

Moments of Truth in Snippets

The Moments of Truth (M.O.T.), is part of *The Successful Club Series*: How to recognize and deal with situations critical to club success. This presentation is normally 60-90 minutes and takes a full meeting to accomplish. However, we have broken the M.O.T. into 6 meetings, using only ONE point at each of 6 meetings. Each point is covered by an **EDUCATION 2-3 minutes Master during the meeting. You can add this time to your agenda. **This experienced Toastmaster can read the script we provide, or speak from the heart.** The SAA or another Toastmaster can distribute the handout to all the members or attendees either before or after the time allotted. This handout contains a summary of what was said, and includes spaces for Comments: Comments and Suggestions. That same Toastmaster or SAA collects the handouts after the meeting and gives them to the Club President or VPE to review and give to the Executive board to analyze. Some participants may want to turn them in at the next meeting, but if you give more time, it can be done at each meeting and submitted.**

I. Intro to Moments of Truth: “(say your greeting): *The Moments of Truth* is an education session from Toastmasters *Successful Club Series*. We are going to use 6 snippets from this series over our next 6 meetings. The Moments of Truth help us identify those areas, which are critical to our club’s success.

A. Meeting #1 of Moments of Truth involves a person’s First Impressions when they visit our club. Here are some questions we can ask ourselves:

- Do we have a guest book, a guest folder with information on Toastmasters, a welcome letter, business card, magazine and application to join? Do we have name badges or tents for member identification? Are visitors welcomed, introduced to officers, given a name badge, seated by a member who can answer any questions? Do we have an agenda? Is the meeting interesting, professional, educational, and fun? Are guests invited to take part in Table Topics?
- _____ is distributing (or has distributed) a summary of what I said, which has a place for you to add your comments and suggestions. Please return them to me after the meeting or next week for the board to analyze. Mr/Madam Toastmaster”

B. “Meeting #2 of Moments of Truth from TI’s *Successful Club Series* involves our Membership Orientation: Here are the questions we can ask ourselves: Do we provide an induction ceremony for new members (membership pin and manuals)? Do we assign a mentor to new members? Do we spend time teaching the new member the educational system, and how to use the Competent Communicator and Competent Leader manuals? Do new members fill out a member survey and let us know how they want to be introduced?

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C. “Meeting #3 of Moments of Truth from TI’s *Successful Club Series* involves our Fellowship, Variety and Communication. Here are some questions we can ask ourselves: Do we continue to greet guests warmly and are they made to feel welcome? Do we have enjoyable and planned meetings? Do we schedule social events outside the club? Do our members take part in contests, conferences and outside Toastmaster events? Do we participate with other clubs and have combined activities? Do we have a club newsletter/website/social media page, and are they updated regularly?

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D. Meeting #4 of Moments of Truth from TI’s *Successful Club Series* involves our Program Planning and Meeting Organization. Here are some questions we can ask ourselves: Are we planning our meetings in advanced? Have we trained our members how to carry out assigned roles? Do we give manual speeches? Do meetings start and end on time? Do we add VARIETY to our themes, meetings and Table Topics sessions? Do we give helpful evaluations: focusing on the positive, giving positive challenges and ending on a positive note?

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E. Meeting #5 of Moments of Truth from TI’s *Successful Club Series* involves our Membership Strength. Here are some questions we can ask ourselves: Do we have 20 or more members? Do we retain members? How do most of the members hear about the club? Are the meetings varied and exciting? Do we recognize the members who sponsor new members? Do we participate in membership building campaigns?

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F. “Meeting #6 of Moments of Truth from TI’s *Successful Club Series* involves our Achievement Recognition. Here are some questions we can ask ourselves: Do we submit member’s awards immediately to World Headquarters? Do we display progress charts for members to see? Do we formally recognize members’ achievements at the club meetings? Are the club, district, and International leaders recognized? Do we publicize achievements? Do our officers use the DCP for planning and recognition?

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MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #1

First Impressions

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

Comments:

Suggestions:

Please return to the Education presenter or the Sergeant at Arms today or at the next meeting. Thank you!

MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #2

Membership Orientation

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

Comments:

Suggestions:

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MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #3

Fellowship, Variety, and Communication

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

Comments:

Suggestions:

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MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #4

Program Planning and Meeting Organization

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

Comments:

Suggestions:

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MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #5

Membership Strength

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

Comments:

Suggestions:

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MOMENTS OF TRUTH

Club Quality Standards Evaluation



Handout #6

Achievement Recognition

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

Comments:

Suggestions:

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