

TOASTMASTERS
INTERNATIONAL®

WHERE LEADERS ARE MADE

www.toastmasters.org

Toastmasters District 55

www.tmd55.org

New Member Orientation Guidelines

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Orientation of New Members

It is a privilege to guide a new Toastmaster member at the beginning of his/her Toastmasters journey. The Toastmasters International organization has a lot to offer. To help new member get a fast start, it is important to show them how to work the program, provide them with the resources and tools they need to be successful. This will benefit not only him/her but also will ensure the health and growth of your club.

Orienting new members can be done by any experienced Toastmaster in partnership with the VP Membership and includes:

- Determining the reasons the member joined Toastmasters and what he/she wants to gain from the program
- Discussing the Toastmasters mission, member's obligations and club's responsibility
- Explaining how the Toastmasters program works, how meetings are run, club culture, operation and membership strength criteria
- Showing him/her how to navigate the Club, District and Toastmasters International websites
- Obtaining a commitment from the member to actively participate in the club's programs and activities so he/she begins to benefit immediately
- Explaining the Club mentorship program

A new member of your club benefits from the opportunity to discuss his/her needs before embarking on a self-development program. He/she may need assurance about making the right decision by joining your Toastmasters club. He/she need to understand that the Toastmasters is a participation-based program and would get out of it as much as he/she puts in it. Most new members want to feel welcome, safe and supported and most importantly, their needs met by the Club.

The new member orientation is essential as it provides guidance and a fast start toward self-development. New members, who understand the club's purpose and structure, identify more readily with the club and its members. They also develop a sense of pride and belonging. In a supportive club, they are empowered to achieve their goals in a safe and fun environment and stay with the club when their needs are satisfied.

When accepting new members, your club is agreeing to provide an enjoyable environment in which they can learn, grow and achieve their goals. In return, new members are expected to participate and support their club and fellow members. When both parties live up to this social contract, your club has loyal, valuable members who gain meaningful benefits from membership (from start to

Distinguished Toastmaster [DTM]). Consequently, your club benefits from having a committed and enthusiastic member.

Additionally, a new member orientation is an excellent opportunity to improve the member-club relationship so that it will be rewarding and long-lasting.

Orientation Officer Responsibilities

If orientation is performed by an experienced member who is not a Club officer, it is recommended that he/she be given the “Orientation Officer” title. This position entails:

Outside of the Club meetings

- Email the new member a welcome message with a link to set up his/her profile on the Club website or ask him/her to fill out a profile sheet (see page 13) for the VP Membership to post online
- Meet with the new member to orient him/her for about one hour. This can be done one-on-one or with a group if you have more than one new member
- Ask VP Education to assign a mentor for the new member
- Share member’s profile with new member’s mentor
- Report Member’s goals/interests to the club executive committee
- Prepare your successor for the role

At the Club Meetings

- Introduce yourself to all new members as the club’s Orientation Officer
- Set up the orientation time and location for about one hour
- Provide a welcome packet if available
- Ask the new member to fill out the [Member Interest Survey](#)
- Help with the New Member Induction ceremony
- Ensure the new member has logged in Toastmasters International and enrolled in Pathways
- Follow-up with the new member after he/she presents the 5th speech to check on his/her progress
- Answer questions

Setting Up the Orientation Session

Arrange a convenient time and place to perform the orientation. The session can be conducted before or after the club meeting or on a different date and at a different location. Ask the new members to complete the New Member Profile

sheet (see page 13) and the [Member Interest Survey](#). Provide them with a New Member kit (if available).

