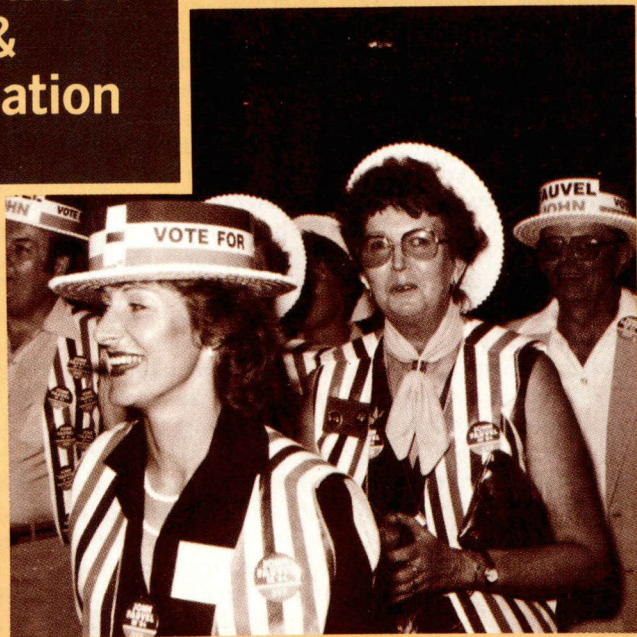
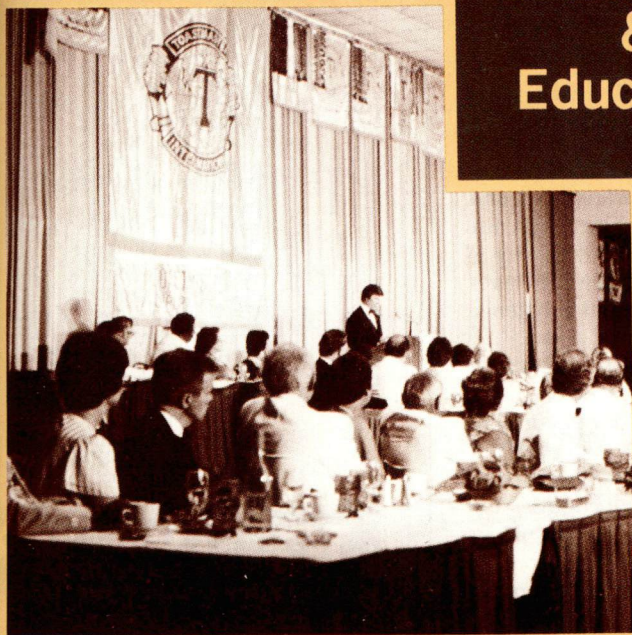


October 1984

THE TOASTMASTER



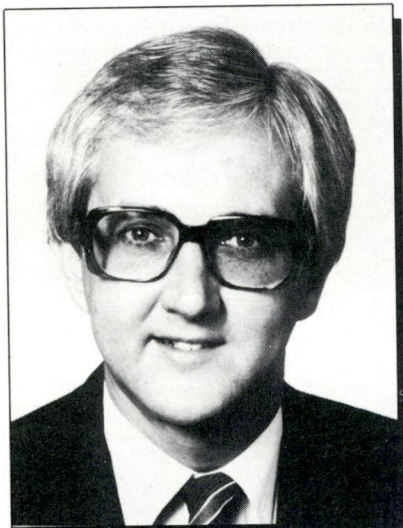
**ORLANDO—
Excitement
&
Education**



Highlights of Toastmasters' 1984 Convention

Opportunities for Growth

Driving around the Los Angeles basin this past summer I could not miss seeing the many Olympic signs and banners on the freeways directing the local residents, out-of-state visitors and foreign travelers to the many athletic events connected with the XXIII Olympiad.



Athletes from around the world, having demonstrated their superior skill during earlier Olympic trials were now on stage for the world to see. Their willingness to train for long hours each day had created this opportunity, not just to participate in their sports specialty to the enjoyment of the spectators, but an opportunity to travel worldwide and meet with people from many countries with different and interesting cultures.

