



Congratulations on your newly elected role as Program Quality Director! As Program Quality Director you lead educational and training programs within the district including distinguished clubs, membership retention, leader training, speech contests and the annual conference. Here's a suggested plan to help you make the most of your first 100 days following your election.

Weeks 1-2:

1. Familiarize yourself with the [role and responsibilities](#) of a Program Quality Director, including the [District Leadership Handbook](#), Pre-District Leader Training Modules and [other resources](#) provided by Toastmasters International.
2. Meet with the current Program Quality Director to learn what has gone well in the past year and what hasn't been expected. This will help plan steps for the coming year.
3. Confirm with any team members supporting the education and training programs in the district if they would be willing to continue in the role for the coming year. Remember formal roles change on July 1st each year, but someone supporting with training events or speech contests for example can continue serving as long as mutually agreed.
4. If not already planned ensure a date is set for Area & Division Director training in order to circulate and have the day blocked in team members calendars. As begin planning this training connect with the outgoing team to learn what went well in training and what kind of challenges were encountered to support continuous improvement.

Weeks 3-4:

5. Begin recruiting members to serve on your team who can support with individual components of your area of responsibility. Consider breaking the roles down by specific pieces with options of short-term roles and yearlong roles to provide flexibility in options to members willing to serve.
6. Work with team to promote any training events upcoming in the district. The earlier these events can be promoted the more it will allow members to block their calendars to attend. Consider creating an annual training calendar with events to support your district plan and ensure as much advance notice as possible for planning purposes.
7. Start creating an excellence plan breaking down your proposals how you can tackle specific areas of your responsibilities. As part of that plan consider breaking it down to the following categories:



- A) Distinguished Clubs
- B) Training Programs – Area & Division Directors
- C) Training Programs – Club Officers
- D) Training Programs – General Membership
- E) Membership Retention (including orientation, pathways onboarding, member interest survey, personal/career/business development, mentorship)
- F) Speech Contests
- G) Annual Conference

Weeks 5-6:

8. Meet with team members supporting education and training to review your initial ideas on the excellence plan and add in their thoughts. The aim is to work with your team to create a robust plan that will guide you on your strategic direction in the upcoming year. This will also support with completion of the District Success Plan, calendar and budget.

Weeks 7-10:

During these weeks work with the core team to flush out your district success plan, budget and calendar for the year.

Weeks 11-12:

9. Train Division and Area Directors –Consider how this training can be utilized to raise the knowledge of leaders while also further building relationships. The more knowledge your team has the better they will be empowered to execute the District Mission.

Weeks 13-16:

10. Review any early area director submissions to determine any notable quality gaps or trends that need to be addressed or supported.
11. Evaluate the success of the first 100 days - Take the time to evaluate the success of your first 100 days since election. Identify areas of success and areas for improvement and use this information to guide your future work as the Program Quality Director for the year ahead.
12. Celebrate successes and recognize team members - Take the time to celebrate successes and recognize team members for their hard work and contributions to the district mission. Keep reinforcing vision with the team to ensure each team member is clear where to focus energy.

Courtesy of Team Frank for International Director
Your Nominated Candidate from Region 11
Your Voice on the Board