



Sergeant at Arms

CLUB OFFICER TRAINING

TOASTMASTERS INTERNATIONAL

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PREPARE FOR TRAINING

Welcome to Club Officer Training. As a training facilitator, you are responsible for conveying the information that club officers need to fulfill their roles. Well-trained club officers are equipped to enhance club quality, develop and lead successful teams and thrive in the Distinguished Club Program. All of these abilities contribute to fulfill the club mission.

Club officers dedicate valuable time and provide a tremendous service to Toastmasters. It is important that they understand the importance of their roles and know how appreciated they are.

While many club officers will be content, and even enthusiastic, about their new responsibilities, others may feel uncertain and obligated. Attending the training and fulfilling their roles implies great commitment deserving of recognition.

As a training facilitator, it's important not to overwhelm club officers. Be sure to impart to them that support is close at hand. Their fellow club officers, district leaders, and the staff at World Headquarters are all available and eager to assist them.

Each session in the Club Officer Training consists of a facilitator guide and a PowerPoint presentation.

Facilitator Guide

This is a tool to guide the facilitator in teaching the session. Each session includes a corresponding facilitator guide. The facilitator should print him or herself a copy of the facilitator guide for each session.

PowerPoint Presentation

This is to be presented by the facilitator during the session. There is one presentation for each session. The facilitator downloads the presentation to his or her laptop before the training and makes sure to have a projector and screen available during the session. The PowerPoint slides correspond to instructions in the facilitator guide.

Facilitator Preparation

Before the training, review *From Speaker to Trainer* (Item 257A) for instructions about presenting, especially if you are new to facilitating training sessions.

Learn about the location where the training takes place. Determine the best way to set up the room, and confirm the equipment that is available there.

Communicate with participants well in advance. Make sure they know what to expect — where to go, what to bring, how long sessions last, and so on. Send reminders as the training date nears.

Visit the Logos, Images and Templates page at www.toastmasters.org/resources/logos-images-and-templates for templates to create professional-looking agendas, training invitations, name cards, and other material for the sessions.

USING THE FACILITATOR GUIDE

The facilitator guide is designed to be easy to use with detailed instructions. Nonetheless, be personable; it's okay to add your own anecdotes to the sessions and share what is unique in your district.

The facilitator guide of each session is organized the same way:

- The introduction begins with an explanation of the session.
- An overview lists the topics presented in the session.
- Objectives are what the club officers will be able to do as a result of attending the session.
- The materials you need to conduct the session are listed after the objectives.
- The length of time it should take you to conduct the session is suggested under the heading Duration.
- Beginning with the title of the first section, the guide presents a series of step-by-step instructions telling you exactly how to conduct the session.
- Throughout the guide, notes to the facilitator provide you with information to help you understand the purpose of the subsequent section or activity. By understanding what club officers are meant to learn, you can more easily guide discussions and answer questions.
- The outside margins provide space for you to take notes.

Verbs

To help the facilitator refer to the guide at a glance, a limited number of verbs are used to begin each of the numbered steps in the sessions:

1. **SHOW:** to present a visual aid
2. **PRESENT:** to impart knowledge pertinent to session objectives
3. **TELL:** to offer information not directly relevant to session objectives
4. **ASK:** to request actual answers from participants (At times, the question is followed by possible answers. Give participants an opportunity to offer answers; then share any that weren't covered.)
5. **INSTRUCT:** to tell participants to do something
6. **TIME:** to keep track of time
7. **WRITE:** to record ideas so they are visible to participants
8. **DISCUSS:** to facilitate a conversation among the group

Icons

The following icons appear in the margins throughout the facilitator guide to indicate specific actions the facilitator takes at that step:



Show a visual aid.



Ask questions.



Write on a flipchart.



Instruct participants to work in small groups.

10 minutes



Track time.

Bullet Points

Color-coded bullet points in the facilitator guide also help you stay on track:

- Session objectives and materials are listed in the overview of each session with yellow bullet points.
- Light blue bullet points indicate content-related information to share with participants.
- Questions are posed using navy blue bullet points.
 - At times, questions are followed by possible answers. Give participants an opportunity to offer answers; then share any that weren't covered.



Sergeant at Arms

NOTE TO FACILITATOR

During this session, you will present content, lead brief discussions and coordinate two activities to familiarize sergeants at arms with their role and responsibilities.

First, you will present the role and use an activity to encourage participants to reflect on how the sergeant at arms supports the club mission.

Second, you will present specific responsibilities of the sergeant at arms in the club meeting, outside the club meeting and on the executive committee. Then, you will lead an activity to help sergeants at arms prioritize their duties.

Third, you will present participants with a checklist to help them get started in their role.

