



Pioneer Toastmasters Club

Club No: 6198, Area Z2, Division Z, District 80

An Interest Group of Pioneer Community Club

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Charter Theme: Empowering You For Success

The mission of Pioneer Toastmasters Club is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills, which in turn foster self-confidence and personal growth.

Toastmasters Meeting Roles & Responsibilities

In Toastmasters, you learn by participating. During club meetings, you will participate in many roles, and each one is a learning experience. You will have an opportunity to serve in many capacities within Pioneer Toastmasters. Following the roles, you will be called upon to fulfill and tips for doing a good job. Roles and responsibilities may vary from club to club. You will be able to receive a well-rounded experience in communicating and leadership, by taking all these roles, thus making your journey with Toastmasters fruitful.

Generally, all roles and responsibilities are very similar in nature and perform the same kind of function. In this article, we shall discuss on the different roles and responsibilities within a normal chapter meeting of toastmasters.

When You are the Toastmaster of the Evening/Day

As Toastmaster of the Evening/Day, you are called upon to serve as the Master of Ceremonies of the entire meeting. Primarily, you will introduce other members of the Club and act as a genial host. If the Toastmaster of the Evening/Day did not perform the duties well, the entire meeting could end in failure. Therefore, generally, this task is not usually assigned to a member until he/she is quite familiar with the club and its proceedings.

Note: This does not stop members who are willing to take on the challenge and it is a good learning opportunity for anyone, especially one has to start from some place initially.

Here are some suggestions to help you host a good meeting for all:

Before a Meeting:

- About 10 days before the meeting, always check the schedule posted on Pioneer Toastmasters website, and also check with the VP of Education (VPE) so as to learn and confirm the names of those participating. Some past Toastmasters have found it helpful to ask about attendance at the close of the prior week's meeting. Let the President know you will be the Toastmaster at the next meeting, and ask for any suggestions.
- Also check with the VPE to find out if a special theme has been set for the meeting and if there are any program changes, like special events or occasions. If no theme or any special events/occasions, you may decide the theme (if there is a need to) and notify participants.
- In the week prior to the meeting, contact everyone on the program agenda-- the three speakers, the three evaluators, the general evaluator, the timer, the grammarian, and the Jokemaster--to confirm their attendance, to tell them of the theme you have selected for the meeting, to answer any last-minute questions, and to remind them briefly of their individual duties (including finding a replacement for themselves if they cannot make it). Be friendly and encouraging.

- From the information provided by each speaker, prepare a brief introduction for each speaker. Be helpful and cordial. Interview them to find out their speech title, manual project number, objectives of project, time required and something interesting about themselves for the brief introduction (mentioned earlier), such as about their job, family, hobbies, etc.
- Prepare some transitional remarks you can interject to keep the meeting flowing well.
- Type up copies of the final meeting agenda to hand out at the meeting.
- Remember that performing as Toastmaster of the Evening/Day is one of the most valuable experiences in your club work. The assignment requires careful preparation in order to have a smoothly run meeting.

At the Beginning of the Meeting:

- Arrive 15 minutes early! You want to be the first to arrive to help the Sergeant At Arms with the setup of the meeting and any special speaker's requests, and importantly, to be able to greet and acknowledge each participant and member by name as they arrive, and resolve any last minute issues, like changes in the programme.
- Remember to check with the speakers for any last minute changes to their speeches/projects.
- Place copies of the agenda you have typed up on a table near the entrance for pickup by the participants as they file in.
- Sit near the front of the room and close to an aisle for quick and easy access to the podium

During the Meeting:

- When introduced by the President, shake hands, introduce the theme for the day, and welcome any guests by asking them how they heard about our club.
- Host the meeting with sincerity, energy and decisiveness. Call in order the Jokemaster, the Grammarian, the Timer. As you introduce each Speaker, call on their respective evaluators to explain the Speaker's objectives and time constraints. At the end of each talk, ask the Timer for one minute of silence for the Evaluator. After the close of the last speech, call the Table Topics Master and the General Evaluator.
- Take your audience on a pleasant journey and make them feel that all is going well and fulfilling.
- Always lead the applause.
- Remain standing near the lectern after your introduction until the speaker has acknowledged you and assumed control of the meeting; then be seated.
- Smooth out any rough spots graciously but firmly.
- Ensure that the meeting stays on time, that the meeting objectives are met, and that all have a good experience. Watch the President and Timer for cues.