As many athletes implied during their brief interviews on local television, it was an opportunity to experience Southern California living; an opportunity to trade pins, jackets and T-shirts with other athletes; to share stories and experiences; and, basically, an opportunity to develop a deeper understanding of humanity.

Just one week later the "process" was repeated in a sense, in Orlando, Florida, when over 1300 Toastmasters from around the world and their families met to enjoy the warm hospitality of District 47 at our 53rd International Convention. The long hours of training, success during earlier competition, and an excellent convention presentation led Toastmaster Joe Boyd to the coveted "World Champion of Public Speaking" trophy. But all of us who attended came away winners, having developed a better understanding of each other and a deeper appreciation for what Toastmasters has to offer.

Fortunately, for 99 percent of our membership who could not come to Orlando, the basic Smedley formula for personal development, that opportunity for growth, is available at the weekly Toastmasters club meeting. Each Toastmaster comes to the meeting with unique insights, experiences, knowledge, skills and most importantly, a willingness to share with others. When combined with our well-developed educational programs, a special environment for learning is created—an environment unique to Toastmasters International. The whole "process" is enhanced when the leadership maintains a high standard of excellence in club operations.

The importance of speaking from the manual followed by good evaluations cannot be over-emphasized, for it prepares the member for those "early trials" in our Toastmasters involvement and for those "early trials" in our day-to-day experiences at home and at work.

Last year's record educational and leadership accomplishments are an indication that Toastmasters are indeed taking advantage of the opportunities for growth available at the club, area and district levels of our organization. They are preparing themselves to handle even greater challenges.

Author Thomas Dekker, in an essay on life, suggested we should "greet the day with reverence for the opportunities it contains." Taking a cue from Dekker, we should greet our club time with reverence for the opportunities it contains. Who knows, a gold medal for achieving the fullness of life just might be waiting for us. Best wishes and enjoy those opportunities for growth!

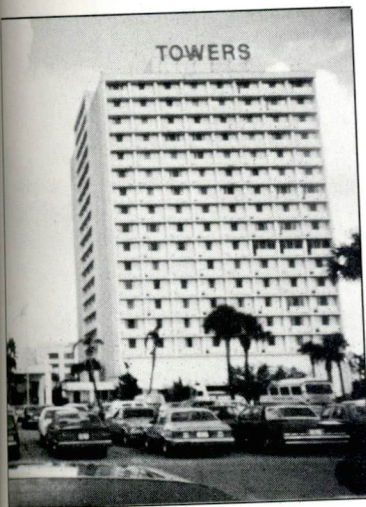
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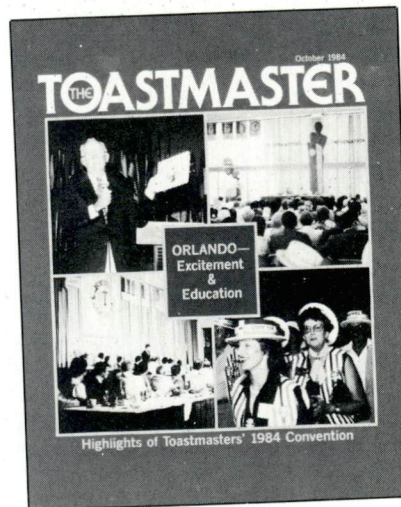
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**A Journey to Personality
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by Stefan Nielson, M.A. and
William McKenzie, C.P.A.



COVER

Toastmasters from around the world met in Orlando, Florida, in August for the 53rd International Convention. In this issue we highlight the education and excitement experienced by an international crowd at the Convention. Turn to page 8 to relive the opportunity for growth Toastmasters found in central Florida.

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The ENTANGLING EXAMPLE

by Leon Fletcher

tionary, second edition, unabridged, says an example is:

"An instance serving for illustration of a principle or method; a particular case or problem illustrating a general rule, method, or truth."

An example is one of eight main types of data which you can use in your

A VIVID EXAMPLE CAN MAKE A POINT MEMO- RABLE.

speeches. (The other types: quotations, statistics, stories, definitions, comparisons, contrasts and audiovisual aids.)

