
1. MARKETING IDEAS TO COMMUNITY GROUPS (PRES.)

Case Study:

A small, remote but dedicated Toastmaster club is aware that they need to market themselves. They have promoted themselves in the local paper and with a sandwich board on the sidewalk. They have invited friends and occasionally have had special events open to the public. They have been successful in getting a member or two, but keep losing one or two also. Despite these attempts, the club has remained with less than 10 members for years and years. The members are close to essentially giving up on special marketing projects. Some of them feel that often their familiarity with each other leads to negative speech evaluations of each other, discouraging members from joining. Strong members still continue with old habits of such evaluations. Their distance from metropolitan clubs seems to be a deterrent to attracting club coaches. They wish for some strong Toastmaster to arrive to do elevator speeches to neighborhood groups. If anyone has read any manuals for PR ideas, it does not show. They do use the CC, CL, and Advanced Manuals. The club has never achieved the Distinguished Club Award because of their small size.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Hold a Speechcraft to increase membership (The Speechcraft Starter Kit (Item 205). 2. Ask for a Club Coach. 3. Use the Club Coach's Troubleshooting Guide (www.toastmasters.org/clubcoach guide) to assess the club's success and develop an action plan. 3. Use the Public Relations Kit (Item 1150) for press release and other PR ideas. 4. Use TI posters (Item 367). 5. Promote at community events. 6. Radio spots. 7. Brainstorm ideas during regular officer meetings. Be honest with each other. 8. Be ambassadors with business cards, ready to hand these out in the grocery store, other community meetings, parties, etc. 9. Volunteer to be a speaker in community organizations. 10. Put up flyers, brochures around the community. 11. Hold open houses. 12. Hold creative club meetings. 13. Have guest speakers. 14. Hold training presentations. 15. Use social networking websites like Facebook, Craigslist, etc. 16. Leave Toastmaster magazines with your club meeting times on it at hospitals, doctor's offices, barber shops. 17. Promote your club in other community websites. 18. Find ways to bond members together, have fun, have social events. 19. Have a buddy for a guest at a meeting, one on one, getting phone number and name.

2. COACHES, MENTORS (PRES.)

Case Study:

A small Toastmaster club of 13 members has a core group of 3 dedicated people. The club has a problem attracting and keeping new members. They had 2 coaches in the recent past, who motivated them to schedule the various club roles and to market themselves. The club was able to grow in size and achieve the Select Distinguished Club Award. Today attendance is spotty. Sometimes only 3 Toastmasters are present for a meeting. Therefore scheduling roles is a challenge. For a while they did no scheduling and assigned roles and speakers at the start of the meeting. Recently though, they have been e-mailing out a schedule, which has helped some. They are using the CC, CL, and Advanced Manuals. Their promotion is mainly through the local paper and the local chamber of commerce. They do have a website.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Get a Club Mentor for continued fresh ideas and outlook. 2. Use the Club Coach's Troubleshooting Guide (www.toastmasters.org/clubcoachguide) to assess the club's success and develop an action plan. 3. Use the Public Relations Kit (Item 1150) for press release and other PR ideas to attract more members. 4. Use TI posters (Item 367). 5. Promote at community events or groups. 6. Use Membership Growth Manual, Item 1159. 7. Recognize all members for even small successes. 8. Use The Member Interest Survey (Item 403). 9. Use the Club Climate Questionnaires (Item 251C). 9. Keep meetings diverse, entertaining, and educational. 10. Be sure to schedule members to let them know they are needed. 11. Promote the team approach. The president is doing more than he should. 12. Contact Toastmasters in the club individually, reminding them about the next meeting and their role. 13. Invite kids (parents will join). 14. Target networking groups. 14. Conduct two open houses a year. 15. Membership growth should be a continuous effort. 16. Have lots of theme meetings. 17. Consider a corporate club with the Human Resources person supporting the club. 18. Conduct bonding activities among the members. Toastmasters are also friends. 19. Have a dinner meeting.