At the Close of the Meeting:

- After the General Evaluator has hosted the individual Evaluators, the Grammarian, and the Timer, closes the meeting by thanking all for their attendance and participation, and then returning control to the President for any announcements or other club business.
- Search out any participants to offer a personal word of praise and encouragement.
- Adjourn the meeting, or if appropriate, return control to the Chairman.

When You Are The Timer

The Timer is responsible for keeping track of each individual participant's time during each segment of the meeting. The Timer also helps ensure that the meeting starts and ends on time. One of the key lessons practiced in speech training is that of expressing a thought clearly within a specified time constraint. The Timer provides this timing awareness to the meeting participants. Do as follows to help our keep the meeting on time and provide good feedback to the participants on their use of their allotted times. Here are some suggestions to help you host a good meeting for all:

Before a Meeting:

- Confirm the names of the scheduled meeting participants with the Toastmaster and General Evaluator.
- Confirm time required for each prepared speech with the speakers or VPE
- Note any added time constraints, for example, a member giving a longer advanced manual speech, or added time needed for announcements at the end of the meeting.
- Review the Toastmasters manual and our past meeting practices for the allowed time windows for each meeting part. The timing of the Speakers, Evaluators, and Table Topics deserves particular attention from you to ensure the meeting stays on time.
- Become familiar with the operation of the stop watch and the timing flags. You may want to approach the timer at the close of the previous week's meeting and ask for a review.
- Write out your explanation in the clearest possible language, and rehearse it. Be sure to emphasize timing rules and how timing signals will be: given for the benefit of guests.

At the Beginning of the Meeting:

- Obtain the stop watch and timing flags from the Sergeant At Arms.
- When called upon by the Toastmaster, explain your timing duties in the simplest possible language.
- Be sure to explain the timing rules and demonstrate how the flash cards are used as timing signals for the benefit of participants, attendees, and guests.

During the Meeting:

- Keep track of time carefully to ensure the meeting stays on schedule.
- Suggested times are: Topics speakers, + - 15 seconds of allowed time; prepared speakers, + - 30 seconds of allowed time; the Ah counter and 21rammarian. + - 15 seconds of allowed time; all others + - 30 seconds.
- Throughout the meeting, signal each program participant at the appropriate intervals. Don't be shy about frantically waving the timing flags so that they are duly seen and noticed!
- Try to cue the Toastmaster and Table Topics Master on any time variances that threatened to make the meeting go long.
- Record each participant's name and time used. The speakers, the evaluators, and the table topics participants deserve particular attention.

At the Close of the Meeting:

- When called upon by the General Evaluator, give your timer's report by announcing each participant's name, their allotted time, and the time they used. If the meeting is running long, state what specific participant or function ran long.
- Check that the next week's Timer knows how to operate the stop watch
- Return the stopwatch and the timing flags to the Sergeant At Arms.

When You Are The Table Topics Master

The Table Topics Master introduces questions for off-the-cuff, 2-3 minute talks by members of the audience on surprise topics of the Table Topics Master's arbitrary choosing. This part of the meeting is generally a lot of fun, and serves an important function in helping our members think and talk on their feet.

The Topics master prepares and issues the topics; originality is desirable as much as possible. Each speaker may be given an individual subject or a choice of subjects may be presented from which the members can draw at random. Here are some things you might want to keep in mind to ensure your success when you are doing table topics

Before a Meeting:

- At least 5-6 days prior to meeting, review the meeting schedule posted on the website at for any schedule changes.
- Check with the Toastmaster to find out if a theme meeting is scheduled. If so, prepare topics to carry out that theme. If no theme is scheduled, choose a wide selection of topics. Review THE TOASTMASTER and other publications for ideas. Do not repeat the previous week's Topics ideas or items.

- Become familiar with the names of the participants with assigned roles for that particular meeting so that you can concentrate on calling on those in attendance WITHOUT a designated role on the day of the meeting.
- Find out who the prepared speakers, evaluators, general evaluator and Toastmaster are so you can call on the other members first. Only if time permits at the end of the Topics session, should you call on program participants (speakers last).
- Contact the Toastmaster to find out any if any changes have been made to this week's schedule and if there is a theme for the meeting.
- Contact the General Evaluator to confirm you will be in attendance as the Table Topics Master.
- Prepare the 5-7 Table Topics questions. Review current events in the news, the Toastmaster's suggested theme, and Table Topics questions from the last few weeks as an aid and guide. Tip: Ask simple, open-ended questions. The answers will surprise you!