Introduction

The purpose of this session is to help sergeants at arms understand their role in the Toastmasters club.

Overview

First, sergeants at arms learn about their role within the club. Then, they identify the responsibilities of their role within club and club executive committee meetings. To conclude, sergeants at arms find specific resources to help them fulfill their responsibilities.

In this session, facilitators present the following topics:

- Sergeant at Arms Role
- Sergeant at Arms Responsibilities
- Sergeant at Arms Resources

Objectives

After completing this session, sergeant at arms will be able to:

- Identify their role within the club
- Fulfill their responsibilities within the club and club executive committee
- Find resources that help them fulfill their responsibilities

Materials

- PowerPoint
- Flipchart
- Markers

Time

- 1 hour

Facilitator Resources

- [Club Leadership Handbook \(Item 222\)](#)

Introduction

NOTE TO FACILITATOR

When you introduce yourself, be sure to mention your background in Toastmasters. Highlight the awards you've received, how long you've been a member and what club officer roles you've served.

If someone asks you a question and you don't know the answer, send the question back to the group. Try asking, "What do you all think?" or "Does anyone have insight on this issue?" Club officers who have served before are great resources.

1. SHOW the Introduction slide.



2. PRESENT

- Congratulations! As the sergeant at arms of your club, you ensure that meetings are well-run and set the tone for an organized, successful meeting.

NOTE TO FACILITATOR

Make an effort to vary your tone of voice when reading information off of slides.





3. SHOW the Session Agenda slide.

Agenda



▶ SAA
Role



▶ SAA
Responsibilities



▶ SAA
Resources

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4. PRESENT the session agenda:

- Sergeant at arms role
- Sergeant at arms responsibilities
- Sergeant at arms resources



5. SHOW the Session Objectives slide.

Session Objectives

- ▶ Identify your role
- ▶ Fulfill your responsibilities
- ▶ Find resources that help you



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6. PRESENT the session objectives:

- After completing this session, you will be able to:
 - Identify your role within the club

- Fulfill your responsibilities within the club and club executive committee
- Find resources that help you fulfill your responsibilities

Sergeant at Arms Role

(25 minutes)

NOTE TO FACILITATOR

As you present the sergeant at arms training, think about your experience. If you have served as a sergeant at arms, identify examples you can share with participants.



1. SHOW the Sergeant at Arms Role slide.



2. TELL sergeants at arms they can find information about their role in the *Club Leadership Handbook* (Item 1310).

NOTE TO FACILITATOR

When asking a question to the group, give participants time to think. Wait at least 10 seconds for participants to reflect and respond.



3. ASK
 - What is the essence of the sergeant at arms role?
 - Manage club property
 - Make sure everything is ready for a successful meeting

NOTE TO FACILITATOR

Leading large group discussions is easier when participants raise hands and wait to be called on before speaking. This ensures that everyone is heard and interruptions are minimal.

4. PRESENT

- Through this session you will learn how to make this manageable.

NOTE TO FACILITATOR

Sometimes group discussion goes on for too long or gets off track. Try bringing the group's attention back to the topic by referring to the session agenda and inviting members to continue their conversations after the session.

For example: "I'm glad we all have so many success stories to share about our time with Toastmasters, and I encourage you to continue these conversations after the session. For now, let's get back to discussing your responsibilities on the executive committee."

5. ASK

- What are the responsibilities of the sergeant at arms?
 - Tend to club property
 - Coordinate club meetings

6. Write responses on a flip chart.

7. PRESENT

- Your role as sergeant at arms as stated in the Club Constitution and Standard Bylaws of Toastmasters International is: "The sergeant at arms is responsible for club property management, meeting room preparation, and hospitality. The sergeant at arms chairs the social and reception committee."
- The constitution provides a definition. Yet, there are many responsibilities that make up the day-to-day activities of a sergeant at arms.
- Everything you do as sergeant at arms should support the club mission.





Activity: Sergeant at Arms Role

NOTE TO FACILITATOR

For this activity, you will review the club mission statement with the group and ask participants to get into teams of four. Each team will be asked to brainstorm how their role supports the club mission.



1. SHOW the Activity: Sergeant at Arms Role slide.



2. ASK
 - What is the 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.



3. INSTRUCT sergeants at arms to arrange themselves in teams of four.
4. INSTRUCT teams to spend 15 minutes brainstorming how the sergeant at arms supports the achievement of the club mission.

NOTE TO FACILITATOR

Walk around during the team discussions. This will allow you to answer any questions that come up and give you an idea of the responses the teams will share.

