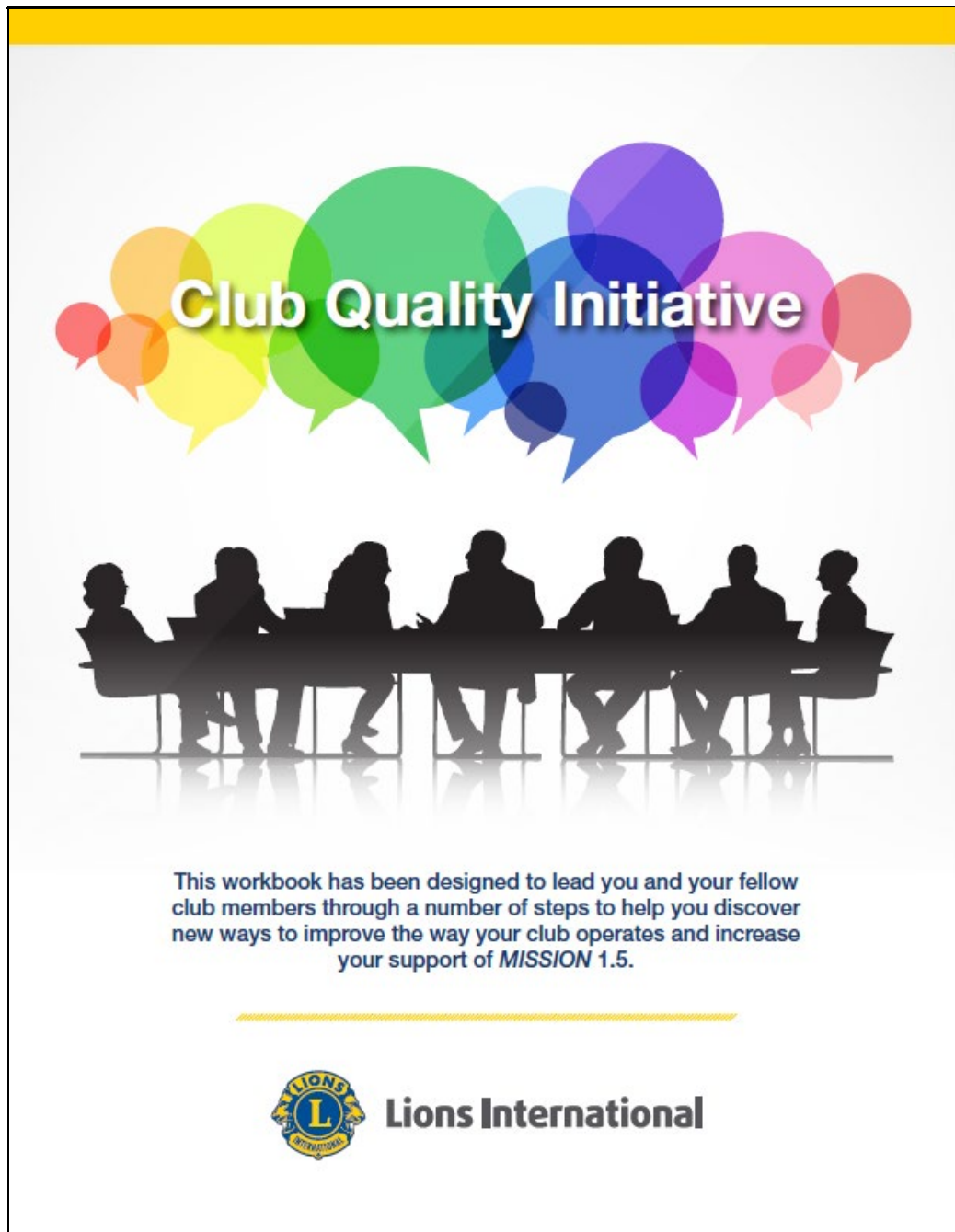


Your Guide to Hosting a Successful Club Quality Initiative Workshop



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.

Meeting Preparation

1. Request copies of the [Club Quality Initiative](#) Workbook from the District & Club Administration Division (email: clubqualityinitatives@lionsclubs.org)
2. A PowerPoint Presentation is available on the Lions International website or by contacting the District and Club Administration Division via email clubqualityintitiatives@lionsclubs.org to help the facilitator present the material.
3. If participants were asked to complete their workbook before the meeting, remind them to bring it with them (consider emailing them a link). Have extra copies for those who are attending and forgot to bring them along.

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		
Room Set Up <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.