At the Beginning of the Meeting:

- Arrive at the meeting at least 5 minutes early and quickly identify those in attendance without a designated, active role, including any guests.
- Also identify the seating location of the Timer, General Evaluator, and Toastmaster. You will need to know where these people are for time-constraint cues during the Table Topics section of the meeting.
- Approach individual and guests, remind them of your name, ask their name, and ask quietly if they would like to participate in Table Topics that day. Use tact: Be encouraging but yielding: briefly explain what Table Topics is, that you encourage and welcome the individual's participation, but that it is also OK to sit out and just observe.

During the Meeting:

- When called upon by the Toastmaster of the Evening, give a brief explanation of the Table Topics Master's role: talk for 2-3 minutes in answer to a question you will pose. Also briefly state the purpose of table topics sessions.
- Set the stage for your Topics program. Keep your remarks brief but enthusiastic. If the club has a "Word of the Day," encourage speakers to use the word in their response.
- First pick on an "experienced" member. This is to provide a good example of what is expected in Table Topics. Avoid calling on someone who is a guest, a newer member, or otherwise likely less comfortable with being called on as the first participant. Do pick on potentially weaker or shy participants later in the session--we're here to improve! However, also make sure the last person is on the stronger side to close out the Table Topics session with an uptick.
- Call on 2-5 people on random and ask the question they are expected to answer.
- As you listen to the answer, watch the Timer, General Evaluator, and Toastmaster for time-constraint signals.
- After the initial 2-3 questions, ask the Timer if you still have time for calling on additional people. Always watch your total time!

- Check the printed agenda for the total time allotted to Topics and adjust the number of questions to end your segment on time. Even if your portion started late, try to end on time to avoid the y total meeting running overtime.
- Thank the participant briefly; do not evaluate or criticize. Unlike Speaker's roles, Table Topics answers are not evaluated. If anything offer some praise to help you transition to the next topic, but in general just listen to the answer and avoid too much comment.
- At the conclusion of the Table Topics session, request the timer's report to determine those eligible for the Best Table Topics Speaker Award, if this award is given in your club. Request members vote for Best Table Topics Speaker and pass their votes to the Sergeant at Arms. If die club has a Table Topics evaluator, request his or her report and then return control of the meeting to the Toastmaster.
- Hand the proceedings back to the General Evaluator at the close of the Table Topics Session.

At the Close of the Meeting:

- Thank those who participated.

When You Are The Speaker

A Speaker is called upon to give a 4-10 minute talk out of the basic Toastmasters manual, the Basic Communications & Leadership Manual. Speakers doing advanced projects, the speaking time varies, in which may even go up to 30 minutes. The format of the talk is given by the manual assignment. For example the manual may call for emphasis on Vocal Variety, or for the use of props or hand gestures in that particular assignment,

The topic and content of the talk is entirely of the Speaker's choosing. Preparation is essential to success when you are the speaker. Every speech should be well prepared and rehearsed to ensure quality. Remember, club members learn from one another's speeches. Every speaker is a role model. Here are some things you might want to keep in mind to ensure your success when it's your turn to talk:

Before a Meeting:

- Take notice of your assigned speaking dates well in advance so as to allow yourself plenty of time to think about and prepare a good speech. The schedule is posted on our website. Copies are generally also available from the VP of Education, or at each meeting at the table.
- Check the meeting schedule to find out when you are programmed to speak. In order to derive the most benefits from the program, plan to speak from your manual. Present the speeches in numerical order.
- Carefully review the Toastmaster's manual for your objectives for the particular speech you are giving. Plan, research, and prepare your speech with these objectives in mind.
- Contact the Toastmaster and your assigned Evaluator to share your speech goals and personal objectives.

- Know your material. Practice your speech. Practice using any props or visual aids. Practice!
- Note your speech title and the date of your talk in the speech section of your manual and in the VP's certification section in the back of the manual.
- Focus on your objectives, not on your anxieties. Visualize yourself giving a good speech in your mind's eye, and your talk will reflect this positive image like a mirror.

