

District Success Plan

Team Composition

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

District Director, James Hippolite
 Program Quality Director, Richard Perkins
 Club Growth Director, Marlene Krone
 District Public Relations, Michelle Berriman
 District Finance Manager, Bruce Collis
 District Administration Manager, Ben Ross
 District Parliamentarian, Alun Chisholm
 Immediate Past District Director, Wendy Wickliffe
 Division K Director, Marcus Bristol
 Division L Director, Elizabeth Viljoen
 Division M Director, Howard Chaffey
 Division N Director, Joanna Perry
 Division O Director, Mark Tweedale
 Division P Director, Clarence Tong
 Division Q Director, Suresh Paleti
 Division R Director, Jan Stroup

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

District Logistics Manager, John O'Leary
 District Webmaster, Mike Diggins
 District Training Chair, Amy Overington

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 core values of the district align with Toastmasters International values. Our focus will be: Members are valued (respect), and Members receive value (service). Provide quality training and support to help clubs achieve quality (excellence) and do what we say we will do (integrity).

Team Operating Principles

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

Plan in advance, key dates chosen and published on the district website calendar. Work smarter, engage others, embrace improvements, and implement lessons learned to save time for future district teams.

Potential Obstacles

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

Lack of time and potential burnout are factors to be mindful through the year. Important that all roles are defined, and expectations are clear to avoid confusion. Create a culture of asking for help by ensuring all officers have a mentor or support based on their needs.

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.)*

District meetings, when practical to be completed during the week to allow weekends as personal time. When this is not practical, dates are advised well in advance, and meeting invites are placed in calendars so officers can plan. Meeting notes to be recorded showing action points, what, who and when to provide visibility and help officers be accountable.

Team Interactions and Behavioral Norms

How will decisions be made?*

Democracy needs to be seen to be done. Any decisions made in the District must be to the benefit of the member. Decisions will be made as a team. All input is appreciated and valued.

Communicate via WhatsApp for simple decisions.

Zoom for briefings on District-related matters.

What will be the team's method of communication? Determine the team's first preference, second preference, and so on.

Email, WhatsApp for Trio and division directors, txt to see if available before calling. Weekends respect officer - email or text only.

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.

The trio will send Officers who need them, sanitized (remove personal addresses) contact lists.

Weekly trio meetings. Invites to PRM, DAM, IPDD and Parliamentarian.

How will the team resolve differences of opinion?

Discuss, debate and come to a consensus.

How will the team support one another?

Assist each other with workloads where able. Have each other's back. Open, honest discussions. Members are free to share possibilities and problems.

How will the team ensure equitable participation when completing activities?

Delegate where able, create teams for projects.

How will team members be held accountable for their responsibilities?

Be aware of role and deadlines, and complete actions as agreed. Review of action points at the start of meetings. Assign a scribe. Scribe sends minutes of previous meetings.

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

Ensure credit is given where it is due. Recognise individuals at district events. Celebrate at the district awards event in September.

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.)*

9 clubs were suspended or ineligible. 473 fewer payments than 2023. negative -9.43% growth. Most clubs have returned to in-person meetings or running hybrid meetings. The number of members in multiple clubs has reduced from past years

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.)*

The District recognises that in order to obtain distinguished district status or higher; a focus needs to be on reconnecting to our members, providing value for membership and supporting club officers to run quality club meetings. A re-emphasis on thriving, not just surviving. Grow confidence through communication.

Action 1

Educate - Training to become better leaders and speakers.

Action 2

Enjoy - Supporting one another in a safe, fun environment.

Action 3

Excel - To become the best version of ourselves.

Action 4

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 gift certificates to the Toastmasters store.) *

Club Quality Team will be created to provide support to clubs in areas they need help e.g. marketing, online presence, club management using tools like FTH or Easy Speak, pathways education and support, and workshops for club officers to educate on best practices of a quality club. Senior past district officers to be team members. Sister Divisions working together.

Gifts: Vouchers & Local products (lights, lectern).

Assignments

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

Training and concepts discussed at district officer training on the 1st July; communication and marketing plan will include micro-learning videos; new member welcome letter and new member pathway workshops will have project teams.

