

District Success Plan

Team Composition

Name the members of the District's core team.*

District Director - Ann Hill, DTM

Program Quality Director - James Gable PI5

Club Growth Director - Ruth Prentice, DTM

Public Relations Manager - Mary Hoftiezer, PM5

Administration Manager - Deborah Horowitz, DTM

JP Bachmann, DTM, IPDD

Finance Manager - Diane Nuss, DTM

Name the members of the District's extended team.*

Denver Division

Eastern Division

Foothills Division - Dolly Heyl, DTM

Metro Division Director - Marcia Wood, DTM, PDD

Northern Division Director - Ann Kerr, DTM

Southern Division Director - Christina McCrady, TC2

Urban Division Director

Areas:

D1 - Iain Baker

D2

D3

D4 - Linda Galambos

D5 - Beth Boaz, DTM, PID

E1

E2 Loree Beamer-Wilkinson

E3 Gregory Harris

E4 - Jenny Fraser

E5

F1 - Peter Brissette

F2 - Derek J. Williams

F3 - Mariah Mason

F4 - Tim Lee

F5 - Saish Chalke

M1 - Anoop Kumar Bhojraj

M2 - Balaji Ram

M3 - Rick Rome

M4

M5 - Greg Howell

N1 - Beth Elliott
N2 - Reena McCoy
N3 - Ray Burgien
S1 - Lisa Bischoff
S2 - Chad Manifold
S3 - Derrick Miller
S4 - Manny Solis
U1 - Bea Garcia, DTM, PDD
U2 - Tom Wendling
U3 - Karen McGrath, DTM
U4 - Ricardo Gonzales, Jr.
Education & Training Committee
Marketing Committee
Technology Chair
Extension Chair - Balaji Ram
Retention Chair - Dori Rinehart, DTM
Club Coach Chair, Nancy Winston, DTM, PDG
Demo Team
District Council Presidents & VPEs

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?*

The District shares the Toastmasters International core values and adds Communication, Commitment, Collaboration, Fun, Kindness and Responsibility: Team members are requested to respond within 2 days of receiving a communique so that any challenges can be solved quickly and completely and planning can move forward without delays.

Team Operating Principles

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

Empowerment, and Trust, Transparency, Open Communication and honest feedback. Authenticity, Teamwork, collaboration, member support, district growth.

Potential Obstacles

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

Lack of volunteers to draw from to serve in leadership positions, especially as Area Directors. Both the PQD & CGD are employed. Time constraints -- family, careers.

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.)*

The Trio will meet via Zoom weekly during July, August and September; then, every other week on Monday evenings. The day of the week may subsequently change to weekends because of club meetings. Division Directors will meet monthly on the 4th Tuesday and monthly with their Area Directors. Area Directors will conduct Area Council meetings quarterly. All meetings will take place via Zoom.

Team Interactions and Behavioral Norms

How will decisions be made?*

Decisions will be made with the best interest of our members and clubs with the overall goal of strengthening the district. The trio will discuss and collaborate to determine best practices. When necessary, the District Director will consult with WHQ for guidance on protocol. All practices and plans will be in accordance with Toastmasters International's governing documents, policies, procedures, and bylaws.

What will be the team's method of communication? Determine the team's first preference, second preference, and so on. Text messages for fast communication is the first choice, followed by email for communication that requires more time or documentation. All discussions will be done as a team via Zoom.

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.

Weekly meetings to collaborate on and prepare the required documents with additional communiques as necessary, text messages, emails or phone calls. Understanding that we each have our own family, work, and Toastmasters obligations, we will attempt to respond to any message within twenty four hours.

How will the team resolve differences of opinion?

Discuss and respectfully allow all team members to share their thoughts and opinions, openly and honestly with each other. Any disagreements or conflicts stay within the team where possible. Will reach out to the Region Advisor to serve as a mediator if things go too far all the while following TI protocol as we search for a solution. If Region Advisors cannot assist, then will reach out to WHQ, where appropriate and necessary, getting to a solution that works for all involved.

How will the team support one another?

With kindness, generosity and authenticity. All DEC members are encouraged to provide the same courtesy to one another. When one member of the team (TRIO & other DEC members) has challenges outside of Toastmasters which interfere with the ability to perform their duties, the other members of the team are expected to step in to help when possible. Communication is paramount so that nothing "festers."

How will the team ensure equitable participation when completing activities?

All voices and opinions will be heard in a trusting and collaborative environment. We will respect each other's positions. Our lines of communication will be open and honest. Being present for each other. Once a decision is made, everyone is expected to communicate the decision so that there is support throughout the District.

How will team members be held accountable for their responsibilities?

Once the vision is communicated and the task and timeline with milestones are set, then it will be necessary to assign someone as the owner so that we can set-up frequent check-ins for the person . (Ste the vision, then

"Inspect what you expect)" to ensure that the project is on task for goal completion.

