

# District Success Plan

## Team Composition

Name the members of the district's core team.\*

District Director Theresa Mickelson  
Program Quality Director Betty Long  
Club Growth Director Marilyn McConkey Boyles  
Finance Manager Carrie Dostal  
Administration Manager Missy Boardrow  
Public Relations Manager Ken Boardrow  
Immediate Past District Director Mark Latta

Name the members of the district's extended team.\*

Division W Adviser Stacie Anderson  
Division W Director Tammy Dunn Peterson  
Area 21 Adviser Sonia Wilson  
Area 21 Director Orville Reid  
Assistant Area 21 Director  
Area 22 Adviser Leah Cox  
Area 22 Director David (Peggy) Keegan (O'Neill)  
Assistant Area 22 Director Emily Askvig  
Area 23 Adviser Kristine Nemec  
Area 23 Director Roger Hoepfer  
Assistant Area 23 Director Craig Blair  
Area 24 Adviser Cheng Nie  
Area 24 Director Sharon Little  
Assistant Area 24 Director  
Division X Adviser Missy Boardrow  
Division X Director Sherry Sullivan  
Area 41 Adviser Berlinda Owens  
Area 41 Director Sue Schmitt  
Assistant Area 41 Director  
Area 42 Adviser Norma Jean Havlik-Smith  
Area 42 Director Berlinda Owens  
Assistant Area 42 Director Esteban Sanchez  
Area 43 Adviser Becky Wheeler  
Area 43 Director Teri Skoog  
Assistant Area 43 Director  
Area 44 Adviser  
Area 44 Director Melissa Even  
Assistant Area 44 Director  
Division Y Adviser Amanda Martin

Division Y Director Kris Sheehan  
Area 61 Adviser Deb Nabity  
Area 61 Director Tony Dahlman  
Assistant Area 61 Director  
Area 62 Adviser Dave Spencer  
Area 62 Director Gerry Holloway  
Assistant Area 62 Director Steve Gilson  
Area 63 Adviser Gerry Holloway  
Area 63 Director Laura Rodgers  
Assistant Area 63 Director Chad Hauge  
Area 64 Adviser Kris Sheehan  
Area 64 Director Mathew Kanour  
Assistant Area 64 Director Clair Williams-Vavra  
Area 65 Adviser Annette Jorden  
Area 65 Director Andrew Hauser  
Assistant Area 65 Director  
Area 66 Adviser Rachel Christensen  
Area 66 Director Archana Kotu  
Assistant Area 66 Director  
Division Z Adviser Lisa Persels  
Division Z Director Damon Fairfield  
Area 81 Adviser  
Area 81 Director Lisa Persels  
Assistant Area 81 Director  
Area 82 Adviser Mary Schulte  
Area 82 Director Kamryn Phillips  
Assistant Area 82 Director  
Area 83 Adviser Michael Cummings  
Area 83 Director Mary Jo Auliff  
Assistant Area 83 Director  
Area 84 Adviser Damon Fairfield  
Area 84 Director Kristen Aller  
Assistant Area 84 Director

District Parliamentarian Adviser Cyndi Hanson  
District Parliamentarian Laura Meade  
Assistant Parliamentarian Dixie Overton

District Chief Judge  
District Logistics Manager  
District Analytics Chair Claude Hartman  
District Demo Meeting Chair Kory May  
Club Extension Chair Saeko Von Behren  
Club Coach Chair Joe Fazio & Regis Zweigart

Club Sponsor/Mentor Chair Gerry Holloway  
Club Retention Chair Tammy Saulnier  
Social Media Chair  
Website and Newsletter Chair  
District Training Chair Norma Jean Havlik-Smith

## Values

Toastmasters International's core values are integrity, dedication to excellence, service to the member, and respect for the individual. These are values worthy of a great organization and should be incorporated as anchor points in every decision made within the organization. Toastmasters' core values provide a means of guiding and evaluating the organization's operations, planning, and vision for the future.