Action 1*

Trio & PRM

Action 2*

CGD & PQD - Club Quality Team - Club Quality Chair and CGD plus project team. PQD - Speechcraft courses one per division

Action 3

CGD & PRM & Division Directors - Marketing and Communication Plan (including microlearning). CGD & PQD & PRM - New Member welcome. Webmaster & DEC members - Website

Action 4

Action 5

Timetable

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

Discussion held on 1st July DOT; indicative dates included below. Project representatives will provide an update at each Top Table & Division Director meeting (5 for the year), outlining successes and challenges. District Director will provide progress checks on actions at DOTs, Town Halls and other district events.

Action 1*

Aug and Mar

Action 2*

Aug, Oct, Dec, Feb, Apr, Jun

Action 3

Start September - run through the year.

Action 4

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.)*

Public Relations Manager will send leads to Club Extension Chair (copy CGD). Recognition that clubs fall into the following four categories: Corporate, Community, College, Cells.

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 our existing clubs by identifying what support they need to be a club in good standing. Work with suspended clubs to establish if there is an opportunity for the club to restart or for members to move to other clubs. Provide training for district officers on how to start a new club and incentives for the officer who charters and incentives for the club who charters. Identify corporate clubs that have Toastmaster clubs worldwide and businesses in New Zealand.

Action 1

Educate - Use of Club Leads Database; How to handle enquiries from Club Leads Database;

Action 2

Enjoy - Make Meetings Fun Again

Action 3

Excel - Each division to charter one to two new clubs - community, corporate or online only. Send Elizabeth's report on Corporate Clubs to Aroha.

Action 4

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 a club extension committee, a demonstration team, and infokits@toastmasters.org.)*

CGD to manage the leads database and assist division directors in starting new clubs in the interim - a team to be formed. A corporate chair lead and the team would identify the current corporate club's needs and to use this data to start new clubs. New club charter promotions include incentives for the sponsor and new club incentives.

Assignments

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

CGD, Trio, Division Directors and support teams.

Action 1*

CGD and new team (sponsors of the clubs)

Action 2*

CGD & PQD (assistance from senior past district officers). DD will coordinate with PRM.

Action 3

CGD - maintain Club Leads base - meet with division directors who have leads. CGD to identify a corporate chair lead and form team.

Action 4**Action 5****Timetable**

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

To start the TM year successfully many of the initiatives need to be initiated in the first quarter. Monthly updates from chairs and CGD.

Action 1*

31 October 2023 - Will have started the Club Coach once per month Online Training Sessions. Date resigned to last week of the month tbd

Action 2*

30 November 2023 and 28 February 2024

Action 3**Action 4****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.)*

Traditionally D112 achieves a distinguished district for distinguished clubs, but last year the district had negative membership payments growth of 9.43% like most districts. Only two DTM recipients.

An analysis of new member data who did not renew in April 2022 identified that 60% did not achieve a level one.

Generally, all clubs know how to achieve success, but some may not be aware of how they can influence the overall success of the district

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.)*

Why do we have contests? Recognition! Hopefully Hybrid will widen our scope of activities.

Training - Bringing in multi module training, i.e. training tailored to suit the diversity of a wide audience

Online support sessions, e.g Club Coaching, Onboarding with Pathways, Ways to complete Level 4 and 5 projects

Action 1*

Educate - PQD will provide club officers (VPE) data on club pathways adoption rate on a regular basis (including new member uptake). Get a commitment from ADs that they will present the module "Going Beyond Your Club" and/or any other modules from the Successful Club Series.

Action 2*

Enjoy - PQD will recognise and reward new members level one (monthly draw), recognise level 5 (monthly draw), Triple Crowns & DTMs

Action 3

Excel - Provide new member pathways induction monthly workshops to assist VPEs with getting new members started. DD will buy Level 5 Pathway Completion pins for monthly prize draw.

Action 4

Provide workshops that are online and in person

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).)*

Pathways new member workshops - getting started - PQD and pathways team. Budget for incentives on pathway completions (monthly draws and mentions in district newsletter) completed.

