

## APPENDIX A

### Club Specialist Troubleshooting Guide

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

Evaluations build self-esteem and offer positive direction for improvement.	<b>1 2 3 4 5</b>	Evaluations are often overly harsh or overly glossy.
<b>Corrective Action:</b> <i>Be a role model in demonstrating effective speech evaluation. Present a speech on how to evaluate effectively.</i>		
Members are supportive of one another and take pride in each others accomplishments.	<b>1 2 3 4 5</b>	Members are primarily concerned with their own self-development.
<b>Corrective Action:</b> <i>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.</i>		
Club officers perform their tasks dilligently.	<b>1 2 3 4 5</b>	Officers frequently fail to fulfill their responsibility.
<b>Corrective Action:</b> <i>Urge the Club President to set a positive tone for all officers. Make sure all officers are trained.</i>		
Club officers thoroughly understand their roles and responsibilities.	<b>1 2 3 4 5</b>	Officers don't understand what they are expected to accomplish.
<b>Corrective Action:</b> <i>Ensure that all Club Officers receive thorough training and have a copy of the Club officer hand-book that corresponds to their office. Demonstrate your ability to answer questions and help them solve their problems.</i>		
Officers use the Distinguished Club Program/ Club Success Plan as a tool for planning and goal setting.	<b>1 2 3 4 5</b>	Officers are either unaware of the DCP or are unwilling to use it.
<b>Corrective Action:</b> <i>Explain the purpose, benefits, and workings of the DCP, and motivate Club officers to use this valuable management tool.</i>		
There are guests at most meetings.	<b>1 2 3 4 5</b>	Guests rarely attend Club meetings.
<b>Corrective Action:</b> <i>Urge all members to invite guests to meetings. Publicize Club activities.</i>		
Guests are warmly received and made to feel welcome.	<b>1 2 3 4 5</b>	Guests are left to fend for themselves.
<b>Corrective Action:</b> <i>Convince Club members of the importance of treating guests cordially and ensuring that they enjoy themselves and their questions are answered.</i>		
Each guest receives a follow up invitation to attend the next meeting.	<b>1 2 3 4 5</b>	No follow up is made.
<b>Corrective Action:</b> <i>Show the Club how a simple follow up note or phone call can increase the chance of a guest returning.</i>		
Most guests who attend meetings eventually join the Club.	<b>1 2 3 4 5</b>	Guests rarely return for a second time.
<b>Corrective Action:</b> <i>A dynamic, enjoyable meeting is a Club's best sales tool; encourage programming that makes guests want to join.</i>		

New members are enthusiastically welcomed, and given special attention and support.	<b>1 2 3 4 5</b>	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 "Coach/Mentor." Ensure new members become actively involved in Club programs immediately. Encourage the Club to use Toastmasters "Spirit of Success" award.

Additional Comments: