

The TOASTMASTER®

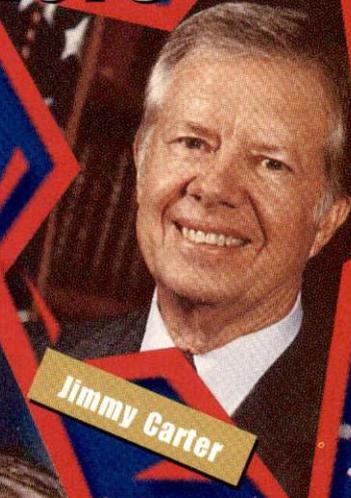
MEET THE FIVE

DECEMBER 1998

Outstanding Speakers OF 1998



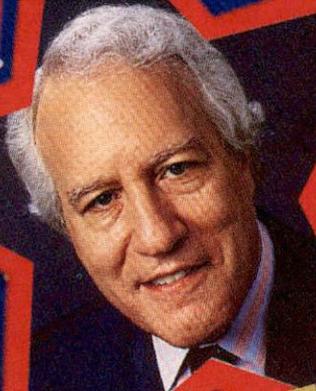
J.C. Watts



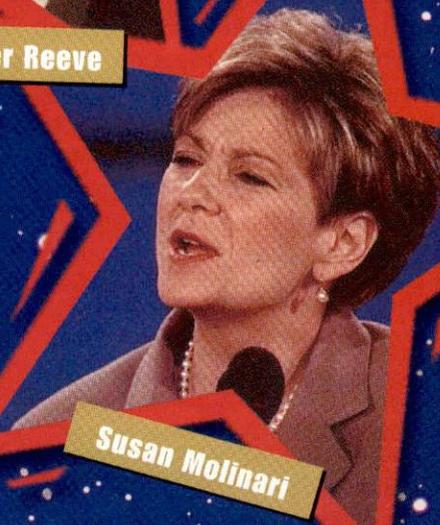
Jimmy Carter



Christopher Reeve



Louis Rukeyser



Susan Molinari

ALSO INSIDE:

Happiness
is a Choice

Winning the
Credibility
Game



VIEWPOINT

Membership Building Depends on Us

Why are some Toastmasters clubs so lucky? You may have attended these clubs' meetings: They always seem to have 20-plus members, conduct great meetings and have no shortage of speakers. Guests walk in the door and apply for membership, and members volunteer (even compete!) to fill officer positions.

But these clubs are not lucky – they are focused. Their success is not accidental. Guests walk in the door because they know where the meeting is – they were invited or read about the club in a community newspaper or company newsletter. And these guests apply for membership because they don't want to miss out on the club's benefits.

Who is responsible for membership building in a club? All of us. The success of any given club depends on how seriously its officers and members take their responsibilities. The Vice President Membership has an ongoing plan to build membership, the Vice President Public Relations obtains local publicity and the Vice President Education schedules exciting meetings that help members achieve their objectives – and convince guests to join.

Membership building also includes retaining existing members. Although a huge number of members join Toastmasters each year, almost as many Toastmasters leave the organization. Exit polls reveal that 95 percent of those who leave do so with a very positive image of Toastmasters International. Our organization's challenge is to keep these members by helping them set new goals and encouraging them to take the next step in their education or leadership tracks.

When club officers pay attention to the dreams of individual members, the club soon finds that there aren't enough chairs to go around. Motivated members who define and focus on their dreams stay until those goals are reached. Then they set new goals and pursue them with equal persistence.

In today's world of time pressures, schedule changes and job relocations, membership turnover is inevitable. While quality club meetings attract new members and help retain current ones, clubs need to set membership goals each year and conduct a membership building program. The race for membership is endless. Together, we can make effective oral communication a worldwide reality, one member at a time.

Terry R. Daily

Terry R. Daily, DTM
International President

The TOASTMASTER

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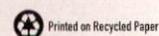
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The Toastmasters Vision:

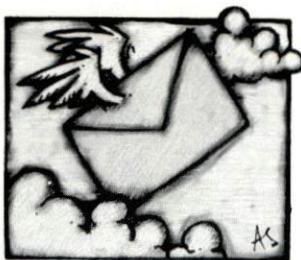
Toastmasters International empowers people to achieve their full potential and realize their dreams. Through our member clubs, people throughout the world can improve their communication and leadership skills, giving them the courage to change.

The Toastmasters Mission:

Toastmasters International is the leading movement devoted to making effective oral communication a worldwide reality.

Through its member clubs, Toastmasters International helps men and women learn the arts of speaking, listening and thinking – vital skills that promote self-actualization, enhance leadership potential, foster human understanding, and contribute to the betterment of mankind.

It is basic to this mission that Toastmasters International continually expand its worldwide network of clubs, thereby offering ever-greater numbers of people the opportunity to benefit from its programs.



LETTERS

NO RELIEF FOR A TOASTMASTER

Did you know that Toastmasters is detrimental to one's health? Being that sleep is an important commodity to the body's well-being, I have found that sleep and Toastmasters do not share a compatible existence. When I go to bed at night and try to slip into the "arms of Morpheus" I often find myself creating my next speech instead. When next I decide to "count sheep" I begin to list Table Topics I can use the next time I have that assignment. Then I turn on the radio to keep my mind off Toastmasters duties and find myself counting ah's and "ya knows." Is there not relief?

Ellen Dalrymple, CTM
Leisure World Toastmasters Club, 5453-F
Laguna Hills, California

MINING FOR GEMSTONES

I read every article in *The Toastmaster* each month searching for "gems" that can help me improve as a speaker – and as a person. I found a gem in every article in the July issue. In the September issue, I immensely enjoyed the article about International President Terry Daily. It was inspiring to learn of this dynamic leader's background and accomplishments.

Steve Howard, ATM-S
National Club 1117-70
Sydney, Australia

THE QUEST FOR SPEAKING SKILLS

I thought I was a good speaker – having lectured in classrooms, seminars and at social gatherings – until I joined the Ranao Toastmasters Club. I found that my experiences as a university professor and guest speaker were not enough to become an effective public speaker.

In Toastmasters, I learned the importance of time limitations, and

of gearing one's presentation toward specific audiences. The turning point in my speech making was my Ice Breaker, which I considered a disaster. But it also was the stimulus that challenged me to learn and use all the information from the Toastmasters manuals.

My efforts paid off. My 10th manual speech won me best-prepared speech recognition, and I finally earned my CTM.

Alexander M. Lucman, CTM
Ranao Club 3082-U
Riyadh, Saudi Arabia

A USEFUL TOOL

I recently accessed the Toastmasters Web site and found it greatly improved. Many thanks to those who have made it such a useful tool.

Denise Stephens
Seascope
New South Wales, Australia

FOLLOW YOUR HEART

Shirley Carolan is to be commended rather than condemned for her work in a Toastmasters prison club. (See Shirley Carolan's letter, August, and Justin Brady's letter, November.) Carolan's helping prisoners with social skills through Toastmasters will, in fact, prevent people from becoming crime victims.

As a volunteer in a prison club for six years, I continue to be inspired by two quotes from inmates: "Before Toastmasters, the only thing I was ever committed to was jail," and "I'd sooner knife you in the back than look you in the eye . . . before Toastmasters."

One of the counselors at our prison now is interested in joining Toastmasters. She told me it's because of miraculous favorable changes she's seen in inmates who have participated in Toastmasters.

So for those of us who volunteer in prisons, follow your hearts. When you need encouragement, you have a friend at: lagana@JUNO.com

Tom Lagana, DTM
Walking Tall Toastmasters 9252-18
Wilmington, Delaware

A PRISON SUCCESS STORY

When I was incarcerated I served as President of Sundai Toastmasters in Tipton, Missouri.

I credit Toastmasters with molding me into who I am today. I learned the skills that enabled me to run my now very successful mail-order business. I also am on the speaking circuit and have speeches booked through 1999.

Jimmie Dale Wilson, CTM
Sundai Club 6098-8
Tipton, Missouri

PLEASED WITH INQUISITION

You can use Toastmasters training to turn an intimidating job interview into an opportunity for growth. I discovered this when applying for a position where, to my dismay, I found four staff members on one side of a table waiting to interview me.

I immediately went into Table Topics mode, with a goal of enjoying the attention of my four examiners, as they took turns learning about me. I even made them laugh a few times. Part of my strategy was to highlight my Toastmasters experience as a professional qualification. I believe the interviewers recognized the skill I have acquired since joining Toastmasters two years ago.

I didn't get the position, but I'm glad I applied. It was a great experience, and I used it at our next Toastmasters meeting during Table Topics – to humorously summarize my adventures during the "inquisition."

David B. West, CTM
Cupertino Club 4608-4
Cupertino, California



By Dennis Kessinger

Gratitude is not a platitude, but a way of relating to the world around us.

The Grateful Toastmaster

GRATITUDE COMES EASY TO TOASTMASTERS . . . OR AT LEAST IT should. Regardless of the season or the day, Toastmasters can apply the lessons learned at club meetings into a lifestyle that constantly expresses gratitude. Even a beginning speaker will find that a grateful attitude enhances a presentation and – surprise! – a positive speaking experience enhances the sense of gratitude. This cycle of success benefits all.

A Toastmaster-curmudgeon (a rare find, but they do exist) may say, “Why be grateful? I didn’t win the contest and my Table Topics bombed. Besides, they wouldn’t know a good speech if it hit them alongside the head.” Know anyone like that? I do. That person was me when I first joined Toastmasters.

We erroneously think that success in speaking, in life, in a career or even in a family, is a goal that we must assiduously strive for and struggle to obtain. We’re grateful when our plans work, and disappointed and fault-finding when the results are not what we expect. We often say we’re grateful people, but only at certain holiday celebrations or during an “aw-shucks” acknowledgment for some award. We seem to forget that gratitude is not a platitude, but rather a way of relating to the world around us.

Membership in Toastmasters can help us remember to count our blessings. Our Toastmasters club allows us to risk and dare in a supportive environment. We’re supplied with the nurturing and support to fumble through a speech with knocking knees, genuinely trying to deal with adrenaline-fueled panic. In other words, we are allowed to be human and try something new and scary. Our clubs provide positive support and gentle guidance.

Like a child’s first steps, our first efforts at public speaking are shaky and uncertain. But eventually we succeed and move on to more challenges. Through it all, we are given a sense of worth and value. And while we continue to refine our skills and hone our abilities, the consistent support we receive from our clubs empowers us to take risks – and from that we ought to develop the attitude of gratitude.

I once heard a speaker compare public speaking to a military campaign: a crucible of conflict, a battle to be hard fought and won with decisive verbal blows. No quarter asked nor given. Gratitude was defined as, “I won and you didn’t.” That speaker mastered the techniques of speaking, but lost the heart of it. If the attitude is must-win and combative, that will carry over into other aspects of life (i.e. your career, your family and your outlook toward others). This creates a win-lose environment.

On the other hand, if your attitude expresses gratitude for those who helped when you needed it, you will give from the heart. You’ll remember the acceptance you felt as you learned a new skill and you’ll want to reciprocate that sense of non-judgmental support to your audience – whether they’re in the boardroom, classroom or dining room. This can only enhance your relationships and increase your self-worth. When your audience (or family) senses that you are grateful for the opportunity to be with them, they will listen more attentively and appreciatively to your message. A win-win situation occurs when gratitude is the foundation of your communication.

One reason that Toastmasters International has been such a phenomenal success over the years is that it teaches (ever so subtly) a fundamental principle of human interaction: we perform to our highest potential when our conduct benefits others. When we remember with gratitude the help we were given in learning to speak in public, to perform a new task at work or to take care of a baby, we are more likely to express the same patience and understanding toward others.

A successful Toastmaster is a person who realizes that a sense of gratitude comes not from basking in the applause for a job well-done, but rather from a sense of contribution. We have all received help to get to where we are today, and with a grateful heart we can help others become equally successful. **T**

Dennis Kessinger is a grateful writer and former Toastmaster who lives in Redding, California, with his wife and young son.



