



Program Quality Director

Competencies

COMPETENCY CATEGORY	COMPETENCY	EVIDENCE OF COMPETENCY
Skills	Organizing	Success of District conferences
	Managing people	Maintaining a strong network of trainers and positive feedback from participants in club officer training
	Team building	Best available members are chosen to conduct training and work on conference committees
	Team management	Meet at least monthly with Division Directors on Distinguished Club targets
	Analytical skills	Analyzes club trends in the Distinguished Club Program and prepares for at least 40 percent of Distinguished Clubs
	Delivering excellence	At least 40 percent of clubs are Distinguished by June 30
	Recognition	Members and officers are fully recognized for their achievements thereby encouraging future achievements
Knowledge	Working knowledge of manuals for club and District leaders	Seen as an active participant on the District leadership team
	Familiarity with education and training resources on the Toastmasters website	Volume of Toastmasters resources promoted to clubs
	Working knowledge of <i>Speech Contest Rulebook</i> (Item 1171)	District contests conducted professionally
Characteristics	Integrity	Observable in leader behavior
	Sincerity	
	Empathy	
	Honesty	
	Consideration for others	
	Service orientation	District membership retention
	Passion for mission and envisioned future of Toastmasters International	District fulfilling the Distinguished Club Program requirements of the Distinguished District Program
	Creativity	
Enthusiasm		
Attributes	Respect	Observable in leader behavior
	Patience	
	Tact	
	Punctuality	
	Commitment to success and mission of Toastmasters International	Achieving at least 40 percent Distinguished Clubs
	Disciplined to complete assigned responsibilities	
	Goal oriented	
	Tenacious	
	Organized, following up on plans	
	Decisive and able to make tough decisions when required	Quick resolution of issues concerning service excellence within the District
	Adaptive and willing to change when needed	Strong commitment by clubs to the Distinguished Club Program
	Proactive	Minimum of contentious issues in the District leadership team
	Resourceful and knowing where to obtain resources	Clubs' needs to provide excellent service are being supported