

# Lexmark New Member Onboarding

The purpose of this document is to assure that each new member at Lexmark Toastmasters feels appreciated and that we have a plan to launch his/her success. There are several moving parts. It is described below from the new member's point of view.



A club vote to accept the new member is the only portion that is **required by Toastmasters**. Everything else is elective. It is our way of supporting the Toastmasters promise and vision.

## Checklist

At Lexmark Toastmasters, any officer may accept a new member application. All officers have access to Club Central for submitting new members. We work as a team and cover for each other, however, the club generally prefers to divide workload as follows. When a new member application is received:

- 1) **Treasurer** accepts payment from new member, enters new member at Club Central and submits payment to TI electronically, using the club debit card, within 24 hours. Treasurer alerts VPM via email and cc's VPE and President with new member's information.
- 2) **VPM** enters new member into club website membership-management module. (within 24 hours) A New Member Welcome **Email** is automatically generated after new member is opted in.
- 3) **VPE** immediately begins soliciting for a mentor. Mentor and new member are matched in the club website, which automatically generates an **email** alerting mentor and protégé to the match. VPE and VPM assure a New Member Induction is added to the next regular club meeting, or as soon as practical.
- 4) **Mentor** contacts new member, preferably before the next meeting and solicits a personal Meetup#1. (See Mentoring Program Folder on club website for more information regarding Meetup#1) Mentor completes Meetup#1 as soon as practical; preferably within 2 weeks.
- 5) **President, VPM or** presiding officer conducts a New Member Induction at the next club meeting.
- 6) **VPPR** takes photos for club PR (with new member's permission).
- 7) **Mentor** is now the primary contact with/for the new member unless either needs assistance.
- 8) **4-meeting follow-up:** VPE or VPM follows up with new member for an informal, "How's it going? Need anything? Which Path did you choose? Planning on Icebreaker soon? Do you like your mentor?" This should be done after four regular club meetings.
- 9) **VPE and/or VPM** *Immediately* follow-up on any requests the member may share during the follow-up. Timely follow-up assures happy members. If assistance is needed from other officers, (you are too busy) don't hesitate to ask for help. If there are no issues or requests then continue to occasionally follow-up with mentor until the Icebreaker is completed.
- 10) Consider that if the **Icebreaker is not completed** with 90 days of joining, another follow-up by the **VPM, VPE or President** may be warranted. Although everyone is unique, at Lexmark Toastmasters, we hope to help new members complete an Icebreaker with 90 days. However, if more time is needed neither the mentor nor the new member should feel pressured. We are a self-paced program.

## New Member Welcome Email

This content is stored in the Lexmark Toastmasters club website as the "Welcome Email." It is automatically sent after the member is opted in. The VPM and VPE should review this email content each **July** to assure it is still up-to-date.

Welcome aboard! We're very glad to have you as a member. You're gonna love this!

To get started, there are two websites you'll want to register at:

1. [www.toastmasters.org](http://www.toastmasters.org) is where the education program is. This is where you choose your "path." I invite you log on and do that right away. We are here to help if you have any questions.
2. <https://Lexmark.toastmastersclubs.org> is the club's website. Here you'll find a member directory to help you contact other club members and your mentor. This is where you'll have access to the Agenda and to volunteer for meeting roles and speeches. You'll also find helpful information on how to fill meeting roles in the "Downloads" link on the left menu.

An experienced club member has been assigned as a mentor for you! You are under no obligation to participate in mentoring but many new members like to. Your mentor should be reaching out to you in the next 2 to 3 days.

Our club meets the 1<sup>st</sup>, 3<sup>rd</sup> and 5<sup>th</sup> Tuesday. Doors open at 11:15AM. It gives us a few minutes to answer questions and socialize before we start. The meeting always starts promptly at 11:45AM (EST). Find our online meeting link on the website homepage.

Please let us know how we can serve you!

{{VPE }} and {{VPM}}

{{clubname}}

## MENTOR

After receiving the match-up email, the mentor should reach out to protégé as soon as practical to begin a relationship. Find suggested mentoring forms as well as checklists for *Meetup#1*, *Preparing Your Protégé for a Meeting Role* and *Preparing Your Protégé for a Speech* on the club's website, Member Downloads, Mentoring folder.

## VOTING AND INDUCTION CEREMONY

According to the Toastmasters Club Leadership Handbook and the Club Constitution, every member ***must be voted into the club***. The Induction Ceremony should be efficient and not take more than 5 minutes. Keep it moving! One ceremony may be used to induct a single new member or a group.

**Resource** - Club Constitution is available on Club Central.

**Resource** - Club Leadership Handbook: <https://www.toastmasters.org/~media/E51A693193F749AE91FD79F6DB839534.ashx>

**Resource:** The *New Member Induction Script* is on the club's website. Also, a large-print, laminated copy of the script is in the "Club Box" kept in the back credenza with other club supplies.