

TOASTMASTERS
INTERNATIONAL®



MOMENTS OF TRUTH HANDOUT

The Successful Club Series

TOASTMASTERS INTERNATIONAL

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**WHERE LEADERS
ARE MADE**



Moments of Truth Worksheet

Examine your assigned Moment of Truth and rate how well your club meets each standard.

1	2	3	4	5
We never meet this standard	We rarely meet this standard	We sometimes meet this standard	We usually meet this standard	We always meet this standard

FIRST IMPRESSIONS

First impressions are important to club success because guests' positive experiences and observations determine whether they will return and become members.

Standards			
Guests greeted warmly and introduced to officers and members		Convenient meeting location	
Guest book and name tags provided		Guests invited to address the club	
Professionally arranged meeting room		Guests invited to join	

MEMBERSHIP ORIENTATION

In order to offer members the greatest benefit from the Toastmasters experience, the club must acquaint new members with the education and recognition programs and make members aware of the club's responsibility to them and their responsibility to the club.

Standards			
Formal induction, including presentation of membership pin and manuals		Learning needs assessed	
Assignment of mentor		Speaking role(s) assigned	
Education programs and recognition system discussed		Member involved in all aspects of club activities	

FELLOWSHIP, VARIETY, AND COMMUNICATION

The club retains members by providing a fun, friendly and supportive environment that encourages enjoyable learning.

Standards			
Guests greeted warmly and made welcome		Members participate in area, district, and International events	
Enjoyable, and educational meetings planned		Interclub events encouraged	
Regularly scheduled social events		Club newsletter / website published and updated regularly	

1	2	3	4	5
We never meet this standard	We rarely meet this standard	We sometimes meet this standard	We usually meet this standard	We always meet this standard

PROGRAM PLANNING AND MEETING ORGANIZATION

When club meetings are carefully planned, with well-prepared speakers and useful evaluations, members are able to meet their education goals.

Standards			
Program and agenda publicized in advance		Meetings begin and end on time	
Members know program responsibilities and are prepared to carry out all assignments		Creative Table Topics® and activities	
All projects are manual projects		Positive and helpful evaluations	

MEMBERSHIP STRENGTH

When the club has enough members to provide leadership and fill meeting and committee assignments, this creates a lively, active club that benefits existing members and draws new members in.

Standards			
Club has 20 or more members		Club programs varied and exciting	
Members are retained		Toastmasters sponsoring new members recognized	
Promotion of club in the community or within its organization		Regular membership-building programs	

ACHIEVEMENT RECOGNITION

The club motivates members to stay active by monitoring members' progress towards goals, submitting completed award applications immediately, and consistently recognizing member achievements.

Standards			
Award applications immediately submitted to World Headquarters		Club, district, and International leaders recognized	
Progress charts displayed and maintained		Club and member achievements publicized	
Member achievements formally recognized with ceremony		DCP is used for planning and recognition	

For each standard that is rated 3 or lower, look at the Best Practices Chart and discuss the following questions with your team:

1. What is the cause of this challenge?

2. What can be done to address it? Who could be responsible for that action?

BEST PRACTICES CHART

Challenges	Possible Causes	Recommendations
<p>Guests are not showing up to visit the club.</p> <p>Guests are not joining the club.</p>	<p>Guests may not feel welcome. Some-times when interacting with a close-knit group, new people can feel left out.</p> <p>Guests join clubs in which they feel like their personal goals will be supported.</p> <p>Guests may not be asked to join after the first meeting.</p> <p>Guests may have witnessed a judgmental or negative interaction.</p>	<p>The VPM should use a guest book and ask guests to join at the end of the meeting.</p> <p>Make sure guests have name tags.</p> <p>Include information on the club website about attire to make guests feel comfortable.</p> <p>Welcome guests when they walk in and introduce them to other members in the club with personal information, rather than titles.</p> <p>Make meetings friendly, enjoyable, and fun! Try themed meetings and variety in Table Topics®.</p> <p>Display charts to show member progress toward goals.</p> <p>Use room set up such as Toastmasters banner and magazines to draw guests in.</p> <p>Use the club website, newsletter, and social media to promote meetings.</p> <p>Give the Communication Achievement award to a local non-Toastmaster who has a high profile in your community.</p> <p>Conduct a Speechcraft® program.</p>

GUESTS

GUESTS

Challenges	Possible Causes	Recommendations
<p>Speakers are hyper-sensitive to constructive feedback.</p> <p>Evaluations are superficial and ineffective.</p>	<p>Honest, supportive evaluations rely on trust within the group.</p> <p>Evaluations do not provide constructive feedback.</p> <p>Evaluators may not know how to deliver effective evaluations.</p>	<p>The VPE should allow only members who have given five speeches or more to serve as evaluators.</p> <p>Focus evaluations on speech objectives from the manual.</p> <p>Ask experienced Toastmasters (from your club or from a nearby club) to model effective evaluations.</p> <p>Schedule club social events to create a friendly, supportive culture.</p>

EVALUATIONS

EVALUATIONS

MEMBER ACHIEVEMENT

Challenges	Possible Causes	Recommendations
Members are not earning awards. Speakers are not improving.	Members are not delivering speeches from Toastmasters manuals. Achievement is not recognized within the club. Mentors are not supporting protégés. Mentors may not understand their responsibilities.	Recognize delivery of the Ice Breaker with a ceremony/ribbon. Award a memento to commemorate achievement. Ask experienced members to share success stories about reaching milestones in their professional and Toastmasters goals. Make sure achievement and recognition are clearly explained and emphasized during orientation. The VPE should ensure members are delivering manual speeches. Clarify the mentor's responsibilities to mentors and protégés.

MEMBER ACHIEVEMENT

MEMBER RETENTION

Challenges	Possible Causes	Recommendations
Members are disengaged. Members are not returning. Members have a negative attitude about Toastmasters and their club.	There may not be a formal mentor program. Members may not be aware of the mentor program or the benefits of participating. Protégés may feel their mentors are not a good fit.	Use the VPE and a formal mentor program to make sure members are actively participating. The VPM should contact members who have been absent or ill with a phone call or greeting card to let them know they were missed. Begin and end meetings on time to show respect for all attendees. Use the Member Interest Survey so members can share their goals and needs with the club. Recognize achievement in all roles, both large and small.

MEMBER RETENTION

MENTORING

Challenges	Possible Causes	Recommendations
Members are not satisfied with the mentor program. Members are not taking advantage of the mentor program. Members are not interested in being a mentor.	Members may not feel that they are accomplishing their goals. Members may not feel supported. Meetings may be starting or ending late.	Emphasize the importance of the mentor program to new members. Follow up with mentors and protégés regularly to gauge effectiveness. Encourage mentoring at all education levels, not just new members. Let members know that changing mentors is normal and no one should feel attached to a single mentor. Devise a formal feedback program between mentor and protégé to foster accountability.

MENTORING