



Lions Clubs International



Club Excellence Process Pro Participant Workbook



CEP Pro Participant Workbook

Table of Contents



Program Overview

Step 1: Why are we here?

PowerPoint slides

Step 2: What makes an excellent club?

PowerPoint slides

Step 3: How can we determine our needs?

PowerPoint slides

Step 4: What can we do next?

PowerPoint Slides

Participant Resources

Group Activities (steps 1-4)

Community Needs Assessment (step 1)

How Are Your Ratings? survey (step 2)

Resource List (step 3)

Sample Action Plan (step 4)

Participant Evaluation of Workshop



Dear CEP Workshop Participant,

Lions Clubs International is pleased that your club will be participating in the Club Excellence Process (CEP). CEP is about your club—how it serves, communicates, grows, maintains members and develops leaders. CEP is one of the fastest growing and most impactful initiatives LCI has undertaken.

This guide has been created to support you with each of these tasks. It provides you with an introduction to CEP, an overview of the four workshop steps, and all the material needed for each step. At the conclusion of the workshop, complete the workshop evaluation form included in your workbook. You should provide the evaluation to your facilitator.

It is important to remember that CEP is a *process*. It does not end at the conclusion of the workshop. *You should work on the goals set in the CEP Workshop long after the workshop concludes with the help of your fellow club members, your CEP facilitator and possibly your district GMT and GLT coordinators.*

For example, if your club achieves the goals it will establish in CEP, you'll need to set new ones. If you discover unmet community needs through the *Community Needs Assessment*, you'll want to conduct it again periodically to ensure that you continue to meet its needs. If you think CEP helped increase membership satisfaction, conduct the *How Are Your Ratings?* survey again to help determine which areas were improved. You can even conduct CEP in your club every year to make sure your club stays on the road to excellence.

If you have any questions, please let us know.

Sincerely,

Membership and New Club Development Department
CEP@lionsclubs.org

THE CLUB EXCELLENCE PROCESS

Program Overview



The Club Excellence Process is a workshop program dedicated to enhancing member experience and better serving the community. A CEP workshop can be conducted in one of two formats: CEP Lite or CEP Pro. CEP Pro is a facilitator-guided workshop, and CEP Lite is a self-guided workshop in which a club member acts as the coordinator.

In either format, a participating club will examine its community's needs, analyze its membership experience, identify club and LCI resources, and develop action plans for moving forward. The information contained in this overview applies to both the CEP Pro and CEP Lite format.

The Club Excellence Process is a four-step process that can be delivered in one to four sessions. Each workshop session can be held at a club meeting, retreat or other gathering. CEP participants will complete several activities in a participant workbook that is downloadable from the LCI website or orderable from LCI. As part of CEP, clubs will need to complete the *Community Needs Assessment* and the *How Are Your Ratings?* survey. Participants may be asked by their coordinator or facilitator to complete these assignments before, during, or after a scheduled workshop step.

Here is a quick look at what clubs will accomplish during a CEP Workshop:


<p>Step 1: Why Are We Here? (45-60 minutes)</p>	<ul style="list-style-type: none"> ✓ Recognize what your Lions have accomplished ✓ Discuss what your club could accomplish in the future ✓ Identify unmet needs in the community ✓ Plan to conduct a <i>Community Needs Assessment</i>
<p>Step 2: What Makes an Excellent Club? (75-90 minutes)</p>	<ul style="list-style-type: none"> ✓ Complete the <i>How Are Your Ratings?</i> survey ✓ Determine the characteristics of an excellent club ✓ Identify obstacles to achieving club excellence ✓ Analyze ways to improve club effectiveness
<p>Step 3: How Can We Determine Our Needs? (45-60 minutes)</p>	<ul style="list-style-type: none"> ✓ Review the <i>Community Needs Assessment</i> ✓ Review the <i>How Are Your Ratings?</i> survey results ✓ Identify club and LCI resources for achieving excellence
<p>Step 4: What Can We Do Next? (45-60 minutes)</p>	<ul style="list-style-type: none"> ✓ Set goals for the future ✓ Create action plans to achieve your goals

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Welcome to the Club Excellence Process!