3. SCHEDULING (VPE)

Case Study:

Some Toastmaster clubs ask members to volunteer to fill the roles for the next meeting. Many clubs are having difficulties filling certain weekly roles. Some of their members are avoiding filling roles they do not want to do, such as the speech evaluator. Other members tend to do the same role over and over again. It is discouraging to the Toastmaster of the Day as well as to several others. In another club, the roles are assigned, but some feel that the roles are not divided equally. That is, some feel that the same people are always assigned the same roles. Ideas on various scheduling plans to choose from are being sought by some of these clubs. Other clubs are complacent and not motivated to change. Scheduling ideas and ideas of motivating these clubs would be greatly appreciated.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Visit other clubs and try some of their ideas, which might be novel and exciting. 3. Schedule everyone rather than ask for volunteers, and try to rotate assignments evenly. 4. Search "Filling Club Meeting Roles" at www.toastmasters.org for some suggestions. 5. Search "Club Management Software" at www.toastmasters.org, which has links to Scheduled Speaker, Easy-Speak, Agenda Builder, etc. 6. www.freetoasthost.org provides and tracks a duty roster. 7. Promote the DCP Chart and explain how their roles help the club reach goals. 8. Have mentors encourage and coach the reluctant members try new roles.

4. MARKETING IDEAS on CLUB LOCATION, TIME, ETC. (PRES.)

Case Study:

What are the best marketing ideas to attract new members? A small club eager for new members is often disappointed when potential members say that they will come, yet never do. Sometimes these people offer one excuse after another. Other times they just do not come. The club is struggling to determine what changes they could make to market themselves better. They are questioning the best location, day of the week, and meeting time. They currently are meeting on Thursday nights at 7PM, in an independent living retirement complex. There is no charge for the use of the room and the room is quite attractive. The club is even questioning whether their membership makeup might be discouraging people from joining. The club happens to be primarily made up of men. Often the speeches and table topics tend to be male oriented. They revel in politics and controversial topics. They are eager for advice. They have been small in number for years, which is discouraging some of them.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Do "Finding New Members for Your Club"(The Successful Club Series), Item 291A. 2. Follow suggestions in Membership Growth, Item 1159. 3. Use Membership Building Kit, Item 1160. 4. Use The Member Interest Survey (Item 403). 9. Use the Club Climate Questionnaires (Item 251C). 5. Make sure the guests feel welcome. Follow up guests with phone calls. 6. Get a Club Mentor or Coach for a fresh look at the club. 7. Hold a membership building contest. 8. Conduct *Moments of Truth*, (*Successful Club Series*), Item 290A. 9. Follow up with past members and guests to see why they are no longer coming. 10. Consider using The Speechcraft Start Kit (Item 205). 11. Advertize club as a Focus Club on politics, for example.

5. PRECISE INDIVIDUAL BENEFITS of TM (VPE)

Case Study:

When promoting Toastmasters to potential members, it is often said the Toastmasters help with better listening, thinking, and speaking skills. Some toastmasters are eager for more precise elaboration of these benefits. Ideas are needed. A list would be helpful. For example: Table Topics will help you when your supervisor stops you in the hallway and asks you to tell of your progress on the project you are working on. In addition, also helpful would be example of how the actual weekly Toastmaster meeting can overtly target these precise needs and want of their members.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Refer to benefits such as those listed under "Why Join?" at www.toastmasters.org: Learn to communicate more effectively, Become a better listener, Improve your presentation skills, Increase your leadership potential, Become more successful in your career Build your ability to motivate and persuade Reach your professional and personal goals Increase your self confidence. 2. Share actual stories from club members. These also are Success Stories and DVD clips on www.toastmasters.org. 3. Talk about how it benefits life skills for every day events. 4. Toastmasters help with overcoming, managing fears. 5. Toastmasters helps people to learn to give feedback effectively to your spouse, children, co-workers. 6. Toastmasters teaches us to be clear and concise. 7. Even good speakers can improve. 8. Listening to good speakers, especially those in contests, inspire you to be an even better speaker.