At the Beginning of the Meeting:

- Arrive early to become familiar with the room and the atmosphere.
- Let the Toastmaster of the Evening know when you're ready.
- Hand your manual to your assigned Evaluator.
- Greet and make eye-contact with the members of the audience as they arrive to the meeting. This eye contact will establish rapport with your audience, and it will remind you that your job is simply to tell a story to a bunch of your friends.
- Sit near the end of a row of seats to make it easy for you to come to the front when called.
- If you don't write your own speech introduction, make certain that the Toastmaster of the Day is prepared to give you a grand send-off.

During the Meeting:

- When introduced by the Toastmaster of the Evening, smoothly leave your chair and move to the lectern as planned and shake hands with the Toastmaster of the Evening.
- Give your talk. Speak loudly and clearly, seek plenty of eye contact with your audience, and make sure you deliver your key points!
- If you should slip, trip, or skip, just restate your argument as best you can and then move on. Don't break your pace and make things worse by belaboring the issue.
- Keep track of the Timer's flags and abide by any time constraints.
- As you begin your speech, always acknowledge the Toastmaster and the audience (Toastmasters and guests).
- Plan your speech closing as carefully as your opening. It's the finishing touch that will bring on the applause. This is your last chance to reach your audience, and it is a notice that your talk is ending.
- Never thank your audience, but return control of the meeting to the Toastmaster of the Day. Always wait for him or her at the lectern, then return to your seat.
- Clearly signal the end of your speech, and return control of the meeting to the Toastmaster of the Evening.

At the Close of the Meeting:

- Take pride in having completed your talk!
- During the evaluation portion, listen intently for helpful suggestions. We're here to learn.
- Get your manual back from your Evaluator, and thank him for his feedback. Have a short chat with your Evaluator and hear if he/she has any suggestions that you can improve yourself. Discuss any questions you may have concerning your evaluation to clarify any misinterpretations.
- Have the VP of Education sign the Speech Completion Record in the back of your manual.

When You Are The Evaluator

As an Evaluator, you are called upon to offer encouragement and specific suggestions for improvement to a fellow Toastmaster after they have given a talk out of the Toastmasters' manual. The Evaluator plays a critical role in every Toastmaster's development and success. The evaluation is done two ways.

First, the Evaluator gives a 2-3 minute oral evaluation at the meeting. Second, there is a written evaluation using the questionnaire in the manual that is completed during the meeting. When doing an evaluation, it is important to remember that the purpose of the evaluation is to help the speaker become less self-conscious, more confident, and a better speaker. To this end, you generally want to offer feedback in the way of a sandwich structure, i.e. start with a generally favorable comment, then offer two or three specific suggestions for improvement, and close with another positive remark. Here are some things you might want to keep in mind to ensure your success when you are doing evaluation:

Before a Meeting:

- At least 4-5 days prior to meeting, call the Speaker you are evaluating to:
 1. Review carefully the Effective Speech Evaluation manual which you will receive in your new member packet from World Headquarters.
 2. Determine the title, topic and speech number in the manual sequence the speaker has selected.
 3. Review the specific goals of the speech, as described in the manual, with the speaker.
 4. Ask the speaker for any specific items they would like you to concentrate on in your evaluation.

At the Beginning of the Meeting:

- Arrive at the meeting about 5 minutes early and let the General Evaluator know you're present.
- Confirm with the general evaluator the evaluation session format. Then confer with the speaker to see if he/she has any specific things for you to watch during the presentation.

- When you enter the meeting room, briefly meet with the Speaker to get his/her manual and offer one more word of encouragement.

During the Meeting:

- During the one minute of silence following the Speaker's talk, record your feedback in the Speaker's manual in the format specified in the manual for that particular talk number.
- When called upon to give the evaluation, be sure to offer specific suggestions for improvement. However, do remember to begin and end with encouragement and praise.

At the Close of the Meeting:

- Return the Toastmaster's Manual to Speaker so that they may have it initialed by the VP of Education, and thank the Speaker for their talk.
- Add a verbal word of encouragement to the speaker and other things that wasn't mentioned in the oral evaluation.