Data in a speech serve four purposes. Generally, any type of data will fulfill any and all of the four purposes. But that's not true of examples. Examples can be used effectively—correctly, appropriately—to meet only three of the four purposes of data.

To help you avoid entangling your speeches with misused examples, con-

sider each of the four purposes for using data.

1. TO MAKE A POINT MEMORABLE

President Reagan made one of the points in his 1984 "State of the Union Address" quite memorable by presenting a vivid and moving example. He led into the example by first stating his basic point:

"Some days when life seems hard and we reach out for values to sustain us or a friend to help us, we find a person who reminds us what it means to be American."

After that statement, he supported his point with this example:

"Sergeant Stephen Trujillo, a medic in the 2nd Ranger Battalion, 75th Infantry, was in the first helicopter to land at the compound held by Cuban forces on Grenada. He saw three other helicopters crash. Despite the imminent explosion of the burning aircraft, he never hesitated. He ran across 25 yards of open terrain through enemy fire to rescue wounded soldiers. He directed two other medics, administered first aid and returned again and again to the crash site to carry his wounded friends to safety."

That's a very well-worded example. It is a brief, objective, non-flowery, specific description of a highly dramatic incident.

2. TO CLARIFY A POINT

In this use of an example, the speaker usually presents a point which, when stated as a generality, may be difficult for at least some listeners to understand, visualize or apply. To clarify the point

Is the following statement a correct use of an example?

"The army is unfair in how it treats new soldiers. For example, after my brother joined he didn't get the assignment the recruiter had promised him."

The example is probably the most time-honored type of data—specifics—you can present in a speech. A well-chosen example can do much to strengthen your speech. A well-worded example can be your most effective type of data.

But the example is also one of the most frequently misused types of data.

To be sure that we're all considering the same thing, let's define "example." *Webster's New Twentieth Century Dic-*

Immediately after stating the point, the speaker presents a specific sample—a selected incident—which is representative of the several particulars which make up the general point.

In a speech Walter F. Mondale delivered to the American Business Conference in Washington, D.C., he used this example to clarify a point:

"We must also redesign the capital gains tax to stimulate productive investment. For example, we should eliminate the tax entirely for long-term new investment in smaller businesses or for gains that are rolled into new smaller businesses."

3. TO ADD INTEREST

In your speech you might be making the point that jogging at night is dangerous. But many of your listeners may not be interested in that point. To spark their interest, you'd follow that statement with an example such as:

"Just last week, while jogging in our town park, my next-door neighbor learned first-hand just how dangerous jogging can be at night. She was but two blocks from her home. She was alone. She was heading home. The sun was setting. Shadows were long. Suddenly she heard, from behind her, the sound of another runner. That other runner was catching up. My friend turned to greet the fellow jogger. At that very moment..."

Got your interest, huh? Such is the power of an example to add excitement to your speeches.

Now, let's look at the fourth purpose...huh? You're asking, "What happened to that jogger?" Sorry, but that's just a hypothetical example. But it did show you how effective an example can be in creating interest, didn't it?

4. TO PROVE A POINT

A speaker is using an example in attempting to prove a point when he says: "I know that merchant is dishonest. Just last week he gave my sister the wrong change for a twenty-dollar bill."

That example may be effective in fulfilling the first three of the four purposes

of data. That example is interesting. It may be memorable. It can clarify just what the speaker means when he or she says "that merchant is dishonest."

But that example is *not* valid proof! *No one example is ever valid proof!* To say a merchant is dishonest because one time he gave the wrong change is an ineffective and incorrect use of an example because it aims to convince listeners on the basis of just one isolated experience.

To use an example to prove a point, a speaker needs to show that the example is truly and fairly representative of conditions as they are MOST of the time.

To use that example about the merchant as proof, the example must stand up to such questions as:

- Do customers often get the wrong change from that merchant?
- Is the example representative of other transactions with that merchant?
- Have there been other apparently dishonest actions by that merchant?

"Yes" answers to such questions may indeed document the speaker's point—that the merchant seems to be dishonest.

Of course, even if the merchant short-changes customers only occasionally, and even if those other questions are answered "no," the merchant may still be dishonest. But one example doesn't prove him so. Indeed, making errors in change may show him to be simply careless, inattentive, overworked or perhaps unskilled in handling money.

