

# **District Director Competencies**

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Strategic thinking and planning	District operational plan developed and monitored						
Empowering and developing members	Success in Distinguished District Program						
Inspiring and motivating members	Positive approach by district leaders and members						
Team building	Best people selected to fill vacancies for district positions and committees						
Team management	District leadership team meets regularly and reviews progress						
Collaboration	Works with key groups within the district and outside bodies to further the goals of the district						
Analytical skills	Reports regularly to members on district progress in the Distinguished District Program, including future trends and issues						
Working knowledge of Toastmasters governing documents and manuals for district and club leaders	Applies Toastmasters policies and procedures to district activities						

District Director Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Knowledge of meeting procedures	District meetings conducted according to required procedures						
Basic financial literacy	District meets financial reporting requirements of World Headquarters						
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							
Service orientation	Mentors and supports other district leaders						
Passion for mission and vision of Toastmasters International	District fulfills the requirements of the						
Creativity	Distinguished District Program						
Enthusiasm							
Respect							
Patience							
Tact	Observable in leader behavior						
Punctuality							
Commitment to success and mission of Toastmasters International	Success in the Distinguished District Program						
Discipline to complete assigned responsibilities							

				Di	strict Dire	ctor Com	petencies
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Goal-oriented							
Tenacious	Success in the Distinguished District Program						
Organized, following up on plans							
Decisive and able to make tough decisions when required	Quick resolution of district issues						
Adaptive and willing to change when needed	High levels of member satisfaction with district services						
Proactive, anticipating issues before they arise	Minimum of unresolved contentious issues in the district						
Resourceful and knowing where to obtain resources	Members' needs being met						
		TOTAL	POINTS				_



### District Director Bench Strength

Using the list of District Director Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of District Director. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Rea	dy in 1 year:			
Rea	dy in 1 year:			
Read	dy in 2 years:			
Read	dy in 2 years:			



# **Program Quality Director Competencies**

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
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 governors 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						

Program Quality Director Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
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 Speech Contest Rulebook (Item 1171)	District contests conducted professionally						
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							
Service orientation	District membership retention						
Passion for mission and envisioned future of Toastmasters International	District fulfilling the Distinguished Club						
Creativity	Program requirements of the Distinguished  District Program						
Enthusiasm							
Respect							
Patience							
Tact	Observable in leader behavior						
Punctuality							

			Pr	ogram Qı	ality Dire	ctor Com	petencies
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Commitment to success and mission of Toastmasters International							
Disciplined to complete assigned responsibilities	Achieving at least 40 percent Distinguished						
Goal oriented	Clubs						
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						
		TOTAL	POINTS				_



### **Program Quality Director Bench Strength**

Using the list of Program Quality Director Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Program Quality Director. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Read	dy in 1 year:			
Reac	dy in 1 year:			
Reac	dy in 2 years:			
Read T	dy in 2 years:			



# **Club Growth Director Competencies**

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Strategic thinking and planning	Optimal district marketing plan produced						
Achieving targets	A plan is available, accessible and operational to reach end-of-year club targets						
Creative thinking	New initiatives are introduced into the district marketing plan						
Team management	Club extension committee meets at least every two months about targets, results and plans						
Motivating people	Club coaches are obtained for all eligible clubs						
Achieving excellence	Works with important groups within the district and outside bodies to further the goals of the district						
Collaboration	Marketing team and new club sponsors are familiar with chartering requirements and paperwork and how to complete them correctly						
Analytical skills	Analyzes district markets						

Club Growth Director Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Basic mathematical literacy	Provides regular quantitative feedback to district leadership meetings on district progress						
Knowledge of Toastmasters branding policy, Toastmasters on-line marketing resources, membership building contests, and club sponsor, mentor and coach programs	The new branding is applied across the district						
Familiarity with documents on contemporary marketing	Clubs achieve awards in membership building contests						
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							
Service orientation	Clubs are supported with marketing						
Passion for mission and vision of TI	District fulfilling the growth requirements of						
Creativity	the Distinguished District Program						
Enthusiasm							
Respect							
Patience	Observable in leader behavior						
Tact							

