

Lynne Gayer

Program Quality Director

District 91

Member since May 2007

Education:

- Presentation Mastery Level 1 complete and Level 2 just completed
- Strategic Relationships Level 5 complete
- Distinguished Toastmasters DTM
- Advanced Leader and Communicator (Gold, Silver, Bronze)
- Competent Communicator and Leader

Toastmasters' offices held and terms of service:

- Club Growth Director 2025-26
- Division Director 2024-25
- Club President Excalibur 2016-17
- Pathways Ambassador 2015-16
- Evaluation Trainer D71 & D91 2012 to date
- Club Sponsor Angel Speakers 2010-11
- Area Director 2009-10
- Club President WIBF Speakers 2008-9
- Plus lots of other training, individual mentoring and general support to members and clubs

Toastmasters honours and recognition:

- Division Director of the Year
- Distinguished Toastmaster
- Triple Crown x 2
- D91 Master of Ceremonies District Contest
- D71 UK & Ireland District Evaluation Champion

Relevant work experience and how it relates to Toastmasters and your role as a District leader:

- **Leadership** – I have been in leadership roles for many years working with both paid staff and volunteers. I have led remote teams all over the world in my role as Operations Director at NCR which aligns with remote teams in Toastmasters. My current role in a charity is working with 60-70 volunteers enabling them to support people back into work with a focus on building confidence and self-esteem. In Toastmasters I have led successful teams, most recently as Division B Director and Club Growth Director. Collaborating with a team that includes Coach and Mentor Leads has helped to drive development across the district whilst

ensuring the leads also evolve as leaders. This aligns with the PQD role to promote excellence.

- **Education & Training** – In my day job I am part of the training team and I am the lead trainer on several topics. As Division B Director I organised several, well received training sessions for the Division. As CGD I have engaged DOT members through creative and visual learning ideas. Collaborating with the PQD team we organised learning orientated drop-in sessions empowering leaders to share their experiences and deliver value-driven training. Going forward this supports the PQD mission to enhance the quality of club meetings and member experiences.
- **Event Management** I started my career in hotel management and honed my skills in events and conferences. In later years I added skills as a qualified Project Manager. The combination of the two has meant that I have very successfully organised many events over the years including last year a 100+ Division Training and Contest followed two days later by a 100+ work event. A key skill needed for running District Conferences and District Speech contests as PQD.

What experience do you have in strategic planning?

I completed a four year term as Interim Chair, Vice Chair and Non Executive Director of a Hospital Trust where the role was all about strategy, governance and risk.

I also have experience as a Regional Business Leader. Strategic planning was key to having a vision for the future as well as identifying goals and objectives.

I have used these skills and experiences to successfully lead in my Toastmaster roles as Club Growth Director, Division Director, Area Director and President. Most recently I executed the District awareness strategy with advertising posters on the tube, buses and on digital. I developed the awareness strategy to engage non toastmasters as well as current members which is reflected in that, at this current time, D91 is no: three in the world for new members.

What experience do you have in the area of finance?

I have a range of financial experiences from;- Running my own P&L in my own business. Being on the Hospital finance committee and Board as a non executive director where finances were reviewed monthly. Being responsible for £2b (a 1/3 of the company's revenue) for revenue recognition including all the legal implications and having to present to senior leaders. Plus managing an £8m P&L in another role. Serving as CGD I input to the Districts financial plan.

What experience do you have in developing procedures?

In my current paid role in a charity managing and developing procedures are a key part of my job in enabling volunteers to do their job. I have developed various procedures to ensure efficiency and effectiveness from the life cycle of a job vacancy to the life cycle of a client.

I have been part of a team achieving Gold Standard Investors in people and led a team that achieved ISO9000.

Within Toastmasters I use and encourage others to use the invaluable processes and procedures available such as the development of the District Marketing Analysis Plan which guides us in what we need to do and how.

As Division B Director I developed a document called 'WHY' as an aid for Division and Area Directors to explain to others WHY we do certain things from WHY run a contest to WHY attend a DC meeting. I have continued to update 'WHY' and more recently handed it over to a current Division Director to ensure the document is kept updated.

What lessons did you learn from previous leadership positions?

Collaborate with teams to ensure their buy-in to achieving shared goals. Supporting others in their roles allows them to develop and become more effective leaders themselves. Listen to what the team has to say as people on the ground have a good and sometimes better idea on how to get things done. Walk the talk as it builds credibility and trust. Be kind, you can build confidence so much easier that way. Ask for help, don't try and do it all yourself. Accept that not everyone will always agree with you and that's OK as long as you can justify your reasoning.

Why do you want to serve as a District Leader?

This is a question I have asked myself many times and the answer is always the same. Because of YOU. I have hugely benefited from my 19 years in Toastmasters and over the years I have worked with, led and supported many a member. I get huge pleasure from seeing members develop and grow. If I have the opportunity to help others gain the incredibly valuable benefits of Toastmasters whether its to grow in confidence, find their voice or to develop effective leadership skills then it will be my pleasure to do so. I have built up knowledge and skills, in addition to my professional experiences and I get real pleasure in passing these on. Being Program Quality Director is another opportunity to make a valued contribution to the District.

In your opinion what are the Districts mission's major objectives and how would you work to achieve them?

The Districts mission is to build new clubs and support all clubs in achieving excellence. D91's major objectives are FACTS

- **Focus** on what needs to be done through high quality training initiatives and incentives so DEC and club officers are well equipped for their roles and members are kept well informed.
- **Accountability** Educate DEC and Club Officers on the District Mission and objectives and their role in its achievement.
- **Communicate** appropriate communication to all relevant parties through various means.
- **Take** relevant action based on up to date performance data to achieve the end goal.
- **Share** Bring in experienced Toastmasters to share their knowledge and experiences to help others develop, grow and achieve the end result.

Additional information about yourself:

In my day job I work with volunteers, train and mentor clients. In Toastmasters I work with volunteers, train and mentor members.

I have led local and remote groups of people with both experienced and inexperienced members developing them into high performing teams.

For the past 14 years I have run many Toastmaster workshops, especially on Evaluations and how to give feedback with the result that others have grown in confidence and even become District champions themselves.

I have the skills and knowledge to lead, based on experience. I have proven energy and enthusiasm to motivate and inspire. I am constantly inspired and motivated by other members. I get great enjoyment from being a Toastmaster and I want to be able to help others feel the same.

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