



# District Leader

## Biographical Information

Candidate's Name: **Denison J. Balfour, DTM**

Candidate's Office: **Division F Director** District Number: **47**

Toastmasters member since: **September 2007**

### Education:

**VC Level 4 (12/22) Level 3 (12/22) VC Level 2 (10/21) Level 1 (08/21)  
DTM (08/10) ACG (08/10) ACS (07/10, 12/11) ACB (07/11, 07/11, 06/10, 10/09)  
ALS (07/10) ALB (06/10, 06/09, 01/09) LDREXC (04/09, 06/10)  
CC (03/08, 06/09, 08/09, 06/10, 09/10, 10/10, 06/11, 12/11) CL (10/08, 08/09, 06/10).**

### Toastmasters offices held and terms of service:

**East Central Archdeaconry Toastmasters Club 7717904 VPPR - 2022/2023, D47 DTM Chair 2022/2023  
Earnest T. Strachan Advanced Toastmasters Club 7108 Secretary - 2020-2021, Treasurer - 2019/2020,  
Healing Communicators Toastmasters Club 7178 Secretary 2018/2019  
Masters of Excellence Club 933001 VPPR - 2013, Secretary - 2010/2011, Secretary/Treasurer -  
2009/2010, President - 2008/2009**

### Area 80 Governor 2009/2010, Toastmasters honors and recognition:

**Area 80 - President's Distinguished Area Governor 2009/2010  
Masters of Excellence Club 933001 - President's Distinguished President 2008/2009  
Masters of Excellence Club 943001 - Highest Education Awards Per Capita 2008/2009 - District 47  
Healing Communicators Toastmasters Club 7178 - Enthusiastic Member 2007/2008**

### Relevant work experience and how it relates to Toastmasters and your role as a District leader:

**My work as a Customer Service Trainer for independent entrepreneurs and corporate organizations gives me the opportunity to interact daily with diverse groups of individuals, motivating them to demonstrate excellence in service to exceed customer expectations and promote repeat business.**

### What experience do you have in strategic planning?

**In Toastmasters I have assisted various clubs in the development of annual club success plans, in addition to organization and execution of many events including Club, Area and Division Contests and Workshops, including the most recent District 47 Speed Mentoring Workshop.**

**Strategic Planning is an active part of my work to promote The Bahamas as a major tourism center and encouraging customer service professionals to give excellent customer service.**

### What experience do you have in the area of finance?

**Served two terms as Club Treasurer (2009/2010) and 2019/2020)**

What experience do you have in developing procedures?

Assisted Ministry of Tourism - Industry Training Department in developing Standard Operating Procedures for signature customer service training program, and various departments in organizing standard document recording procedures.

What lessons did you learn from previous leadership positions?

As a club leader, I have learned to effectively build positive relationships with members of diverse backgrounds and personalities, developing increased patience and acceptance of differences in groups. This has equally benefited my work, in enhancing the ability to effectively train adults and mentor colleagues, helping others to grow professionally and adapt to changing environments, while I continue to experience professional and personal growth.

Why do you want to serve as a District leader?

My desire is give back to the organization that has given me so much; to serve the members of Toastmasters and help to spread the program's benefit far and wide. This will allow many more members to experience the benefits of Toastmasters while they develop increased confidence, growing personally and professionally. In so doing, I will develop increased confidence and improved organizational skills, further developing as a leader.

In your opinion, what are the District mission's major objectives and how would you work to achieve them?

The major objectives of the District's Mission are to support current clubs in achieving excellence, while simultaneously building and supporting new clubs. For this reason, leaders are needed at different levels, to effectively manage the support required for various situations, while monitoring and celebrating success and coaching in areas where there are challenges.

Additional information about yourself:

I am the last of 7 children and have worked at various levels in the same organization for almost 40 years. I've been married for almost 35 years and have one adult, recently married son. The phenomenal growth experience Toastmasters offers propels me to continue serving for an opportunity to mentor others. After a 5 year absence from the program due to illness, I returned to Toastmasters in 2017, excited to continue serving and growing.



January 21, 2023