HOW TO

By R. Gregory Wickenhofer

Think about what kinds of speeches you like to hear.

So, you have joined Toastmasters and given your Ice Breaker speech. Now what? If you've truly broken the ice and no longer fear public speaking, I applaud you. If, however, you still feel the jitters when you approach the podium, please read on. I am convinced that by using some simple techniques you can be a competent public speaker long before you earn your CTM.

IT'S ALL IN YOUR HEAD

The fear of public speaking doesn't make sense. You speak at work, at home and on the phone. Speaking is a natural part of your life. Why, then, are you afraid to give a speech? I believe all those "imaginary" fears can be easily overcome.

First of all, view your speech as a



conversation. No one worries about talking. By eliminating the negative stigma attached to the word "speech," you can focus all your energy on preparing your presentation.

Second, dwell on positive, uplifting thoughts while preparing and delivering your talk. Consider Oprah Winfrey, Bob Costas and other celebrity commentators who've been speaking calmly to millions of people for years. What sets them apart? They no doubt have mastered their own minds and keep negative thoughts at bay. You must believe you can do anything. Are your thoughts about public speaking energizing or draining?

Third, don't try to simply survive your talk - set an inspiring goal for yourself. Will your second speech be as polished as that of your favorite speaker? Maybe not, but you will perform much better than if you constantly focus on your fears. Remember, all great speakers start

Smashing the Ice

somewhere. You must see speaking as an exciting opportunity, not a dreadful chore.

PREPARATION BUILDS CONFIDENCE

Let's focus on why we fear public speaking and determine how to eliminate the reason. Fear can arise when you're uncomfortable with your topic. So avoid controversial or obscure topics and make sure you know your topic well. If your topic is interesting, it will be well received and you'll see more friendly faces in the audience.

Think about what kinds of speeches you like to hear. Would you rather hear someone read a speech or talk to you in a fluid, conversational manner? Keeping your speech conversational also puts you on familiar ground since you've probably already mastered the art of good conversation.

When given a chance to speak, seize the opportunity with enthusiasm! One way to encourage yourself to take this approach is to consider how busy you are. You don't have time to be on the slow track of development as a speaker. If you don't grow with each talk, you are

wasting precious moments of your life going through useless motions.

If you feel anxious, use those feelings to energize yourself and animate your performance. See speaking as an exciting, rather than scary, experience. One person may tell you he or she gave five speeches before feeling at ease. Another person may say it took 10 or 20 speeches. So what? Don't put artificial limits on yourself. You will develop as fast as you choose.

Anticipating speech evaluations can cause anxiety. To conquer this fear, review the evaluation criteria for your speech in your Toastmasters manual and prepare your talk with those points in mind. When you know that you meet or exceed all of the evaluation criteria, you'll feel more at ease. Next, time yourself while practicing your talk, using the time allotted for the speech in the manual as your guide. A good tip on a five- to seven-minute talk is to make it about six minutes. That way, if you talk a little too slow or too fast during your actual presentation, you will still be within the allotted range. This kind of preparation can keep nervousness from creeping in during your talk.

As you write your speech, jot key points on note cards in an outline format. Don't write it out word for word. Use sentence fragments to "trigger" your thoughts and ideas. This will result in better eye contact with the audience and a more conversational speaking style. Finally, practice your speech on audio or videotape, critique yourself and make improvements. In lieu of taping yourself, practicing in front of the trusty old mirror works well too.

MECHANICS TO REMEMBER

When the time comes to give your speech, focus on your message – not on yourself. Recognize that your message is important. Talk to your audience, and get to the heart of the matter quickly. If your energy is focused on the message, it can't be wasted on fear.

Pause in silence rather than saying "ah." When you are collecting your thoughts, it's perfectly natural to pause momentarily. People are more likely to notice an "ah" or "uh" than a two-second pause.

A FINAL THOUGHT

Once you have completed this process, it is unlikely that you will still feel like a beginner. Considering all you have done to prepare, there is only one thing left to do: Seize the moment! If you still feel a few jitters, that's all right. Think about the worth-

while things you have accomplished in your life. Most of your accomplishments were probably reached when you left your comfort zone. To accomplish truly great things, we have to take risks. And to truly master the art of public speaking, we need to do more than just break the ice – we need to smash it! **T**

R. Gregory Wickenhofer, a Certified Public Accountant, is a member of Central West Virginia Toastmasters Club 2885-13 in Bridgeport, West Virginia.

Final Preparations to Build Confidence

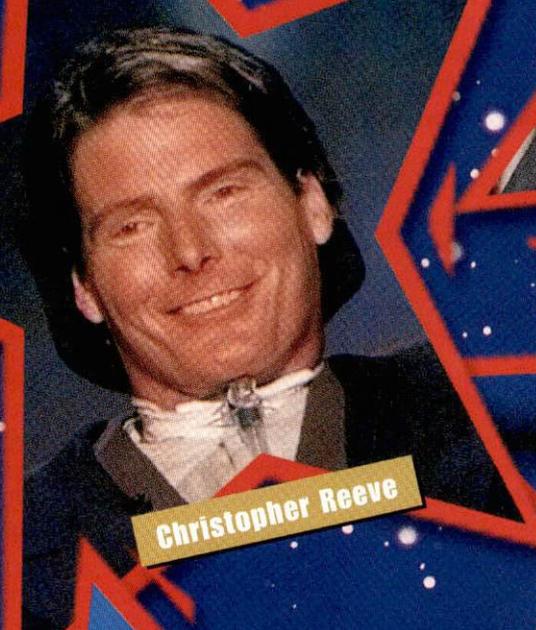
Now that you have prepared your talk with the above-mentioned points in mind, review these two checklists to motivate yourself to perform well.

Reasons Why I Will Give a Successful Talk

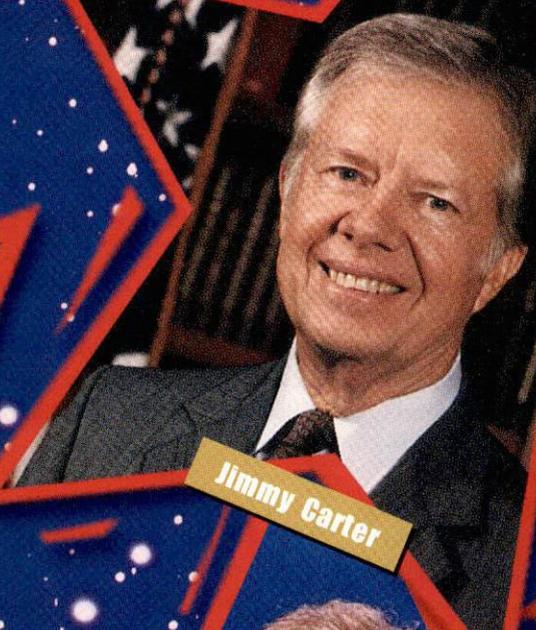
- I have set inspiring goals for myself. I want to achieve excellence and I know I will. All great speakers are humans, just like me.
- I have selected a topic I am comfortable with, and my audience will find it interesting and informative. The audience will be on my side and will enjoy my talk.
- I have prepared and practiced my speech according to the evaluation criteria in my Toastmasters manual. Since I know I will be evaluated well, I have confidence.
- I have prepared my note cards using an outline format so my talk will be conversational. I will not read my speech, and the audience will appreciate that.
- I have rehearsed my speech and made improvements. I have already corrected my weaknesses.
- I have timed my speech and will be within the allotted time requirement, even if my actual delivery is a little slower or a little faster than I expect.
- I realize people like to be talked to, not talked at. Therefore, I will keep my speaking style conversational. Since I have many conversations every day, this will put me on familiar, comfortable ground.
- I will focus on my message, not on myself. This leaves no room for nervousness.
- I am ready. I have eliminated every possible reason to be afraid, so this will be a cinch!

Reasons Why I Will Make the Most of This Talk

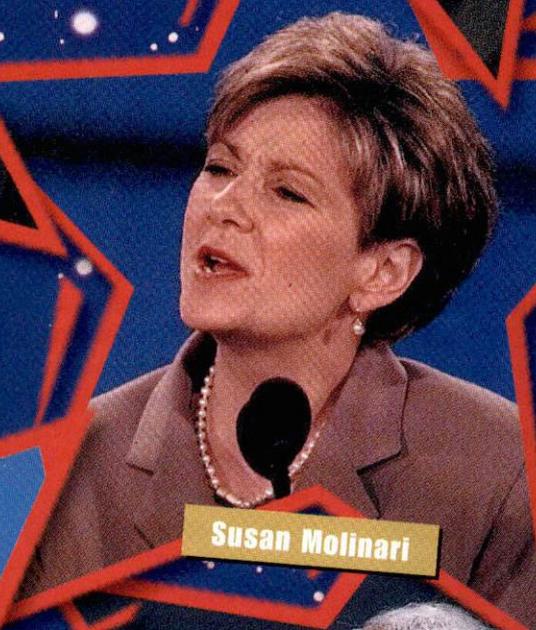
- I am too busy to waste time with nervousness and fear. I need to improve quickly, so I'm going to seize my moment in the spotlight.
- I use tension to energize and animate myself. I see public speaking as exciting rather than frightening.
- My message is important and I want to effectively share it with others.
- I do not put artificial limits on myself. I am ready to be a good public speaker now.
- I realize to accomplish anything worthwhile, I have to leave my comfort zone.



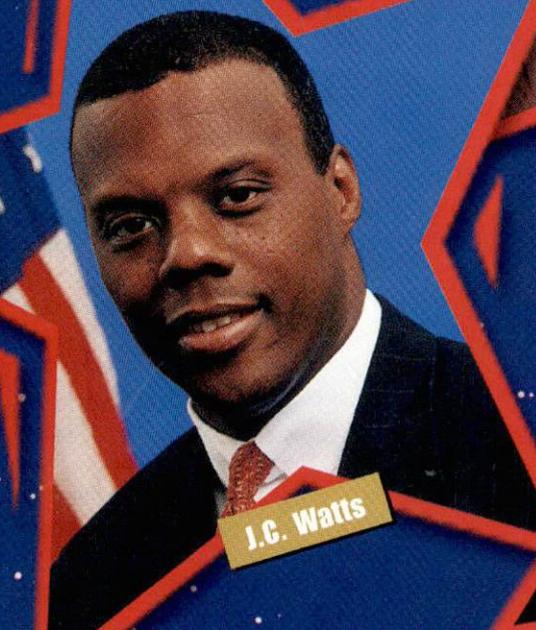
Christopher Reeve



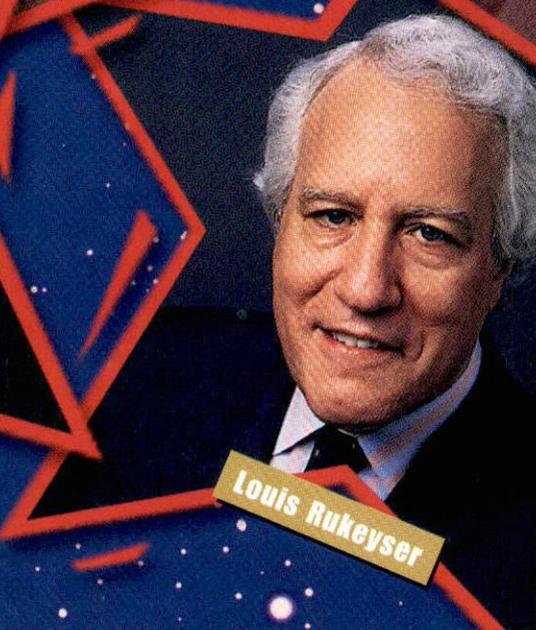
Jimmy Carter



Susan Molinari



J.C. Watts



Louis Rukeyser

MEET THE FIVE Outstanding Speakers OF 1998

For the past six years, we have asked Toastmasters to name their favorite speakers in five different categories. The five Outstanding Speakers are then chosen by the Toastmasters Board of Directors for their achievements or contributions in the following areas:

1. Degree to which the person's success can be attributed to his or her communication skills.
2. Amount of influence on public opinion.
3. Demonstration of leadership.
4. Service to the community, state or nation.
5. Commitment to a cause, product, idea or business.
6. Ability to effect change.
7. Dedication to improving the lives of others.