It is recommended that you have a one-on-one orientation with the new member so you can address personal goals and questions. You may include the new member's mentor. A successful orientation interview comprises of:

- Perform the Orientation in a quiet, pleasant and comfortable place. This may be at your home, the member's home or a local coffee shop.
- Create a friendly environment by developing a personal rapport. Take a few minutes to get acquainted. Share some of your personal Toastmasters experiences and how your club membership has benefited you.
- Be attentive and show genuine interest. Find out his/her Toastmasters wants and needs. This is a key to convincing the new member that your club cares about him/her and wants to help him/her attain his goals.
- Be positive and enthusiastic. Demonstrating that Toastmasters can significantly benefit the new member provides reassurance that he/she made the right decision by joining your club. The new member will be encouraged and motivated to start participating in the program immediately.
- Be prepared to answer questions about Toastmasters or your club

Content for New Member Orientation

The purpose of the New Member Orientation is to prepare a new member to embark on his/her Toastmasters journey early. There is a lot to learn in Toastmasters. It is important for a new member to understand our program, the opportunities for personal growth and how to make the most of his/her Toastmasters membership experience.

Recommended content to cover during the orientation:

- Toastmasters Promise
- Club Mission
- Reasons member joined Toastmasters
- Pathways and how to use it
- Organization structure: Club, Area, Division, District, Region, International
- Leadership team and its responsibilities
- Distinguished Club Program
- Participation in club meetings
- Go attitude message

Material for the Orientation Session

It is useful to have the following items for your Orientation:

- New Member kit
- New **Member Profile sheet** (page 13)
- New **Member Checklist** (see page 14)
- [Toastmasters Promise](#)
- Diagram of the structure of the Toastmasters organization
- Map of District
- DCP Chart (page 12)
- A Toastmaster magazine
- Sample of a meeting agenda, explaining your club meeting structure

Education Program – Pathways

As an online tool, Pathways offers over 350 competencies (body language, vocal variety, speech structure, delivery skills, effective research, etc.) thru 10 Paths. Each member takes an assessment to view the recommended path(s) but he/she may select a different path based on his/her preference. It is necessary to take time to show the new member how to use the tool as it has many components.

Briefly discuss the 10 listed Path (see page 7). Each Path has 5 levels with different projects. Levels must be completed in the order shown. Only when 1 level is completed that the user will advance to the next one. Projects in each level can be completed in any desired order with the exception of the first project, the Icebreaker. However, as each speech project builds on the skills used in previous projects, it is worthwhile completing projects in the consecutive order.

It is strongly recommended that all project material is read, videos are watched and all steps are followed to ensure that the objectives are met and the learning and development is accomplished.

An assessment must be completed before and after the completion of a project so that the new member can advance to the next one. Once all projects are completed in a level, the VP of Education, President or Secretary (as Base Camp Manager) must confirm level completion online so members can activate the next level. The level award application needs to be **submitted by an officer** via Club Central for member and club to receive credit.

Explain the first project “Icebreaker” as the first opportunity to speak in front an audience and to allow the fellow members to get to know the new member better.

The other projects in all levels are the building blocks of public speaking and leadership. The Toastmasters program is self-paced and members learn-by-doing. Emphasize careful preparation, **practice** and being open to receiving written and verbal evaluations. Remind the new member to print and bring his/her speech evaluation form to the meeting and give it to his/her Evaluator before the meeting starts.



Paths and Core Competencies

The Toastmasters Pathways learning experience was developed around the five core competencies identified by the Board of Directors.

FIVE CORE COMPETENCIES

It is important to note that each member using Base Camp will have the opportunity to select from many electives to extend their learning. With the addition of electives, members have the flexibility to cover all core competencies within each path.