				Club Gro	owth Dire	ctor Com <sub>l</sub>	petencies
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Punctuality	Observable in leader behavior						
Commitment to success and mission of Toastmasters International							
Disciplined to complete assigned responsibilities	Success in membership and club growth						
Goal oriented	targets in Distinguished District Program						
Tenacious							
Organized, following up on plans							
Decisive and able to make tough decisions when required	Quick resolution of district issues involving marketing						
Adaptive and willing to change when needed	Marketing adapted to needs of clubs						
Proactive, anticipating issues before they arise	Minimum of contentious issues in implementing the district marketing plan						
Resourceful and knowing where to obtain resources	Clubs are fully supported in marketing						
Curious and interested in learning the roles of District Director and Deputy Directors	Active participation in district leadership team						

<b>OTAL POINTS</b>	
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#### Club Growth Director Bench Strength

Using the list of Club Growth Director Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Club Growth Director. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Rea	dy in 1 year:			
Rea	dy in 1 year:			
Read	dy in 2 years:			
Read	dy in 2 years:			



# Public Relations Manager Competencies

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Writing and editing	Conveys intended meaning to members and public in publications about Toastmasters and						
	Toastmasters events		"				
Collaboration	Works closely with stakeholders within and outside Toastmasters to develop and maintain the district public relations strategy						
Recognition	Praises member achievement to recognize members and to publicize Toastmasters						
Knowledge of Toastmasters branding and online public relations resources	Application of Toastmasters branding and online public relations resources suggestions in the district public relations plan						
Integrity							
Honesty	Observable in leader behavior						
Consideration for others							
Service orientation	Clubs are supported with promoting  Toastmasters to members and to the public						
Passion for mission and envisioned future of Toastmasters International	District public relations activities regularly						
Creativity	produced						

Public Relations Manager Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Independence	Public relations activities created with little guidance						
Extraverted and approachable	Regularly approaches new target markets						
Respect	Observable in leader behavior						
Tact							
Commitment to success and mission of Toastmasters International	The district and clubs are supported with new materials to promote Toastmasters to members and to the public						
Disciplined to complete assigned responsibilities							
Goal oriented	Completes public relations projects on time						
Tenacious	and meeting agreed specifications						
Responsible	and meeting agreed specimeations						
Diligent							

TOTAL POINTS	



### Public Relations Manager Bench Strength

Using the list of Public Relations Manager Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Public Relations Manager. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
Ready in 1	l year:			
Ready in 1	l vear:			
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Ready in 2	2 years:			
Ready in 2	2 years:			



# Administration Manager Competencies

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Organizational skills	Keeps all records, correspondence, inventories and minutes in a logical and easily accessible system						
Writing and editing skills	Thorough and accurate district minutes and correspondence completed as an accurate record of district business						
Achieving targets	Understands responsibilities of other members of the district leadership team and necessary deadlines						
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							
Service orientation	Assists the District Director whenever required						
Respect							
Tact	Observable in leader behavior						
Punctuality							

Administration Manager Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Commitment to success and mission of							
Toastmasters International	Completes assignments required of the role						
Discipline to complete assigned responsibilities	Meets all role requirements on time						
Goal oriented							
Organized, following up on plans							
Dependable	Completes administrative tasks accurately and						
Responsible	on time						
Accuracy in reporting and recording							
Diligent							

<b>TOTAL POINTS</b>	



### Administration Manager Bench Strength

Using the list of Administration Manager Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Administration Manager. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Read	dy in 1 year:			
Reac	dy in 1 year:			
Reac	dy in 2 years:			
Read T	dy in 2 years:			



# Finance Manager Competencies

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Strategic thinking and planning	Helps develop, plan and deliver a fiscally responsible financial plan for the district, enabling district funds to be used in the most beneficial manner						
Collaboration	Works closely with the District Director to ensure the district is financially healthy and funds are being used in the most beneficial manner						
Analytical skills	Continually analyzes, monitors and forecasts the financial performance of the district						
Working knowledge of Toastmasters governing documents	Understands the allowable and appropriate expenditures and financial requirements as per Toastmasters policies and protocols						
Accounting knowledge	Understands generally accepted accounting practices						
Integrity	Observable in performance of role						

Finance Manager Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Honesty							
Service orientation	Fulfills the requirements of the role and follows up on relevant issues with the District Director						
Passion for mission and envisioned future of Toastmasters International	Reports on financial activities in terms of their contribution to Toastmasters goals						
Determination	Keeps district expenditure on budget						
Accuracy in reporting and recording	All reports produced accurately						
Discipline to complete assigned responsibilities							
Goal oriented							
Organized, following up on plans	Completes all requirements of the role						
Dependable	according to requirements and on time						
Responsible							
Diligent							

