



## Club Coach Troubleshooting Guide

### Select one:

Members sincerely want their club to be successful.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Educate members on how they will gain meaningful benefits from membership in a successful Toastmasters club.

### Select one:

Members are willing to work together despite differences to solve the club's challenges

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** If members are unable to work together, urge them to eliminate conflicts and embrace a common, worthwhile goal.

### Select one:

Members are enthusiastic about Toastmasters and their club.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Help promote enjoyment in meetings. Demonstrate how Toastmasters has helped you and others improve the quality of their lives.

### Select one:

The club's meeting place/platform is convenient and offers a suitable meeting environment.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Encourage the club to transition to a more convenient or adequate environment.

### Select one:

Meetings begin and end on time.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Help club officers construct a detailed meeting agenda and encourage them to implement it.

## Select one:

Meetings are fun and club programs are varied and dynamic.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Have the club officers review **Master Your Meetings** for ideas on conducting engaging and diverse club meetings.

## Select one:

The key participants at each meeting are prepared and contacted in advance.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Find role models to aid you in demonstrating the benefits of preparation for each meeting function. Urge members to contact speakers and evaluators in advance.

## Select one:

All members present projects from Toastmasters Pathways learning experience.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Educate members that Levels 1 and 2 are a worthwhile goal. Encourage members to work in additional paths and focus on the benefits that Pathways provides.

## Select one:

Speakers are well prepared and deliver each speech to the best of their ability.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Find role models to aid you in showing members that thorough preparation is the key to self-improvement.

## Select one:

Evaluations build self-esteem and offer positive direction for improvement.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Be a role model in demonstrating effective speech evaluation. Present a speech on how to evaluate effectively. Conduct the programs **The Art of Effective Evaluation** or **Evaluate to Motivate**.

## Select one:

Members support one another and take pride in each other's accomplishments.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Encourage the use of the **Member Interest Survey** so that members can share their goals and needs with the club. Urge the members to warmly recognize members' achievements both in and out of Toastmasters.

## Select one:

Club officers thoroughly understand their roles and responsibilities.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Encourage all club officers to attend both rounds of Club Officer Training. Ensure that all club officers receive thorough training and have the link for the **Club Leadership Handbook**.

## Select one:

Club officers perform their tasks diligently and are accountable for their actions.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Urge the Club President to keep club officers accountable for deadlines. Demonstrate your ability to answer questions and help them solve their problems.

## Select one:

Club officers participate in the **Distinguished Club Program (DCP)** and use the **Club Success Plan** as a tool for planning and goal setting.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Explain the purpose, benefits, and workings of the DCP, and motivate club officers to complete the **Club Success Plan**.

## Select one:

There are guests at most meetings.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Encourage all members to invite guests to meetings. Publicize club activities, conduct open houses, and promote membership building programs. Ensure the club's contact information is up to date in Find a Club.

## Select one:

Guests are warmly received and welcomed.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Educate club members on the importance of treating guests kindly and ensuring that they enjoy themselves and their questions are answered. Guide club officers on establishing practices to follow up with guests for potential conversion to becoming members.

## Select one:

Each guest receives a follow-up invitation to attend the next meeting.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tip:** Show the club how to create a follow-up plan and how that can increase the chance of guests returning.

## Select one:

Most guests decide to become a member of the club after visiting.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** A dynamic, enjoyable meeting is vital to a club's success; encourage an engaging meeting environment that makes guests want to join.

## Select one:

New members complete an orientation, are assigned a mentor, and given support.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

**Helpful Tips:** Encourage use of the **New Member Orientation PowerPoint**. Urge the club to provide each new member with a **Member Welcome Kit**, induction ceremony, and mentor. Motivate new members to become actively involved and take on meeting roles. Impress upon the existing members the importance of being a mentor.

**Additional Comments:**