TIME (minutes)	SECTION	ACTIVITIES
25 minutes	Step One: Introduction, Understanding the Process of Change and Overview	Program Overview and reviewing the Four areas. Note the Workbooks will be collected at the end of the workshop
94 minutes	(Pre-Assignment) Step Two: Determine the Need for Change Using Critical Assessments Assessment One: Rejuvenate your club with new members Assessment Two: Revitalize your club with new service opportunities Assessment Three: Excel in leadership development and club operations Assessment Four: Share your club's achievements with your community 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: Determine the Need for Change – 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
12 minutes	Step Six: Closing	Summarize Club Quality Process and Encourage Scheduled Progress Reports Collect Completed Workbooks
Total Time: 246 minutes		

INTRODUCTIONS			
TIME (minutes)	SLIDE	GUIDEBOOK PAGE	CONTENT
2 minutes	Slide 2		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 (<i>if have not completed as a pre-assignment</i>) 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			6. Introduce the Club Quality Initiative and begin the presentation. <u>Review the Five Steps</u> Step One: Understanding the Process Step Two: Determine the Need for Change Using Critical Assessments Step Three: Determine the Need for Change 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			
TIME (minutes)	SLIDE	GUIDEBOOK PAGE	CONTENT
6 minutes	Slide 3	Page 1	<p>Introduce the four sections of <i>Grow Membership within the Club</i>. Discuss how change is critical for each club. By understanding our current operations, identifying areas that may be improved and taking measured steps to accomplish our goals, every club can be even better!</p> <p>One: <i>Rejuvenate your club with new members</i></p> <ul style="list-style-type: none"> • What opportunities exist to expand membership? • What is your membership recruitment plan? • Does the club conduct meaningful inductions and provide effective orientation? • Are members encouraged to sponsor new members? Are they recognized? <p>Two: <i>Revitalize your club with new service opportunities</i></p> <ul style="list-style-type: none"> • Are the club's service projects relevant to current community needs? • Are members enthusiastic and actively involved in service projects? • Is club leadership receptive to members' ideas for new service ideas? • Does the club have a "signature project?" <p>Three: <i>Excel in leadership development and club operations</i></p> <p>All club officers</p> <ul style="list-style-type: none"> • Do club officers participate in training for their positions? • Do officers and members attend zone or region meetings? • Are meetings and events effectively planned and managed? <p>All club members</p> <ul style="list-style-type: none"> • Are members encouraged to take leadership positions? • Do members regularly attend and participate in club functions? • Does the club operate according to the Lions International Code of Ethics? • Are members invited to share their ideas, so they know their input is valued? <p>Four: <i>Share your club's achievements with your community</i></p> <ul style="list-style-type: none"> • Is the club active on social media? • Does your club have an e-Clubhouse or website? • Are club members informed about club issues and events? • How are you keeping the public informed of your events? <p>Check for understanding by seeking agreement to the areas of focus. Clarify areas of focus as needed.</p>
3 minutes	Slide 3		

STEP TWO: DETERMINE THE NEED FOR CHANGE USING CRITICAL ASSESSMENTS

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
4 minutes	Slide 4		Explain how the assessments were designed to help identify areas that can be improved
3 minutes			Direct your Lions to form small groups to complete or review the assessments.
15 minutes	Slide 5	Page 2	Assessment 1 – <i>Rejuvenate your club with new members.</i> Discuss the assessment (and their findings) with the group.
2 minutes	Slide 6	Page 3	Club Member Evaluation: understanding by asking participants if the questions and the format provided are useful discussion ideas.
1 minute	Slide 7	Page 3	Resources – Mention the tools available
15 minutes	Slide 8	Page 4	Assessment 2 – <i>Revitalize your club with new service opportunities.</i> Discuss the assessment (and their findings) with the group.
2 minutes	Slide 9	Page 5	Club Service Evaluation: understanding by asking participants if the questions and the format provided are useful discussion ideas.
1 minute	Slide 10	Page 5	Resources – Mention the tools available
15 minutes	Slide 11	Page 6	Assessment 3 – <i>Excel in leadership development and club operations.</i> Discuss the assessment (and their findings) with the group.
2 minutes	Slide 12	Pages 6 & 7	Club Leadership Evaluation: understanding by asking participants if the questions and the format provided are useful discussion ideas.
1 minute	Slide 13	Page 7	Resources – Mention the tools available
15 minutes	Slide 14	Pages 8 & 9	Assessment 4 – <i>Share your club's achievements with your community.</i> Discuss the assessment (and their findings) with the group.
2 minutes	Slide 15	Pages 8 & 9	Club Marketing Evaluation: understanding by asking participants if the questions and the format provided are useful discussion ideas.
1 minute	Slide 16	Page 9	Resources – Mention the tools available
15 minutes	Slide 17		Break

STEP THREE: DETERMINE THE NEED FOR CHANGE

TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
5 minutes	Slide 18	Page 10	Introduce the concept of SMART Goals that are Specific, Measurable, Actionable, Realistic and Time bound. Provide a few examples
30 minutes	Slide 19		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 20		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	Slides 21 & 22	Pages 12	Introduce the group to the Planning Process Worksheet (page 13) and the Action Plan Worksheet (page 14) of the workbook. Ask the teams to complete and discuss both forms for each goal.
30 minutes	Slide 23		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	Slides 24 & 25		Who will take the lead to implement the action plans to meet the goals.
5 minutes	Slide 26		Mention that there are tools found on Lions International website (www.lionsclubs.org) to support their efforts. Refer to the workbook for more information.

CLOSING			
TIME (minutes)	SLIDES	GUIDEBOOK PAGE	CONTENT
5 minutes	Slide 27		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.
2 minutes	Slide 28		Discuss how by taking steps to improve the club you are paving a road to success for the club. Encourage the club to review the Club Excellence Award application and apply.
5 minutes	Slide 29		<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>



Lions International

District and Club Administration

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