Program Quality Director Report – 21 September 2024

Executive Summary

The role of the Program Quality Director is responsible for all aspects of education and training within our district. This year, we have started on a positive note with all our district officers and club officers trained and ready to serve in their roles. Preparation and scheduling of training sessions took place well in advance in the months of April and May this year, allowing the rolling out of the training programme to work seamlessly. It is true that planning is the key to success. There is much to look forward to this year in terms of training and education - onboarding new members in Pathways, workshops on contest rules, club coach peer meetings, PR for success masterclasses, workshops on enhancing quality clubs, and the second round of club officer training.

District Officer Training

In June this year, our team of district officers comprising division and area directors received training in their roles prior to the commencement of the toastmasters year on 1 July. This prepared them to hit the ground running from the get-go. 26 out of 28 area directors attended training, and all 8 division directors attended training. This represented 94% of district officers trained, superseding the TI requirement of 85%. Congratulations to our district officers for availing themselves to attend training.

Club Officer Training

Seven club officer training sessions were held in July and August this year. Four sessions were held online and three in person. The most attended were the online sessions. 580 club officers out of 882 attended training. This represents 66% of club officers who were successfully trained in this first round. This is a remarkable achievement, and I want to acknowledge and thank all those club officers for making the effort to receive training and contribute to the success of their clubs. Those clubs are halfway to clinching Goal 9 in their Distinguished Club Programme.

15 clubs had no officers trained, and 23 clubs did not meet the minimum requirement of four officers trained. A total of 18 clubs had all seven club officers trained. Congratulations to:

- Academic Toastmasters
- Northern Impromptu Club
- East Coast Bays Club
- Auckland Advanced Club
- West Harbour Club
- Northwest Club
- Remuera Club
- Wake Up! Communicate Club
- Eden-Epsom Club
- Maungakiekie Club
- Datacom Tahi Club
- Waiheke Island Club
- Meadowbank Club
- Pacific Club
- Pakuranga Club

- MCBC Club
- New Plymouth Club
- Pania Club

The second round of club officer training starts in November this year.

District Leadership Training

In August this year, Toastmasters International provided training for district leaders around the world. This training was held at Anaheim, California on 12 and 13 August, and was attended by Richard Perkins - District Director, Mark Tweedale – Club Growth Director and me as Program Quality Director. The training included navigating team dynamics, team building, leveraging data and strategising for district growth, learning through leadership, district incentives, marketing, public relations and work style assessments. Training was intense but hugely rewarding in terms of developing leaders to succeed. It is a proven fact that in any role you commit to, getting trained sets you up to succeed and that philosophy is the ethos of Toastmasters International. The training also provided an opportunity to reacquaint with district leaders from around the world and meet the incoming club growth directors. The exchange of business cards and souvenirs between district leaders was heartwarming.

Leadership training preceded 4 days of the 100th anniversary celebratory convention of Toastmasters International, attended by some 1700 toastmasters from around the world. On the first day of the convention, delegates had the opportunity to attend Dr Ralph Smedley's Founders Club 100th anniversary meeting held in Anaheim. Morag Mathieson, International President, also attended and presented a speech. Following this meeting, a conducted tour by foot was led to the YMCA building where Dr Ralph Smedley held his first toastmasters meeting on 22 October 1924. It was a privilege to see where toastmasters all started 100 years ago - a humbling and memorable occasion.

Board of Directors meeting

Highlights from the Board of Directors meeting included:

- The launch of the new Pathways will take place in October this year
- "Plus 1 pledge" – a worldwide pledge to bring a guest(s) to every toastmaster meeting
- A programme on Diversity and Inclusion to roll out to all districts shortly
- Commitment to researching other revenue streams
- Fees will be reviewed annually
- Club quality a focus for all clubs this year
- CEO report mentioned D112's 2024 annual conference theme of "He Tangata, he tangata, he tangata – the people, the people, the people".

Marlene Krone
Program Quality Director