What are the district's core values?\*

Toastmasters International's core values are Integrity, Respect to the Individual, Service to the Member and Dedication to Excellence. These are the same for us as a District. There are some key principal's for us in the District that were developed this past year that are terrific to carry forward Being "planful" in our actions and Building a Leadership Pipeline. Adding to that Open Ongoing Communication where members do not go "dark"/ (stop communicating) is vital to our success.

## Team Operating Principles

What principles does the team hold? (These principles might include trust, safe learning, collaboration, etc.)\*

Open Communication, Transparency, Collaboration, Strength Focused, Goal Oriented, Timely Principles are the current principles we are utilizing.

We are committed to supporting our team through conversation, lending a hand, helping to delegate and collaborate. We (Trio+, Directors and Club Officers/Members) are all together.

## Potential Obstacles

What obstacles will the team have to consider when strategizing? (These might include conflicting personal commitments, distance, unresolved conflict, etc.)\*

Life, Travel Distance, Time for Family, Medical Emergencies, Keep from going Dark, Personality, Interpretation Differences

## Meeting Protocol

In general, how will the team process tasks? (For example, consider how often to meet or call, what the team's meeting practices will be, etc.)\*

Post agenda to Google Drive, each leader modifies their portion and we discuss during meetings or calls crucial points. We have weekly Trio Plus Admin, PR and Finance managers) zoom meetings and monthly face 2 face meetings. Once a month the Division Directors join in on our weekly zoom meeting.

## Team Interactions and Behavioral Norms

How will decisions be made?\*

Consensus, Compromise, Take in Input and discuss options . The point person makes the ultimate decision.

What will be the team's method of communication? Determine the team's first preference, second preference, and so on.  
Email, Slack, !. Face-to-Face, Phone, Text,

What will the communication parameters be? Parameters might include whether the team communicates by phone or email, whether the team sets up a weekly conference call, or how often team members can expect to communicate.

F2F, Trio+ and DivDs, DEC, Trio communicate once a week

How will the team resolve differences of opinion?

Conversation with the potential of a mediator (Mark). Talk through it. We are all on board.

How will the team support one another?

Being present. With sass and sass! Lean on each other. Help each other out. When we get overwhelmed, when we need something it's great to ask.

How will the team ensure equitable participation when completing activities?

District Visit Worksheet; TLI/Area Directors used more utilizing the team on DEC's, etc. Inclusion of leaders - Exposure LEaning on our team

How will team members be held accountable for their responsibilities?

District Director - TI Expectations

How will the core team and extended teams be recognized for their efforts?

Self-Satisfaction WE are getting paid times as much for the position as last year. We do that as we go along, Verbal immediate, public, words of affirmation, award with a hug.

## Membership Payments Growth

### Situation Analysis

What is the current situation in the district? How many members did the district add last year? Does the district have special challenges? (One situation might be that membership payments usually arrive close to deadline making it necessary to hurry to meet goals.)\*

The District had a loss in member payments during 2018-2019 of approximately 8%. The losses were due to multiple clubs folding, individual memberships that were not renewed and having Toastmasters of multiple clubs reduce the number of the number club memberships. Some of this is normal attrition and some was attributed to the economy. Typically the lose of payments is offset by the addition of new clubs. This did not happen in 2018-2019.

A reason for some of the dues being late is because the processes for corporations to request funds can be lengthy and the process was not started soon enough to meet deadlines.

### Strategy

What actions will the district take? What has worked in the past? What has not? What new programs or incentives could the district implement? How will the district promote existing programs? How have other districts been successful? What could the district do to stretch this goal? (The strategy might include actions, such as creating a contest promoting early submission of dues.)\*

Our main focus is on building new clubs. This will add 60 member payments for each new club chartered early in the year. We will provide an incentive to clubs renewing 100% of their members by the due date and to members who have paid their dues by the due date.

All clubs who add 5 or more new members during a Toastmasters contest period will be recognized and will receive a trophy if they have received two ribbons.