1
PUBLIC SPEAKING

2
INTERPERSONAL COMMUNICATION

3
STRATEGIC LEADERSHIP

4
MANAGEMENT

5
CONFIDENCE

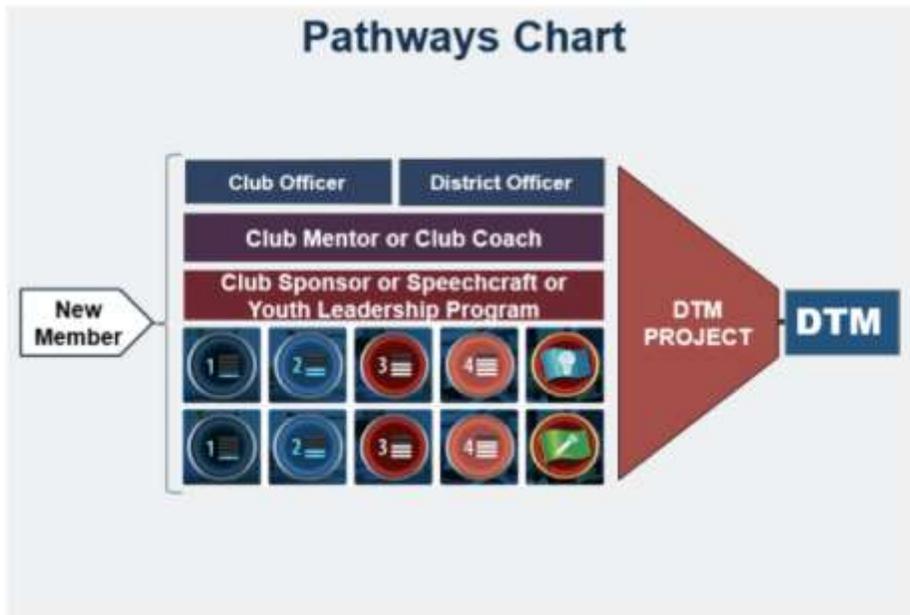
Confidence is unique because it cannot be taught, but is gained in every path.

10 PATHS

The primary core competencies represented in each path are listed in order of emphasis next to the path name.

| | | |
|---|---|---------|
|  | Dynamic Leadership <i>Build strategic leadership and conflict resolution skills</i> | 1 2 3 5 |
|  | Effective Coaching <i>Build interpersonal communication, leadership and coaching skills</i> | 1 2 4 5 |
|  | Innovative Planning <i>Build creative project management and communication skills</i> | 1 4 2 5 |
|  | Leadership Development <i>Build communication and leadership skills</i> | 1 2 4 5 |
|  | Motivational Strategies <i>Build motivational leadership and communication skills</i> | 1 2 3 5 |
|  | Persuasive Influence <i>Build skills to lead in complex situations</i> | 1 3 2 5 |
|  | Presentation Mastery <i>Build public speaking skills</i> | 1 5 |
|  | Strategic Relationships <i>Build networking, leadership and communication skills</i> | 1 2 3 5 |
|  | Team Collaboration <i>Build collaborative leadership skills</i> | 1 4 2 5 |
|  | Visionary Communication <i>Build innovative communication and leadership skills</i> | 1 3 2 5 |

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The Toastmaster's Promise

Read and discuss briefly the Club mission. Then have the new member read each element of the Toastmaster's promise with the Orientation Officer discussing the meaning of each. Explaining that adhering to this list of standards is essential for getting the full value of the Toastmasters program.

As a member of Toastmasters International and my club, I promise...

| Promise | Discussion |
|--|--|
| To attend club meetings regularly | You have a responsibility to attend meetings. If you cannot attend, let the President or VPE know before-hand. You have a valuable contribution to make to the club. |
| To prepare all of my speeches and leadership projects to the best of my ability, basing them on projects in Pathways | You get the most out of your presentation by preparing carefully. Base your presentations on the projects in Pathways. |
| To prepare for and fulfil meeting assignments | You will feel more comfortable when you prepare your assignments and meet |

| | |
|--|---|
| | the objectives of the assignment. Use role scripts. |
| To provide fellow members with helpful, constructive evaluations | Over time, you will learn how to deliver helpful, constructive evaluations. Refer to “ Effective Speech Evaluations ”. |
| To help the club maintain the positive, friendly environment necessary for all members to learn and grow | Be positive and friendly. Greet all members and guests when you arrive to the meeting and participate in all activities. |
| To serve my club as an officer when called upon to do so | There are 7 club executive positions: President, Vice- President Education, Vice- President Membership, Vice- President Public Relations, Secretary, Treasurer and Sergeant at Arms. Explain what each role is for. |
| To treat my fellow club members and our guests with respect and courtesy | Have respect and courtesy for all members and guests. Give respect to receive respect. |
| To bring guests to club meetings so they can see the benefits Toastmasters membership offers | Invite and bring guests to meetings. |
| To adhere to the guidelines and rules for all Toastmasters educational and recognition programs | There are Toastmasters guidelines and rules to abide by (toastmasters.org). |
| To maintain honest and highly ethical standards during the conduct of all Toastmasters activities | Be honest and ethical at all times. |

Introduce the concept of the new member using the club meeting as a laboratory where he/she can experiment with various meeting roles, have fun, learn and grow. Encourage him/her to start with an easy role like the timer so he/she can build confidence and learn. Briefly go over what is expected and how to best prepare to practice his/her listening skills. With time and practice, he/she can lead and take control of the meeting as the Toastmaster.