6. ENCOURAGING CONSISTENT ATTENDANCE (PRES.)

Case Study:

Often people do not attend the Toastmaster meeting regularly and do not notify the Toastmaster of their pending absence well ahead of time. This leads to the club having to do multi-tasking of roles. Often, people are asked to give impromptu speeches or to prepare speeches with only a 24 hour advanced notice. A solution for a particular unique instance occurs when a member wants to practice an important speech that will be delivered to an actual community organization. In this case, several members can help by giving round robin evaluations. However, this is not a viable solution to be followed each week. How does one encourage consistent attendance so that these situations might be avoided?

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Get a club coach or mentor to look at the club with an objective eye. 2. Use the Club Coach's Troubleshooting Guide (www.toastmasters.org/clubcoach guide) to assess the club's success and develop an action plan. 3. Scheduling people to speak AND having the toastmaster of the day and the general evaluator actual making voice or returned e-mail contact from these people as confirmation a few days before. 4. Scheduling is important. A very small club went to the practice of not scheduling anyone and assigning them at the meeting. Attendance went down. People did not feel they were needed so they tended not to attend. 5. Plan and organize in advance, using a toastmaster website, such as www.freetoasthost.org. Broadcast future assignments. 6. Plan for 3 speakers, enabling the program to go on even if one is absent. 7. Be prepared with a "hot topic" speech, additional table topics, or ask for an impromptu speech. 8. Have a buddy from another club fill in. 9. Take temperature check for clubs. 10. Have a rule of attendance in order to have opportunities to speak. 11. Establish a new role, GOODIE PROVIDER. Everyone loves food!

7. WEEKLY CLUB PROMOTION of DCP (VPE)

Case Study:

A club has a new VPE. Neither the VPE nor the members know how the club is doing in terms of achieving the DCP (Distinguished Club Program). The VPE has heard of different clubs using various means of trying to promote this knowledge within their clubs. It would be helpful for this new VPE to be given some of these ideas. Also helpful would be sources for electronic versions similar to the TI charts. The VPE feels that without this knowledge, the club is floundering and needs it to focus on goals.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Have the VPE trained by the Area Governor, even if it is 1 on 1, and do this right away. 2. Have a club coach or mentor work with the VPE. 2. Have the past VPE mentor the display and present the DCP Chart weekly. 3. Have the VPE visit other clubs and talk to their VPE for ideas. 4. Have the VPE come to the trainings offered at the district level, such as TLI (Toastmaster Leadership Institute). 5. Promote the Competent Leadership (CL) Manual, which is often not brought to the meeting. 6. Have everyone just announce who in the club is filling in their manual at today's meeting. This can be manuals either on the speaking or the leadership tracks. 7. Review the Club Success Plan, which names specific members working toward the various awards.

8. WEEKLY RECOGNITION of MEMBERS (PRES., VPE)

Case Study:

A club president has noticed that in order to encourage member to remain members, one thing he has learned is that he cannot thank people enough. He feels that he has to constantly recognize members in one way or another. Everyone needs to feel worthy and to have fun. He says, "IF YOU'RE NOT HAVING FUN DOING IT, SOMETHING'S WRONG! If the group is laughing from start to finish, that is fun!" He would like more ideas of what he could do to recognize members within the hour or the 90 minutes.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Verbal recognition, even for long time, experienced members, is important, so keep it up. 2. There are 1st timer ribbons that can be awarded at each meeting new club members when they function in a certain capacity for the very first time. 3. There are many inexpensive recognition items that can be used. Many of them are humorous, which bring levity to the meeting while at the same time accomplishing a warm feeling of gratitude. For example: a life saver candy for someone helping out a meeting, a plastic trophy awarded for the day for...doing an impromptu speech. 4. Keep in mind that for Toastmasters, fun is important, but is not the end goal. Fun is not always laughter. For example, it can be quiet but stimulating discussion. De-emphasize hilarity. 5. Have Milestone pins/awards. 6. Celebrate any club or personal anniversaries, birthdays. 7. Have weekly contest/awards.