STEP ONE

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Program Overview

Step 1: Why Are We Here? (45-60 minutes)	<ul style="list-style-type: none"> Recognize what your Lions have accomplished Discuss what your club can accomplish in the future Identify unmet needs in the community Plan to conduct a <i>Community Needs Assessment</i>
Step 2: What Makes an Excellent Club? (75-90 minutes)	<ul style="list-style-type: none"> Complete the <i>How are your Ratings?</i> survey Determine the characteristics of an excellent club Identify obstacles to achieving club excellence Analyze ways to improve club effectiveness
Step 3: How Can We Determine Our Needs? (45-60 minutes)	<ul style="list-style-type: none"> Review the <i>Community Needs Assessment</i> results Review the <i>How Are Your Ratings?</i> survey results Identify club and LCI resources for achieving excellence
Step 4: What Can We Do Next? (45-60 minutes)	<ul style="list-style-type: none"> Set goals for the future Create action plans to achieve your goals

LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 2

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Why Are We Here?

Step 1

Objectives of Step 1

- Establish why we are here
- Talk about what Lions can accomplish
- Discuss the needs of your community
- Discuss how to meet those needs



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CLUB EXCELLENCE PROCESS 4



Why Are We Here?

because we **serve**





because we **have fun**



because we **give 100%**



because we **open eyes**





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Why Are We Here?

Community needs are still great

Have you noticed,

- A decline in service?
- A decline in membership growth?
- Unmet needs in the community?

LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 12



Community Needs

Group Activity

List 3 community needs.




Community Needs Example

- What community needs are not being addressed?



What tools can your club use to identify community needs?



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Community Needs Assessment

- Assesses programs and services Lions provide to the community.
 - We will review your results in Step 3



LIONS CLUBS COMMUNITY NEEDS ASSESSMENT
Because Lions help where help is needed.

Objectives: your club should assess the community and determine the needs for your club's programs. Through a simple assessment, you will be able to:

- Measure of current services
- Determine the community's needs
- Identify the club's strengths and weaknesses
- Determine the club's impact on the community
- Determine the club's role in the community

Step One: Develop a Questionnaire and Data Table
Develop a questionnaire that will assess the community's needs. The questionnaire should be simple and easy to understand. It should be able to be completed by anyone in the community. The questionnaire should be distributed to the community and the results should be collected and analyzed.

Step Two: Analyze the Data
Analyze the data that you have collected. Look for trends and patterns. Determine the community's needs and the club's strengths and weaknesses. This will help you determine the club's role in the community and the services that you should provide.

Step Three: Report a Community Needs Assessment to the Club
Report the results of your assessment to the club. This will help the club determine the services that it should provide to the community. The report should be presented to the club members and the club should discuss the results and determine the club's role in the community.

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STEP ONE

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What If...

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What If ...

your club had 10 members join this year, could you:

- meet additional needs?
- raise more money?
- help more people?



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 42

What If ...

members were 100% satisfied with their club?

Would they:

- invite their friends to join?
- participate more often on projects and in meetings?

This Completes Step 1

In Step 2, we will be discussing the five characteristics of excellent clubs.

Any Questions?

What Makes an Excellent Club?

Step 2

Objectives of Step 2

- Complete the *How Are Your Ratings?* survey
- Determine the characteristics of an excellent club
- Talk about the obstacles that prevent us from achieving excellence
- Discuss how to improve club effectiveness

Member Satisfaction Survey Results

- *"I would have liked to have been involved in more worthwhile projects."* CB1
- *"Our club lacked communication. Every Lion should be informed of all club activities."*
- *"Our club had gotten quite small and had difficulty recruiting new members, so we chose to disband."*
- *"Members in my club did not allow other members to become office holders."*
- *"I overheard that I was to be inducted in a ceremony. I was never personally asked or informed."*

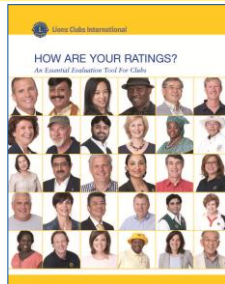


How Are Your Ratings?

How Are Your Ratings?

Identifies club strengths and weaknesses

Complete the *How Are Your Ratings?* survey.





Characteristics of Excellence

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Characteristics of Excellence

1. Service-minded
2. Good communication
3. Strong membership growth
4. Retention of members
5. Effective leadership and club operations



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 19

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Service-Minded

What do you think service-minded means?

Why is it important to be service-minded?



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 20

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Good Communication

What does it mean to have good communication?



Why is it important to have good communication?

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STEP TWO

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Strong Membership-Growth Program



What does it mean to have a strong membership-growth program?

Why is it important to have a strong membership-growth program?

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Retention of Members

Why is it important to retain current members?

Why do members want to be retained?



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 23

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Effective Leadership

What does it mean to have effective leadership?

Why is it important to have leadership development in your club?