As in previous years, the responses varied greatly. Yet this year's Five Outstanding Speakers were an easy choice, in that they each received an overwhelming majority of votes in their respective categories, and they each easily fulfill the selection criteria stated above. All five of these speakers are proven leaders in their respective fields and masters when it comes to communicating their messages. When they talk, people listen!

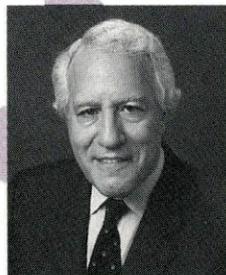
... AND THE TOP FIVE SPEAKERS OF 1998 ARE:

- **COMMERCE AND INDUSTRY:** **Louis Rukeyser**, host of American public television's long-running hit show *Wall Street Week With Louis Rukeyser*, economics expert, journalist, author and lecturer.
- **GOVERNMENT:** **J.C. Watts**, Republican Congressman from Oklahoma, recently elected House Republican Conference Chairman, Baptist minister and former football star.

Toastmasters select
leaders from
various fields as their
favorite communicators
of the year.

- **INSPIRATIONAL OR MOTIVATIONAL:** **Christopher Reeve**, actor, movie director, advocate for the disabled.
- **EDUCATIONAL OR SOCIAL:** **Jimmy Carter**, former U.S. President, humanitarian, Nobel Peace Prize nominee.
- **MASS MEDIA:** **Susan Molinari**, Harvard lecturer, former U.S. Congresswoman and political analyst for CBS News.

What can Toastmasters learn from these professional communicators? Let's take a closer look at the lives and speaking styles of each of the Five Outstanding Speakers of 1998:



LOUIS RUKEYSER: THE WIZARD OF WALL STREET

As the host of American public television's acclaimed show *Wall Street Week With Louis Rukeyser*, a post he has held for 28 years, Rukeyser each week delights 10 million viewers with his credible yet entertaining take on an otherwise tedious topic: economics. Because of his show's impact and his often accurate predictions, Rukeyser is arguably the most trusted economic and financial advisor in the United States.

The show is produced by Maryland Public Television and set in a tastefully decorated and book-shelf-lined living room where a handful of economic experts and a dapper Rukeyser are gathered around a mahogany table discussing recent business events. Animated elves add a light-hearted touch to complicated concepts. And the show's main man, Rukeyser, opens each half-hour program with a witty monologue about monetary trends,

often using alliteration, puns and metaphors to make his point. One week, for example, he likened stocks to cold cuts and said 'the market' is like a movie star.

"Louis Rukeyser's opening remarks . . . are crafted gems of wry commentary; his airy and adroit handling of his big-shot guests is a pleasure to watch," noted *TV Guide* in an article calling *Wall Street Week With Louis Rukeyser* one of the best programs on American television. And a *Money* magazine article about the 25th anniversary of the show said "Rukeyser brings to the tube a blend of warmth, wit, irreverence, intellect and large doses of charm, plus the credibility of a Walter Cronkite."

Lest anyone thinks the show is mainly for the rich, Rukeyser insists it is "dedicated to letting the average person know that, contrary to what you may hear elsewhere, there really is big money to be made in the stock market." A staunch free-market advocate, Rukeyser firmly believes the American economy would flourish with less government involvement.

"We have to get over this idea that business is the enemy, that profits are anti-social, and that capitalism is a dirty word," he has said. "The key to better living is a healthy private economy."

Rukeyser, 65, began the show in 1970 after a distinguished career in both print and broadcast journalism. After graduating from Princeton University in 1954, he entered the U.S. Army and served a two-year tour of duty, mainly as editor of the European edition of *Stars and Stripes* newspaper. Back home, he spent the next 11 years as a political and foreign correspondent for the *Baltimore Sun*, and won two Overseas Press Club awards for his coverage of Asian affairs and the Vietnam War. He switched to broadcast journalism in 1965 when he became Paris correspondent for ABC News, and the next year became the network's London bureau chief.

Returning to America in 1968, he basically convinced ABC executives to hire him as economics editor. "Wherever I went in the world, I felt that the number one failing in our business was economics," he told a reporter for the *New York Times* in 1980. "I found myself more and more doing stories nobody else was doing and acquiring an unsought reputation as an economics correspondent."

Before Rukeyser started creating programs for ABC, and later his own show for PBS, the topic of economics was generally considered too boring and too complicated for television. Credited with being the first journalist to bring comprehensive economics coverage to television, Rukeyser indeed started a trend; now most television networks have their own economics correspondents and entire programs devoted to financial matters. But Rukeyser need not worry about the competition: His show still commands the largest audience by far, and its

10-million viewers are proof that he and his staff are pushing the right buttons.

Rukeyser's background in political analysis and foreign correspondence no doubt has influenced his skills in economic interpretation as well. His ability to distill complex issues and trends and succinctly report on them in a lively fashion has made him an internationally celebrated broadcaster, author and lecturer. His monthly newsletter, *Louis Rukeyser's Wall Street*, launched in 1992, has the largest circulation in the field, and was joined in 1994 by a companion publication, *Louis Rukeyser's Mutual Funds*. He also has written two best-selling books, *What's Ahead for the Economy: The Challenge and the Chance*, and *How to Make Money on Wall Street*.

Asked why, after 28 years of weekly shows, *Wall Street Week With Louis Rukeyser* still commands the highest ratings among its competition, Rukeyser explained in a 1996 interview in *Business Credit*: "There are two elements in it, based upon what people tell us around the country. The first is that they trust us; they know us to be thoroughly credible and reliable. In the business world that's not always a given. Number two, they find [the

show] an easy way to take the medicine. Every week, I hear from people who say to me, 'I hope this won't insult or offend you, but I watch the program without fail because I think it's the most entertaining half-hour of television.' And I always reply, 'I'm deeply offended. I would much prefer you found it tedious.'"

The key to his success seems to be that while Rukeyser takes the topic of money very seriously, he takes creative license in presenting it. "I've always maintained that while it is true that when you say 'economics' to the average person, [his or her] chin hits the chest and the eyelids get quite heavy. If you instead say 'money' the eyelids pop open, the nostrils flare and you have that person's full attention," he said in the same interview.

His jocular attitude belies a talent that has been widely recognized with many awards, including the G.M. Loeb Award, the most prestigious in financial journalism and the first ever given to a broadcaster. He also has received nine honorary doctorates from top universities for his work in educating the American public about matters financial.

Not surprisingly, Rukeyser is a popular lecturer, but he accepts fewer engagements these days so he can spend time with his wife at their home in Greenwich, Connecticut.

Given Rukeyser's gift for prognostication, can he predict the future of his show? Twenty-eight years is a remarkable life-span for any television program. Rukeyser gives two conditions for continuing it: "One, as long as people want it. And two, as long as it is fun." He clearly is still enjoying himself, and it seems his 10 million viewers are not yet ready for Rukeyser and his show to retire.

*"Wherever I went in
the world, I felt that
the number one
failing in our business
was economics."*

LOUIS RUYEYSER



J.C. WATTS:
RIISING STAR IN
AMERICAN POLITICS

Recently re-elected to a third term in the U.S. Congress, Representative J.C. Watts from Oklahoma is often described as the most prominent black Republican in the United States. Polls favor him as a candidate for Vice President and even U.S. President in the year 2000, but this 41-year-old former minister and star quarterback says he is not interested. His plate is full; "I'm trying to *uncomplicate* my life," he told a reporter for *USA Today* in April.

As the only black Republican in Congress, Watts has gained attention for igniting debates on racial issues. He disagrees with most black leaders on issues important to the black community. For example, he opposes affirmative action. "You just can't solve discrimination with discrimination," he says firmly. A conservative, anti-government politician who embraces the values of the Christian right, Watts believes racism still exists, but says the way to eradicate it is not through government interference. He believes racial inequities are often caused by economic factors, and to offset that, he has sponsored the Community Renewal Project, a bill to promote growth in poor areas that is intended to give tax breaks to small businesses and increase home ownership, savings, economic development and education opportunities. He urges African-Americans to reconsider their loyalty to the Democratic Party but acknowledges that his own party isn't perfect. "Hopefully I can help some Republicans understand that it's not just enough to be right. People don't care about how much you know until they know about how much you care," he told *USA Today*.

A gifted public speaker, Watts was chosen by the Republican Party to speak at its national convention in 1996, and again to deliver the party's official response to President Bill Clinton's State of the Union address in February 1997. He was the first black – and the most junior Congressman – to do so. This is quite an accomplishment for someone who grew up the fifth of six children of a policeman and part-time farmer in rural Oklahoma at a time when blacks were still relegated to the balcony of the local movie theater. He was the first black quarterback on his high-school football team and remembers white players quitting in protest.

"There is no one in Congress who has been called nigger more times than J.C. Watts," he says in response to blacks accusing him of being a sell-out. He cites as a pivotal childhood moment the assassination of Dr. Martin Luther King Jr. "It was the first time I saw my father cry,"

he said in the *USA Today* interview. "I remember him running into the bedroom so my mother and the kids wouldn't see him crying." He also credits his dad with having the greatest influence on his life. "I have seen him struggle, as far back as I can remember, working three jobs so he could support our family. In our home, you understood the meaning of sacrifice, commitment, sticking with it. I didn't know growing up if these were conservative or liberal [ideas]. Kids live what they learn. I learned those things under the roof of my parents."

In an article he wrote for *The Sporting News* in 1997, Watts talks about what sports taught him about overcoming racism in his own life:

"Sports taught me about self-discipline, dedication and playing hard. It did not matter what your background was; if you learned these lessons, along with sacrifice and commitment you could accomplish anything. Another valuable lesson I owe to sports is learning how to get up when I'm knocked down. No matter what field you are in, you always are going to have setbacks; you have to get up and keep working toward a goal to find success and happiness."

J.C. (for Julius Caesar) Watts was raised and educated in Eufaula, Oklahoma, and graduated in 1981 with a bachelor's degree in journalism from University of Oklahoma. Upon graduation, he had already achieved a measure of fame by playing quarterback for the University of Oklahoma Sooners and leading the football team to consecutive Big Eight championships and two Orange Bowl victories, for which he was voted the Most Valuable Player. From 1981 to 1986, he played starter for Ottawa and Toronto in the Canadian Football League, and was voted the Most Valuable Player of the Grey Cup – the CFL's Super Bowl – his rookie season.

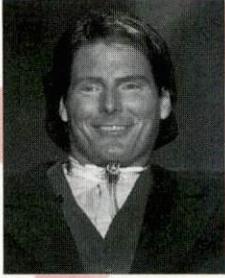
Since retiring from professional football, Watts has reinvented himself many times over. He went into business investing in oil, worked as youth minister for a Baptist church, and in 1989, he joined the Republican Party. Famous for his football career, he became the first African-American to win statewide office in 1990, serving as Oklahoma State Corporation Commissioner. Four years later, he was

elected to the House of Representatives, where he now serves on both the Transportation and National Security committees. He was re-elected last month for a third two-year term and won the title of House Republican Conference Chairman, the fourth highest position in the House of Representatives.

In addition to his Congressional duties, Watts travels the country as a guest preacher and serves as Associate Pastor of Sunnyside Baptist Church in Del City, Oklahoma. He resides in Norman, Oklahoma, with his wife, Frankie, and their five children, who range in age from 7 to 21.

*"People don't care
 about how much
 you know until they
 know about how
 much you care."*

J.C. WATTS



CHRISTOPHER REEVE: SUPERMAN REDEFINED

Actor Christopher Reeve still carries his Superman reputation. But now it's because of his strength of character as a private person rather than the supernatural physical powers of the legendary action hero he made famous in the movies.

After a horse-jumping accident three years ago left him paralyzed from the shoulders down, Christopher Reeve has shown super-human courage and determination in overcoming seemingly insurmountable odds. His efforts to rise above his personal tragedy and use his celebrity status to educate and motivate others have touched and inspired the world.