Now you have the answer to the question which opened this article. It asked, you'll remember, if it is a correct use of an example to claim that "the army is unfair" and document that statement by presenting just one example of an individual who joined and didn't get the assignment he was promised. The army may indeed be unfair, but a single example doesn't prove the point.

Series of Examples

But a *series of examples*—all presented one right after the other—may indeed add up to valid proof of a point. That's the technique Senator Alan Cranston (Democrat, California) used in a speech he gave to the California Teachers Association:

"I believe my record puts me at the top of the list of those who seek your support.

- I authored the legislation that created teacher centers.
- I sponsored a bill on Mobile Teachers Retirement Assistance.
- I cosponsored the original Emergency School Assistance Act..."
- (And he went on with five more

such examples, each following immediately after the previous one.)

Another speech which included a series of examples to substantiate a point was delivered by Nancy Harvey Steorts, Chairperson of the Consumer Product Safety Commission. Speaking at the Industry-Government Conference in Virginia, she said:

"In my travels across the country, I have seen first-hand numerous examples of companies taking the responsibility for incorporating safety in production and for safety testing.

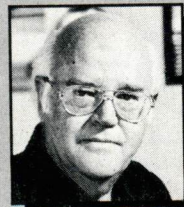
- The toy manufacturing company, Fisher-Price, tests each of its products before it leaves the factory.
- At Carrier Corporation, safety is made a vital part of an extensive quality control program that double checks safety factors at each stage in the manufacturing process.
- Celanese Corporation has put out a booklet titled, "Product Safety: It's Everybody's Business."

Senator John Glenn (Democrat, Ohio), in a speech to the 84th Annual Convention of the Veterans of Foreign Wars, also used a string of examples to prove a point:

"The VFW membership today is as broad as our nation's battles in this whole century. From Belleau Wood and the Argonne where my father served; to Pearl Harbor, Anzio, Normandy and Iwo Jima where "uncommon valor was a common virtue;" to Pusan, Hungnam, the Yalu, the Chosen Reservoir; and to Ad Loc, Khe Sanh and Hamburger Hill in the steamy jungles of Vietnam, we've shared terror and we've shared triumph, the joy of just remaining alive and the fear of dying."

In sum, examples can add considerable impact to your speeches. Use them to make your points—your ideas, your views—memorable, interesting and clearer.

But when you try to use examples to *prove* your points, watch out! You may be, as the 19th-Century English poet Robert Browning said, "On the dangerous edge of things." 🎤



Leon Fletcher, Emeritus Professor of Speech, Monterey Peninsula College, is author of the recently published Ballantine paperback, *How to Speak Like a Pro.* He is a frequent contributor to *The Toastmaster.*

It's Not What You Say, It's How You Look!

by Don LeVie Jr.

Did you know that without uttering a single word, you may be revealing more about yourself than you realize? The silent messages you send through your use of body language strongly influence how others perceive what you say and how you say it.

Body language is more than the proper use of gestures, posture and eye contact—it also encompasses everyday behavior such as your smile, the way you shake hands, your attire (both business and leisure), your physique, your choice of perfume or cologne and even the attitude you have towards your responsibilities.

While most of you may already be conscious of how some of your messages are interpreted by others, it is just possible that there may be a few that you are not completely aware of. Careful coordination of both your appearance and actions can result in personal and business contacts having a more receptive attitude for what you have to say *before* you say it.

A study performed by psychologist Albert Mehrabian suggested that only seven percent of the impact of non-technical everyday communication resulted from *what* people say, 38 percent from *how* they say it, and 55 percent from *how they look* while saying it.

Confusion and misunderstanding surrounding verbal communication is a commonplace occurrence in the business environment. One reason for this sometimes costly behavior is that our minds and bodies are not in communication with each other.

Pseudoaffective Behavior

Whenever your words contradict your appearance, you are exhibiting what is known as pseudoaffective behavior. For example, saying you feel like “a million bucks” and looking like “death warmed over” is an example of pseudoaffective behavior. If you take this a

step further, communication that is pseudoaffective in nature could have serious consequences on the job.