Effective Club Operations

What does it mean to have effective club operations?

Why is it important to have effective club operations?

LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 24

STEP TWO

Group Activity



Make a list of obstacles preventing excellence.



What prevents us from:

- Providing good service?
- Having good communication?
- Having a strong membership program?
- Keeping members?
- Having effective club operations?

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Do these comments sound like your club?

"We have a very good club and are well thought of in the community."

"It is a great organization. My wife and I are proud to be charter members of our club."

"I love being a Lion. I think it is a great organization that serves the community in so many ways. It is a good opportunity to meet new people."

Satisfaction survey results from new and former Lion club members in Connecticut Area 1

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Or, does your club sound more like this?

"My Lions club experience led me to think this is a good ol' boys club that does not warmly welcome women or minorities."

"I am leaving the Lions club. I do not want to spend all of my time fundraising. We had four different fundraisers going at one time."

"The local Lions club has a lot of talkers, but no doers. They meet once a week to eat supper and talk about the weather."

Satisfaction survey results from new and former Lion club members in Connecticut Area 1

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Communication

<p>Internal communication</p> <ul style="list-style-type: none"> • Maintain club website • Publish a club newsletter • Provide a membership directory • Present member recognition and awards 	<p>External communication</p> <ul style="list-style-type: none"> • Post flyers on community bulletin boards • Place ads in places of worship's bulletins • Advertise and promote your club in local media
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LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 31

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Membership Growth

- Invite new members to join
- Establish a club membership committee
- Complete a membership report at every meeting
- Establish an orientation schedule
- Host an annual membership drive
- Promote membership retention – care for those who serve as much as those we serve

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Club Development/Retention of Members

- Induct, inform, involve and mentor new members
- Have a strong and active club administration
- Pay dues and club accounts in a timely manner
- File reports in a timely manner
- Hold regular, well-planned club meetings
- Have regular board of directors meetings and report actions to club members

LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 33

STEP TWO

Leadership Training & Club Operations

- Fill all offices with qualified Lions
- Elect a chairperson for each committee
- Rotate leaders each year
- Have club leaders attend district leadership training, conventions and forums
- Encourage club presidents to obtain the President's Excellence Award

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Group Activity

Divide into groups. Each group will be assigned one or more characteristic of excellence:

1. Service projects
2. Communication
3. Membership growth
4. Leadership training
5. Club development

List resources that can enhance your assigned characteristic.



This Completes Step 2

In Step 3, we will be discussing the results of the *Community Needs Assessment*, the *How Are Your Ratings?* survey and looking at resources.

Any Questions?

STEP TWO

How Can We Determine Our Needs?

Step 3

Objectives of Step 3

- Review the *Community Needs Assessment*
- Review the *How Are Your Ratings?* results
- Learn about resources to enhance your efforts



Characteristics of Excellence Review

1. Service-minded
2. Good communication
3. Strong membership growth
4. Retention of members
5. Effective leadership and club operations





Review Survey Results

Community Needs Assessment Review

What needs can we meet immediately?

- How many questionnaires were received?
- Were any Lions projects mentioned as successful?
- What unmet needs were identified by the community?
- How can we better meet needs?

How Are Your Ratings? Review

- What club strengths did the survey reveal?
- What areas of improvement did the survey reveal?
- What actions should you take to improve your club?



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Resources

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Service Resources

- *Community Needs Assessment*
- Adopted Service Program
- Lions Learning Center Course, *Providing Community Service*
- *Making it Happen: Guide to Project Development*



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Communication Resources

- External communication
 - Press release templates
 - Public service announcements
 - Print ads
 - Public relations online course
- Internal communication resources
 - e-Clubhouse
 - Email



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Membership Growth Resources

- *Club Membership Chairperson's Guide*
- *Just Ask! Guide*
- Family Membership Program
- Student Membership Program
- Leo to Lion Program
- Young Adult Program



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 10

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Club Development Resources

<ul style="list-style-type: none"> • <i>How Are Your Ratings? survey</i> • Lions Induction Program • Lions Orientation Program • Lions Mentoring Program • Officer Installation Program 	<ul style="list-style-type: none"> • MyLCI Web page • Club Officer's Manual • Lions Learning Center • Membership Satisfaction Guide
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LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 11

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Leadership & Club Operations Resources

- Leadership Resource Center
 - Lions Learning Center
 - Presentations
 - Lions Leadership Institutes
 - Officer Installation Program
 - MyLCI
 - Club Officer Manual



LIONS CLUBS INTERNATIONAL CLUB EXCELLENCE PROCESS 12

This Completes Step 3

Any Questions?

