

Your Guide to Hosting a Successful Club Quality Initiative Workshop



FACILITATOR'S GUIDE

PREPARING FOR THE WORKSHOP

GOAL

The overall goal of this workshop is to facilitate an open discussion with club members to identify areas of improvement and define a plan of action.

ROLE OF THE FACILITATOR

The facilitator is responsible for providing the structure of the workshop or meeting, keeping participants on track and using the allotted time effectively.

PARTICIPANTS

The program's goal is to collect input from every member in the club. Participants should be separated into small groups of 5 - 7. If they are unable to divide into smaller groups certain adjustments will be needed which are outlined further in this guide.

TIME

This workshop, including one 15-minute break, should be completed in less than four (4) hours. The course may be expanded or shortened to meet the desired time allotted.

EQUIPMENT AND MATERIALS

When introducing the Club Quality Initiative in two meetings the First meeting would contain passing out the workbook and explain what each member is to do. The Second meeting, the facilitator should reference the meeting preparation, equipment and materials checklist below:

Meeting Preparation

1. Request Copies of the [Club Quality Initiative](#) Workbook from the District & Club Administration Division (email: clubqualityinitiatives@lionsclubs.org)
2. A PowerPoint Presentation is available on the LCI website or by contacting the District and Club Administration Division via email clubqualityinitiatives@lionsclubs.org to help the facilitator present the material.
3. Each member should bring their completed assessment to the meeting. Have extra copies for those that are attending and did not receive at previous meeting or who have not completed prior to the initiative session.

Task	Complete (✓)	Notes
Materials of your choosing to supplement the information that is included in the CQI Booklet.		
Pad of Paper at Each Table		
Flipchart and Markers (If no digital media is available – optional)		
A laptop and Projector for PowerPoint Presentation (optional)		
Podium and microphone		
Breakout <ul style="list-style-type: none">➤ Rounds➤ Microphones➤ Material Table		

SUGGESTED AGENDA (Reviewed in Half Day Workshop)

Save time and host the seminar in a shorter timeframe by asking attendees to complete the assessments prior to the seminar.

Pass out the booklets to each participant and review.

TIME (minutes)	SECTION	ACTIVITIES
25 minutes	Step One: Introduction, Understanding the Process of Change and Overview	Program Overview and Expectations, Review Concept of LCI Forward. Note the Workbooks will be collected at the end of the workshop
94 minutes	(Pre-Assignment) Step Two: Determine the Need for Change Assessment One: Enhance Service Impact Assessment Two: Reshape Public Opinion and Improve Visibility Assessment Three: Pursue Club Organizational Excellence Assessment Four: Improve Member value and Reach New Markets Break (Optional)	Provide Overview of Assessments Activity: Complete Assessment Individually and Discuss Results with Group Activity: Complete Assessment Individually and Discuss Results with Group Activity: Complete Assessment Individually and Discuss Results with Group Activity: Complete Assessment Individually and Discuss Results with Group
50 minutes	Step Three: Set Goals	Provide Overview of SMART Goals Activity: Establish SMART Goals individually
50 minutes	Step Four: Develop Plans	Activity: Groups Determine Priorities, Draft and Present a Plan
15 minutes	Step Five: Implement and Sustain Change	Provide Overview for Sustaining Change
10 minutes	Step Six: Closing	Summarize Club Quality Process and Encourage Scheduled Progress Reports Collect Completed Workbooks
Total Time: 244 minutes		

INTRODUCTIONS

Pre-assignment Section – First Meeting to discuss what will be done

TIME (minutes)	SLIDE	GUIDEBOOK PAGE	CONTENT
2 minutes	Slide 1		1. Greet each participant during your opening comments. Introduce any special observers. Make announcements about meals, breaks, etc.
8 minutes			2. Ask each Lion to provide their name and their title. Make sure that every Lion is welcomed and encouraged to participate.
1 minute			3. Explain that the purpose of the workshop is to review various aspects of the club to find areas that should be applauded and areas that could be improved.
1 minute			4. Tell them the purpose of the assignments. Designed to help us focus on assessments. Write down ideas, discussions to help improve the club.
2 minutes			5. Distribute workbooks and explain that most of the workshop will focus on the workbook. Which were designed to facilitate discussion. Explain that all ideas discussed will be placed on a discussion board to be viewed by the club officers (optional: give workbooks to club officers for review).
2 minutes	Slide 2	Page 5	6. Introduce the Club Quality Initiative and begin the presentation. <u>Review the Five Steps</u> Step One: Understand the process of change and LCI Forward Step Two: Determine the need for change using critical assessments Step Three: Set Goals Step Four: Develop Plans Step Five: Implement and Sustain Change <i>Note that change is a continual process that should take place all the time.</i>