9. KNOWLEDGE OF OTHER SUCCESSFUL CLUB PRACTICES (PRES., VPE)

Case Study:

A toastmaster club has members who are complacent and satisfied with the status quo in their own club. They never venture out and visit other clubs and attend area, division, or district events. The president, VPE, and other member have promoted these events over and over again, hoping to entice these people to attend these. These 3 are well aware that visiting other clubs or attending events outside the club level brings energy and new ideas. They frequently bring back these ideas and talk about them. Still, not much luck. They are aware that some are truly unable to attend events outside of the club because of family obligations, work schedules, etc. They also know that others are choosing not visit events outside of the club level. Still, these three are eager to know of ways of sharing what other clubs are doing, at least on an informative basis. Often these new ideas will improve their club when they ask, "Why aren't we doing that?" They do not know what more they can do.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Bring in visitors from other clubs. Have the visitors invite them to their clubs. 2. Form a carpool to go to district events or to visit other clubs. 3. Talk up the outstanding speeches or excitement of the event so that they want to go the next time and see for themselves. 4. From time to time share articles from *Toastmaster Magazine* that talk about practices in other clubs. 5. Present ideas in "prepared" speeches. 6. Use VPE's power to influence meeting format. 7. Videotape other clubs' innovations. 8. Hold joint club meetings. 9. Hold a club vs. club contest. 10. Have an informal get-together. 12. Keep in mind that your club may or may not accept the other club ideas.

10. PROMOTING USE OF MANUALS (VPE)

Case Study:

One of the older, more established clubs has about four members that go back 20-30 years. They are not seeking recognition. Achieving the various educational awards is of no interest to them. Yet at the same time, they are accomplished speakers. The club admires them and holds them in high regard. They are the backbone of the club. Two of them know that these awards help the club so they have been using their manuals. Two of the others never use manuals. Some of the members have noticed that the two who do not use manuals have a negative influence on the newer members. Several of the newer members are not using their manuals regularly. Some of the officers have heard of clubs that do not allow their members to speak or fulfill a role if they do not have a manual at the meeting. This would not work in this club. Ideas are needed.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Continually go over the club's progress toward the Distinguished Club Program, naming the specific names of members who are expected to achieve awards, asking them for help with certain awards. 2. Reaching for President's Distinguished Club creates more of a unified feeling of teamwork in a club, and hopefully the reluctant members will join in. 3. Point blank explain to them, perhaps in private, that it would be really helpful if they could set an inspiring example to the newer members. The newer members are looking at them and feeling that they themselves do not need to use manuals. 4. Aim large club recognition towards those that are using manuals. There are many recognition items in the TI catalog. 5. Point out club challenges when manuals are not used. 6. Assign mentors to these unmotivated individuals. 7. Give feedback to the club or to individuals on the value of using the manuals. 8. Have a contest for participating in the use of manuals. 9. Encourage the use of Series modules. 10. Forgot your manual today? You forfeit your speaking opportunity to someone else.

11. RECOGNITION for EDUCATIONAL AWARDS (VPE)

Case Study:

The VPE of a club knows that recognizing club members who have achieved awards is motivating not only to that particular Toastmaster, but to the rest of the club. When someone earns an award they are urged to bring the certificate to the club. The VPE shows it to the club and announces the award. He feels though that there might be more ways of recognizing the members. The local newspaper does not always print their press releases.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Use the various awards in the TI catalog. 2. Make inexpensive awards at home, for example, certificates, ribbons, even a circulating trophy. 3. Submit press releases to smaller circulation community papers which might be more apt to print them. 4. Simply shake hands in front of everyone at the club. 5. Trade in pins if not wanted. 6. Toastmaster of the Year Award. 7. Free 6 months membership/manual. 6. Keep copy of manual if person forgets his/her manual all the time. 8. A team might keep track of each individual's progress, recognizing the team for doing this. 9. Keep promoting the use of the Distinguished Club Program to motivate members to complete their manuals. Motivates individuals to help the team (club). 10. VIP of the Month (club votes, might exclude club officers). This is an attempt to motivate those for whom awards, ribbons, trophies, etc., do not work. 11. Survey the club on what they want to do. This will give an idea of who are ambitious for attaining goals and who are not. It will give the VPE an idea of which members will help to achieve the DCP. It will help to fill out the Area Governor Report of Club Visit Form.