Clubs will be reimbursed for up to \$50 for an Open Houses and up to \$100 for a Showcase of Talent.

All who sponsor 3 or more new members will be entered into a drawing to win Toastmasters merchandise.

Corporate Clubs will be notified early about upcoming dues. Club Officers will be notified about Club Membership Building Contests.

#### Action 1

Remind the clubs of the upcoming membership contest(s) so they can start planning an open house or showcase of talent.

#### Action 2

Notify the officers of Corporate clubs to have their Corporate clubs start the check requisition process.

#### Action 3

Notify club officers and members one month before dues will be due. Monthly clubs will be notified up to two months dues are due.

#### Action 4

Send out reminders to club officers one month before the start of all Toastmasters Membership Building contests and remind them of the incentive to reimburse Open Houses

#### Action 5

## Resources

What people, equipment, meeting places, and money does the district have at its disposal? What committee could work toward the goal? Are any members interested in heading projects toward leadership goals? How much money has been budgeted for achieving this goal? (Resources might include area and division governors and gift certificates to the Toastmasters store.) \*

The District 19 budget includes \$\$\$\$ for incentives. Division and Area Directors will be included in all communication.

## Assignments

Who is in charge of each action? Who is on each team? What are each team member's specific responsibilities?\*

All emails regarding membership building contests, reminders of club dues and open house/talent showcase reimbursements will come from the Club Growth Director and will go directly to the recipients. Reminders of dues being due by individuals will be made via mass communication channels and newsletters. The District 19 Public Relations Manager will be responsible for mass communications and newsletter distribution.

**Action 1\***

The CGD will send an email to club officers a month before the membership contest begins so the club can start planning an open house.

**Action 2\***

The CGD will notify the officers of Corporate clubs to have their Corporate clubs start the check requisition process.

**Action 3**

The CGD will provide the PRM with text for email notifications and articles. The PRM will provide emails for all members.

**Action 4**

The Club Growth Director will notify all club officers the start of all Toastmasters Membership Building contests and remind them of the incentive to reimburse Open Houses

**Action 5**

## Timetable

When will each action item begin? When will each action item be complete? How will progress be tracked?\*

Notification to club officers will occur presidents and Treasurers will be complete prior to 9/1 and 3/1  
CGD will pull a list of members starting on 3/29 to ensure all clubs have met minimum requirements. Follow up emails will be sent

**Action 1\***

Before the 15th of July, notify the clubs of the Smedley Award. By the 15th of January notify the clubs about Talk Up Toastmasters. By to 15th of April notify the clubs about Beat the Clock.

**Action 2\***

The CGD will notify the officers of Corporate clubs by August and February 15th to have their Corporate clubs start the check requisition process.

**Action 3**

The CGD will provide the PRM with the text for emails and newsletter articles. The PRM will notify club officers and members one month before dues will be due, two months before dues will be due for Monthly clubs.

**Action 4**

The CGD will send out emails on or before 1 month before contest begin dates

**Action 5**

## Club Growth

### Situational Analysis

What is the current situation in the district? How many clubs did the district add last year? Does the district have special challenges? (One situation might be that members in the district don't know how to generate interest in new clubs.)\*

The District started the 2019-2020 year with 76 clubs. There were 82 at the beginning of the 2018-2019 year. There has not been club net growth in the district since the 2014-2015 year with a net growth of 1 club. Potential reasons may include lack of actively marketing Toastmasters and late or missing follow through or a large number of clubs folding.

## Strategy

What actions will the district take? What has worked in the past? What has not? What new programs or incentives could the district implement? How will the district promote existing programs? How have other districts been successful? What could the district do to stretch this goal? (The strategy might include actions, such as appointing a club extension chair to pursue leads and scheduling demonstration meetings.)\*

District 19 plans to market Toastmasters by actively seeking out opportunities for new clubs. Waiting for leads to come in or for other Toastmasters to set up new clubs has not produced net club growth

To do this, the Club Growth team will need to large enough to support numerous leads being pursued at one time. They along with the District PRM will get the Toastmaster name and brand in the public's eye as much as possible by using channels such as Facebook and local news and television channels.