"When the first Superman movie came out I was frequently asked, 'What is a hero?'" writes Reeve in his best-selling autobiography, *Still Me*. "I remember the glib response I repeated so many times. My answer was that a hero is someone who commits a courageous action without considering the consequences . . . Now my definition is completely different. I think a hero is an ordinary individual who finds strength to persevere and endure in spite of overwhelming obstacles."

Then by his own definition, Reeve is a true hero. He not only survived the accident but was able to find joy in the life that remained. "You can do more than you think," he often tells audiences of disabled people. "You have to focus on what remains, not on what you've lost." And while he may not get back many things he once loved, he has found new challenges and new roles to fulfill him.

In May 1995 during an equestrian competition in Virginia, Reeve's thoroughbred, Eastern Express, stopped short before a jump, pitching him forward. He fell and fractured the uppermost vertebrae of his spine. Prompt medical attention saved his life but left him a quadriplegic, dependent on a respirator and an electric wheelchair that he operates by sipping or puffing a straw.

As a result of the outpouring of sympathy and support from people around the world, Reeve gathered emotional strength and realized he could personally make a difference. He began to use the international interest in his condition to increase public awareness about spinal cord injuries and to raise money for research. Since then, his plea has been heard around the world.

At the 1996 Democratic National Convention in San Diego, California, Reeve gave a short but critically acclaimed speech using techniques that presidential speech writer Peggy Noonan suggests others would be wise to emulate.

"The language was so simple and plain, his sentences were like the sentences in conversation, short and to the point. Each word had its own weight and dropped like a smooth coin," she recalls in her latest book, *Simply Speaking*.

Dignified in his wheelchair, speaking laboriously as he exhaled from a tracheostomy tube, facing the very real possibility of embarrassment caused by misalignment of his breathing tube or uncontrollable body spasms, Reeve impressed television viewers worldwide with his sincerity, word pictures and lack of showy rhetoric:

"On the wall of my room when I was in rehab was a picture of the space shuttle blasting off, autographed by every astronaut now at NASA. On top of the picture it says, 'We found nothing is impossible.' That should be our motto. Not a Democratic motto, not a Republican motto, but an American motto . . . So many of our dreams at first seem impossible. Then they seem improbable. And then, when we summon the will, they soon become inevitable."

Reeve lives by his own advice and says he is "cautiously optimistic" that he'll walk again, "in five years." His health now is the best since the accident. The big news, Reeve reports, is that he has regained feeling all the way down to the base of his spine. "I'm a prime candidate for recovery because they know how to regenerate nerves in humans now. It's just a matter of funding for clinical trials," he told a reporter for the *Los Angeles Times* in November.

But the man who so far cannot move has not stopped moving. Reeve's 30 to 40 speaking engagements each year keep him busy and motivated to keep on fighting for his own recovery and for the causes he believes in.

Traveling with a team of aides and nurses, Reeve crisscrosses the country, speaking at seminars, universities and at functions on disability issues. He has appeared on TV shows, testified before Congress on behalf of health insurance legislation and lobbied for increased funding for spinal cord research. He does all this despite the fact that his dependence on a ventilator makes each sentence a challenge. His speeches have

to be tailored to his limited abilities and honed down to the simplest, most expressive words. "I don't spend time on something that doesn't have meaning – personal meaning. Life is too short," he says. "I'm president of a club I wouldn't have wanted to join. But I'm grateful I can make a difference."

Reeve has seen a dramatic response to his message. Since his accident, the American Paralysis Association has had a 65-percent increase in requests for information and a 30-percent increase in its donor base. Research grants for spinal cord injuries also have doubled.

Reeve's acting career started early. At age 9 he was selected for a production at Princeton's professional the-

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CHRISTOPHER REEVE

ater, the McCarter Theatre. "Right from the beginning, the theater was like home to me. It seemed to be what I did best. I never doubted that I belonged in it," Reeve recalls of his childhood. By the time of his graduation from Cornell University, Reeve had already performed in many respected theaters and was accepted to advanced standing at New York's famous Juilliard School of Performing Arts.

In 1978 Reeve achieved Hollywood stardom with the title role in the movie *Superman*. Since then, he has appeared in 17 feature films, a dozen TV-movies and about 150 plays. He also has hosted numerous documentaries and TV specials. Reeve continues to look for directorial and acting opportunities. In his latest project, a remake of Alfred Hitchcock's thriller *Rear Window* that aired in November, he both acted and served as executive producer. And last year Reeve made his directorial debut with the movie, *In the Gloaming*, which earned rave reviews and several Emmy Award nominations.

"I'm very lucky," Reeve said in an interview with *Variety* magazine in September 1997. "Many people who have spinal cord injury have to give up their careers. Thanks to the wonderful material that came to me, I feel like I have started a new chapter in my life."

An accomplished pianist before his accident, Reeve is quoted as saying that if he hadn't been an actor, he would have liked to be a professional musician. Now Reeve applies the same determination he used to spend on music, sports, sailing and flying his airplane toward relationships with his family, especially with his wife Dana and three children. He says he is very close to his family, and that despite the hardships, the accident has brought them closer together. "Now, because physical activities are limited, we spend hours talking to each other instead of being busy doing things," Reeve said in the November issue of *Life* magazine. "A lot of people living a 'normal' life are not as happy as Dana and I are."



JIMMY CARTER: ON A MISSION FOR PEACE

When Jimmy Carter speaks, people listen. Whether he's addressing a group of Habitat for Humanity volunteers or mediating a conflict between two warring African nations, the soft-spoken Southerner wins over listeners with his candor, camaraderie and kindness. And although the former U.S. President insists his folksy speaking style is better suited to individuals than to mass audiences, his words have touched millions of lives since he left the White House in 1980.

Jimmy Carter clearly relishes his retirement role. "I have to say that our post-presidential years have been even more fulfilling than our years in public office," Carter, 74, told a reporter for *Business Week* recently. At age 62, he learned to downhill ski; he has taken up woodworking and has climbed mountains in the Himalayas and reached the peaks of Mt. Kilimanjaro and Mt. Fuji. Carter likes to hike, jog, ski and fish and he keeps busy writing books (13 at last count), traveling, lecturing and presiding over the Carter Presidential Center in Atlanta, Georgia, a non-profit organization with a \$25 million budget.

Carter's involvement in social and political causes remains stronger than ever. On behalf of the Carter Center, he and his wife, Rosalynn, have helped defuse crises, resolve conflicts and advance human rights in countries worldwide. Together, they have taught African farmers how to increase grain production and hammered nails in the Appalachian hills for Habitat For Humanity, an organization that builds low-cost homes for the poor. Carter's tireless efforts have earned him the respect of world leaders, the love of the poor, and seven nominations for the Nobel Peace Prize. Not bad for a man who says he hopes "that history will remember me for maybe two things. One is peace. The other is human rights."

Carter's dedication to social causes is firmly rooted in the teaching of the Bible. A devout Christian – and probably the world's most famous Sunday School teacher – Carter says he is guided by the lessons of Jesus Christ and the words of Ephesians 4:32: "Be ye kind one to another, tender-hearted, forgiving one another, as God in Christ has forgiven you." During his term as U.S. President in 1976 -1980, Carter was often criticized for his pious opinions and quest for perfection.

His beliefs were instilled early on. James Earl Carter, Jr., was born in the tiny village of Plains, Georgia, in 1924, the firstborn child of a farmer and a former nurse who both were staunch Southern Baptists. When the young Carter wasn't pitching in on the farm, he was poring over books. By his late teens he had earned a reputation as a brilliant student and a hard worker.

In 1946, after three years of college, he married a neighbor, the former Rosalynn Smith. Looking forward to a career in the Navy, Carter transferred to the U.S. Naval Academy, serving on battleships and submarines for two years following graduation. When his father died suddenly in 1953, however, his hopes of a naval career were dashed. Instead, Carter returned to Plains to take over the declining family farm.

Carter didn't remain planted for long. Always active in civic affairs, he served on the county's Board of Education before being named to the Georgia Senate in 1962. By 1970 he was elected state governor, and immediately set a precedent by opening the Georgia government to African-Americans and women. In 1976, despite a lack of political allies, and burdened by a speaking style ill-suited for mass media, the peanut farmer/politician became the first U.S.

President elected from America's "deep South" since before the Civil War.

Carter brought some quiet strengths to the presidency: ambition, self-confidence, stubbornness, a genius for long-range planning, and one of the best minds (even his adversaries admitted) in U.S. politics. Throughout his career, he set forth his policies in a soft Southern drawl, punctuated by a broad and easy grin. His positions and promises were stated in an intensely personal manner, and he was once quoted as saying, "I'll never tell a lie, never make a misleading statement . . . I'd rather lose the election, and even my wife, than betray the confidence the American public has in me."

Carter's judicial appointments won acclaim. The Southerner who had forsworn racism made 265 choices for the Federal bench, many of them minorities and women. He kept peace in post-Vietnam America and helped bring peace to parts of the Middle East, Africa and Asia. And he will long be remembered for persuading Egypt and Israel to sign the historic Camp David Peace Accord.

Despite his achievements in office, Carter and his wife faced many of the same challenges confronting other retirees when Carter lost his bid for re-election to Ronald Reagan in 1980 and faced "early and involuntary" retirement, including an uncertain financial future. Due to mismanagement of the family business in their absence, the Carters returned to Plains to face more than \$1 million in debt.

"We were in despair," he recounted quietly during a recent address before a group of Habitat for Humanity volunteers. Looking relaxed and youthful in a plaid shirt and work pants, with only the Bible beside him on the lectern, he riveted the audience with his selfless success story.

"Rosalynn and I immediately looked around for a way to capitalize on what we could do." After enlisting the support of medical, political and humanitarian experts from around the world, the pair co-founded the Carter Center at Emory University in Atlanta in 1982.

Designed as a non-partisan center for conflict resolution and international aid, the Carter Center "doesn't do what anyone else does," he says. "We only fill needs not filled by anyone else." On behalf of the center, Carter has traveled to the most desolate areas in the poorest nations around the world. He and Rosalynn have spent weeks in remote villages in Africa, teaching residents how to eradicate Guinea worm disease, which maims and cripples more than two million annually. They have handed out free medicine to control debilitating river blindness. Through the Carters' efforts, the worldwide immunization rate for children has risen from 20 to 80 percent. And they've helped farmers increase grain and corn production by as much as 400 percent using simple, inexpensive agricultural practices.

With a sweeping goal of global democracy, Carter has monitored elections in Africa and Latin America. He has

helped mediate conflicts in Central America, the Middle East, Bosnia and North Korea – and even between moderate and conservative American Baptists. Speaking recently to the Chicago Council on Foreign Relations, Carter modestly refused to take credit for his ability to stop factions from fighting.

"I'm just a former President who gets people to listen to him," he said with a smile.

People aren't just listening to him, they are honoring him. Last spring, amid the blare of trumpets and the pageantry of a full military honor guard, he was knighted by Mali President Alpha Donare for his work to eradicate Guinea

worm disease. The medal of gold, red and green represents the country's highest civilian honor.

Now in the middle of an exhaustive promotional tour for his latest bestseller, *The Virtues of Aging*, Carter continues to believe that Americans of all ages are searching for something that is "clean and honest and decent." Look no further than to humanitarian Jimmy Carter, who has lived his life by the conviction that "all God expects of us is that we do the best we can with what we have."

"All God expects of us is that we do the best we can with what we have."

JIMMY CARTER



SUSAN MOLINARI:
*ONE SURPRISE
AFTER ANOTHER*

It would have been discovered sooner or later. But it wasn't until the then-22-year-old Susan Molinari's father came down with bronchitis that many people realized what she was really made of.

Susan's father, Congressman Guy Molinari from Staten Island, New York, was to be sworn in at the United States House of Representatives that day. Unable to speak on his own behalf, he asked his young daughter to do the best she could. She did. And the last-minute speech she gave for her father is still remembered by some of the country's toughest critics for its clarity and credibility. In just a few short minutes Susan Molinari had established herself as a bright young woman with a gift for public speaking.