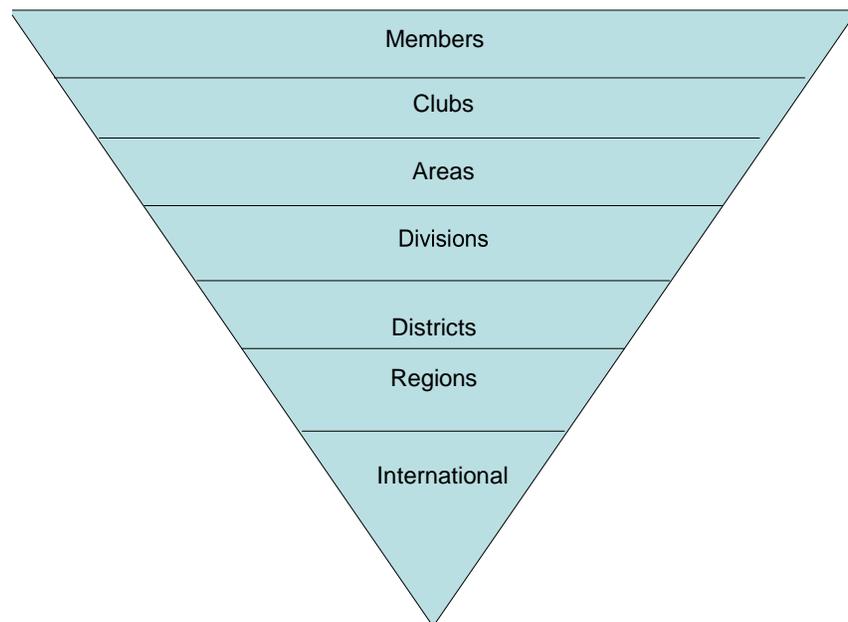
New Member Profile Sheet

Discuss the New Member Profile Sheet (see page 13). Let the new member chat about what they want to achieve in Toastmasters. Ask him/her if it is OK to make copies of his/her profile, one for the executive committee and the other for his/her

mentor. Dating the profile is important, so that in a year's time the new member can look back at his/her progress and attainment of his/her goals with great satisfaction.

The Structure of Toastmasters International

Briefly explain the structure of the Toastmasters organization. The focus is on members and they are the most valuable asset of the organization. Satisfied members contribute to the success of the Club. Strong membership ensures club quality and help retain members.



Members are the foundation of Toastmasters International.

- 20+ members = Club
- 3 to 7 clubs = Area
- 3-6 Areas = Division
- 7-9 Divisions = District
- 7 Districts = Region 3
- 14 Regions = Toastmasters International Organization

Distinguished Club Program (DCP)

Briefly explain the DCP goals as a key performance indicator for clubs that is measured each year from July 1 to June 30. Have a chart listing the 10 goals, and discuss each goal. Each member of the club has an important role to play in a healthy club.