15 minutes



5. TIME 15 minutes.

NOTE TO FACILITATOR

Indicate that time is up with a positive statement such as “Let’s talk together now” rather than simply announcing, “Time’s up!”

6. INSTRUCT each team to share their findings with the group.
7. INSTRUCT sergeants at arms to return to their seats.

Debrief: Sergeant at arms Role

1. PRESENT

- As sergeant at arms, you tend to club property and coordinate club meeting.
- Everything you do as sergeant at arms supports the club mission.
- Let’s take a closer look at your responsibilities and the tools you can use to fulfill your role.



Sergeant at Arms Responsibilities (30 minutes)



1. SHOW the Sergeant at Arms Responsibilities slide.



2. PRESENT

- Your sergeant at arms responsibilities are in three categories:
 - The Club Meeting
 - Outside the Club Meeting
 - The Executive Committee
- We'll start by exploring your club meeting responsibilities.

The Club Meeting

1. SHOW the Club Meeting slide.




The Club Meeting

- ▶ Before Club Meetings
- ▶ Upon Arrival at Club Meetings
- ▶ During Club Meetings



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2. PRESENT

- Your club meeting responsibilities are split into four types:
 - Before Club Meetings
 - Upon Arrival at Club Meetings
 - During Club Meetings
 - After Club Meetings

3. SHOW the Before Club Meetings slide.




Before Club Meetings

- ▶ Confirm room reservation.
- ▶ Ensure there are club supplies.



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4. PRESENT

- Before Club Meetings:
 - Confirm meeting room reservations a few days before the meeting.
 - Ensure that plenty of blank ballots are available for voting for Best Speaker, Best Evaluator, and so on.



5. SHOW the Upon Arrival at Club Meetings slide.

Upon Arrival at Club Meetings

- ▶ Arrange meeting room early.
- ▶ Arrange tables and chairs.
- ▶ Set out meeting materials and promotional materials.



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6. PRESENT

- Upon Arrival at Club meetings:
 - Arrange the meeting room and equipment at least 30 minutes before, so the meeting starts on time.
 - Arrange tables and chairs.
 - Set out the lectern, gavel, club banner, (optionally) the national flag, timing device, ballots, trophies, and ribbons.
 - Place a table near the door to display promotional brochures, name tags, the Guest Book (Item 84), and educational materials such as manuals, club newsletters, and the *Toastmaster* magazine for members to see.

7. SHOW the Upon Arrival at Club Meetings slide.



Upon Arrival at Club Meetings

- ▶ Check room temperature.
- ▶ Ask guests to sign the Guest Book.



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8. PRESENT

- Upon Arrival at Club meetings:
 - Check the room temperature, and adjust it if the room is too hot or too cold.
 - Ask all guests to sign the Guest Book (Item 84), and give each a name tag to wear during the meeting.

9. SHOW the During Club Meetings slide.



During Club Meetings

- ▶ Welcome late arrivals.
- ▶ Coordinate food service, if any.
- ▶ Collect ballots and tally votes when necessary.



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10. PRESENT

- During Club Meetings:

- Sit near the door to welcome late arrivals and help them be seated. Prevent interruptions and perform any necessary errands.
- Coordinate food service, if any.
- Collect ballots and tally votes for awards when necessary.



11. SHOW the After Club Meetings slide.

After Club Meetings

- ▶ Return room to original configuration.
- ▶ Pack up and store materials.
- ▶ Dispose of trash.



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12. PRESENT

- After Club Meetings:
 - Return the room to its original configuration.
 - Pack up all materials, and store them in a safe place.
 - Pick up and dispose of any stray items or trash.

Outside the Club Meeting

1. SHOW the Outside the Club Meeting slide.



Outside the Club Meeting

- ▶ Schedule meeting location.
- ▶ Ensure adequate supplies are available.
- ▶ Attend executive committee meetings.



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2. PRESENT

- Outside the Club Meeting:
 - Schedule the meeting location.
 - Maintain club equipment.
 - Ensure adequate supplies are always available.
 - Attend executive committee meetings.

3. SHOW the Outside the Club Meeting slide.



Outside the Club Meeting

- ▶ Arrange your replacement or assistance.
- ▶ Prepare your successor for office.



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4. PRESENT

- Outside the Club Meeting:
 - Arrange for a replacement when unable to attend a meeting and for assistance if necessary.
 - Prepare successor for office.

The Executive Committee



1. SHOW the Executive Committee slide.

The Executive Committee

- ▶ Update the executive committee on the club meeting space status.
- ▶ Work to coordinate meeting space.
- ▶ Chair social and reception committee.
- ▶ Replace items as needed.