"She excels at whatever she does," a proud Papa Molinari beamed afterward. "But until then I had no idea she could excel in public speaking."

Nearly 20 years later, the blonde with the New York accent continues to surprise. The swiftness with which she rose through the ranks at the House of Representatives is legendary; her announcement last spring that she would leave that post to co-anchor a news show for CBS, was astounding. Then there was Presidential

(Continued on page 23)

Speaking Tips

FROM THE EXPERTS

All five of our Outstanding Speakers were asked to answer six questions about public speaking. Here are some valuable tips from the four who responded:

1 What would you consider to be your greatest strength as a speaker and communicator?

Louis Rukeyser: Combining entertainment with education.

J. C. Watts: Speaking from experience. The best speechwriter I have is my 40 years. I also don't speak from notes. Not using them has forced me to be prepared and to use my heart.

Christopher Reeve: Because of my injury, I am forced to be still and I always speak without notes. This forces me to really focus on what I want to say and has helped me to present my thoughts more clearly than before.

Susan Molinari: Under most circumstances, I enjoy public speaking. I consider each presentation a terrific challenge.

2 If you had to improve one aspect of your speaking style, what would that be?

Rukeyser: The biggest improvement in my speaking life would be to accept fewer engagements each year!

Watts: Have a great joke writer. Humor is tough. Good, clean, fresh podium humor is a challenge. I also wish I had more time to prepare, practice and polish before I perform.

Reeve: Because I breathe on a respirator, it sometimes limits the tempo of my remarks. In the past, I benefited from being able to adjust my timing and delivery.

Molinari: I would like to learn to be more substantive in terms of delivery.

3 Which do you consider to be the best speech you've ever given? Why?

Rukeyser: The next one – because there's always room for improvement.

Watts: My rebuttal to the President's State of the Union was probably the best speech, considering the opportunity to address the nation and the magnitude of the moment. I understood the challenge and the opportunity and impact of the moment. I had to trust my heart and my gut and communicate to the heart of America. That night I was an elected official but I didn't want to be perceived as a politician.

Reeve: The speech at the Democratic Convention in 1996. As opposed to my usual practice of speaking extemporaneously, this was the one speech

that I wrote out with the help of a writer from Al Gore's office. I think it worked well because it was very tight and each word was carefully chosen.

4 Have you had any role models when it comes to public speaking? If so, who?

Rukeyser: My late father used to speak for an hour without using a single note – a formidable achievement.

Watts: Any African-American 37 years or older will remember Martin Luther King, Jr. Dr. King was a great orator, probably one of the best of the 20th century. He had great substance, style and form. I also like Mario Cuomo.

Reeve: [Former New York Governor] Mario Cuomo. Because of his ability to think fast on his feet and his expert command of the audiences' attention.

Molinari: My father, Borough President Molinari.

5 What do you consider to be the single most important element of an effective speech?

Rukeyser: Delivering a worthwhile message without putting your audience to sleep.

Watts: Using language people understand. In the government arena, it is important to speak in leadership terms rather than legislative terms. You need to use language people understand and keep it simple.

Reeve: Understanding the expectations of the audience. This enables a speech to feel more like a conversation. When people feel their interests are being addressed they will have a more meaningful experience.

Molinari: Every speech needs a tight and logical structure. If an audience senses what is coming, they can relax and enjoy the speech.

6 What would be your first advice to anyone wanting to become a better communicator?

Rukeyser: Remember that communication is a two-way street — so think not just about how your words sound to you, but how they will sound to the particular audience you are addressing.

Watts: Know your subject, know your audience and don't be afraid to trust your instincts.

Reeve: Stay relaxed, make sure to breathe and try to sound the way you do in an ordinary conversation. Too many speakers become stiff and unnatural when they read a prepared text from behind a podium.

Molinari: Relax and be yourself. We all can't be great inspirational orators, but we all can be informative and entertaining if we are honest with our audience.

Happiness Is a Choice

One of the most difficult and unhappy times in the life of Mario Cuomo was during an election year when he was running for governor of New York. He was in the midst of one of his toughest campaigns. The governor was despondent until he came across one of his father's old business cards while rummaging through a desk drawer. Looking at the card bearing his father's name, Andrea Cuomo, the governor began wondering what his father would have said if he had told him he was feeling discouraged, disheartened and defeated. Looking at the business card, Mario Cuomo recalled how his immigrant father had dealt with the hard circumstances life brought him. Cuomo's memories took him back to his parents' house in Queens – their first home with a yard. One of the family's initial attractions to the house had been a great blue spruce that stood majestically in the corner of the property.

Less than a week after they moved in there was a harsh thunderstorm. The family awoke to find the spruce torn up by the roots. As city boys, the future governor and his brother, Frankie, knew nothing about trees. They looked down sadly at the fallen spruce. Undaunted by the challenge, their father announced in broken English, "OK, we gonna push it up. It's a-gonna grow again."

Though his pronouncement was met with skepticism, he remained absolutely certain the tree could be saved. Using shovels and ropes, the three worked for hours in the rain, restoring the roots to the ground and propping up the spruce. Studying their work and looking at the

spruce made straight by ropes, the father repeated, "Don't worry. It's a-gonna grow again."

Looking at his father's business card and recalling that time, Cuomo's attitude toward his own circumstances began to shift dramatically. He explains, "If you were to drive past the house today, you would see that great blue spruce, maybe 60-feet tall now, pointing straight up to the heavens, pretending it never had its nose in the asphalt. I put Papa's card back in the drawer and closed it with a vengeance. I couldn't wait to get back in the campaign."

That day Mario Cuomo tapped into this powerful reality: *Happiness is a choice.* We can choose to feel defeated and despondent over life's circumstances, or we can choose to be hopeful and happy.

Writing in the 18th century, John Homer Miller wisely noted, "Your living is determined not so much by what life brings to you as by the attitude you bring to life, not so much by what happens to you as by the way your mind looks at what happens. Circumstances and situations do color life, but you have been given the mind to choose what the color shall be." Here are some ways to choose happiness and, in the process, get more living out of life.

Here are some ways to choose happiness and, in the process, get more living out of life.

1 Choose to be happy in spite of problems. No one is free from problems. Hard times and happiness are not mutually exclusive. Remind yourself that at any moment



you have the option to choose happiness. Then make a commitment to contentment – no matter what your external circumstances may be. Often the greatest happiness and the deepest joy flow in the lives of people who have the worst troubles. These people triumph over their difficulties through sheer determination and perseverance. Here is an inspiring lesson from Nicolo Paganini, the great 19th-century violinist. He was performing before a distinguished audience when, suddenly, one of

the strings on his violin snapped. The audience gasped but the master musician played on the three remaining strings as if nothing had happened.

Abruptly, a second string broke! Without missing a note, Paganini played on. Unbelievably, a third string gave way with a sharp crack! For a moment, the violinist stopped. The audience was certain he could not continue. Calmly and confidently, Paganini raised his famous Stradivarius violin high and announced, "One string . . .

and Paganini." Then, with tremendous, furious skill and the discipline of a gifted artist, Paganini finished the selection on a single string. His performance was done with matchless perfection, and the audience rose in unison, giving Paganini a standing ovation.

Like Paganini, there are times in our lives when one string after another seems to snap. At such moments the temptation to give up and let unhappiness rule our lives is great. However, it is always much more rewarding to persevere and overcome the problems. When facing challenges, large or small, meet them with courage, dignity and optimism. They will recede, and in the process of overcoming them, your happiness will grow.

2 Choose to practice being happy. Remind yourself that you are a happy person. Identify yourself to others as being a happy individual. Smile often. Greet friends with warmth and strangers with kindness. Practice giving thanks daily and even hourly for circumstances that bring happiness your way – the gift of being alive, watching the sun rise, living in a comfortable home, completing a demanding project, enjoying the love of family and friends, etc. Remember that happiness is not the fulfillment of what you want but the realization of how much you already have.

3 Choose to make someone else happy. "The joy that you give to others is the joy that comes back to you," wrote poet John Greenleaf Whittier. That statement is a simple but profound truth. Our happiness is magnified when we go out of our way to make someone else happy. Consider the example of Peter, who works in a manufacturing firm where every Christmas the department heads jointly buy a gift for the plant manager. That tradition was changed when Peter was promoted to plant manager. During his first year on the job, he asked his 15 department heads to adopt a family with eight children who faced a bleak holiday. Funds that might have purchased an elegant leather attache case instead bought dolls, footballs, children's books, stuffed animals, crayons and games. The excitement was contagious. Employees' spouses purchased warm mittens, sweaters and pajamas. And someone else contributed a turkey dinner for the adopted family.

"On Christmas morning my family and I talked about what the day promised for those eight children and their parents," Peter explained. "Although we didn't know them personally, we all felt a special joy and love for them."

4 Choose to have a 'foxhole' in your mind. While Harry Truman was President of the United States, someone commented that he appeared to bear up under the stress and strain of the presidency better than any previous president, that the job did not appear to have "aged" him or sapped his vitality. This was especially remarkable because of the many challenges that con-

fronted him as a wartime president. Truman responded, "I have a foxhole in my mind." He explained that just as a soldier retreated into his foxhole for protection, rest and recuperation, he periodically retired into his own mental foxhole, where he allowed nothing to bother him.

That lesson from President Truman can be applied to our own happiness. Each of us should cultivate an inner retreat inside our minds – a place that serves as a mental and emotional decompression chamber. There, tensions, worry, pressures, stresses and strains can be reduced and eliminated, allowing us to experience renewal and refreshment.

5 Choose to examine your expectations. "Many people are chronically unhappy because their expectations are unrealistic," says Dr. Bobbi Sommer, author of *Psycho-Cybernetics 2000*.

"Don't delude yourself that you can ward off unhappiness in all situations all the time. There's no such thing as permanent, uninterrupted happiness. The important thing is to learn to accept setbacks without thinking of them as permanent conditions."

6 Choose to get help in order to have happiness. If happiness is never part of your life, if you have more depression than joy, if it is almost impossible for you to experience happiness, then it is likely that something in your life is holding you back. Rather than remain in an unhappy, pessimistic state, seek out a counselor who can help identify the problem and guide you toward happiness.

A recent study revealed that counseling and therapy were highly beneficial in overcoming problems such as depression, phobias and stress. Nearly nine out of 10 of the 4,000 respondents indicated their conditions improved significantly after counseling. Forty-four percent of those who entered therapy were at that time in "very poor" emotional states. They said they felt much better after treatment. Some notable findings were:

- Those who felt the worst upon entering therapy made the most progress.
- The longer people stayed in therapy the more they improved.
- Respondents who saw social workers were as satisfied as those who sought help from psychologists and psychiatrists.
- Those who went to self-help groups were very satisfied.

Don't fall into the trap of putting happiness on hold. Too many people delay being happy, waiting until they get that promotion, find true love, earn a large income or achieve great professional success. That approach is likely to result in disappointment. Happiness does not operate on a future schedule. The right time to be happy is *now*. **1**

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Victor M. Parachin is a minister and writer living in Claremont, California.



By Richard G. Ensman, Jr.

That which does not kill you makes you stronger.