### Action 1

Appoint a team to support the building of new clubs. Hold quarterly group meetings and monthly one-on-one calls.

### Action 2

Follow up on all leads in a timely basis.

### Action 3

Identify and pursue new leads.

### Action 4

Follow up on all "maybe" leads at least once a month

### Action 5

## Resources

What people, equipment, meeting places, and money does the district have at its disposal? What committee could work toward the goal? Are any members interested in heading projects toward leadership goals? How much money has been budgeted for achieving this goal? (Resources might include a club extension committee, a demonstration team, and [infokits@toastmasters.org](mailto:infokits@toastmasters.org).)\*

The Club Growth portion of the CG Team consists of Club Extension Chair - Saeko VonBehren, Marketing Chair - Bob Burd, Demo Chair - Kory May, New Club Resource (Mentoring and Coaching) - Gerry Holloway. To round out the club we have co-Club Coach Chairs, Joe Fazio and Regis Zweigart and Club Retention Chair - Tammy Saulnier.

The District has budgeted \$\$\$\$\$\$ for incentives to promote new clubs. Each new club will receive a personalized banner and either a banner bag or meeting plaque and a lectern or a banner stand.

## Assignments

Who is in charge of each action? Who is on each team? What are each team member's specific responsibilities?\*

The Club Growth Director is responsible for setting up the team structure and finding individuals with the necessary skill set to fulfill the roles. The District Director is responsible for appointing these chairs.

### Action 1\*

Setting up team structure. Find and interview individuals with the necessary skill set for each role.

### Action 2\*

A Lead Management system has been put in place on the TMI website. In addition to the information being stored in this database, a spreadsheet will be maintained by the Club Extension Chair and provided to the CGD who will supply to the Trio on a weekly basis.

### Action 3

The Marketing Chair will follow up with a personal visit to all leads within the Des Moines Area. There will be a marketing person appointed in the Sioux City area who will follow up on leads in this area of the state. The Club Growth Director will follow up with a personal visit to clubs in other areas of the state.

### Action 4

The Club Growth Director or Club Extension Chair will send out periodic emails to see if there is anything else we can do to help them charter.

### Action 5

## Timetable

When will each action item begin? When will each action item be complete? How will progress be tracked?\*

Teams will be established before the end of July. Chairs will be appointed in August.

### Action 1\*

Teams will be established before the end of July. Chairs will be appointed in August.

### Action 2\*

All new leads will be contacted within 48 hours of receiving the lead. Open leads will be contacted at a minimum of once a month.

### Action 3

This action will begin on July 1st and conclude on June 30th

### Action 4

Every single month, July through June

### Action 5

## Distinguished Clubs

## Situation Analysis

What is the current situation in the district? What percent of district clubs are typically Distinguished? Do members understand how to achieve success? Does the district have special challenges? (One situation might be that members in the district don't know how to achieve success.)\*

Last year, there were 26 distinguished clubs. An additional 18 clubs would have been Distinguished had they met their membership goals. There are numerous factors contributing to this. They include but are not limited to: 1) Clubs may not know how to conduct effective recruiting activities; 2) clubs may not understand the importance of having a fun, well organized meeting that leaves their members wanting to return to the next meeting; 3) clubs may not know the value of developing a plan to bring new members on a regular basis in addition to retaining their current members; 4) clubs may not understand the relationship between the promise (or even remember it) and being a Distinguished club; 5) Clubs may not know the expectations of the program, therefore not engage in the benefits the program truly provides.

## Strategy

What actions will the district take? What has worked in the past? What has not? What new programs or incentives could the district implement? How will the district promote existing programs? How have other districts been successful? What could the district do to stretch this goal? (The strategy might include actions, such as training all area and division governors on the Distinguished Club Program.)\*

To provide the leaders and members with educational presentations, and materials that will help them understand that being Distinguished means they are getting a great benefit from their membership in the organization as well as meeting their personal goals. They will know the expectations from the organization perspective and understand how that creates a safe environment where members come together to learn and lead while still having fun.

