches on project objectives and the individual learning needs of the member.

12. Use materials consistent with the Toastmasters brand to present a unified look and message.

13. Periodically refer to the Moments of Truth Club Evaluation Chart (Item 290B) to ensure your club is offering a quality experience.

Acknowledgements

I wish to, once again, thank my DTM committee

Paula Summa, DTM
2002-2003 District Director

Amanda Cross, DTM
2023-2024 District 84 Club Growth Director

Hasheem Francis, DTM
2023-2024 District 84 Club Extension Chair

Thank you again for your tireless proofreading, your researching of the smallest details to ensure their accuracy, your encouragement, and sense of humor.

Each of you demonstrates the core values of Toastmasters.

District 84 is fortunate to have you as leaders and I am blessed to call you my friends.

~ Marie M. Loeffler

End Notes

The information contained in this handbook has been verified to the best of my ability as of August 2023. Toastmasters International does make periodic updates to their forms and information. Those updates will be made to this handbook as soon as possible.

If you have any questions, please contact the District 84 New Clubs Team at NewClubs@toastmastersd84.org.

If you see any typos, consider them a gift, please let me know anyway.

If you see anything that needs correction or additional information needing to be added, send a note to: MarieLoefflerTM@gmail.com so the next version can be updated.

Remember:

District 84 requires all completed forms be submitted to:
NewClubs@toastmastersd84.org

Resources

How to Build a Toastmasters Club (item 121)

Club Leadership Handbook (item 1310)

A Toastmaster Wears Many Hats –

(<https://toastmasterscdn.azureedge.net/medias/files/pathways/toastmaster-wears-many-hats/1167d-a-toastmaster-wears-many-hats.pdf>)

Master Your Meetings (item 1312)

Templates for Meeting Agendas (Brand Portal)

<https://www.toastmasters.org/resources/brand-portal>

Meeting Role Descriptions and Scripts

<https://www.toastmasters.org/membership/club-meeting-roles>

Officer Roles and Responsibilities

<https://www.toastmasters.org/leadership-central/club-officer-tools>

Distinguished Club Program

<https://www.toastmasters.org/resources/1111-distinguished-club-program>

Club Success Plan

<https://www.toastmasters.org/resources/1111a-club-success-plan>

Moments of Truth (item 290)

Toastmasters International Website

(<https://www.toastmasters.org>)

District 84 Website

(<https://toastmastersd84.org>)

FreeToastHost website information

(<https://support.toastmastersclubs.org/home>)

EasySpeak website information

(<https://easy-speak.org>)