Making Sense of Adversity

WHEN YOU PONDER THE CONFLICTS YOU FACE EACH DAY (YOUR expanding workload, the demanding expectations of work and family, the uncertainty over your career), you can't help but wish all these hassles would go away. Tough times are

tough, and no one wishes for them. But they can, in fact, bring about abundant personal and professional growth. Consider how tough times:

- **Equip you for the future.** When you encounter and overcome difficulty, you learn skills and gain insights that will be valuable to you as you meet challenges in the future. Remember the words of the great theorist William Allen White: "I am not afraid of tomorrow for I have seen yesterday."
- **Test your limits – and allow you to exceed them.** When you're mired in difficulty, you often end up using more energy and creativity than you realize you possess. The result: a tremendous surge of accomplishment and self-confidence that lasts far beyond the trial itself. Remember the words of former Pittsburgh Pirates pitcher Vernon Law: "Experience is a hard teacher because she gives the test first, and the lesson afterwards."
- **Teach you perspective.** Tough times help you realize that only a few problems are truly insurmountable, and that the rest are relatively trivial in the grand scheme of things. This perspective brings about a sense of equanimity about life. Said philosopher and psychologist William James: "The art of being wise is the art of knowing what to overlook."
- **Make you productive and efficient.** When you face difficulty, you learn to think issues through and to plan effectively. The result: new organizational habits and faster performance. As the great engineer and inventor Charles F. Ketting said, "A problem well-stated is a problem half-solved."
- **Prepare you to be a role model.** During tough times, you learn that you can't take the easy way out. Your display of self-discipline and perseverance will inspire those around you. Said philosopher John Locke: "Discipline of desire is the background of character."

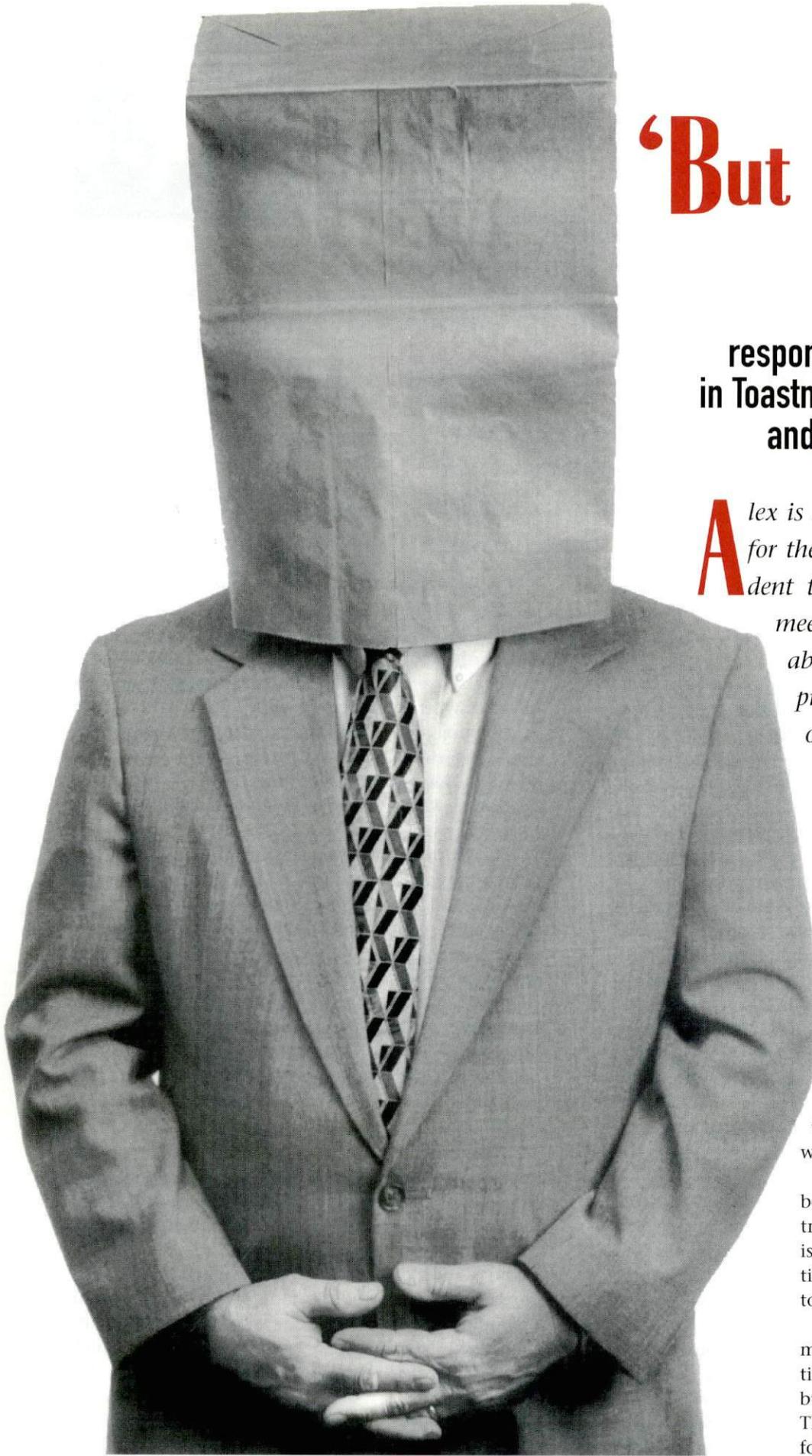
- **Help you become sensitive to other people.** When you're facing tough times, you learn to appreciate good relationships and teamwork – and the support other people give you. You become responsible for

returning that support in equal measure when others face difficulties. Religious leader and lecturer Phillips Brooks once said: "Happiness is the natural flower of duty."

- **Build a sense of humor.** You learn to laugh at your mistakes when you face difficulty. You even laugh at the seeming absurdity of the problems you face or the unceasing expectations of people around you. The advice of the ancient philosopher Seneca is particularly apt here: "It better befits a man to laugh at life than to lament over it."
- **Teach you to set priorities.** During difficult times, you learn what is really important. You learn to disregard the insignificant and focus your attention on the things that will make a real difference. Remember what Benjamin Franklin said, "Resolve to perform what you ought; perform without fail what you resolve."
- **Ultimately lead to satisfaction.** After you've faced the burning issues and put the tough times behind you, you feel the warm glow of relief, accomplishment and satisfaction in your heart. And more likely than not, you'll learn to carry that spirit with you. Author Theresa Helburn said, "One's lifework, I have learned, grows with the working and the living. Do it as if your life depended on it, and first thing you know, you'll have made a life out of it. A good life, too."

Thomas Jefferson encountered his share of difficulties in life. He made hard work a priority in his life and found tremendous growth and achievement as a result. Remember his admonition: "I'm a great believer in luck and find the harder I work the more I have of it." **T**

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'But It's **N**

**Taking
responsibility
in Toastmasters
and in life.**

Alex is scheduled to be Toastmaster for the evening. As the club President taps the gavel to begin the meeting, she glances nervously about the room. Alex is not present. The flag salute and opening rituals are completed and the President launches

into a brief business meeting. Still no Alex. The President proceeds mechanically through the agenda, but she hardly knows what she is saying because, in the back of her mind, she is wondering how she'll cover the meeting without her Toastmaster. Finally, Alex bursts through the door.

"I couldn't help it!" he pants. "You just wouldn't believe that traffic. It was a standstill all the way from the bridge."

This is not the first time Alex has been late and it's not the first time traffic has been tied up. In fact, Alex is rarely on time and the traffic routinely moves slowly along his route to the meeting site.

In this instance, Alex is making many mistakes that hurt his effectiveness, not only in Toastmasters but in other areas of his life as well. The obvious error is that he is late for this meeting. He also tends to be

Not My Fault!

By Elly V. Darwin, CTM

chronically late to other meetings, to work, to worship services and to social functions. Those are mistakes, too. Furthermore, he didn't call to notify the club President that he was running late; that can also be considered a misjudgment. But in the scenario above, Alex is committing a far more serious error than these. He is failing to take responsibility for his actions.

People who fail to take responsibility for themselves quickly offer an array of excuses for their behavior. Think, for example, of how many elaborate excuses you've heard (or perhaps given!) over the years for tardiness. Have you ever noticed that some of the most elaborate excuses seem to come from people who are chronically late? Through diligent practice and refinement, they've elevated their excuse-making to an art form! From the chronically late, have you ever heard, "I am late because I failed to leave the house in time to allow for contingencies that might cause me to be delayed"? Of course not – it's always the traffic.

If you happen to see yourself in the above scenarios, you will make a tremendous stride in your own growth if you simply realize this: It's not the traffic's fault! The traffic did

not commit any atrocity against you. The traffic doesn't care; it's just there. If you happen to be caught up in it, you are not being abused – you are merely experiencing an outcome.

People who choose not to take responsibility for their actions tend to see themselves as victims of situations and other people. Those who have a high level of personal integrity and maturity (which has nothing to do with chronological age) understand that they are ultimately responsible for themselves and their actions. They are proac-

"When you refuse to hide behind excuses, justifications, rationalizations, passing the buck and shifting the blame; when you accept full responsibility for your own thoughts, words, choices, actions and outcomes, you take charge of your life and your destiny."

tive rather than reactive.

Therefore, one of the greatest steps you can take in your personal development is to practice saying three words: "I am responsible."

The 19th-century American poet Josiah Gilbert Holland said, "Responsibility walks hand in hand with capacity and power." You empower yourself when you move from claiming, "I couldn't help it" or "It's not my fault" to declaring, "I am responsible." Of course it is much easier to blame other people

or circumstances for your mistakes and misfortunes, but it is the mark of maturity to affirm that you are fully responsible for your thoughts, words, actions and the events and outcomes in your life. Sometimes you may grit your teeth a bit as you admit it, but it is important that you do so.

Below are some introspective questions to help you assess your own level of personal responsibility. This is not a psychological test; there is no passing or failing score. However, the questions should cause you to think about your actions in terms of your personal responsibility. As you ponder the questions, do you notice any patterns? Do you see cases in which the same pattern

plays out in various areas of your life (for example, at work as well as Toastmasters)? Do you see a personal history of certain patterns? Again, this is not a test, but merely food for thought. In fact, as you read the questions, it should be obvious which ones indicate taking or avoiding responsibility. But if you are still in doubt, consider the Golden Rule and ask yourself, "If I were on the receiving end of this scenario, how would I want to be treated?"

PERSONAL RESPONSIBILITY QUESTIONS

After delivering a speech, do I bristle when my evaluator points out some weak points in my speech? Do I tend to assume the evaluator has a personal vendetta against me? Did I honestly prepare my speech as well as I could have? If not, do I blame the evaluator for "making me look bad" by "catching" me unprepared? Do I accept that a speech evaluation is simply the evaluator's opinion and it may or may not be valid? Do I write down the evaluator's criticisms and make a mental note to work on eliminating weaknesses in the future? Do I appreciate the evaluator for trying to help me become a better communicator?

When I am the Toastmaster do I call all the members who have assigned tasks ahead of time to make sure they'll be at the meeting? Do I have alternate people I can call upon to fill program gaps? Do I publicly deride those who do not show up? Do I declare, "I'll never be Toastmaster again; last time, my speakers canceled on me"?

Do I expect others to cover for me when I fail to meet an obligation? Do I have my spouse or secretary call the Toastmaster to say I won't be speaking? Do I instruct my

"enabler" to give pat excuses such as, "Tell her I have to work late"?

Do I tell the truth? Did my car really break down, or did I just fail to fill the gas tank? Was my child really ill, or did I just choose to watch television last night instead of working on my speech?

When I am unable to fulfill an obligation, how do I handle it? Do I simply fail to show up, or do I take steps to ensure that the meeting will run smoothly without me? Do I think I've discharged my obligation if I call the Toastmaster right before the meeting and say, "I can't do Table Topics tonight"? Or do I assist the Toastmaster by calling to say, "I can't do Table Topics tonight, but I called Nancy and she's agreed to do it in my place"?

We all have many priorities to balance, and attending Toastmasters must fit in among numerous choices we make. There is nothing wrong, for example, with choosing to attend your son's school play rather than going to a club meeting. However, it is a mark of maturity to discharge with responsibility any conflicting obligations that arise from your choices.

Remember that responsibility means more than just being

accountable. Think of the word as "response-ability," the ability to respond with integrity rather than to react recklessly.

Jim Robin, one of the top speakers and authors in the field of motivation and personal development, emphasizes, "You must take personal responsibility. You cannot change the circumstances, the seasons or the wind, but you can change yourself. That is something you have charge of."