Objectives of Step 4

- Set goals
- Create action plans
- Discuss how to complete action plans



Excellent Characteristic Review

Can you recall the characteristics of an excellent club?

1. Service-minded
2. Good communication
3. Strong membership growth
4. Club development / Retention of members
5. Effective leadership and club operations





Goal Setting

Effective Goal Statements

- Specific
- Measurable
- Actionable
- Realistic
- Time-bound



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CLUB EXCELLENCE PROCESS 17

Sample Goal Statements

- **Service** - Complete a new service project in June.
- **Communication** - Create and distribute press releases for three club events by May 1 of this year.
- **Membership** - Recruit five new members by April 15 of this year.
- **Leadership** - Train new club officers before they take office.
- **Club development** - Have an agenda at every meeting this year.

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CLUB EXCELLENCE PROCESS 18

Group Activity

Create goal statements for each area of improvement found in the *How Are Your Ratings?* survey.





Action plan

Effective Action Plan

- Be specific
 - Who, what, when, how.
- Sequential actions
- Milestones for celebration



Action Plan Content

- What action will be done?
- Who will be involved or responsible?
- What resources are needed?
- When will it be completed?
- How will we know it's done, or how will we see results?



Program Review

Program Review and Wrap-up

- Why are we here?
- Community needs
- Characteristics of excellence
- Survey and questionnaire review
- Improving effectiveness
- Goal setting
- Action planning

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CLUB EXCELLENCE PROCESS 27

This Completes Step 4

Any Questions?

THE CLUB EXCELLENCE PROCESS

GROUP ACTIVITIES

Step 1 (slide 14)

List three needs you think your community has.

1. _____

2. _____

3. _____

Step 2 (slide 13)

Make a list of obstacles that prevent you from achieving each of the following characteristics:

Providing good service:

Having good communication:

Having a strong membership program:

Keeping members:

Having effective leadership & club operations:

THE CLUB EXCELLENCE PROCESS GROUP ACTIVITIES

Step 2 (slide 23)

Make a list of any resources you think would be helpful to support your assigned element to increase effectiveness:

You may wish to refer to the Resource List in Step 3 of the *CEP Participant Workbook* to help you with this activity.

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Step 3 (slide 5)

What high priority community needs did you find when completing the *Community Needs Assessment*?

Step 3 (slide 6)

Based on your *How Are Your Ratings?* survey completion, what are the areas in which your club could use improvement?



Club Excellence Process Resource List

The following resource list will be useful to clubs participating in the Club Excellence Process. Each section contains a number of resources, descriptions, and tips for finding the resources online at the LCI website, www.lionsclubs.org.

These resources can help you address deficiencies identified through the *How Are Your Ratings?* survey. They will also provide you with valuable tools that can help you accomplish the club goals and implement the action plans you create as part of CEP.

Keep in mind that these valuable resources can assist you and your club well beyond the Club Excellence Process. Revisit the list periodically for new ideas or when your club needs assistance.

Helpful Hints

Here are some best practices to ensure your club is functioning at the highest level:

1. **Work with your club's chairpersons.** Each club should have one chairperson appointed for service-related activities; one chairperson for membership growth/retention; one or two chairpersons for communications (a public relations chair for communication to the non-Lion community and a newsletter editor to communicate with club members); and a club secretary to oversee drops, adds and other reporting duties related to the club.
2. **Review and adopt even more membership development ideas.** Access the publication *30 Marketing Ideas* by typing "MK-97" into the search box located at the top right hand corner of the Lions Clubs International website (www.lionsclubs.org). Read about attracting prospective members through direct marketing, personal contact, and marketing research. Use the *Just Ask! Guide* as a refresher on the recruiting process and for invitation tips (Type "ME-300" into the search box at the top right hand corner of the Lions Clubs International website.)

Make *the Membership Satisfaction Guide* a favorite new publication—it can help your club keep current members happy with the club experience. (Type "ME-301" into the search box at the top right hand corner of the Lions Clubs International website.)

3. **Create a binder for your club.** A binder can be very useful for your club. Members in need of materials can look them up or copy them from the binder rather than going online.

