

MOMENTS of TRUTH

Club Quality Standards Evaluation



Making the Most of Moments of Truth – Highlights

Moments of Truth is the first project in *The Successful Club*¹ series, materials are available to download for free from <http://www.toastmasters.org/>

Running *Moments of Truth*² counts towards one of the two project required for the **Advanced Leader Bronze**³ award (6 months as a club officer and participation in a Club Success Plan).

Toastmasters International recommends to run MOT *at least* once per year.

To make the most of Moments of Truth:

When? Run at end of Toastmasters year as part of succession planning and involve current & incoming officers. This will prepare new club committee for the first round of Area Director Visits and enable preparation of the Club Success Plan.

May	June	July	Aug	Sept	Oct
Club Officer Elections					
	Club Officer Handover				
	Club Officer Training				
			Area Director Visits		
Moments of Truth					

How? Preparation & Teamwork are Key

The facilitator will prepare the team of officers and assign one of the 6 moments of truth to each.

Prepare officers to lead the breakout sessions for their specific MOT by reviewing the 6 aspects of the MOT and guiding through their assigned form in the document. Assign a scribe to collect all feedback, written and oral, from the MOT session. After the MOT, team can review the results and put together the **Club Success Plan**⁴.

The single page forms in this document can be used as a replacement for the handouts provided with the MOT package to streamline the breakout sessions. You may want to add your own recommended timings for each section based on how long you are planning to run the Moments of Truth in your club meeting. **When printing, it is recommended you do print single paged (not double sided) so you will be able to provide handouts to each facilitator!**

Result, incoming leadership team is equipped with the results of the feedback before taking office and is in a position to prepare their **Club Success Plan**⁴ and has a baseline from which to prepare for the first Area Director visit.

Lead: _____

Team: _____

MOMENTS of TRUTH

Club Quality Standards Evaluation



References

1. **The Successful Club Series:**
http://www.toastmasters.org/en/Shop/Members/manuals-and-programs/the-successful-club-series/The%20Successful%20Club%20Series_289.aspx
2. **Moments of Truth**
<http://www.toastmasters.org/~media/E017290D7ED0458C8C278A364689F7AF.ashx>
3. **Advanced Leader Bronze Award Application**
<http://www.toastmasters.org/~media/CE484F2B948943119F668A95E9FC0577.ashx>
4. **Distinguished Club Program and the Club Success Plan**
<http://www.toastmasters.org/~media/549134EFA75548B6928C43B6BAAFE433.ashx>

Lead: _____

Team: _____

MOMENTS of TRUTH

Club Quality Standards Evaluation



First Impressions

1. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Guests greeted warmly and introduced to officers & members	Yes / No	
2. Guest book and name tags provided	Yes / No	
3. Professionally arranged meeting room	Yes / No	
4. Convenient meeting location	Yes / No	
5. Guests invited to address the club	Yes / No	
6. Guests invited to join	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____

MOMENTS of TRUTH

Club Quality Standards Evaluation



Membership Orientation

1. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Formal induction, including presentation of membership pin and manuals	Yes / No	
2. Assignment of mentor	Yes / No	
3. Education programs and recognition system discussed	Yes / No	
4. Learning needs assessed	Yes / No	
5. Speaking role(s) assigned	Yes / No	
6. Member involved in all aspects of club activities	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____

MOMENTS of TRUTH

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Fellowship, Variety, and Communication

1. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Guests greeted warmly and made welcome	Yes / No	
2. Enjoyable, educational meetings planned	Yes / No	
3. Regularly scheduled social events	Yes / No	
4. Members participate in area, district, and International events	Yes / No	
5. Inter-club events encouraged	Yes / No	
6. Club newsletter/website published and updated regularly	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____

MOMENTS of TRUTH

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Program Planning and Meeting Organization

1. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Program and agenda publicized in advance	Yes / No	
2. Members know program responsibilities and are prepared to carry out all assignments	Yes / No	
3. All projects are manual projects	Yes / No	
4. Meetings begin and end on time	Yes / No	
5. Creative Table Topics™ and activities	Yes / No	
6. Positive and helpful evaluations	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____

MOMENTS of TRUTH

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Membership Strength

1. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Club has 20 or more members	Yes / No	
2. Members are retained	Yes / No	
3. Promotion of club in the community or within its organization	Yes / No	
4. Club programs varied and exciting	Yes / No	
5. Toastmasters sponsoring new members recognized	Yes / No	
6. Regular membership-building programs	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____

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Achievement Recognition

2. EVALUATING THE STANDARDS		2. RECOMMENDATIONS
<p>Directions: List below the standards belonging to your assigned moment of truth. Discuss with other group members how your club handles each of the quality standards, determine which of those standards are being met by circling “yes” or “no”, then write the total number of achieved standards in the space provided.</p>		<p>Directions: Now that your group has evaluated each of the assigned standards, discuss and record any recommendations for improvement or change.</p>
1. Award applications immediately submitted to World Headquarters	Yes / No	
2. Progress charts displayed and maintained	Yes / No	
3. Member achievements formally recognized with ceremony	Yes / No	
4. Club, district, and International leaders recognized	Yes / No	
5. Club and member achievements publicized	Yes / No	
6. DCP is used for planning and recognition	Yes / No	
Total number of Yes answers:		

Lead: _____

Team: _____