As a petroleum geologist, I must, on occasion, attempt to convince management to commit millions of dollars to drill a well at a specific location. If my body language does not coincide with my verbal presentation, I run the risk of not selling my prospect to management. If that happens I will undoubtedly receive a first-hand demonstration of coordinated verbal and body language from my supervisor!

Effective verbal communication demands that you be in tune with all aspects of your body language and that you utilize it properly and to your advantage. Let's take a look at some of the characteristics of silent expression that can sometimes cause others to turn a deaf ear before they hear what you have to say.

The Smile

The most useful and effective form of body language is your smile. A genuine smile implies sincerity—and in the business world sincerity is usually associated with a willingness to be fair and equitable. What does your smile communicate to others? If you aren't sure, look in the mirror. What is your first impression of your smile? Does it appear genuine or counterfeit?

Ask your friends and business associates for their initial reaction to your smile. Their feedback will prove to be extremely helpful in your cultivating a sincere, real smile which can be used to place you in a favorable position in encounters with others at home and at the office. Remember, a smile doesn't cost you anything, but the returns you get may be profitable in many ways.

The Handshake

Another important aspect of body lan-

guage that can influence people's first impression of you is how you shake hands. Long ago the handshake began as a gesture to an approaching person that indicated you were not carrying a weapon. In today's society, people shake for any reason—from closing a business deal or saying hello to offering sympathy or congratulations.

It really doesn't do the handshake justice to merely classify it as being weak, firm or strong. Handshakes should be categorized by style. I think most of us have encountered them all—from the “crusher” who would like to see you on your knees as you plead with him to leave one or two bones unbroken in your hand to the “dead man” whose grip leaves you thinking that rigor mortis should be setting in at any time. Fortunately for our hands, in most office and business situations the rather extreme forms of handshaking are not encountered.

It is important to remember that handshakes transmit your self-image. A person with a superiority complex or high self-esteem usually has a firm, confident handshake, while someone who suffers from an inferiority complex will reflect such a condition in his handshake.

Let handshaking work to your advantage by doing it with firmness, directness and conviction. To add more effectiveness, handshakes should be accompanied by direct eye contact.

Your Attire

Another way of advertising yourself to others before you speak is in your attire. Your choice of clothing certainly can communicate to others some very definite information about the person living in them. People really do relate to you in a particular way prompted, sometimes, by only the clothes you wear.

With most people it is common that when you look good you feel good—proper attire and good grooming do affect your attitude and behavior. Many books and articles have been written on how to dress, but generally speaking, in most professions, conservative styles, colors and patterns will win out over whatever the latest fashion magazines are promoting for the season.

Conservatism in dress somehow conveys to others that you have the situation in control and that you are not easily influenced by others. It is true that the person inside the clothes is more important than the clothes themselves, but remember, how you look when you say anything is more important than what you say.

Body Type

Now what about the person inside

ple's first... shake... began... carrying a... shake... a business... sympathy... shake... being... kes... I think... em all—... like to... lead with... unbrok-... nan''... hat rigor... by time... st office... r ex-... not en-... hat... age... flex or... , con-... who... x will... d-... dvan-... ctness... ctive-... anied... self... ur... ainly... ery... on... ate... d... ear... hat... ny... on... in... n-

se clothes? For quite some time re-
searchers have been attempting to estab-
lish a correlation between body types
and certain personality characteristics.
The three major categories of body
types are endomorphic (fat), mesomor-
phic (muscular), and ectomorphic (skin-
thin). Listed here are personality traits
that have been found to be somewhat
relative with particular body types.

ENDOMORPHS

affectionate	relaxed
sluggish	kind
generous	tolerant

MESOMORPHS

dominant	competitive
enthusiastic	independent
confident	efficient

ECTOMORPHS

serious	tactful
thoughtful	conscientious
sensitive	meticulous

Keep in mind that these personality characteristics are not always associated with the body types under which they are listed. Body types occur in a large number of combinations of the three basic categories—shapes and sizes that are controlled, to varying degrees, by heredity, diet or level of physical activity. However, there is a sufficient level of confidence in the accuracy of the findings to warrant some serious thought.

