

Elizabeth Jordan, DTM

Program Quality Director

May 2023

2022-23 Program Quality Team

Committed – Creative - Conscientious

The Program Quality Director (PQD) is responsible for all aspects of education and training within the District.

The priorities include:

- Promoting the Distinguished Club Program
- Promoting and supporting club quality
- Responsibility for speech contests at club, Area, Division and District level
- Plan and execute the District Conference, this year in Liverpool from 26-28 May 2023

The Distinguished Club Program

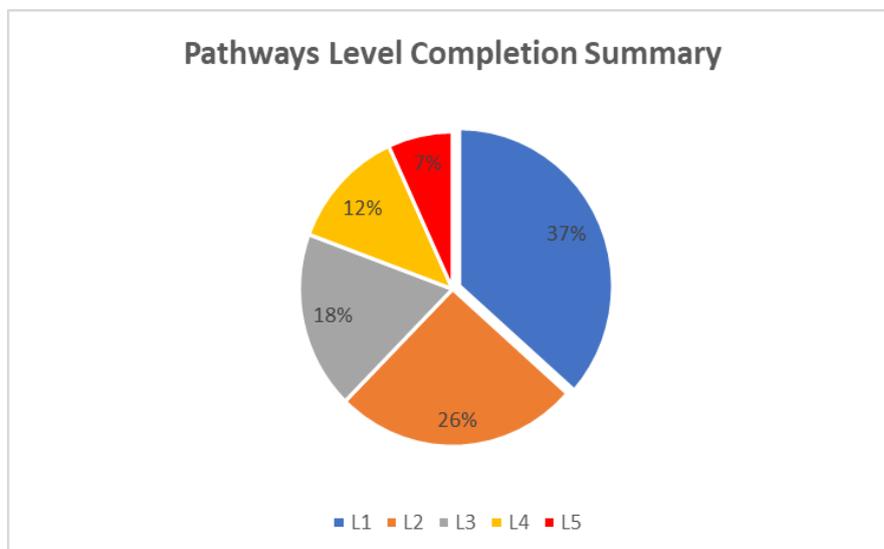
Distinguished Clubs	
Base	To Date
207	61
Goals	
Distinguished	
83	
Select Distinguished	
94	
President's Distinguished	
104	
Smedley Distinguished	
114	

The DCP Program has been promoted widely via DOT, COT and Club Excellence weekly sessions and the ambitious challenge of achieving 150 Distinguished clubs (150-4-50) in celebration of the District's 50th year.

To date, sixty-one clubs are distinguished with the following breakdown: 14 Presidents Distinguished, 22 Select Distinguished and 25 Distinguished. There are 66 clubs with five or more DCP goals but lack the requisite number of members or they have the requisite number of members and have fewer than five goals achieved. Support for these clubs, especially pathways training for VPEs and support from the club growth team, should get these and other clubs over the line by end of June.

Education Awards (Snapshot 6 May 2023)

Division	Count of Awards
Grand Total	1126
M	149
E	124
C	123
H	114
N	112
A	108
D	101
F	72
B	70
S	57
G	56
J	40



There were 707 members across the 12 Divisions who earned 1126 education awards this program year. These awards include 4 Distinguished Toastmasters, eleven Pathways Mentors and 76 Pathways Level 5 paths (7%). Eighty-six members attained a triple crown with 346 awards between them. Well done to everyone who achieved an award this program year.

Pathways Adoption

The current Pathways adoption figures are as follows:

- Members Overall: 81%
- Club Officers: 97%
- New Members: 62%

Improving Pathways adoption has been a priority for the PQ team, especially for new members. Insightful analyses of Pathways and DCP data by John Kelly and Nikita Parks led to clearer actions e.g. targeted training for VPEs and Base Camp Managers. The Pathways Chair, Somesh Kumar, and Pathways Community of Practice (PCoP) Chair, Patricia Radley, both collaborated with the PQD in launching a Pathways Acceleration Program (PAP) principally for members who had never touched Pathways. In addition, the PCoP has offered weekly Pathways drop-in sessions, 1-2-1 training and presented at the Thursday Club Excellence series. Engagement with Pathways remains a challenge and one which we will need to continue to address. The PAP and drop-in sessions offered useful insights which can be incorporated in a future strategy for pathways e.g. providing IT support before starting Pathways, buddy support for members who have completed the same Paths and introduce a Pathways Champion at each club.

Club Quality

Visits to clubs by Area Directors are crucial to helping to maintain quality clubs, and ensuring that each club fulfils its responsibilities to its members.

- Round#1 – 96% of Visit reports submitted to TI by November 30th 2022.
- Round#2 – 23% of Visit reports submitted to TI to date 11-5-23.

Education and Training

District officer Training (DOT)

An impressive 98% of District Officers completed online District Officer Training (DOT) #1. DOT#2 was held in hybrid format, a first in D71, with in-person attendance in Dublin and online zoom attendance. Both sessions were rated Good to Excellent by 96% of survey respondents. The feedback gained

was valuable in identifying areas for improvement such as having more breakout sessions and a shorter training day. The superb technical efforts of Michael McCann, Ernold van Bueren and the zoom team ensured that the first hybrid DOT session was a success, and provided invaluable lessons for the District's first hybrid conference in May.