When You Are The Language Evaluator

The Language Evaluator (Grammarians) aids in this object by noting and commenting on the participant's use of English during the meeting. Being the Language Evaluator (LE) is truly an exercise in expanding your listening skills. The Language Evaluator (LE) also introduces a word/phrase to be used by the participants throughout the meeting. Here are some guidelines to ensure you'll be effective in your role of Language Evaluator:

Before a Meeting:

- Select a "Word of The Day" for introduction at the meeting.
- The word of the day should be one that can be used to effect in everyday speech, and at the same time be easily incorporated into everyday conversation. Stay away from complicated words. Adjectives and adverbs are best because they are naturally descriptive, as are action words and words with more than one meaning.
- As an example, consider the word "prime." It's a short word with a sharp sound that invites action and that can be used different ways: you can be at the prime of your life, you can prime an engine to help start it, you can prime sheetmetal before you paint it, you can prime a parent, a friend, or a relative for money, and you can even wax loquacious on prime numbers. What a prime example!
- Type up the word of the day, with a definition and an example of its usage, for distribution at the meeting.

At the Beginning of the Meeting:

- Arrive at the meeting at least 5 minutes early and let the Toastmasters of the Evening know you are ready.
- Place the word of the day handout on the table by the entrance.

- When called upon at the beginning of the meeting, announce the word of the day, its definition and give an example of its use in everyday language.
- Explains what the LE does, and ask everyone to use the word of today's meeting in their speeches.

During the Meeting:

- Listen to everyone's word usage.
- Note any awkward usage, the use of inappropriate fillers like hum or aahs, as well as the use of any new or interesting words that served their purpose well..
- Make a note of who used the word of the day and in what context.

At the Close of the Meeting:

- When called upon by the General Evaluator, give the Grammarian's report: State the name of those who used the word of the day, and in what context. Also comment on any and other word usage you liked or disliked.

When You Are The Ah Counter

The purpose of the Ah Counter is to note words and sounds used as a "crutch" or "pause filler" by anyone who speaks during the meeting. Words may be inappropriate interjections such as "and, well," "but," "so," "you know." Sounds may be "ah," "um," "I er. You should also note when a speaker repeats a word or phrase such as "I, I" or "This means, this means.":

Before a Meeting:

- Prepare a brief explanation of the duties of the Ah Counter for the benefits of guests.

At the Beginning of the Meeting:

- Make a list of everyone present.

During the Meeting:

- When introduced prior to Table Topics, explain the role of the Ah Counter. In some clubs small fines are levied on members who do or do not do certain things. (For example, members are fined who use crutch words, not wearing their Toastmasters pin to the meeting, etc.) If your club levies fines, explain the fine schedule.
- Throughout the meeting, listen to everyone (except guests) for "crutch" sounds and long pauses used as fillers and not as a necessary part of sentence structure. Write down how many crutch sounds or words each person used during portions of the meeting.
- When called on by the general evaluator during the evaluation, segment, stand by your chair and give your report.

At the Close of the Meeting:

- Give the completed A counter's record to the Treasurer (for collection of fines, if appropriate).

When You Are The General Evaluator

The General Evaluator calls each speaker's evaluator, the grammarian, and the timer, and then closes the evaluation portion of the meeting with comments on any positive or negative aspect of the meeting not already addressed by the evaluators, the grammarian, or the timer. Some examples would be the effective use of the layout of the room assigned for the day, the timely start and close of the meeting, the timing of individual portions of the meeting, the proper display of posted meeting signs and Toastmasters banner, the availability of photocopied materials at the entrance table, and the evaluation technique of the individual evaluators. Here are some things you might want to keep in mind to ensure your success when you are doing evaluation:

Before a Meeting:

- At least one week before the meeting, review the website schedule and contact the Toastmaster of the Evening to find out any if any last minute changes have been made to the schedule.
- Contact each of the scheduled evaluators to remind them of their assigned roles, and ask them to call the speakers they will be evaluating with a word of encouragement.
- During the briefing, emphasize that evaluation is a positive, helping act. As conscientious Toastmasters, their goal must be to help fellow Toastmasters to develop their skills. Emphasize that in the act of evaluating, the self-esteem of the speaker should be preserved or at least enhanced.
- Prepare a brief but thorough talk on the purpose, techniques, and benefits of evaluation (for the benefit of the guests). Emphasize that as evaluators, you are not critics. Criticism is negative; evaluation is a positive experience designed to help people overcome weak habits and add power to good ones.
- Contact the timer and Grammarian on the schedule to review their roles and attendance, and answer any of their questions.

