



District 82

Communication Policy

Objective & Purpose

This document is being prepared on the direction of the District Leadership for the term of 2020-2021 to streamline and define the protocol for communication across the District.

The purpose of this document is to ensure proper channels of communication are followed when corresponding with members, clubs, areas, divisions, and the district. And to encourage accountability and empower the leaders at the various levels of the organization.

Disclaimer

This document is only meant to be used as a guide and the reader is expected to use his or her good sense and judgement in applying the terms of this document to a given situation or circumstance. This document does not negate any responsibility on the part of the sender or receiver on the content, intent or ramification of the correspondence and does not transfer any responsibility to the District or Toastmasters International with regards to the nature and matter of the communication.

Versioning

Version No.	Description	Prepared By	Approved By
1.00	Creation	Mafaz Ifharm PRM - D82 2020-2021	Noorul Munawwara District Director – D82 2020-2021

Toastmasters International Mission

We empower individuals to become more effective communicators and leaders.

District Mission

We build new clubs and support all clubs in achieving excellence.

Club Mission

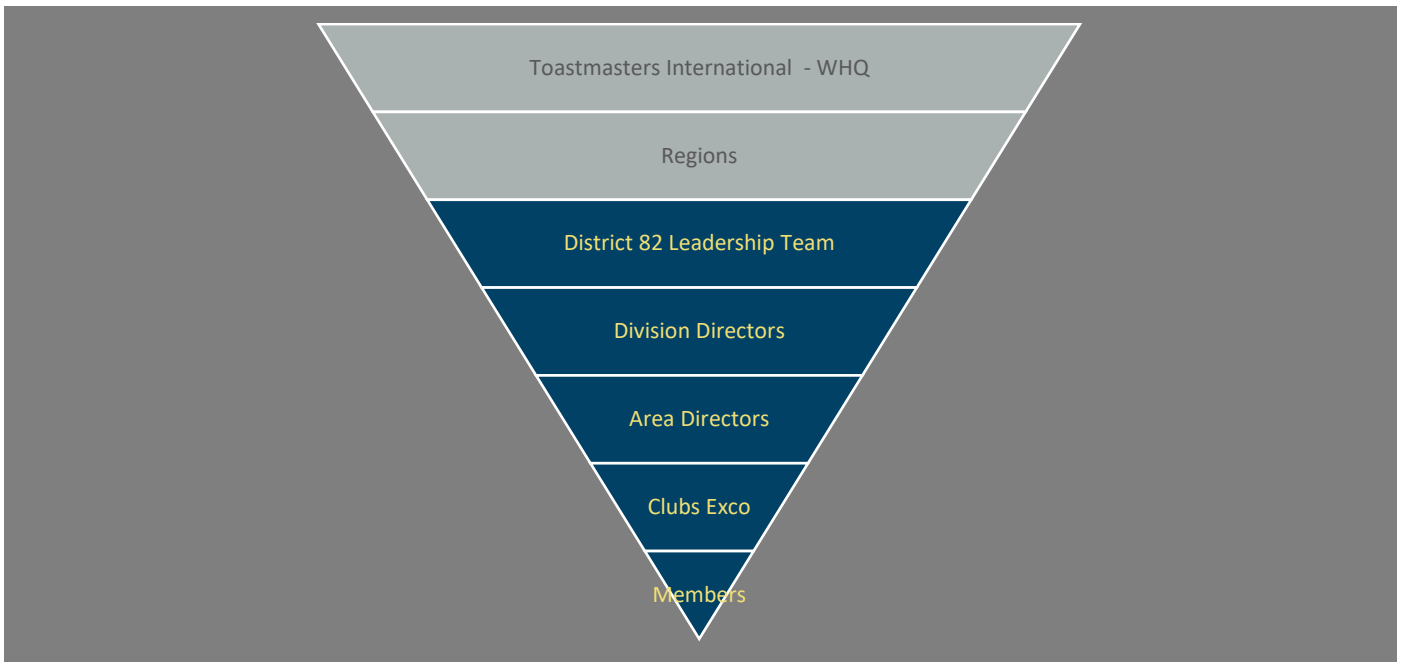
We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

Toastmasters International Core Values

- Integrity
- Respect
- Service
- Excellence

Communication Hierarchy

Toastmasters International subscribes to the reverse-triangle hierarchical structure and the philosophy of servant leadership. The intention being to encourage every layer of the hierarchy to focus on serving the best interest of the layer below with an ultimate knock-on effect offering a superior experience for the member.



Tone and Intention behind communications

As a volunteer-driven organization, it is important that all communication be structured towards personal growth and development of the members at every level of the hierarchy.

Chain of Communication

It is recommended that communications should flow between directly adjacent layers only. This ensures that the leaders at each layer are kept aware of the communications and can adapt the information being shared to their overall plans for their respective sphere of responsibility.

While the merits of a flatter communication structure do have several significant benefits towards goal achievement and can result in faster problem solving, it may undermine the greater mission of the Toastmasters movement to create competent, capable and considerate leaders.

Email and Instant Messaging Groups

When using email groups or instant messaging groups (on WhatsApp or other platforms), it is best to only include the peers of the same layer and the leader of the next layer. This ensures that any communications flow through the leaders down to their execution teams.

Exceptions & Special Circumstances

It is reasonable to assume that from time to time special groups will need to be made and protocol bypassed to communicate time-critical information. And it is not practical to define an exhaustive list of these exceptions and circumstances.

The following outline certain high-level recommendations for possible exceptions and circumstances:

Scenario	Recommended Practice
Where a communication needs to be sent to the entire District, all club officers, all area directors	<ul style="list-style-type: none">• The message be posted on social media first• All leaders at the various layers of the hierarchy, be informed of the upcoming communication• With approval of the District Director OR PQD and CGD, the communication be shared to the relevant party
Where a sub-committee needs to be created across layers	<ul style="list-style-type: none">• The sub-team will comprise of only individuals nominated by the respective team leader (i.e. division, area or club officers)
Where a sub-committee needs to be created for a particular event	<ul style="list-style-type: none">• Members of the team will be appointed by the event chair and will be invited to the group