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2. PRESENT

- Now that we've looked at your club meeting responsibilities, we'll look at your executive committee responsibilities.
 - Keep the executive committee updated on the status of the club meeting space. Notify the committee of any changes regarding meeting space, size or cost.
 - Work with the vice president education and vice president public relations to coordinate meeting space for speech contests or special events.
 - Chair the social and reception committee.
 - Work with the secretary and treasurer to order replacement items if needed.

3. PRESENT

- Now that we've looked at your responsibilities in and out of the club, as well as your executive committee, we can explore the specifics.



Activity: How to Fulfill the Sergeant at Arms Responsibilities

NOTE TO FACILITATOR

This activity begins with a group discussion about the most important responsibilities of the sergeant at arms. Write the responses on a flip chart.

Then, ask participants to get into teams of four and assign each team a responsibility from the flip chart. Each team will create an action plan to fulfill their assigned responsibility. If there aren't enough responsibilities, assign two groups to each responsibility.

1. SHOW the Activity: How to Fulfill the Sergeant at Arms Responsibilities slide.



How to Fulfill the SAA Responsibilities

- ▶ How
- ▶ When
- ▶ Who
- ▶ What

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2 ASK

- What are the most important responsibilities you have as sergeant at arms?



3. WRITE responses on the flipchart.





4. INSTRUCT sergeants at arms to arrange themselves in teams of four and assign each team a sergeant at arms responsibility from the flipchart.



5. SHOW the: Sergeant at Arms Responsibility Action Plan slide.

SAA Responsibility Action Plan

- ▶ How will you fulfill this responsibility?
- ▶ When will each action need to be completed?
- ▶ Who is available to help you?
- ▶ What materials and resources can you use?

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6. INSTRUCT teams to spend 15 minutes answering the following questions for their category.
 - How will you fulfill this responsibility? (What specific actions will you complete?)
 - When will each action be completed?
 - Who is available to help you?
 - What materials and resources can you use?

15 minutes



7. TIME 15 minutes.

8. INSTRUCT each team to share their findings with the group.



9. INSTRUCT sergeants at arms to return to their seats.

Debrief: Sergeant at Arms Responsibilities

1. PRESENT
 - You have responsibilities related to the club meeting and the club executive committee.
 - All of your responsibilities help to achieve club goals.

- Next, we'll look at some resources to help you fulfill your role.

Sergeant at Arms Resources (10 minutes)



1. SHOW the Sergeant at Arms Resources slide.



2. PRESENT

- There are several resources available to help you in your role as sergeant at arms.
- First, there is a checklist to get started.



3. SHOW the Getting Started slide.



4. PRESENT

- Getting Started:
 - Attend district-sponsored club-officer training program.
 - Read the *Club Leadership Handbook* (Item 1310) and *Distinguished Club Program and Club Success Plan* (Item 1111).
 - Meet with the outgoing executive committee to transfer any necessary information.
 - Meet with the outgoing sergeant at arms to transfer any necessary files or information.
 - Meet with the current executive committee and develop the Club Success Plan and budget.
 - Contact the people responsible for the meeting place and introduce yourself.
 - Ask for volunteers to assist you, especially if time is limited.

5. SHOW the Additional Resources slide.



Additional Resources

Sergeant at Arms Resources

<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
Ordering club supplies	www.toastmasters.org/successfulmeetings
Ballots and Brief Evaluations (Item 163)	www.toastmasters.org/163

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6. PRESENT

- Additional resources can be found in the *Club Leadership Handbook* (Item 1310) in the Sergeant at Arms section.



Debrief: Sergeant at Arms Resources

1. PRESENT

- There are many resources available to the sergeant at arms through the Toastmasters website and manuals.

Conclusion

1. SHOW the Conclusion slide.



2. PRESENT

- Never underestimate the role of sergeant at arms. Setting the tone for the club meeting, preparing the room, greeting members and recruiting volunteers demonstrates competent leadership skills.
- Be sure to work closely with the executive committee to achieve Distinguished Club status. You are a key member of the team.
- Serving as the sergeant at arms improves your organizational skills and gives you the opportunity to practice running successful meetings. You will learn to delegate and be more detail-oriented.

3. INSTRUCT sergeant at arms to take the session evaluation.





Evaluation

	BEGINNER	INTERMEDIATE	ADVANCED
What level of knowledge of the topic did you have prior to this session?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Indicate to what degree you agree with the following statements about this session.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Overall, I was satisfied with the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I will use the content to strengthen my club.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The learning objectives were met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Will you implement at least one idea from this session in the next 30 days?	<input type="checkbox"/>	<input type="checkbox"/>

Write your comments about the session.

Indicate to what degree you agree that the facilitator demonstrated the following:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
Solid knowledge of the subject matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