Human resources - providing opportunities for new trainers, on new training modules.

Hybrid equipment is available

Assignments

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

PQD, Trio, Division Directors, and support teams.

PQD, Contests, Conferences, and ongoing training, both official training e.g. COT, DOT

PQD, to assist with other training, and educational materials as needed, or as initiated where a need was realized.

CGD has a strong team, including 3 experienced toastmasters as chairs, in Club Coach, Club Retention, and Starting New Clubs

Action 1*

PQD & Trio & District Officers, to meet once per week with Trio when invited (mostly once per month).

Action 2*

PQD & Pathways Team + training chair . To continue with Onboarding Pathways, and to develop modular training per subject. A bank of training modules

Action 3

PQD to provide a table of achievements per month up to December, with the purpose of all clubs achieving 5 goals by December.

Action 4

PQD to provide a monthly thermometer of where we are for the last 6 months, and quicken the determination to become distinguished.

Action 5

PQD to envision the Maori Language Project for Toastmasters could be completed this year. (that is my hope, and intent). Discussions ongoing.

Timetable

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

Education and training have already started at district officer training and were incorporated in round one of club officer training. The Pathway new member workshop is being designed - a timeline of immediate start in September. Monthly updates from PQD and communication in the newsletter.

Action 1*

Bi-monthly - report back to Trio regarding all developments

Action 2*

Monthly Zoom chat with Division Directors, progress, problems and solutions.

Action 3

September and ongoing, Town Hall meetings.

Action 4

End of December - a goal for all clubs to have achieved 5 goals.

Action 5

Ensuring all club officers are on pathways.

Additional Goals

District officers should not need to reinvent the wheel.

PQD, designing modular training to create a bank of training modules for us to choose from in the future - where updates and small corrections may be necessary.

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.)*

Burnout is a reality; many are overwhelmed by the amount of additional work that is required to be successful in the role.

Dates should be known in advance - the outgoing trio should select interim dates which can be modified/refined as needed by the incoming trio.

Handover for each role should be seamless and timely. Good progress this year but we can do better.

District resource library for district officers maintained in google drive as previously there was nothing.

New to the role of Club Officers received their own COT, far more useful and appreciated. COT for more advanced officers will be held too, both in Round 1

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.*)*

Create a culture change in the district by being organised, working smarter not harder, communicating early and being transparent. We do well currently but there is always room for improvement. Implement more PIR (post-implementation reviews) opportunities.

Another culture in development is knowing our centenary anniversary is coming, and creating that excitement is our firm intention. The 100th year will be advertised constantly.

Action 1*

Be organised - plan calendar for next TM early.

Action 2*

Review and prepare DOT & COT early.

Action 3

Budget Template streamlined for data collection and completion.

Action 4

PIR completed for key initiatives (create a culture)

Action 5

Establish Recognition Committee - this involves.

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.)*

Trio and teams set up where needed

Hybrid assets distributed to all division directors (clubs, areas can use these if needed)

Add Training Resources, by PQD (include the Google Map on the D112 website)

Assignments

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

Trio and teams set up where needed, visiting Division conferences etc.

PQD has a Training officer. Responsible for training short-term, and long-term, constantly updating and adding to the bank of training modules

PQD - wants to bring Prezi podcasts into the training bank.

PQD - Create a Google map of where our clubs are located. (one for the public, one for members with Division, Area info etc.)

Action 1*

Trio - Discuss at Friday Trio meetings. Actions and timeframes to be decided.

Action 2*

Trio - communicate by whatsapp, transparent and up to date info shared (if needed).

Action 3

Trio and FM

Action 4

PQD - Using Prezzi to create podcasts. e.g How to become a club Coach video. Then add these to our website into Training Bank

Action 5

PQD - Google Map, to include club info, meeting time, dates, phone numbers etc. Also include contact details, FaceBook Page, Website info, etc.

Timetable

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

Start Nov - Finish Apr be ready before May

PQD, Prezzi will be ongoing with Club Coach ready by the end of August. Google Map by end of July.

Action 1*

Nov

Action 2*

ongoing after each event

Action 3

Oct

Action 4

Mar

Action 5