12. POOR PERFORMING CLUB OFFICER (PRES.)

Case Study:

A club has a VP Membership who was very enthused when he first took on the position. He used to be the catalyst for various club events to promote the club to the public. In the last few months, though, his attendance has been spotty, his awareness of club officer decisions is also spotty. Follow up of guests, inducting new members, membership building campaigns all have taken a back burner. Yet he continues to attend the meetings and does enough VP Membership duties to get by. He is well liked. His job outside of the club has picked up so that has affected his performance as an officer and attendance as a Toastmaster. The president does not know how to approach him.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Someone else can pair up with the president to approach him in private. Get information on the person's situation. Are there outside issues effecting his performance? 2. In order to keep it non-threatening, have an officer meeting to review duties of all the officers. 2. Depending on the personalities, it might even be discussed at a club officer meeting. It seems that he is committed to doing the VP Membership position, but is probably busy with work. Confirm that with him. Offer help. Suggest him to delegate roles, for instance, offering the name of a specific person (cleared ahead of time) to do membership induction. 2. Go through the VP Membership Manual and offer help in specific areas.

13. MEMBERSHIP PROBLEM DISCOURAGING(PRES.)

Case Study:

A certain club maintains a membership of about 15. Even with ongoing publicity and several Open Houses, this phenomenon keeps occurring. Members are getting discouraged and feel like giving up ever having the charter strength of 20, so they can be Distinguished. The club officers feel defeated and out of ideas to help increase membership.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Take steps to invigorate members with new ideas resulting from visiting clubs or attending district events. 2. Obtain a club mentor for the added spark. 3. Try a new promotion, perhaps offering a seminar on "practicing job interviews," for instance. 4. Use the Club Coach's Troubleshooting Guide (www.toastmasters.org/clubcoach guide) to assess the club's success and develop an action plan. 5. Use the Public Relations Kit (Item 1150) for press release and other PR ideas. 6. Use TI posters (Item 367). 7. Promote at community groups or events. 8. Search "17 Ideas on How and Where to Promote It" at www.toastmasters.org. 9. Try some educational speeches about finding new members for your club or the benefits of having more members, the advantages of being distinguished. These speeches could be a combination of outside speakers and club members. 10. Make sure that the club president and VP Ed set and announce DCP goals in early July to get a commitment from the club members. 11. Ask for a Club Helper (Contact Club Services Manager) to observe and offer other advice. Consider having a Speechcraft to draw in more members.

14. BURNT OUT (PRES., VPE)

Case Study:

A club is at membership of close to 20, but members are iffy about showing up and fulfilling meeting roles. They very seldom tell the club of their absences and this leaves a meeting agenda full of either unfilled roles or “paper” role players. None of the club officers want to offend anyone by accusation, but the members who are faithfully showing up week after week are tired of this lack of commitment and are burned out from having more than one role every meeting.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: The membership does not appear to be inspired by the meetings. 1. Search "Infuse Your Club with Vitamin C, Creativity" at www.toastmasters.org. Ideas listed to try: different room layout, joint meeting with another club, grab bag meeting for club roles, theme meetings, costume party. 2. Take steps to invigorate members with new ideas resulting from visiting clubs or attending district events. 3. Obtain a club mentor for the added spark. 4. Use the Club Coach's Troubleshooting Guide (www.toastmasters.org/clubcoach guide) to assess the club's success and develop an action plan. 5. The club president and other officers need to explain the importance of attendance using two reasons: 1) club members cannot learn communication and leadership skills in absentia; 2) Toastmaster clubs work well if and only if they follow the “mutual support” principle stated in the Club Mission statement (I am here for you and you are here for me) – there are no teachers who come in and do this - only ourselves. Remember also the “Toastmasters Promise,” especially the “I will attend meetings regularly,” the first Promise. This is on the membership application that each new member agrees to and signs. In conjunction with this education, the Executive Board should look at meeting quality, to see if poor meetings drive club members away and then take steps to improve club meeting quality.