If you are to grow, you must understand this vital principle of empowerment: You are ultimately responsible for yourself. It is impossible to be empowered while acting irresponsibly, and you reach a significant milestone on your life's journey when you recognize and declare, "I am responsible." When you refuse to hide behind excuses, justifications, rationalizations, passing the buck and shifting the blame; when you accept full responsibility for your own thoughts, words, choices, actions and outcomes, you take charge of your life and your destiny. **T**

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Elly V. Darwin, CTM, is a member of Northshore Toastmasters Club 5379-68 in Mandeville, Louisiana.



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Outstanding Speakers of 1998

(Continued from page 14)

Candidate Bob Dole's announcement, live on the Larry King show, that he had chosen the 38-year-old former cheerleader to deliver the keynote address at the 1996 Republican National Convention. "Well, my gosh, you can imagine my surprise!" she told King in a televised phone interview moments later. "There is no greater honor in the world than to speak on behalf of the gentleman that is on your show right now."

And so Molinari stood before a sea of delegates and a nation of cynics in San Diego on August 13, in the glare of the national spotlight, in what she was to call one of the most exciting events of her life. And there she told the world in simple words that her family – from her Italian immigrant great-grandfather to her infant daughter – represented the American dream, and that Americans had a responsibility to protect that dream.

And once again Molinari surprised, with a speech that came to be hailed by Democrats and Republicans alike for successfully blending homespun images with hardball politics. Looking back, Molinari says the secret of its success – in fact, to her success as a speaker – is her ability to relax and be herself.

"We all can't be great inspirational orators, but we can be informative and entertaining if we are honest with our audience," she explains. And while she considers every presentation a tremendous challenge, and rehearses diligently for each, that keynote address was one she had in essence spent her whole life preparing for.

Following a family tradition dating back to the early 1940s, when her grandfather, S. Robert Molinari, served as a New York state assemblyman, Molinari seemed destined for politics. Armed with a bachelor's degree in communications and a master's in political communications, she ran for a seat on the New York City Council at the tender age of 26. Few were surprised when Molinari, described as a "young, bright, articulate woman in a sea of cookie-cutter middle-aged men," became the youngest council member in the city's history. The surprise was how quickly she gained access to the council's inner circle – a fact that prompted one councilman to admit, "I thought she was just here on her father's name. But she is substantive. She understands the issues." Shortly after, she was reelected to the council with 74 percent of the vote.

Being substantive and winning over audiences are Molinari hallmarks and keys to her style as a speaker. When her father resigned from Congress and a special election was held for his seat, Molinari, then 31, announced her intention to run for it, and won. She refused to shy away from controversial issues, taking a pro-abortion stance that shook many of her fellow

Republicans and Catholics. "I had friends who had abortions in college, and it was really their experiences that made me take the position I now hold," she announced with typical candor.

In 1996, as Vice Chair of the elite eight-member Republican Conference, Molinari became the highest-ranking female ever elected to a position of leadership within the House. That same year, she was named *Glamour* magazine's Woman of the Year and one of *Time* magazine's Most Influential People of the Year Under 40. Political commentators point out how Molinari combines media savvy and political smarts, while "charming the press with her down-to-earth, unpretentious personality."

Long before she was tapped to serve as co-anchor of CBS News' *Saturday Morning*, her tart tongue and relaxed manner had made her a news-show staple. One reporter wrote, "She is so disarming that moments after meeting her, you feel like you're hanging out with a longtime girlfriend."

Indeed, it is the unscripted, unedited Molinari who has

won over legions of audiences across the country. A classic "Molinari Moment" came during a recent speech before a national woman's group. After receiving a lighthearted introduction, the 5-foot-two-inch Molinari stepped out from behind the lectern.

"This isn't in my notes, but I feel like I have to go through this because I

think it fits with your brand of humor," she told the group. Eyes twinkling, Molinari then recounted the story of the congressman who gravely – and very prematurely – announced Bob Hope's death to a packed House. "And we wonder why the public doesn't have more confidence in the House of Representatives," she concluded, shaking her head in delighted bemusement.

Despite her popularity as a speaker, the announcement last year that she would trade 12 years of high-power politics and CNN celebrity for a stint as television commentator came as a shock. Citing the desire to spend more time with her husband, Representative Bill Paxon, and infant daughter Susan Ruby, Molinari's career switch occasioned arguments about the line-blurring between journalists and politicians.

But her television career was short-lived, giving Molinari little time to prove herself. Last month, with a second baby on the way, she completed an eight-week teaching fellowship at Harvard's School of Government. Chances are, she's using this down-time to regroup and plan her next strategy for success.

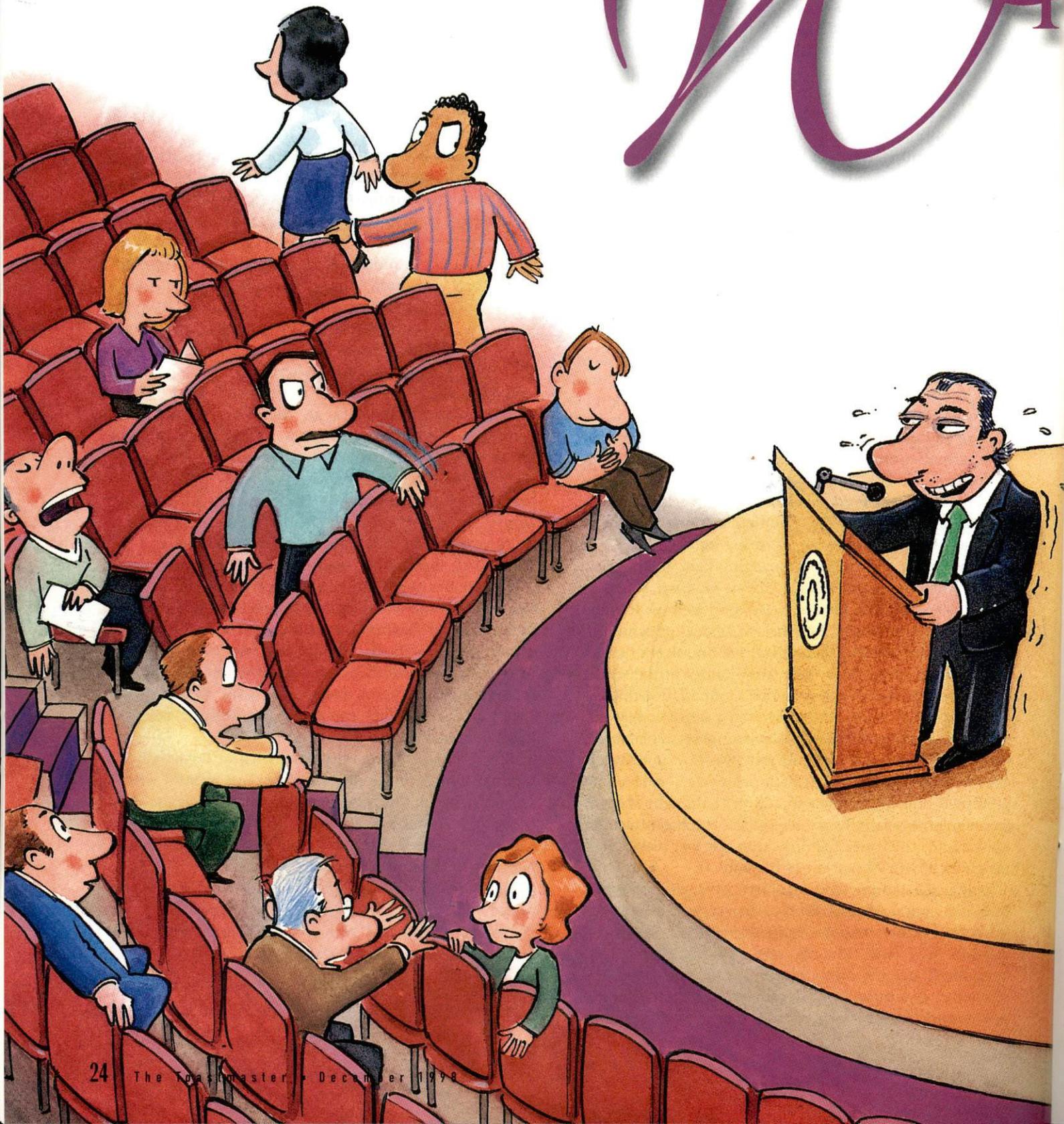
Her husband recently reflected on his wife's remarkable career. "I'll be her campaign manager when she runs for President," Paxon said with a smile. People who know Susan Molinari are still not sure he's joking. **T**

"I enjoy public speaking. I consider each presentation a terrific challenge."

SUSAN MOLINARI

Editor's Note: Be sure to nominate your favorite five speakers for 1999. See ballot on page 30.

TO



WINNING THE CREDIBILITY GAME

Preparation and straight talk are the best tactics when facing an antagonistic audience.

A landmark Harris poll taken a few years ago revealed that nearly seven out of 10 Americans believe that financial security is increasingly out of reach for most people and that government and big business are to blame. Professionals such as labor union leaders, advertising executives and politicians are ranked last in honesty and integrity ratings. Right now

the climate is harsh for speakers who champion unpopular causes or represent out-of-favor industries, professions or individual organizations. And such speakers are likely to find themselves labeled as underhanded, deceitful, devious or shifty simply because of the subject of their messages.

The speaker who ignores skeptics in the audience is inviting trouble. Some of your favorite messages may be greeted with sideways glances, sudden epidemics of throat-clearing or, worst of all, boos and loud guffaws.

Fortunately, much can be done to blunt the edge of distrust and pave the way for a better reception of unpopular themes. From scarred veterans who frequently face unfriendly audiences, here are eight ideas for winning the credibility game:

1 Straight talk is the best talk. A skeptical audience will be especially alert for signs of slanted material. Exaggerated claims, extravagant descriptions and emotional appeals are more likely to annoy than to create the right soil for your ideas.

Frank Ikard, former president of an oil industry trade association often under fire, once put it this way: "You have to be careful about the claims you make. If you're trying to make a statement about some proposal in Congress that you don't like, for example, don't describe

it as a 'disaster' for the country. Your audience has heard – and survived – many such claims."

Sentence structure can pose a special trap. If you have points you are eager to make, make them head-on, and make them as concrete as possible. Statements that are buried under convoluted phrasing or heavily decorated rhetoric

will simply arouse suspicion. If the folks in the hard seats do not know exactly what you are trying to say, they may think you are trying to be slick.

Be especially careful of vague statements. A speaker for the energy industry once invited stony stares by saying: "A delayed or stretched-out timetable for achieving environmental and safety goals is essential." First, he tried to avoid saying flatly that his organization favored the delay. Second, to a person suspicious of an organization's motives, "stretched-out timetable" sounds like "we want to delay this forever." It's better to be specific about the timetable and offer reasons.

2 Know both sides of an issue. You may not have to deal with opposing arguments in the course of your presentation, but just to know them will endow your statements with more conviction.

A spokesman for the securities industry once said: "In nearly all my talks, I try to make the point that a good investment climate is good for the nation. But a lot of people still think of investing as a form of gambling. To meet that objection, I learned all I could about gambling. That effort paid off. If anyone raises the point, I know more about gambling than they do, and I can convincingly make the distinction between gambling and investing."

3 Stake your claim as an expert. It's not enough to know your subject; you must establish your expertise with the audience as soon as possible.

Sometimes you'll get a handsome introduction that will include your credentials. But if you don't, get ready to toss modesty aside. Choose elements of your background that will advance your credibility with the immediate audience.

How's this for disarming an audience? Speaking to college students, the president of the American Medical Association was about to deliver a talk critical of health maintenance organizations. He said: "In coming before you, I want you to think of me not just as the AMA president addressing students whose ideologies may contrast with mine in some respects, but as a physician, talking to you as patients, even though you look appallingly healthy."

A few simple phrases sprinkled adroitly in the opening comments can establish your expertise:

"In some 20 years of counseling unemployed people . . ." "Four years of study and analysis of this problem have convinced me that . . ." "I've been in both business and government for two decades, and I've had an opportunity to deal with this problem from both sides. I've concluded . . ."