To create a club binder:

- a. Gather all club-specific material (newsletters, meeting minutes, officer contact information, etc.).
- b. Combine club-specific materials with LCI resources. For example, award information, such as the Membership Key Awards flyer (ME-36), or program components, such as the *Family Membership Certification Form*.
- c. Put all materials into clear plastic binder sleeves and create your binder

SERVICE PROJECT MATERIALS

Selection (✓)	Resource	Descriptions	Find resource online (type keywords into the search box of the LCI website)
	Community Needs Assessment (MK-9)	Survey to assess community needs, solutions, and current club service. Conduct every 1 to 3 years.	Keyword = MK9
	Lions Learning Center Course - Providing Community Service	Resources to help with project prioritization. Guide for creating a project outline, plan, and promotional tactics.	Keyword = Lions Learning Center ⇒ Select “Providing Community Service” course.
	Adopted Service Programs of Lions Clubs International (IAD 223)	Covers 7 categories of LCI-adopted service programs: <ul style="list-style-type: none"> • Community service • Diabetes awareness • Environmental services • Hearing and Speech Action & Work with the Deaf • International relations • Opportunities for youth • Sight conservation & work with the blind 	Keyword = IAD-223
	Making It Happen: Guide to Club Project Development (TK-10)	Step-by-step instructions to implement and promote service.	Keyword = TK-10

MEMBERSHIP GROWTH MATERIALS

Selection (✓)	Resource	Description	Find resource online (type keywords into the search box at www.lionsclubs.org)
	Club Membership Chairperson's Guide	Create membership invitation goals. Review the roles and responsibilities of the club membership chair. Discover how the chairperson can help increase club membership and also satisfaction.	Keyword = Club Membership Chairperson's Guide
	NEW--Just Ask!: New Member Recruiting Guide for Clubs (ME-300)	Share the joy of being a Lion. Guide your club through the recruiting process of and effectively manage club growth.	Keyword = Just Ask! OR ME-300
	Family Membership Program	Learn how families can volunteer together as Lions. This Web page is your access to event planning guides, a family membership brochure and more.	Keyword = Family Membership
	Student Member Program	Develop young leaders by inviting student members into the club.	Keyword = Student Member Program
	Leo to Lion Program	Make sure your area's Leos become Lions.	Keyword = Leo to Lion Program
	Young Adult Program	Ever wonder how to relate to a younger generation and invite them into your club? Access this page for a customizable brochure & promotional video for prospective members and recruiting information.	Keyword = Leo to Lion Program

COMMUNICATION MATERIALS

Selection (✓)	Resource	Description	Find resource online (type keywords into the search box at www.lionsclubs.org)
	Lions Learning Center Course: Public Relations	Create an 'elevator speech' to talk to non-Lions about your club. Learn how attract the media to cover your events or members.	Keyword = Lions Learning Center ⇒ Select the "Public Relations" course.
	Public Relations Press Release Templates	Select club event and corresponding press release template to submit to media.	Keyword = Sample News Releases
	Television and Radio Public Service Announcements (PSA)	View video PSAs and share links with local media.	Keyword = PSA
	Print Ads	Downloadable newspaper ads for local media.	Keyword = Ads
	E-clubhouse	A free web site template that your club uses to build its own website	Keyword = e-clubhouse

CLUB DEVELOPMENT MATERIAL

Selection (✓)	Resource	Description	Find resource online <i>(type keywords into the search box at www.lionsclubs.org)</i>
	How Are Your Ratings? survey	<ul style="list-style-type: none"> • <i>Club Questionnaire</i> (ME-15b) helps members rate their club on meetings, membership, and service. • <i>Administrative Guide</i> (ME-15) helps clubs evaluate their members' responses. 	Keyword = ME-15 & ME-15B
	New Member Induction Ceremonies (ME-22)	Induction materials for new members.	Keyword = ME-22
	Lions Orientation Program	Guide for welcoming, orientating and involving all new members of your club.	Keyword = member orientation
	Lions Mentoring Program	Guide for pairing experienced Lions with new members.	Keyword = mentoring program
	Officer Installation program	Ceremony for inducting new officers.	Keyword = LE-1
	MyLCI	Officer training on: <ul style="list-style-type: none"> • Adding, dropping, transferring and reinstating a member. • Reviewing billing, updating club contact info and adding family members to Family Membership Program. • Printing various membership reports useful for your club. 	1) Click "Submit Reports" on the LCI website (located in top right-hand corner of each site page). 2) Click "Lion Officers Login Here." 3) Log in or create a login and password to complete the activities listed to your left.
	Club Officer's Manual (LA-15)	Review club officer, board of director, and committee responsibilities.	Keyword = LA-15
	Lions Learning Center	Provides presentations to help new and experienced club officers develop skills for success, from <i>Valuing Member Diversity</i> to <i>Leadership to Goal Setting</i> .	Keyword = Lions Learning Center
	Membership Satisfaction Guide	Guide for keeping current members happy with the club experience.	Keyword= ME-301
	Other Available Resources		