15. HARSH EVALUATIONS (PRES., VPE)

Case Study:

A club has a certain member who keeps giving harsh evaluations. This is hurtful and has caused many members to quit giving speeches or to consider leaving the club. The club officers have not been willing to do anything about this member's behavior. Some club members have threatened to quit in a body if the club officers do not take action.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Someone in the club, preferably one that the person respects, or the club's coach, needs to talk to this member in private or the club will continue to suffer. 2. For ideas and an explanation of the need for this, search "Effective Solutions for Team Conflict" at www.toastmasters.org. 3. To learn more about conflict resolutions, try Resolving Conflict (Item 321) at www.toastmasters.org/shop. 4. The Club President needs to meet with this club member privately and inform him/her that harsh evaluations are not appropriate, this behavior is hurting club members' feelings, and driving club members to quit the club. Refer him/her to the following source materials: "Evaluate to Motivate" (The Successful Club Series); "Effective Evaluations" (part of new member kit, but can be purchased from TI for about \$2.00). The Club President will monitor this person's evaluations. If the person will not stop the harsh speech evaluations, then the club's Executive Board will vote to remove the person from speech evaluation. If this remedy does not work, then the final action would be to start the process for that person's removal from the club. This should be done only as a last resort.

16. PRESIDENT GUILTY OF MICRO-MANAGING (PRES.)

Case Study:

A club has a new president who delegates tasks, but then does the task herself if the designated officers do not do the task instantly. The club officers feel abused and trashed. They are very tired of this behavior and are ready to quit. However, they love their club and want to figure out what to do.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. For ideas and links, search "team building" at www.toastmasters.org for help with developing leadership. 2. "Bringing Out the Best in People," "Delegating Authority," and "Turning Team Conflict into Team Harmony" are articles at www.toastmasters.org which are full of ideas on team building. 3. Google "micromanaging." A promising site is www.mindtools.com. 4. Mindtools .com offers some steps to try: 1) Have the new president give all the information up front that he/she wants. Set up fairly frequent review times along the way. 2) Volunteer to take on tasks that will be easily successful enough that he/she will gain confidence in delegating more. 3) Make sure the he/she gets progress reports regularly but discourage him/her from asking for more information before the next progress meeting. 4) Concentrate on having him/her change one micromanaging habit at a time.

5. The Executive Board members should first approach the President after he/she does this to him/her. If the behavior keeps occurring, then, the Executive Board members need to confront the President as a group, to ask him/her to stop this behavior, pointing out that the role of president is to lead and delegate tasks. Club Officers need to do their tasks when they can. This is a volunteer position – life does get in the way. Set up a reasonable time for the club officer to complete the task before presidential follow up. The club president will not do that club officer's task, but instead will allow him/her to do the task. Club officers also need to ask the club president for more time or help when needed.

17. OVER-BEARING MEMBER (PRES.)

Case Study:

A club has a highly qualified, generally well respected, and valued member who dominates the meeting. He knows his status as an accomplished Toastmaster and makes it known in the club. To be fair, he does try to control this but his ego and his competitive nature gets the best of him at each meeting. He can be overly critical of mistakes that Toastmasters make, oftentimes giving harsh remarks even when he is not an evaluator. He then says that he felt the member or the club is like an advanced club so he was being especially picky. This makes it discouraging for the Toastmaster. He is impatient for things to get done so he will do other people's jobs without talking to them ahead of time. This also can be undermining the other person from effectively doing his/her job. On one occasion, an inexperienced Toastmaster who was still trying to decide whether to be a steady member was giving a speech evaluation of a guest speaker. It was during this evaluation that this experienced member stepped in, told the inexperienced Toastmaster should he know better, and belittled this Toastmaster with guests present. Needless to say, the inexperienced Toastmaster quit.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: 1. Someone, preferably someone in the club that the person respects, needs to talk to this member in private or the club will continue to suffer and lose more members. Another person approaching this Toastmaster could be a neutral person who has witnessed this himself. This neutral person would be a Toastmaster from another club, club coach, mentor, area governor, or any district toastmaster that this person respects. 2. For ideas and an explanation of the need for this, search "Effective Solutions for Team Conflict" at www.toastmasters.org. 3. To learn more about conflict resolutions, try *Resolving Conflict (Item 321)* at www.toastmasters.org/shop.

