

## Disruptive Member Process - The extreme edition

### In most cases:

Club Leadership Handbook pp24 outlines the general procedure for a disruptive member:

- Speak to member directly and listen to their point of view
- Find the member a positive task that focuses their energy
- Explain the importance of orderly, positive club meetings to the entire group so you're not singling out the member

Seek first to understand, then be understood

-- Stephen Covey

### Toastmasters Protocol 3.0 Club Procedure to Discipline a Member, 2

1. Decide whether to handle with executive or club membership
2. Club executive:
  - a. Club executive determines by majority vote membership termination or other disciplinary action
  - b. Club executive provides written notice of same to member
  - c. Member has 15 days to respond, orally or in writing
  - d. Member can request to speak to committee directly to respond to issue.
  - e. Regardless after 15 days committee votes on membership termination or other disciplinary action. Requires quorum. To terminate membership a  $\frac{2}{3}$  vote of executive is required.
  - f. Member is notified of result of vote and has option to appear to club membership.
3. Club membership:
  - a. Club executive recommends a course of action to club membership based on majority vote of executive
  - b. Club executive provides written notice to member and membership
  - c. Member has 15 days to respond, orally or in writing
  - d. Member can request to speak to committee directly to respond to issue.
  - e. Regardless after 15 days committee votes on membership termination or other disciplinary action. Requires quorum. To terminate membership a  $\frac{2}{3}$  vote of executive is required.
  - f. Member is notified of result of vote.

**Try to deal with disruptive members proactively - the formal process takes a long time and is not lightly undertaken.**