



Secretary Training

Toastmasters International Mission

We empower individuals to become more effective communicators and leaders.

District Mission

We build new clubs and support all clubs in achieving excellence.

Club Mission

We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

Toastmasters International Values

- Integrity
- Respect
- Service
- Excellence

Toastmasters International Envisioned Future

To be the first-choice provider of dynamic, high-value, experiential communication and leadership skills development.

A Toastmaster's Promise

As a member of Toastmasters International and my club, I promise

- To attend club meetings regularly
- To prepare all of my projects to the best of my ability, basing them on the Toastmasters education program
- To prepare for and fulfill meeting assignments
- To provide fellow members with helpful, constructive evaluations
- To help the club maintain the positive, friendly environment necessary for all members to learn and grow
- To serve my club as an officer when called upon to do so
- To treat my fellow club members and our guests with respect and courtesy
- To bring guests to club meetings so they can see the benefits Toastmasters membership offers
- To adhere to the guidelines and rules for all Toastmasters education and recognition programs
- To act within Toastmasters' core values of integrity, respect, service and excellence during the conduct of all Toastmasters activities

YOUR ROLE AS SECRETARY

You maintain all club records, manage club files, handle club correspondence and take the minutes at each club and executive committee meeting. You are also in charge of updating and distributing a roster of the current paid membership and keeping the club officer list current for Toastmasters International. Though some clubs combine the secretary role with the treasurer, it's best to have a dedicated secretary who can help reduce the workload of the treasurer and occasionally assist the vice president education as well.

Stay current on all new developments via *The Leader Letter*. Order supplies for the club as needed.

With the introduction of Pathways in September 2017, in each club, the vice president education (VPE) will serve as the Base Camp manager, with support from the club president and secretary. In the absence of the club vice president education (VPE) and the president, the secretary fulfills the base camp manager duties.

Vote or assign a proxy for the International Business Meeting in August of each year. Log in to Club Central to indicate the club's choice.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 5

The club secretary is responsible for club records and correspondence. The club secretary has custody of the club's charter, constitution, and addendum and all other records and documents of this club; keeps an accurate record of the meetings and activities of this club and of the club executive committee; maintains an accurate and complete roster of individual members of this club, including the address and status of each individual member and transmits the same to the successor in office. The club secretary provides notices of meetings as required by this constitution and immediately notifies World Headquarters of Toastmasters International of any change in the roster of individual members.

SECRETARY RESPONSIBILITIES

Take Notes











You take the minutes at each club meeting and executive committee meeting.

Items to Record in Meeting Minutes

- Club name
- Date
- Type of meeting (club or executive committee meeting)
- Meeting location
- Names of meeting attendees
- Name of the presiding officer
- Corrections to and approval of the previous meeting's minutes
- All motions, including the name of the mover, the name of the person who seconds the motion—if the club requires it—and whether the motion passed or was defeated
- Committee reports
- Main points of any debate or discussion

MAINTAIN FILES

Keep a copy of the *Club Constitution for Clubs of Toastmasters International* on file.
 Be familiar with the Addendum of Standard Club Options.
 Maintain club files, including meeting minutes, resolutions and correspondence.
 Certain materials must be kept for specific lengths of time.

MATERIAL	LENGTH OF TIME
Club Charter Addendum of Standard Club Options Club Policies	Always 
501(c)(3) Club Employer Identification Number (EIN) Assignment Letter (U.S. clubs only)	Always 
Signed Membership Applications Club Rosters	Always 
Meeting Minutes and Attendance Records	Always 
Legal, Controversial or Important Correspondence	Always 
Distinguished Club Program Performance Reports	Always 
Annual Financial Statements	Always 
Cancelled Checks Bank Statements Journals Audits	7 years 
Internal Reports (including officer and committee reports)	5 years 
Routine Correspondence	3 years 

Comply with all local laws, regulations and ordinances in regards to recordkeeping and personal and financial information.

REPORT NEW OFFICERS

You report new officers to Toastmasters International World Headquarters.
 After new officers are elected, update the club officer list online at www.toastmasters.org/clubcentral.

BASE CAMP MANAGER DUTIES IN PATHWAYS

The Base Camp Manager duties include: Responding to email notifications of member requests for Level Completion, Path Completion in Printed Materials, Printing Path Completion Certificate, Projects outside the Home Club and Tracking Progress. The Base Camp Manager Duties document provides detailed information

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Post the minutes of the previous club meeting online and notify club members that the minutes are available for review.
- Prepare for the president a list of actions to be taken during the business meeting, including unfinished business, announcements and correspondence.
- Fulfill the duties of Base Camp Manager in Pathways when the club vice president education (VPE) and the president are away.
- Update the club's officer list online when necessary.