18.

Case Study.

You are club president. Two important club officers seem to have a personality conflict with you. No matter what you say or do, they are against it. You are about ready to quit, but hate to give up.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: As club president, you must lead the club and you cannot do so, if your club officers will not follow. Get to the bottom of this issue very quickly, before infighting and chaos strike your club. Schedule a dinner meeting at a nice restaurant to talk things over. Be frank and open about your concern for the club. Ask what you can do to work with them. Ask them to make that effort for the club's sake. Ask what their goals are and see if they match your ideas. Come to common ground and make it an agreement to work together, making decisions with the entire, employing frequent communication with the two chief officers. If nothing works and the leadership relationship continues to flounder, you will probably need to resign, although this should be a last-ditch action only.

19.

Case Study.

You are the VP Education. You believe that it is important for each club member to have opportunities to speak. The club uses a sign-up method for meeting roles. Some folks want to do two speeches per month, which you feel deprives the other members of speaking time. The club officers do not want to go to a system in which the VP Education assigns all of the roles.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge .

POSSIBLE SOLUTIONS: As VP Education, your job is to ensure that every member gets to speak as often as he/she wishes to do so. One of the things to determine first, as you would in any new job, is to determine what kind of role scheduling system that the club uses and if the club wants to continue or change this. Broadly, there are two: VP Ed scheduling and club member sign up. Determining which system will prevent you from stepping on toes, from the get-go. Work within whichever system the club uses. Find out who is doing what for the DCP to how frequently these folks need speaking slots to achieve their DCP goals by June 30. Help them schedule if it is a sign up system. Determine what speaking frequency the newer members and those not currently working speeches in June, if necessary. Offer a back up speaker role for each meeting, so that if a speaker cancels for a particular meeting, the backup can speak at that meeting.

20.

Case Study.

You have a thriving club, with lots of guests. One or two guests club been going on for a few months. Some of the dues-paying members are getting unhappy about these “freebies” hanging around without paying. The club president has been asked to tell them to join, but he/she doesn’t know whether or not there is a time limit to be guest or not.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: First of all, consult the Toastmasters Club Constitution and Bylaws. The document says that paid members are what our club really needs to have. Have someone give a speech on the benefits to the club of having all paid members, emphasizing that while the club loves and welcomes guests, allowing guests time to decide to join or not to join, ultimately the club does have the expectation that the guest commits to becoming a paid member at some point. Joining puts the guest on equal footing with the other paid members, as well as giving him/her membership privileges, such as receiving the Toastmaster magazine, getting credit for speeches and other meeting roles, running for club office, participating in speech contests, etc.

21.

Case Study.

There are a goodly number, around 20, in your club. However, in the past year, several club members have asked for a leave of absence or want to continue to pay dues, but not attend. Some club members are concerned that if this trend continues, fewer and fewer active members will remain. The club president does not want to lose these dues payers, even though they will not be active/attending, but does not want to start a “paper” member trend.

What would you recommend the club do to solve this problem? Draw from your own experience/knowledge.

POSSIBLE SOLUTIONS: The club president should check the Constitution and Bylaws, Chapter 6. There is a process for handling honorary members. These are members who for good reasons want to continue club membership, but do not or cannot attend. Basically, the Executive Board decides, on a case-by-case basis, which members should be designated as honorary, with a vote on each case. A club needs to be aware of this problem, so that active membership declines, along with attendance and general meeting quality.