It is true that the physique constitutes only a partial statement of who and what you are, but nonetheless, it is a nonverbal message which can be especially significant when it is a first impression. People who manage to stay in good physical condition present a favorable initial impression. They appear to others as being disciplined and able to take command of any business or personal encounter.

If you are not in the shape you would like to be, regular attention to proper nutrition and vigorous exercise should remedy the situation. Earlier it was stated that when you look good, you feel good. Nowhere is this more true than when speaking of one's physical shape.

Scent

Your choice of cologne or perfume has a great influence on how people react to your initial presence. Do you douse yourself with inexpensive fragrances that everybody recognizes? Careful selection and application of these products can enhance your position with your business associates. They will notice that you are wearing some-

thing unique that sets you apart from others they come in contact with during the working day.

Personal habits that involve offensive odors inevitably carry over into the work environment. If you are a cigar, pipe or cigarette smoker or enjoy eating onion and garlic, you might want to be aware of how these habits effect the people you interact with. If you have ever worked with someone with bad breath or offensive body odor, you know exactly what nonverbal communication really is!

Or if you were the offending party and someone told you of your "offense," how did you react? Many times our silent expressions betray our true inner feelings. While you may be telling somebody "thank you" for their informing you of the condition or habit, you may also be communicating resentment and anger by your nonverbal expressions.

Stay conscious of the fact that a successful presentation, business meeting or job interview could be negated simply by the way you smell. The best way to find out whether you emit any offensive odors is to ask a friend or relative what

kinds of odor messages you transmit. If the odor and the message are offensive, then take corrective measures to get positive feedback.

These important aspects of body language are vital to establishing favorable first impressions. When they are applied with conscious forethought, they can lend you the upper hand in communicating with others effectively and advantageously. Set the stage for your success now and strengthen the foundation of your self-confidence by remembering it's not what you say that's important, but how you look when you say it.

Don LeVie Jr. is a member of Phillips Noontimer's Toastmasters Club 5099-56 in Bellaire, Texas, is a Staff Exploration Geologist with Phillips Petroleum Company in Houston, Texas, and is an adjunct faculty lecturer with the University of Houston Downtown College. He has received two Special Achievement awards from the U.S. Dept. of Commerce for his research work. As a member of the Phillips Petroleum Energy Speakers Bureau, Don has received several Distinguished Service awards.

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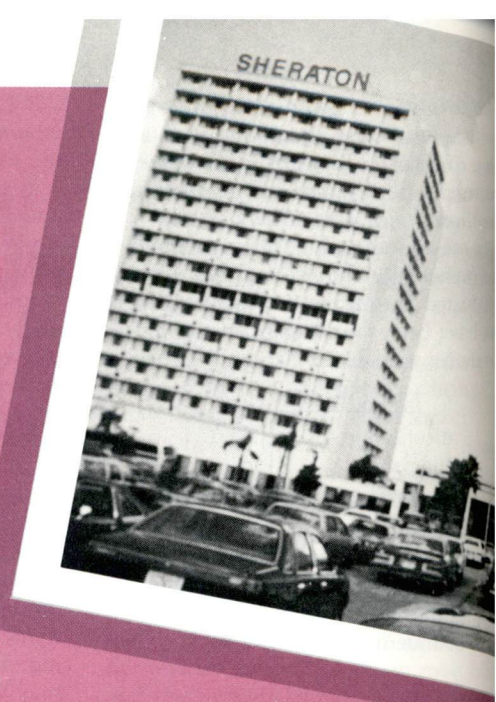
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ORLANDO: Excitement & Education

Orlando, Florida, is a long way from Taiwan, a long way from New Zealand and a long way from many district speech contests. But for Toastmasters Cathy Hung, John Fauvel, DTM, and Joe Boyd, attending Toastmasters 53rd International Convention in Orlando this past August was like coming home.

Cathy Hung (Hung Nai Huei) journeyed nearly halfway around the world, from her home in Taipei, Taiwan, Republic of China, to be a part of this year's convention. She was one of over 1400 Toastmasters from around the world, many with their families, who came to Orlando seeking education, excitement and fellowship—and found them all!