Upon Arrival at Club Meetings

- Circulate the club's attendance sheet and Guest Book (Item 84) for members and guests to sign.

During Club, Business and Executive Committee Meetings

- Read the minutes of the previous meeting, note any amendments and record the minutes of the current meeting.

Useful material: Club Officers Checklist: <http://d101tm.org/club-officer-resources/>



Record of Regular Meeting of Club No. _____

Meeting Date _____ Location _____
 Presiding Officer _____ Invocation by _____

Committee Reports and Other Business

Parliamentarian _____ Grammarian _____
 Topicsmaster _____ General Evaluator _____
 Toastmaster _____ Timer _____

Speaker/Leader	Subject*	Evaluator	Time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*Indicate: CC. Competent Communication, AC. Advanced Communication, TT. Table Topics

Guests

Best Table Topics Speaker _____
 Best Speaker _____
 Best Evaluator _____
 Club Secretary _____

(Record attendance and additional information on next page)

SUCCESSFUL LEADERS

- **Set realistic and attainable goals.** As a member of your club's executive committee, you work with the committee to establish goals for the term.
- **Plan how to accomplish goals.** Work with the executive committee to set goals, design a plan of action, develop strategies, establish timetables, and monitor the club's progress toward those goals.
- **Delegate.** Delegation is the process of transferring responsibility from one person to another and empowering that individual to accomplish a specific goal. The five steps of delegation are:
 1. Prioritize what needs to be done. Look at your overall workload and then identify tasks that can be delegated.
 2. Match the requirements of each responsibility with who is available and what they can handle.
 3. Assign responsibility. Clearly explain what the individual would be responsible for and what your expectations are so that he or she can decide whether to accept or decline the responsibility.
 4. Empower the individual to make the decisions necessary to achieve results and ensure he or she has the tools and resources required to complete the work.
 5. Establish milestones, timelines, and ways to report progress to lay the groundwork for a successful project and establish a solid foundation for accountability.

As you begin to delegate more and more, always make yourself available to support your team along the way. And remember, the idea is to delegate – not abdicate.

- **Monitor progress.** Use the Distinguished Club Program (DCP) progress reports online, the Club Success Plan, and the communication and leadership achievement wall charts to track the club's and members' progress toward goals. Use the information to make alterations to goals if necessary.
- **Coach team members when necessary.** Coaching is essential and it helps team members recognize and manage their strengths and weaknesses. The four steps to coaching are:
 1. Agree that a problem exists. You can't solve a problem until you and the team member agree there is a problem.
 2. Discuss solutions. You and the team member should outline possible solutions to the problem.
 3. Agree on an action. Explain what behavior is necessary to produce the desired result, and develop a timetable for carrying it out.
 4. Follow up. Check periodically to see that the member is acting according to the agreement. For example, your assistant is in charge of recording club members' changes of address and reporting them to World Headquarters. On two occasions members did not receive their CC awards because your assistant did not submit the members' changes of address to World Headquarters. Because of this, it took longer than two months for the members to receive their awards. One of the members was so discouraged by the lack of response he quit the club. You should:
 - Speak with the assistant privately.
 - ✓ Start the conversation by acknowledging that there is an issue and obtain an agreement that prompt submission of members' change of address information to World Headquarters is important and both you and the assistant want a resolution.

- ✓ Share your side of the story and ask for theirs. For example, point out that when members' educational awards are delayed this not only stalls their educational progress, it can be disillusioning and members may leave the club. Listen to the assistant, and then ask questions to make sure you understand the assistant's perspective. Is there a reason why the assistant isn't able to submit address changes, such as family or work issues?
- ✓ Make sure the assistant understands the responsibilities of the office.
- ✓ Work with the assistant to develop a plan for submitting members' address changes as soon as they are submitted. Discuss the tools and resources the assistant needs to improve the situation.
- Follow up with the assistant to ensure that standards are being met. Offer additional help if necessary.
- **Recognize achievement.** Reward team members who perform well. The reward isn't necessarily tangible – a "thank you" or a smile will often suffice, as will an announcement during a club meeting. For example, a club member recently recruited two new members. Announce the member's accomplishment during a club meeting. Make her feel special. The recognition will also motivate other members to achieve.

For ideas on achievement recognition, go to www.toastmasters.org/awards.

LEADERSHIP OPPORTUNITIES BEYOND THE CLUB

Toastmasters International has several leadership development opportunities outside of the club environment. Visit www.toastmasters.org/districtofficer for more information.