STEP ONE: UNDERSTANDING THE PROCESS OF CHANGE

TIME (minutes)	SLIDE	GUIDEBOOK PAGE	CONTENT
6 minutes	Slide 3	Page 6	<p>1. Introduce the idea of LCI Forward. Mention that the program is based on LCI’s strategic plan and that every club, district and multiple district can improve by focusing on the four areas of LCI Forward.</p> <p>Quadrant One: Enhance Service Impact and Focus – note everything we do should start with the goal to serve more people every year.</p> <p>Quadrant Two: Reshape Public Opinion and Improve Visibility – mention the importance for both internal and external communication to encourage not only members but also the community to become aware and involved in the club’s projects.</p> <p>Quadrant Three: Pursue Club, District and Organizational Excellence – mention the importance of club operations as it relates to member engagement, transparency and effective meetings and project management.</p> <p>Quadrant Four: Improve Member Value and Reach New Markets – mention how every club needs to make sure that members find value in their membership and that the club should always look for new members in new ways.</p>
3 minutes	Slide 4	Page 7	

STEP TWO: DETERMINE THE NEED FOR CHANGE

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
4 minutes	Slide 5		<ul style="list-style-type: none"> • Explain how the assessments, which follow the same format as LCI Forward, help to identify areas that can be improved
3 minutes	Slide 6		<ul style="list-style-type: none"> • Direct your Lions to form small groups to complete or review the assessments.
15 minutes	Slide 7	Page 8 & 9	<ul style="list-style-type: none"> • Assessment 1 – Mention its focused on <i>Enhance Service Impact and Focus</i>. Discuss the assessment (and their findings) with the group.
2 minutes	Slide 8		<ul style="list-style-type: none"> • Discoveries for understanding by asking participants if the questions and the format provided useful discussion ideas.
1 minute	Slide 9	Page 10	<ul style="list-style-type: none"> • Resources – Mention the tools available
15 minutes	Slide 10	Page 11 & 12	<ul style="list-style-type: none"> • Assessment 2 – Mention that its focused on <i>Reshaping Public Opinion and Improving Visibility</i>. Discuss the assessment (and their findings) with the group.
2 minutes	Slide 11		<ul style="list-style-type: none"> • Discoveries for understanding by asking participants if the questions and the format provided useful discussion and ideas.
1 minute	Slide 12	Page 12	<ul style="list-style-type: none"> • Resources – Mention the tools available
15 minutes	Slide 13	Page 13 & 14	<ul style="list-style-type: none"> • Assessment 3 – Mention its focused on <i>Pursuing Club Organizational Excellence</i>. Discuss the assessment (and their findings) with the group.
2 minutes	Slide 14		<ul style="list-style-type: none"> • Discoveries for understanding by asking participants if the questions and the format provided useful discussion and ideas.
1 minute	Slide 15	Page 14	<ul style="list-style-type: none"> • Resources – Mention the tools available
15 minutes	Slide 16	Page 15 & 16	<ul style="list-style-type: none"> • Assessment 4 – Mention it is focused on <i>Improving Member Value and Reaching New Markets</i>. Discuss the assessment (and their findings) with the group.
2 minutes	Slide 17		<ul style="list-style-type: none"> • Discoveries for understanding by asking participants if the questions and the format provided useful discussion and ideas.
1 minute	Slide 18	Page 16	<ul style="list-style-type: none"> • Resources – Mention the tools available
15 minutes	Slide 19		<ul style="list-style-type: none"> • Break

STEP THREE: SET GOALS

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
5 minutes	Slide 20 & 21	Page 17 & 18	Introduce the concept of SMART Goals that are Specific, Measurable, Actionable, Realistic and Time bound. Provide a few examples
30 minutes	Slide 22		Ask each participant to develop three SMART Goals for each assessment. Then ask each group to discuss the goals and develop three SMART Goals for each assessment. Check occasionally to make sure each assessment is discussed effectively.
15 minutes	Slide 22		Ask each group to report their goals. If time allows let each group discuss their three. If not, discuss one per group.

STEP FOUR: DEVELOP PLANS

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
20 minutes	Slide 23 & 24	Page 19 - 21	Introduce the group to the Planning Process Worksheet (page 20) and the Action Plan Worksheet (page 21) of the workbook. Ask the teams to complete and discuss both forms for each goal.
30 minutes	Slide 25		Ask each group to report their goals. If time allows let each group discuss their three. If not, discuss one per group.

STEP FIVE: IMPLEMENT AND SUSTAIN CHANGE

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
10 minutes	Slide 26 & 27	Page 22	Who will take the lead to implement the action plans to meet the goals
5 minutes	Slide 28 & 29		Mention that there are tools found on LCI website (www.lionsclubs.org) to support their efforts. Refer to the workbook for more information.

STEP SIX: CLOSING			
TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
5 minutes	Slide 30		<p>Ask volunteers to state the most important thing they discovered during the workshop and how they will apply it to real life. Close with a brief “pulling together” (not review) of the most important workshop conclusions.</p>
5 minutes			<p>Thank participants for their contribution.</p> <p>Collect discussion boards so that the ideas, new member leads and potential media contacts can be shared.</p>



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