### Action 1\*

Schedule the presentation of the District Recognition Program at the DEC meeting for all Division Directors and Area Directors.

### Action 2\*

Establish the expectation that the training will also be conducted in clubs as part of their club success plan if the need is demonstrated by not having been a Distinguished Club last year.

### Action 3

Develop incentives that encourage Directors and club leaders to report back to their club on a regular basis regarding the progress the club is making toward being Distinguished as defined by their Club Success Plan- what gets monitored gets done.

### Action 4

Provide fliers, attach labels with club location, date and time of the meeting. Provide these to members and have them engage in the responsibility of recruiting new members. Mpmotpred by P

### Action 5

Encourage clubs to recognize and celebrate achievements as they are earned and recognize members who bring new members to the club.

## Resources

What people, equipment, meeting places, and money does the district have at its disposal? What committee could work toward the goal? Are any members interested in heading projects toward leadership goals? How much money has been budgeted for achieving this goal? (Resources might include area and division governors and the Distinguished Club Program and Club Success Plan (Item 1111).)\*

We have adequate resources in our proposed budget to support the incentives, provide marketing materials, and leadership development.

resources include the Area Success Plans and Division Success Plans.

## Assignments

Who is in charge of each action? Who is on each team? What are each team member's specific responsibilities?\*

See below.

### Action 1\*

The District Recognition Program is scheduled to be presented at the August DEC meeting. It will be presented using the Speaker to Trainer model. This allows for a lot of interaction with the information on the part of the participant. This strategy allows for developing a deeper understand of concept, time for feedback, and longer, greater retention of the information. Division and Area Directors will work together to provide similar experiences at the club level. Is helps make the connection between the promise, Moments of Truth, the Distinguished Club Program and enriches the member experience. When all this comes together for the member, the club becomes a successful club and the District becomes Distinguished.

### Action 2\*

Establishing the expectations for the future will happen at the DEC meeting. In this case, it is expected that the Division Directors and Area Directors will include in their Success Plans their intentions for supporting clubs to understand and know the value to the member of being in a Distinguished Club. When this happens, clubs will retain members at a higher level and attract more new members.

### Action 3

Incentives have been developed and are included in the District Budget. Incentives have been developed for Individuals as well a Clubs, Areas, and Divisions. Incentives for Program Quality include but are not limited to: Educational Awards: First 15 members to complete two speeches from the Better Speaker Series, Successful Club Series or Leadership Excellence Series will receive \$25 in Toastmasters merchandise. Move forward one space fpr each on the gameboard. (Limited to 3 moves) Participate in Contests: Be a contestant, contest chair, ballot counter, or Sergeant at Arms at an Area, Division or District contest and receive Toastmasters Branded merchandise from the PQD. Move forward one space on the gameboard for each contest. Leadership Awards: Chair Membership 101, Leadership 101, Speaker to Trainer, Pathways, or the Huddle or be on of the first 5 to complete a High Performance Leadership Project and move forward one space. Also be recognized the Huddle, receive a Core Value Coin, and a Core Values Banner (or equivalent in other Toastmaster merchandise). Triple Crown: Be one of the first 15 to complete three education awards to move forward on space and receive \$25 in Toastmasters merchandise and a Triple Crown Pin from Toastmasters International. Attend TLI's: Move forward one space on the gameboard for attending the TLI. Maximum of two moves. Complete the Gameboard: Members who complete the game board will receive a medallion at the Fall Huddle and \$100 in Toastmasters merchandise. There are three additional categories that fall under the CGD (dues paid early, Club Success Plan, and Sponsor Members) The Club Excellence Gameboard has categories that primarily fall under the supervision of the CGD. One category the is assigned to the PQD is 7 Officers Trained. If all 7 Officers are trained at the TLI