TOTAL POINTS	
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### Finance Manager Bench Strength

Using the list of Finance Manager Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Finance Manager. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Rea	ady in 1 year:			
Rea	ady in 2 years:			
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### **Logistics Manager Competencies**

Applicant:							
		Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Core Competency	Evidence of Competency						
Strategic thinking and planning	District operational plan developed and monitored						

TOTAL POINTS \_\_\_\_\_



### Logistics Manager Bench Strength

Using the list of Logistics Manager Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Logistics Manager. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Rea	dy in 1 year:			
Rea	dy in 1 year:			
Rea	dy in 2 years:			
Rea	dy in 2 years:			



# **Division Director Competencies**

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Strategic thinking and planning	Collaborates with district leadership team and Area Directors to ensure clubs have the best opportunity to achieve success and that clubs understand the Distinguished Club Program and strive to achieve Distinguished recognition						
Empowering and developing members	Success in Distinguished Division Program						
Coaching and mentoring	Coaches and mentors area directors in knowledge and procedures of Toastmasters thereby helping area directors to help clubs and members						
Analytical skills	Analyzes division and area statistics to plan for and monitor success						
Working knowledge of Toastmasters governing documents and manuals for district and club leaders	Applies Toastmasters policies and protocols to division responsibilities						

Division Director Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							
Service orientation	Supports Area Directors in achieving their goals						
Passion for mission and envisioned future of Toastmasters International	Division fulfills the requirements of the						
Creativity	Distinguished Division Program						
Enthusiasm							
Independent	Largely self-directed in determining and implementing what is required to fulfill the role						
Respect							
Punctuality	Observable in leader behavior						
Commitment to success and mission of Toastmasters International							
Discipline to complete assigned responsibilities							
Goal oriented	Success in Distinguished Division Program						
Diligent							
Motivational							

				Div	ision Dire	ctor Comp	oetencies
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Proactive, anticipating issues before they arise	Minimum of unresolved contentious issues in the division						
Resourceful and knowing where to obtain resources	Area Directors' concerns and issues addressed						

TOTAL POINTS	



#### **Division Director Bench Strength**

Using the list of Division Director Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Division Director. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years
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Read	dy in 1 year:			
Read	dy in 1 year:			
Read	dy in 2 years:			
Read	dy in 2 years:			
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# Area Director Competencies

Applicant:							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
core competency	Motivates members to set and achieve personal						
Motivating people	education and leadership goals						
Coaching and mentoring	Assists club officers to understand what is needed for the club to be at least Distinguished and to help club members achieve their goals						
Analytical skills	Provide feedback to clubs on club performance and progress in meeting needs of club members						
Working knowledge of District Leadership Handbook (Item 222) and Club Leadership Handbook (Item 1310)	Fulfills Area Director reporting requirements to World Headquarters						
Integrity							
Sincerity							
Empathy	Observable in leader behavior						
Honesty							
Consideration for others							

Area Director Competencies							
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Service orientation	Supports club officers and members to achieve their goals						
Passion for mission and envisioned future of Toastmasters International							
Creativity	Clubs in the area successful in Distinguished  Club Program						
Enthusiasm							
Energetic							
Respect							
Punctuality							
Patience	Observable in leader behavior						
Tact							
Approachable							
Commitment to success and mission of Toastmasters International	Success of clubs in Distinguished Club Program						
Goal oriented							
Adaptive and willing to change when needed	High levels of club officer satisfaction with area services						
Proactive, anticipating issues before they arise	Minimum of unresolved contentious issues in the district						

					Area Dire	ctor Comp	oetencies
Core Competency	Evidence of Competency	Exceptional (5)	Exceeds Expectations (4)	Meets Expectations (3)	Marginal (2)	Needs Improvement (1)	Cannot Assess (0)
Resourceful and knowing where to obtain resources	Club officers provided with ideas from area director to meet members' needs						
Diligent	Meets World Headquarters reporting requirements						

TOTAL POINTS	



#### Area Director Bench Strength

Using the list of Area Director Competencies above, write down the names of current district members who are either currently eligible or may be eligible in the next five years to fulfill the position of Area Director. For each candidate who is not currently eligible, identify what competencies they need to develop and how they can do so.

	Ready Now	Ready in 1 year	Ready in 2 years	Ready in 3-5 years						
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Read	Ready in 1 year:									
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