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

District Focus medallions and patches to present to those who go above and beyond in helping the District to achieve its goals. The medallions will be accompanied by hand written notes. Incentives are in place for Area Directors and Division Directors to be recognized and rewarded for going above and beyond. their responsibilities. For the Division Directors whose areas turn in their Area Visit reports long before the deadline will receive recognition. Public acknowledgement will also take place in newsletter and District events.

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.)*

1,040 new members and added 6 new clubs, one chartering by itself on the last day. Last year at this time, D26 had received only 97 membership payments. Because Toastmasters offered members an early bird option of paying \$45 before the price increased, D26 received membership payments totaling 1013. A few comments from members who plan not to renew because of the dues increase is concerning in that some members who belong to more than one club may drop one of their clubs, thus decreasing the membership revenue. Going forward, the Retention Committee will work with clubs that pay for less than 7 members . Our goal is to leave Zero clubs behind -- a program that has had success in other districts. We know that we will be losing 5 clubs come October because of non-dues payment in April. Now these clubs must be replaced with new clubs.

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.)*

District 26 made a strong push for our clubs to take advantage of the \$45 early bird renewal. Other districts are using the Zero clubs left behind with some success.

In the case of Corporate clubs that pay for their members, we've asked them to start the collection process 1 month early. Communicating the benefits of Toastmasters with testimonials from members so that we don't lose too many members to the renewal rate increase. The focus on encouraging members who are close to getting their DTMs to consider joining a second club is a short-term strategy being used.

Action 1

Renew by July 31st to take advantage of the \$45 early bird rate.

Action 2

Corporate clubs encouraged to begin processing dues 1 month early.

Action 3

` Track payments and send reminders by email to clubs.

Action 4

An incentive will be introduced in the 2nd half for clubs that are almost distinguished.

Action 5

Strong push with Retention Committee to encourage clubs to reach out to past members with a "Come Back to Toastmasters" plan.

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.) *

District Leadership team, led by Club Growth Director's team: to work with each Division Director to remind AD's to have clubs renew 8 to remain in good standing. District Director to step in with suggestions.

Assignments

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

The District Leadership team, especially District Director, Division and Area Directors. The District Director will prepare emails to send to clubs that have not paid.

PRM will post notices on the District's Social Media. Area Directors are being asked to share the District's social media posts to their club's social media sites, where possible.

Action 1*

We have an incentive to encourage members to sponsor new and/or reinstated members

Action 2*

Charter at least 15 clubs -- corporate and specialty clubs for the year

Action 3

Research organizations that could benefit from the Toastmasters programs for their employees

Action 4

Contact and provide presentations.

Action 5

Offer Speechcraft sessions at a cost.

Timetable

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

Throughout the year. A list of specialty organizations from which to form specialty clubs has been compiled by the previous Club Growth Director. Extension Chair and his committee, along with the Area Directors to begin researching whether such organizations exist in the area

Action 1*

Research using the various Chambers of Commerce in Denver, Wyoming and Nebraska

Action 2*

Look at other Districts to see whether organizations exist in Denver, Wyoming and Nebraska

Action 3

Invite Rotary Clubs

Action 4

Presentations at Kiwanis, Zonta, NSA, Colleges, Schools, PMI-type organizations

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.)*

We have filled the Extension, Retention and Club Coach chair positions. There were 6 new clubs added last year, but we still finished well below our base.

Goal is to charter 15 new clubs this year to account for the probable loss of 6 clubs after the September 30 dues period. And to support struggling clubs to bring them back.

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.)*

Retain remaining clubs by helping them rebuild in three months using strategy presentation from immediate past region advisor, Catherine Secundiak. For the 15 new clubs to be chartered, Goal is to locate and Train Club Sponsors and Mentors. Receive leads for new clubs from Area & Division Directors .

Review Specialty clubs list compiled by previous Club Growth Director to locate in the area potential clubs.

Look at other districts that have thriving corporate clubs that may potentially organize clubs here. Such organizations as Lockheed, Kaiser-Permanente, Zoom, Amazon.

Action 1

Hold 1 or 2 CEO breakfasts to encourage corporate clubs to establish clubs.

Action 2

Target for CEO Breakfasts: Companies that already have Toastmasters Clubs to host in Northern Division. and the 10 areas in the Denver area with only 4 clubs.

Action 3

Target: Borrow a company from D24 to hold CEO breakfast for the D26 portion of Nebraska.

Action 4

Assist Amazon Employee who reached out to start a club. Eric Boring, member of Downtown Speakeasy.

Action 5

Seek help from international director and/or RA to visit Wyoming during November to help.

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.)*

District Leadership - each month have the Division Directors with their area directors research organizations and report on their efforts.

Check with various clubs whose members are seeking HPL Projects and provide outline on how they can help.

Assignments

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

Club Growth , Area & Division Directors are to offer suggestion and research the potential companies, using LinkedIn and possible other social media.