But Hung was a little bit different.

A petite woman (barely five feet tall) in her early thirties, Hung traveled all the way to Orlando *alone* and spent about \$3000 U.S. dollars in the process. She quickly made friends though, and could be seen flitting about the convention area speaking very good English to groups of Toastmasters and having her picture taken with them.

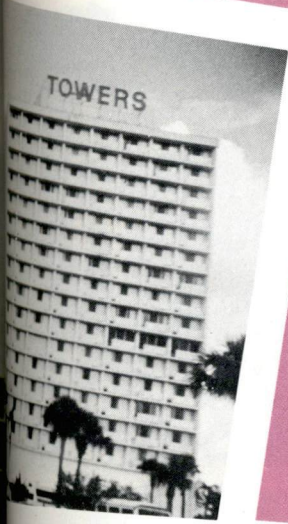
Hung practices her English language skills as a member of Grand Toastmasters Club 1447-U in Taipei, Taiwan (one of four clubs in that city), where all meetings are conducted in English. She is past president of that club and is the first representative from Taiwan to attend a Toastmasters International convention. "I feel my visit further enhances the good will between my country and the United States, as well

as with other countries represented the convention," she said.

Hailing from nearly as far away Taiwan, John Fauvel, DTM's, journey from New Zealand was almost longer than Hung's in many respects. His not only a journey of distance, but the last leg of a long campaign trail triumphant last leg. In an exciting breaker run-off, Fauvel was elected Toastmasters International's Third President, the organization's first International Officer from outside North America.

But Fauvel's journey was not the one to end triumphantly in Orlando. Toastmaster Joe Boyd traveled the rocky road of Toastmasters' speech contests—a road that probably seemed as far as Hung's path from Taiwan

CONVENTION CHARISMA—Toastmaster Cathy Hung from Taiwan (front, right, in top left photo), received a hearty Southern welcome from Host District 47 voters. The tall, geometric Sheraton Twin Towers Hotel served as convention stage (top, center). Toastmasters enthusiastically gathered to hear noted speakers and gobble up goods (top, right). Circus World clown caught with a Toastmaster fan (bottom, left). Delegates campaigned eagerly for their candidates (bottom, right).



as hectic as Fauvel's long campaign trail. Boyd's journey culminated in Orlando where he captured the coveted "World Champion of Public Speaking" title at the International Speech Contest.

For all Toastmasters in attendance, the convention culminated a year of self-discovery, and they came to Orlando ready to discover more. During exciting daytime educational sessions at the convention Twin Towers Hotel, convention-goers heard top speakers, renewed friendships and made new ones.

After the days' educational events concluded, delegates and their families found another kind of excitement at major Orlando-area attractions, including Walt Disney World and EPCOT Center.

Culmination of a Successful Year
The convention itself culminated one

of the most successful years in Toastmasters' history. During opening ceremonies on Wednesday, August 22, 1983-84 International President Eddie

"ALL YOU HAVE TO DO TO BE SUCCESSFUL IS BENEFIT SOMEONE ELSE."

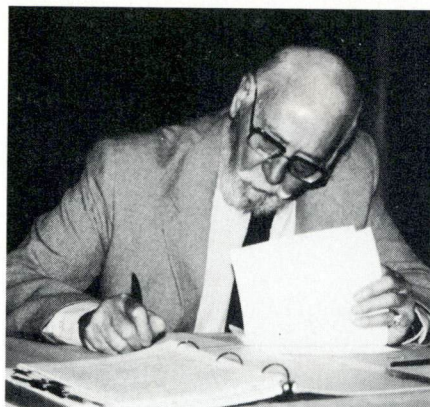
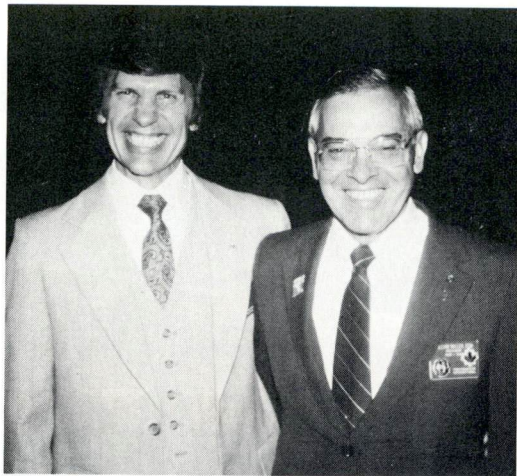
Dunn, DTM, welcomed delegates with a rousing reflection on the past year.