LEADERSHIP DEVELOPMENT AND EFFECTIVE CLUB OPERATIONS MATERIALS

Selection (✓)	Resource	Description	Find resource online <i>(type keywords into the search box at www.lionsclubs.org)</i>
	Constitutional Area Forums	Attend leadership presentations and seminars.	Keyword = Lions Clubs International Forums
	Lions Learning Center	From <i>Valuing Member Diversity</i> to <i>Leadership to Goal Setting</i> , the Lions Learning Center provides several presentations to help new and experienced club officers develop the skills vital to being successful within their clubs.	Keyword = Lions Learning Center
	Presentations	Slide presentations for goal-setting, nurturing new clubs, service programs, effective club membership teams, and more.	Keyword = presentations
	Lions Leadership Institutes	Learn about the variety of structured learning opportunities through leadership institutes.	<ol style="list-style-type: none"> 1) Click "Member Center" tab on LCI website homepage 2) Click "Develop Leadership Skills." 3) Select "Development Programs."
	<i>Ceremony for Installation of Officers for Lions Clubs</i>	Induct officers soon after their appointment.	Keyword = LE-1
	<i>MyLCI Web page</i>	(See description for MyLCI in <i>Club Development Materials</i> section of Resource List.)	(See MyLCI in <i>Club Development Materials</i> section of Resource List.)
	<i>Club Officer's Manual (LA-15)</i>	Review club officer, board of director, and committee responsibilities.	Keyword = LA-15
	<i>Lions Learning Center</i>	Provides presentations to help new and experienced club officers develop skills for success, from <i>Valuing Member Diversity</i> to <i>Leadership to Goal Setting</i> .	<ol style="list-style-type: none"> 1) Click "Member Center" tab on the LCI website homepage. 2) Choose "Leadership Development." 3) Click "Lions Learning Center."
	Other Available Resources:		

The Club Excellence Process

Sample Action Plan

What? (Action Steps)	Who? (person responsible)	Resources? (what is needed)	When? (what is the deadline?)	Results? (how do we know it's complete)

Club Excellence Process Pro

Participant Evaluation of Workshop

Instructions

Please complete the following evaluation concerning your CEP Pro workshop experience. Your honest assessment of the process will help ensure that future clubs are provided with the information they need to make CEP Pro an effective and rewarding experience. **Responses are anonymous.**

Using a dark pen or pencil, circle the number that indicates your level of agreement with each statement. Use the space provided for any additional comments.

Pre-Workshop Preparation

Statement	Strongly Disagree	—	—	—	—	—	Strongly Agree
I understood the purpose of the workshop and why I would be attending.	1	2	3	4	5	6	
I was aware of the dates and times of the sessions.	1	2	3	4	5	6	
If applicable: My club had adequate time to complete the <i>How Are Your Ratings?</i> survey and the <i>Community Needs Assessment</i> before arriving at the workshop. (Respond only if your club was asked to complete the surveys prior to attending the workshop.)	1	2	3	4	5	6	
I feel that I was adequately prepared to attend the workshop.	1	2	3	4	5	6	

Steps 1 – 4

Statement	Strongly Disagree	—	—	—	—	—	Strongly Agree
The steps contained information that was practical.	1	2	3	4	5	6	
The steps met/achieved the stated objectives.	1	2	3	4	5	6	
The steps taught me something I can apply to improve my club.	1	2	3	4	5	6	
The steps were a worthwhile experience.	1	2	3	4	5	6	
The facilitator addressed participant's questions and lead discussion.	1	2	3	4	5	6	

Post-Workshop

Statement	Strongly Disagree — — — — — Strongly Agree
My club has a clear understanding of what it needs to do to achieve excellence.	1 2 3 4 5 6
My club has (or will be able to create) achievable goals for improvement.	1 2 3 4 5 6
My club has (or will be able to create) action plans to guide us toward goal achievement.	1 2 3 4 5 6
My club now recognizes the resources it can use to meet its goals.	1 2 3 4 5 6
I believe my club will follow the plans created and utilize the resources available to meet our goals.	1 2 3 4 5 6

Comments

Return this evaluation to your facilitator.

Share your CEP Success with LCI by submitting a success story on the membership communication webpage.



Lions Clubs International

Membership and New Club Development

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