The Region 10 Advisor, Francesco Fedele, visited our District during the week of 19th-26th January, with two days spent in Dublin and the others attending online activities via zoom. Amongst his activities, RA Francesco visited two corporate clubs in Dublin, Grant Thornton and Microsoft Onevoice and UCD Michael Smurfitt Graduate Business School Toastmasters. He also facilitated a strategy review with the District Leadership team and contributed to DOT by facilitating two training sessions on 'Step Up' to Leadership and a popular interactive session on 'Workstyle Assessment.' A Division Director summed up the day as follows: *Congratulations on DOT 2 yesterday. It was very good and very enjoyable. I personally got a lot from it. Thank you for the time and effort you put in to organising it.*

Club Officers Training (COT)

A total of 835 members were trained during online COT#1, including 300 members who attended the District-led online COT#1 in July. 25 clubs achieved the super 7/7 officers trained during COT#1 and were eligible for an incentive. Six-hundred and forty members attended COT#2, including 135 members who attended the District Winter TLI in early December organised by TLI Chair, Evelyn Khan-Panni, and featured the WCOPS, Cyril Junior Dim. 7 clubs achieved the super 7/7 officers trained and were also eligible for an incentive.

Lunchtime Corporate Training Sessions

COT#1 and COT#2: Week-long lunchtime sessions (1hr) were organised for corporate club members. The survey results provided valuable feedback on topics where the members requested further training. Monthly sessions, organised by training co-ordinator, James Finnegan included topics such as Effective Evaluations, Writing a speech in 10 mins, Pathways, Pathways Essentials and more. The clear message from the Corporate members was: 'one hour lunchtime only sessions'.

Specialist Training Sessions Supported by the PQ Team

- **Thursday Weekly Club Excellence series** which cover a range of topics based on survey feedback from members and club VPEs. To date 900

plus members have attended these sessions. The videos are available on the D71 website.

- **Sunday Monthly Leadership Series** where global thought leaders present on varying aspects of leadership. Presenters have included IP Matt Kinsey and IP-elect Morag Mathieson. Videos of the sessions are available on the D71 website. A huge success factor in the smooth running of the series is the support of the brilliant Sunday Webinar team.
- **Zoom Training Sessions** - Three sessions were organised to train new zoom masters to replenish the numbers which have decreased dramatically, post-pandemic and in anticipation of the hybrid conference where an estimated 12-15 zoom masters would be needed to support the event. Sarinca Janga, lead D71 zoom master, stepped up and led the sessions with great enthusiasm. The monthly refresher sessions that followed attracted both new and experienced zoom masters.
- **Train-the-Trainer Sessions** - Phillip Khan-Panni facilitated two successful Train-the-Trainer sessions. This has increased the number of members trained to a high standard to lead and facilitate training sessions across the District.
- **Parliamentary Procedures Training** – Qualified Parliamentarian and Past International Director, Rick Sydor, DTM, facilitated training sessions, for DLT members. D71 Parliamentarian, Larry Lyons, presented at the Thursday Club Excellence series and facilitated two successful sessions on Parliamentary Procedures for members interested in conducting effective meetings based on Roberts Rules of Order.

Community Outreach

There have been Speechcraft and Youth Leadership Programs across the District. YLP Programs have taken place in schools in Dublin, Milton Keynes and Harpenden. Brendan Haughton and Liz Burnett (YLP Chairs) have plans to promote the YLP program across the District, including a workshop and Information Desk at the Liverpool conference.

Several Speechcraft programs have taken place across the District including at Microsoft One Voice, DLRC, a joint event across Central Scotland, sessions for the Garda in Ireland, specialist Speechcraft based on the topic of ‘Sustainability.’ Speechcraft Chair, Sultan Kus, will be seeking to expand Speechcraft programs as a catalyst for starting new clubs, strengthening existing clubs and providing an introduction to Toastmasters for the outside world.

2023 District Spring Conference - Novotel Paddington, Liverpool



The District 71 'Hybrid' Spring conference will take place at the Novotel Paddington hotel, Liverpool, on 26-28 May. The conference team will work with an AV partner and the Zoom team to deliver an enjoyable quality experience. There is something for everyone at the conference:

- An opportunity to see the best speakers participate in eight semi-finals and four finals. These contestants have worked their way through online club, area and Division Contests, with the winner from each Division contest going through to the District semi-finals at the hybrid conference in Liverpool.
- Educational workshops and keynote speeches by popular presenters
- An opportunity to network with members from across the District
- Fun, friendship and fellowship

For further details, view the conference video and visit the conference website.

View the *Cometogether2023* conference video: <https://bit.ly/3lvgSSL>

Visit the website: <https://bit.ly/3HRNqOb>

In summary, in this challenging post-pandemic year, the Program Quality team has provided quality education and training programmes in support of the District Mission and ambition.