

Moments of truth Northrise Toastmasters May 2016

Summary of comments/feedback

Topic	Discussion	Recommendations
First Impressions	<p>Generally doing well in terms of the following aspects</p> <ul style="list-style-type: none"> • Room set up works • Food okay • Guests say we are a friendly, welcoming club 	<p>Review and update club website for</p> <ul style="list-style-type: none"> • contact details (particularly phone numbers) • “sell” Northrise point of difference (egg availability of tech, breakfast club etc.) • Consider a newbies section on the website with links to relevant info so that they can find it easily • Welcome packs need to be improved/updated (should be a Northrise pack and general TM booklet) <p>Northrise specific information currently not communicated efficiently consider a one page in the visitor pack (how to join, fees, what to expect etc.)</p> <p>Provide more info around mentoring</p>
Membership (membership strength and membership orientation)	<p>Structure of meetings good More workshops and educationals are better</p>	<p>Workshops</p> <ul style="list-style-type: none"> • Even more workshops (plan a roster upfront and have them ready to go) • Frequency and content should be planned better

	<p>Rosters should reflect members' goals and experience</p> <p>New members are rostered soon after joining</p> <p>Mentoring is not only for new members</p>	<ul style="list-style-type: none"> • Keep track of workshops and educationals presented so that gaps can be addressed and frequency planned better <p>More of a variety of communication (egg theatre sports)</p> <p>Rosters should be longer term (consider roster with prepared speeches rostered up to three months in advance but keep other roles more flexible)</p> <p>Newbies need more of an orientation on how the club works and where to find information</p> <p>Do regular reminders to bring friends so we can increase membership</p> <p>Formalise a buddy system for guests (currently too ad hoc)</p> <p>Get visitors' email addresses and permission so that they can be added to meeting notices asap</p>
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	<p>Exec team</p> <p>Events beyond club level not communicated well</p> <p>Website and videos</p>	<p>Members of exec team should be more advanced</p> <p>Consider separating VPE (pastoral) and rostering (admin) roles</p> <p>Offer more encouragement to members to keep the momentum going</p> <p>Consider educationals to explain relevance/benefits of events like conventions Gold Star!!</p>
<p>Programme planning and organisation and Fellowship, Variety and Communication</p>	<p>Morning club has benefits (egg strict on time)</p> <p>Access to technology so we can learn and practise to use it in a safe environment</p>	<p>Communication can improve. Emails are outdated and can lead to communication overload for some while others are excluded. Consider another platform egg Facebook or Slack</p> <p>Rostering process clumsy and not transparent. Explain to members (including newbies) how it works and how they can contribute or influence changes.</p> <p>Consider a platform where members can make changes to the roster or draft agenda so that it is always up to date.</p>

	Social events	<p>If information is required on a particular topic, members should be able to request it (egg two min ed)</p> <p>Consider a survey to determine whether members would like to participate in social events outside of meeting times</p>
Achievement Recognition	A detailed record is kept and tracking is beneficial	<p>Not communicated well and not used intentionally</p> <p>Use the tracking to encourage members to achieve goals and keep momentum up</p> <p>More public recognition of goals achieved or progress made towards goals</p> <p>Track which manuals/speeches have been completed by members</p> <ul style="list-style-type: none"> • so that others can refer to those members for information on particular manuals or projects • encourage members to complete requirements for DCP

Common areas

- Mentoring program needs work
- Rostering process needs to be streamlined and more long term
- More workshops (workshop offering should be more structured)