At the Beginning of the Meeting:

- Arrive at the meeting about 5 minutes early and let the Toastmaster of the Evening know you're present.
- Ensure all evaluators, the timer, and the grammarian are present; if not, talk to the Toastmaster of the Evening and help find a last-minute replacement.
- Insure the individual evaluators have the speaker's manual and understand the project objectives and how to evaluate it.

- Greet all evaluators who are present. If an evaluator is not present, consult with the Vice President Education and arrange for a substitute. Verify each speaker's time and notify the timer.
- Sit near the back of the room to allow yourself a comprehensive view of the meeting and the layout of the room as you carefully note everything that happens/doesn't happen at the meeting.

During the Meeting:

- When called upon by the Toastmaster of the Evening:
 1. Give a brief explanation of the General Evaluator's role.
 2. Call each Evaluator up to give their evaluation.
 3. Call the Grammarian to give the Grammarian's report.
 4. Call the Timer for the Timer's report
 5. Conclude by giving your overall evaluation of the meeting, including your evaluation of the individual evaluator's techniques.
- Take notes on everything that happens (or doesn't but should). For example: Is the club's property (trophies, banner, educational material, etc.) properly displayed? If not, why? Were there unnecessary distractions that could have been avoided? Create a checklist from which you can follow the meeting. Did the meeting and each segment of it, begin and end on time? Cover each participant on the program—from the opening to the last report by the timer. Look for good and unacceptable examples of preparation, organization, delivery, enthusiasm, observation, and general performance of duties. Remember that you are not to reevaluate the speakers, though you may wish to add something that the evaluator may have missed. Prior to the Table Topics, you will be asked to stand and brief the audience on your team's means and methods of evaluation. Precisely describe what way, and how your team will handle the function.
- When introduced to conduct the evaluation phase of the meeting, go to the lectern and introduce each evaluator. After each recitation, thank the evaluator for his or her efforts.
- If the Toastmaster has failed to call for the timer's report and vote for Best Speaker (if your club has this award), you do it before individual evaluations are given.
- Wrap up by giving your general evaluation of the meeting, using the notes you took as suggested above. You may wish to comment on the quality of evaluations. Were they positive, upbeat, helpful? Did they point the way to improvement?

At the Close of the Meeting:

- Thank the evaluators, the timer and the club that you have visited for inviting you as the General Evaluator.

When You Are The Mentor

Toastmaster's mentor program gives every new member the opportunity to be individually supported and mentored about the Toastmasters education program and Club customs and

activities by knowledgeable and experienced members. Mentors can play an important in the growth of a fellow member:

Suggested Activities:

- Every mentor relationship is different. Adapt the following as needed.
- Ask your assigned member what is important to them.
- Sit with new member explaining various parts of the meeting, such as introduction, table topics, prepared speeches, and evaluations and answer any questions.
- Orient the new member spending time reviewing club customs, procedures, the manuals, our website, explaining special awards or events or other procedures.
- Explain the responsibilities on giving speeches, evaluations and other roles encountered during a toastmasters' meeting.
- Ask the VP of Education to schedule the Ice Breaker speech as soon as possible and other meeting roles.
- Advise what to do if they are schedule to fill a meeting role but are unable to attend and finding a replacement.
- Help with the Ice Breaker and other speeches discussing ideas and suggestions for organisation. Listen to them practice, offer feedback and use evaluations to improve.
- Discuss the roles of Club officers, the TI Organisation, its structure, the Area, Division, District, Region and International levels and District Conferences.
- Explain speech contests and the progression to Area, Division, District and Regional levels. Invite them to speech contests, conferences, and other events.
- Provide positive and constructive feedback complimenting them on their progress and providing specific items of improvement and how to improve.

Characteristics of a Good Mentor:

A good mentor is a facilitator that listens to and addresses the needs of the assigned member. A Mentor will seek to:

- Be familiar with the Club, its operations, the educational program, and Toastmasters International.
- Have completed at least several speeches in the basic manual and served in most meeting roles.
- Be confident, self-assured, friendly and a good listener to sort things out.
- Be concerned about others and truly want to help, motivate and encourage.
- Be available and have time to spend with new members.
- Be patient as people learn at varying speeds and some need more guidance