the club will receive name badges for the officers as well as a bonus. Clubs having all 7 Officers trained but some at the TLI and some at make up trainings will receive name badges only. The second round of training will follow the same qualifications for the incentive but the incentive will be officer pins (or an equivalent \$ in Toastmasters merchandise) Area Directors will receive incentives for Highest percentage of members attending the Huddle within their Division, Becoming a Distinguished Area and having 50% of clubs completing and sending in their Club Success plan by the end of August. Other categories in the group include First 5 Area Directors to Complete 100% of their Club Visits, All Area Directors who complete %100 of their round one reports and again the second round of reports and fall under the CGD. Division Director Excellence focuses on TLI attendance and Club Success Plans being submitted by the end of August. There is also a Club Growth Excellence that fall under the CGD.

#### Action 4

Clubs will be provided with Toastmaster branded materials and encourage to reach out via social media. Members will be encouraged to bring friends and fellow workers to visit club meeting. Begin looking for business or organizations to connect with. The VPPR will have primary responsibility while all club members share responsibility for this. Monitored by CGD, PQD and club presidents.

#### Action 5

Recognize members at the club meeting when they complete an educational or leadership achievement. Acknowledge members when they bring visitors. This can be done by any of the officers. Monitored by VPM, VPE and

## Timetable

When will each action item begin? When will each action item be complete? How will progress be tracked?\*

The time table for action items begins August 10, 2019 and ends May 30th,2020, depending on the scope of the activity. Periodic reviews will determine if adjustments are necessary.

#### Action 1\*

Presentation of the District Recognition Program is scheduled for August 10, 2019 and will be tracked via DEC sign in sheet. Monitored by the PQD.

#### Action 2\*

The Agenda for September 14, 2019 includes a time for setting expectation for the year. Achievement progress will be reviewed each month,during the DEC working lunch and networking time. During the winter progress will be monitored via email and phone calls. Phone calls may be one on one or group with the PQD.

#### Action 3

The incentive program document is a living document and begins August,2019-June 30, 2020 – Data will be tracked via information available on the TI website, sign in sheets at events and agendas from events. Monitored by PQD.

#### Action 4

Branded materials are currently avail able upon request from the Club Growth Director and distribution will be monitored by the CGD. Members will be encouraged and incentives are available for members bringing visitors to meetings and when visitors become members. The club VPM will assist with monitoring this information .PQD will monitor using TI data.

**Action 5**

PQD will gather achievement information from the TI website and send a congratulatory communication via mail or email. Club presidents and VPE's will be asked to send a monthly spreadsheet to the PQD.

**Additional Goals**

Continued development of the Leadership Pipeline and Leadership Committees at the club level beginning early. Having our communication for beginning the search for new club program officers in February. Then by April our Leadership Committees are meeting expectations of putting forth candidates and by the first meeting in May holding our Elections. That will allow for us to begin Officer Training by June 1, 2020. We also have opportunities for getting Toastmasters marketed at Chambers within cities. Additionally, the continuity of service with Assistant Area Directors being added to our Leadership Pipeline along with the Leadership 101 program and we are holding Events/Showcases for Members and have included that on our Incentives page. .

**Situational Analysis**

What is the current situation in the district? Do members understand how to achieve success? Does the district have special challenges? (One situation might be that areas and divisions have reached their maximum capacity causing service to the members to suffer and limiting leadership opportunities.)\*

Past history indicates we have a tradition of holding Officer Training in July and August. That means many officers and all new first time officers are beginning their term without the benefit and support of training. We know that clubs with well trained officers tend to be the more successful clubs. A question one might ask is "Do members know how to achieve success"?

Leaders understand how to achieve success, they may define success in different ways. Our challenge is for our membership to be maintained and to increase. We would like to communicate more effectively the "Why?". We need to communicate throughout the district what the expectations are and whether we are being mindful of the Toastmasters Promise, our oath. We need to communicate to our leaders "What's In It For Me (Wiifm)" if the District is Distinguished - District Recognition Program . Measuring our status will help us to know how healthy our district truly is.