4 Raise the sticky issues yourself. One sure way to boost credibility with your audience is to recognize the tough criticisms of your position or your proposal and attempt to answer them during your speech. Raising the questions yourself shows that you are fair-minded. The audience will see you as a person who is open to criticism and who has thought about opposing views.

If you acknowledge the criticisms, though, avoid the temptation to dismiss them flatly – as is done so often on television. In TV land, a subject is covered in 30 seconds and the arguments are cast in black and white. In a speech, however, it's better to raise the opposition's viewpoint, concede that it seems to have some validity, then give the arguments that outweigh it.

5 Prove it with numbers. Figures certainly help prove a case, but if it appears that they are being used merely to dazzle, your audience may tune out the entire speech.

How many numbers are too many? An association spokesman once used no fewer than 137 numbers in a speech – dates, percentages, dollar amounts, fractions, even zip codes. That's too many.

"In a speech it's better to raise the opposition's viewpoint, concede that it seems to have some validity, then give the arguments that outweigh it."

On the other hand, many speakers attempt to cut down the numbers game by rounding off all figures: "We just about doubled productivity." But sometimes that kind of inexactness conveys a feeling that you consider the precise figures unimportant. One way of handling it is to use both: "We more than doubled our output – from 85 units to 175 units to be exact – and in the process we proved . . ."

6 Make your own survey. Audiences usually will react favorably to your personal surveys. Results obtained by Harris, Roper and Gallup are certainly worth citing when you can, but citing your own personal survey generates additional audience interest. It shows you have contributed something new to the discussion, something the audience hasn't heard before. And your personal involvement will add to

the credibility of your presentation as a whole.

Your poll can be as simple or as elaborate as you want to make it. For example, you can send a questionnaire to 100 people, asking for their opinion on your subject. Or you can informally ask 20 people for their opinions. Of course, your survey doesn't have to be confined to interviews with people. Examples: "I recently reviewed the annual reports of 50 companies chosen at random, and I found that in 42 of them, the CEOs carefully described their core business . . ." "I know interest in this field is growing. I counted the listings under that heading in the Yellow Pages of six cities and I found . . ."

7 Cite authorities that are acceptable to your audience. How many times have you heard a speaker (or read a newspaper columnist) cite figures or statements from some organization that obviously supports his or her position? Such sources are always suspect – at least in the eyes of a skeptical audience.

If you anticipate a credibility problem, re-check any authorities you plan to cite to make sure your listeners will accept them.

In our "who's in, who's out" society, it seems as if professions take turns standing in the sunshine of public acceptance. At the moment, bankers, clergymen, physicians, jurists (but not lawyers), journalists and educators are in public favor. You can hitchhike on their credibility by quoting them and their organizations.

8 Field questions from the audience. Some speakers with controversial subjects consider a question-and-answer period as the most important device for gaining credibility.

An association CEO in Washington, D.C., says: "I've just about given up on the standard talk, even though I take on about 20 to 25 speech dates a year. Nowadays, I'll talk for 10 or 15 minutes at most, then ask for questions. I may give a half hour or more to fielding questions."

This executive represents an industry almost continually under fire from consumer groups. His evident sincerity in the question-and-answer period invariably wins audience respect.

To handle a question period successfully takes a lot of work – more than preparing the speech itself. An experienced speaker tries to anticipate every question that could be asked. And he or she will have back-up data ready for at least a few of the responses.

Here's how a speaker for one large organization gets ready for the question-and-answer portion of the program:

First, three or four of the company's top executives submit lists of 10 to 15 probable questions. One of the executives eliminates duplications and prepares an indexed briefing book containing the questions, suggested answers and supporting data that may be needed to address the questions.

The speaker reviews this material over several evenings and then calls a mock question-and-answer session. For an hour or more, the executives pepper him with ques-

tions. Responses that seem incomplete or fail to answer a question directly are revised. The briefing book is revised, and the speaker studies it until he is confident that he is fully prepared.

When it comes to the actual question-and-answer period, what if you don't have an answer? Say so forthrightly and take the next question. What if the question requires a long, complicated answer? Answer briefly, in part; then ask how many in the audience are interested in the matter and offer to discuss it with those people afterward.

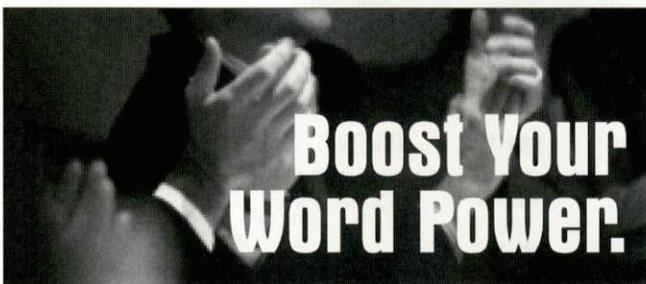
What if a question is hostile? Don't show your annoyance. Don't get ruffled. After all, you invited questions. Just give an answer. What if some people still have questions, but the program director wants to close the meeting? Invite the people to send you their questions

and promise you will answer them within five days.

A lot of time and effort can be expended in winning the credibility game, but it's worth it. Convincing an audience that already shares your points of view is really not much of a challenge. But as one speaker puts it: "When it comes to giving a speech, there's nothing that beats the thrill of talking to an audience you know is only 20 to 30 percent with you at the start, but gives you a hell of a round of applause at the end."

"It's not enough to know your subject; you must establish your expertise with the audience as soon as possible."

William Hennefrund, a professional speech writer, has worked with the top executives of Uniroyal, AT&T, the American Stock Exchange and several trade organizations in planning speech presentations. He lives in Woodbury, Connecticut.



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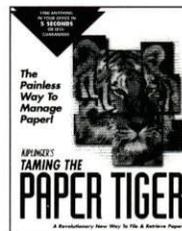
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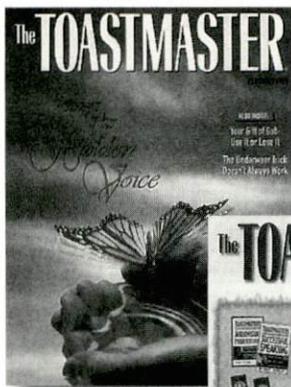


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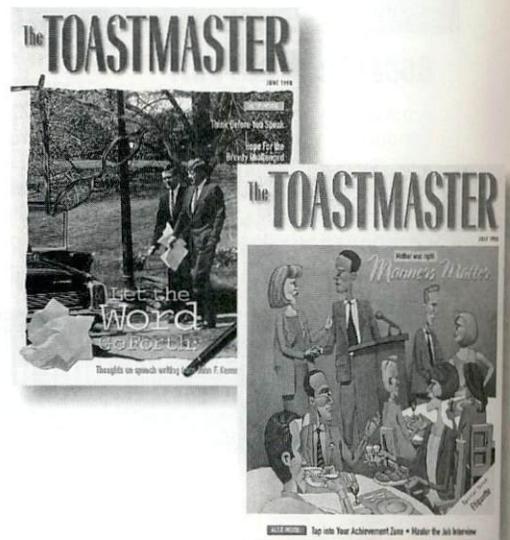
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SPECIAL ISSUES

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 Public Relations August
 Personal Growth November

Vote FOR YOUR Favorite Speakers

Each year Toastmasters International selects and officially honors Five Outstanding Speakers, one each from specific categories listed on the ballot below. By recognizing individuals for their communication skills, we hope to create greater public interest in, and understanding of, the art of speechmaking.

You are invited to fill in the nomination form below and send it to World Headquarters. The Board of Directors will review the nominations receiving the most votes and select the Five Outstanding Speakers. The final list of names will be published in *The Toastmaster* and announced via press releases to the media.

JUDGING CRITERIA – The nominees' abilities as "outstanding speakers" will be evaluated in terms of message and delivery. A great speaker has "something to say," so factors such as importance, timeliness and relevance of the message to the audience will be considered. Nominees will be selected based on their achievements or contributions in the seven areas listed on page 9 in this issue.

Please Note: This year's Outstanding Speakers and those from previous years are not eligible for nomination (see list below). All ballots must be postmarked by April 1, 1998.

THE PAST YEARS' OUTSTANDING SPEAKERS ARE:

1997: Jim McCann, Margaret Thatcher, Zig Ziglar, Elizabeth Dole, Dr. Laura Schlessinger

1996: Kenneth Blanchard, Gen. Colin Powell, Billy Mills, Elie Wiesel, Diane Sawyer

1995: Tom Peters, Nelson Mandela, Deepak Chopra, Barbara Jordan, Garrison Keillor

1994: Peter Legge, Jack Kemp, Stephen Covey, Dennis Prager, Rush Limbaugh

1993: Harvey Mackay, Mario Cuomo, Anthony Robbins, Jesse Jackson, Nina Totenberg

1992: Lee Iacocca, Gen. Norman Schwarzkopf, Robert Schuller, Les Brown, Paul Harvey.

OUTSTANDING SPEAKERS BALLOT

1. COMMERCE OR INDUSTRY

Nominee _____
I think this person is an Outstanding Speaker because: _____

2. GOVERNMENT

Nominee _____
I think this person is an Outstanding Speaker because: _____

3. INSPIRATION OR MOTIVATION

Nominee _____
I think this person is an Outstanding Speaker because: _____

4. EDUCATION OR SOCIAL

Nominee _____
I think this person is an Outstanding Speaker because: _____

5. MASS MEDIA OR ARTS

Nominee _____
I think this person is an Outstanding Speaker because: _____

Submitted by: _____ Club/District No: _____

Please mail this form by **April 1, 1999** to: Toastmasters International, P.O. Box 9052, Mission Viejo, CA 92690, Attn: Publications Dept.

HALL OF FAME



The following listings are arranged in numerical order by district and club number.

DTM

Congratulations to these Toastmasters who have received the Distinguished Toastmaster certificate, Toastmasters International's highest recognition.

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 Angelica Michail, 269-F
 Elizabeth de Clifford, 33-4
 Charles C. Athas, 1881-4
 James D. Miller, 9893-6
 Russell L. Carpenter, 253-7
 Jeanene Johnson O'Brien, 6253-7
 Bob LaDu, 6986-7

Sharen Bakke, 4936-10
 Tammy A. Miller, 1219-13
 Douglas William Knight, 5526-21
 Darrell S.C. Peregrym, 9362-21
 Patrick J. Steece, 3808-22
 Ruby L. Hammitt, 3310-23
 V. Ruby Engle, 403-24
 Irwin I. Selig, 555-26
 Brenda O'Brien, 5145-33
 Pat Noona Gorski, 6330-36
 Kathryn Pape, 4471-38
 Geraldine Wentzel, 8604-39
 Carol Loewen, 3068-42
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 Matthew E. Cutts, 3841-49
 Dennis K. Wade, 7879-50
 Patrick Oei Kian Seng, 4261-51
 Ralph E. Mathews, 4576-56
 Jerri Duke, 6659-56
 Earleen Norris, 2056-57
 Beryl J. Lewis, 4782-60
 Mary Wade Wright, 3264-63
 M. Carol Reed, 1515-65
 Joseph C. Harper, 6822-66
 T P J Van Bakel, 4377-69
 Suzanne Spottiswood, 6408-69

Margaret Hawrylcw, 3554-70
 David Edwards, 9587-70
 Brian Lucas, 3677-71
 Neville Robinson, 2176-72
 Howard W. Wills, 6890-73
 Libertad C. Nolido, 3128-75

40 years
 Northwest, 2855-30

35 years
 Fukuoka, 3405-U
 Eloquentia, 3679-61
 Hamilton, 1893-72

30 years
 Real-Time Ambassadors, 1497-1
 MC Cook, 2888-24
 Stag, 2908-53

25 years
 Windjammers East, 2530-30
 Frankston, 1851-73

20 years
 Redeemer Speechmasters, 3630-36
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 Tamatea, 1920-72

Anniversaries

DECEMBER

50 years
 Twin Rivers, 667-42

45 years
 Creston, 804-19
 Anthony Wayne, 1380-28
 Fremont, 1402-28
 Camrose, 1432-42
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