The maximum 10 goals to achieve are 6 from educational awards, 2 from membership, 1 from training and 1 from Administration):



Distinguished Club Program

| EDUCATION (SELECT 6 OF 12 GOALS) | |
|--|---|
| <input type="checkbox"/> Two CC awards | <input type="checkbox"/> Four Level 1's |
| <input type="checkbox"/> Two more CC's | <input type="checkbox"/> Two Level 2's |
| <input type="checkbox"/> One ACB, ACS or ACG award | <input type="checkbox"/> Two more Level 2's |
| <input type="checkbox"/> One more ACB, ACS or ACG | <input type="checkbox"/> Two Level 3's |
| <input type="checkbox"/> One CL, ALB, ALS or DTM award | <input type="checkbox"/> One Level 4 |
| <input type="checkbox"/> One more CL, ALB, ALS or DTM | <input type="checkbox"/> One Level 5 |

May 3, 2018 to June 30, 2020

Remaining DCP Goals

- Membership** {
 - Four new members
 - Four more new members
- Training** {
 - A minimum of four club officers trained during each of two training periods
- Administration** {
 - On-time payment of membership dues accompanied by the names of eight members (at least three of whom must be renewing members) for one period and on-time submission of one club officer list



Clubs achieve different distinguished status based on points they earn:

- **5** DCP Points: **Distinguished**
- **7** DCP Points: **Select Distinguished**
- **9** DCP Points: **President's Distinguished**
- **10** DCP Points: **Elite**

Areas, Divisions and Districts also have a Distinguished Program with goals to achieve. Success of clubs filters to the other levels of the organization.

Toastmaster Magazine

Briefly explain that membership fees cover a monthly *Toastmaster* magazine. The new member's membership number is above the address label, for use when logging onto the Toastmasters International website.

Other Club Information

Explain any other information pertinent to your club culture such as:

- Your club's various meeting segments
- Your club's communication protocol: answer emails, reply to phone messages, find a replacement if you are on the agenda and can't attend
- The *Agenda Planner* and how to go about signing up for a role
- Items to bring to a meeting: notebook, pen and evaluation form if speaking
- Member contact list
- Contests
- Mentor program
- Activities and events beyond the Club
- Anything else your club considers important

Concluding the Orientation Session

Finish up by offering to answer any questions. Acknowledge that you have covered a lot of information quickly and that you are available to go over it at any time. Encourage him/her to put his/her name on the program and that you look forward to watching his/her growth and progress in his/her Toastmasters journey with delighted anticipation.

New Member Profile Sheet

Name: _____ Date:/...../.....

Occupation: _____

Accomplishments and Interests: _____

Personal and Career Goals: _____

Communication and Leadership Goals

What objectives do you hope to accomplish as a member of this club?

Is public speaking a requirement of your job or profession?

How would you describe your current skill level as a speaker?

Do you have any concerns relative to communicating?

Why did you choose to join Toastmasters?

What can the club do to help you accomplish your goals?

What specific skills do you have to contribute to the club?

Do you wish to improve your ability to:

- Persuade and convince others? ___ Gratefully accept helpful evaluations? ___
- State ideas clearly and succinctly? ___ Network and socialize confidently? ___
- Improve your self- confidence? ___ Develop public relations campaigns? ___
- Effectively lead teams? ___ Think quickly and clearly under pressure? ___
- Listen effectively and critically? ___ Serve as a mentor to a member? ___
- Enhance your ability to provide feedback? ___ Participate in debates? ___
- Improve management skills? ___ Understand parliamentary procedures? ___
- Other (specify) _____

Day time number: _____ Evening: _____

Email address: _____

Have you identified a mentor for you? Please list his/her name: _____

New Member Check List

Name: _____ Phone#: _____

Date: _____

| | |
|---|--|
| Application form submitted | |
| Name badge ordered | |
| Name added to Contact List | |
| New Member Profile Sheet emailed | |
| New Member Kit | |
| CC Manual | |
| Toastmasters Promise | |
| Executive roles | |
| P6 How It Works | |
| Commitment from member | |
| Commitment from club | |
| New Member Profile Sheet discussed | |
| CL Manual | |
| Communication and Leadership Tracks | |
| Member, club, Area, Division, District, TM International | |
| DCP | |
| Toastmaster Magazine | |
| Other booklets in New Member Kit | |
| Reference Guide | |
| Toastmaster bag for your CC & CL Manual, Reference Guide, badge and pen | |
| Agenda Planner booked for a short segment or speech | |
| Communication protocol | |
| Member Contact List received | |
| Contests | |
| Mentor chosen | |
| Badge arrived | |
| Any questions? | |