Action 1*

ABCD Strategies program : Open House chair will work with Clubs that require more members by planning open house events, followed by Speechcraft sessions.

Action 2*

District Incentive: reimburse clubs for conducting Speechcraft sessions held after open house events

Action 3

Create culture of recognition for our members to become more actively involved by establishing an Ambassador Program for the District

Action 4

PRM to Promote Ambassador Program and the other events

Action 5**Timetable**

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

Activities are already taking place and completion is not expected until June 30th. Tracking will take place using F.A.S.T. goals -- specific milestones and metrics that are frequently discussed to determine if we are on track to accomplish the targets.

Action 1*

Frequent discussion to determine where we are; monthly meetings with reports from Core Team (TRIO, Division Directors, Managers)

Action 2*

Contingency planning -- if something is not working, pivot and make changes

Action 3

Discuss in Monthly newsletter and social media; ask for suggestions from membership

Action 4

Setup Carousel on website to rotate announcements

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.)*

The district had 49 distinguished or better clubs in 2022-23, lacking 8 to earn the Excellence in Program Quality Award. There was not enough emphasis placed in having clubs earn the status.

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.)*

Education of Club Officers and Members. Emphasis at TLIs/COTs has been on training club officers on how to prepare their CSP to focus on planning which members will be earning education awards based on their goals as outlined in the Member Interest Survey. A DTM chair has been appointed, who speaks at each training session. Area & Division Directors are also encouraged to conduct Area Council meetings whereby the top 3 officers are invited to come prepared to give reports about the health of their clubs. The first meeting will show Dashboard for Club Officers video to reinforce the COT discussion.

Action 1*

Level Up Pathways Challenge Incentives will be sent throughout the year to clubs whose members are earning Education Awards to encourage others to do the same

Action 2*

DCP Fast Five Excellence Incentive whereby clubs are encouraged to earn 5 goals by December 31st, one of which is goal #7

Action 3

Incentive for clubs to achieve Early Bird Distinguished Award by April 1st

Action 4

StepUp Incentive Program for clubs that were not previously distinguished.

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 the Distinguished Club Program and Club Success Plan (Item 1111).)*

Seeking a Recognition Chair to keep track and send out rewards.

Locate one or several members who are working on Pathways projects.

Assignments

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

All district leaders; club officers. PRM announce in newsletter and social media platforms. Area Directors to discuss and present flyers during their Area Visits.

Recognize and praise during area council meetings.

Action 1*

Send initial announcement flyers to all clubs

Action 2*

Praise and recognition in Monthly newsletter

Action 3

Area Directors to present ribbons during Visits to members who achieve LevelUp challenge

Action 4

Present ribbons, focus awards, medallions during Area Council meeting for club officers to take back to their clubs to present to members

Action 5

Timetable

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

All incentives began July 1; some will start on January 1; district dashboard reports

Action 1*

Download monthly performance report

Action 2*

Pull District membership list to obtain addresses of members

Action 3

If necessary to mail, get postage stamps and envelopes

Action 4

Include handwritten notes of praise and thanks

Action 5

Additional Goals

Educational Training Sessions for District Leaders and for Club officers on how to conduct speech contests .
Judges Training for Speech contests.

Increase attendance at Speech Contests. The District previously kept track of who was trained to served as a contest judge. Judges must know what would disqualify a contestant for originality, as an example. Further, a chief judge would be aware that a tie-breaker judge could not enter a protest.

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.)*

Clubs will mostly appoint representatives for contests. Areas, Divisions and the District struggle to find qualified judges. And, attendance at contests for Areas, Divisions and the District has dwindled significantly.

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.*)*

When members hear a good speech, pull the person aside to encourage the person to work on the speech to be a contestant in the next contest.

Bring in a guest speaker such as Dana LaMon and others to discuss how to develop contest speeches. Conduct workshops to encourage members. Conduct speak-a-thons contests to give members Pathways credit while developing confidence to enter a contest.

Action 1*

Feature a previous contestant in a newspaper article, on social media as a way to bring awareness and encourage attendance

Action 2*

Create several mock speech contests for prospective contestants to develop speeches.

Action 3

Bring in guest speakers -- World Champions or someone who competed in semifinals

Action 4

Give Pathways credit for organizing an event

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.)*

Create a desire for members to want to help. The District has Zoom accounts where workshops can be conducted

Assignments

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

District Leaders and club officers

Action 1*

Send a survey

Action 2*

Generate interest with an incentive

Action 3

Invite a guest speaker to teach how to develop a contest speech.

Action 4

Conduct a mock speech contest with judges and other contest officials.

Action 5

Timetable

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

November and December. Attendance at events is how to track progress.

Action 1*

Survey, then pre-register and set up space.

Action 2*

Offer education session

Action 3

Pre-register via Zoom whether in person or online

Action 4

Purchase refreshments if in person

Action 5

Conduct mock contest