**Strategy**

What actions will the district take? What has worked in the past? What has not? What new programs or incentives could the district implement? How will the district promote existing programs? How have other districts been successful? What could the district do to stretch this goal? (The strategy might include actions, such as *assigning an alignment committee to determine best options for realignment and collaborating with the nomination committee to identify leadership opportunities.*)\*

This year we will begin with setting the expectations for June training at the September DEC meeting. Not only will we discuss the need for the nomination committee to begin their work in April with the election being held at the first meeting in May with the officer's names entered by the end of May. That allows for training in June. Setting the expectations for continued leadership development will be encouraged by having Chair persons for our specific training modules for membership, leadership, speaker to trainer, pathways and officer training. Communicate effectively the WIIFM. Our GameON!! Incentives will encourage promoting officers to get club programs to nominate officers and train them earlier.

**Action 1\***

Appoint chairpersons for Leadership 101, Membership 101, Speaker to Trainer, Pathways expansion, and Officer Training.

Action 2\*

Define success considering our span of membership experience and buy in.

Action 3

Work with Division Directors to get a calendar set early for Training this winter as well as next spring.

Action 4

Action 5

## Resources

What people, equipment, meeting places, and money does the district have at its disposal? What committee could work toward the goal? Are any members interested in heading projects toward leadership goals? How much money has been budgeted for achieving this goal? (Resources might include past district directors, area and division director, the district website, and a nomination committee.)\*

We currently have the resources in the budget. The TLI/Officer Training Chair will be handling this along with our Division Directors. We are currently assessing the members needing their DTM and High Performance Leadership Projects.

## Assignments

Who is in charge of each action? Who is on each team? What are each team member's specific responsibilities?\*

The PQD will develop the Quality Education Leadership Team in conjunction with the District Director and the Club Growth Director. Currently leadership materials, agenda formats, scripts and/or teaching materials have been developed for Membership 101, Leadership 101, Speaker to Trainer, TLI/Officer Training and Officer Training. Under development is Pathways expansion. To date, the Chairperson for Speaker to Trainer is Norma Jean Smith. The remaining chair appointments are under advisement and vetting. Seeking the most efficient form of communication, depending on the setting or event is significant in keeping the setting and type of communication a safe environment for all.

Action 1\*

The Program Quality Director need to complete the selection of chair persons, update any materials needing updating and meet with each chair to be sure they understand their assignment and have materials.

Action 2\*

Brainstorm the most efficient way to gather input from our membership, analyze it and share it with the membership. We then need to be sure to use the language when talking about success in Toastmasters. TRIO will approve the process to be used.

Action 3

During the process of setting expectations at the September DEC meeting, setting a schedule for future training will be discussed.

**Action 4**

Updating technology skills of leadership members as we currently move to using Zoom and Slack and any other agreed upon technology to make communication more efficient and setting a safe environment for all participating will be coordinated by the District Director, PQD and CGD and the past District Director.

**Action 5****Timetable**

When will each action item begin? When will each action item be complete? How will progress be tracked?\*

The PQD will complete the chair selection process by the September DEC meeting. October will focus on the Huddle, educational programs and developing a webinar for January Speech contest preparation and monitoring the implementation of the incentives program. See specific details in the dialogue boxes below.

**Action 1\***

August 27,2019- December 30, 2019 weekly calls between PQD and District Director for updating. Determine if weekly calls need to continue December 2019.

**Action 2\***

August 10,2019-September 14, 2019 by the September DEC meeting the PQD will have the chairs appointed and share at the meeting

**Action 3**

October, 2019-December, 2019 updates on Huddle and educational programs, incentives as well as planning January webinar for Speech Contest season

**Action 4**

PQD will work with the District Director, CGD and past District Director to assess the use of Slack; training accessing District data on the TI web, using Zoom as a training tool as well as a communication tool as well as other technology needs that may arise.The purpose is t assist others in becoming comfortable with using the technology to keep in touch.

**Action 5**