"On July 1 of this year, the most extensive changes in the 60-year history of Toastmasters were implemented...

including changes in our educational system with (1) the development of a dual Communication and Leadership (C&L) track, (2) the revision in the basic C&L Manual and (3) the development of two advanced levels of ATM.

"As a result, today our members have a wider range of opportunities than ever before to select personal growth programs and activities in communication and leadership programs that are designed to meet the individual member's needs and interests. I can say without hesitation that each of our members, now more than ever before, has the opportunity to 'experience the power of Toastmasters.'"

Executive Director Terry McCann added: "This year we reached an all-time high of 109,700 members... a record performance. We're moving toward 200,000. We reached a total of 5,191 clubs, the most in the history of



SPECIAL MOMENTS—Past President William Miller, DTM, and Immediate Past President Eddie Dunn, DTM, (top, left) pause to pose during convention activities. Newly-elected International President John Latin, DTM, (on left in photo, top right) has a post-meal chat with Past International Director Jim Smith, DTM. International Speech Contest winners: Joe Boyd accepts his hard-earned "World Champion of Public Speaking" trophy (center, left), David Richardson (center, center) takes second place, and Orvie Nix (center, right) accepts third place from Toastmasters' new Senior Vice President, Helen Blanchard, DTM. Past International President and legal counsel Joseph P. Rinner (bottom, left) hard at work during a break in convention events. Past District Governors David Roberts, DTM, (from left in photo, bottom right) and Jay Nodine, DTM, and Past International Director Bob Herndon, DTM, share success secrets of a top club in one of many outstanding panel presentations featuring Toastmasters.

Photos by Will Toller

Toastmasters International. We're growing towards 10,000 clubs. At the end of June we had 511 clubs outside North America. We are truly sharing Toastmasters with more people all over the world than ever before.

"People are recognizing that if they want to prepare themselves for life, they have to train themselves. Toastmasters is the leading self-help program in the world."

THIS YEAR THE MOST EXTENSIVE CHANGES IN TOASTMASTERS' 60-YEAR HISTORY WERE IMPLEMENTED.

Speakers Share Insight

Self-help was the dominant theme of the convention as some of the finest speakers in the world shared their own techniques for personal and professional success.

"All unhappiness is caused by addiction to the approval of others—by trying too hard to please everybody," said keynote speaker Bill Gove, an internationally-known sales trainer and motivator.

"I have a responsibility to be at my best for an audience... to stay on time... to make a difference... to reach out and maybe touch someone. But—and this is a life-saving but—I will not accept any responsibility for the audience's behavior towards me. I hope they'll like me... but if they don't, it's not my problem—I'll find an audience that does."

Dr. Charles Jarvis, this year's Golden Gavel recipient, offered this advice:

"All you have to do to be successful is to benefit someone else. You benefit other people and you get rich."

Jarvis, recipient of Toastmasters' highest award for communication excellence, is a noted humorist. "There're only three ways to be happy: be completely ignorant... have only one set of facts... or condition yourself to the news and realize that it ain't all bad—just what you're reading or hearing is bad," he said. "You as Toastmasters need to spread joy around the world and you need to spread a way of living."

The convention featured many other eminent public speakers and communication experts, including Len Baker, Dr. John Lee, Win Pendleton, Bill Johnson, Jeanne Robertson and Mike Ann, DTM. Many of Toastmasters' top

speakers appeared, including John Slyker, DTM; Dick Schneider, DTM; Chuck Allen, DTM; Bob Leiman, DTM; and Elaine Phillips, ATM.

Past International President Bill Miller, DTM, moderated "Communication Showcase," where Toastmasters Thomas Montalbo, DTM; Debbie Madigan, ATM; Mary Cele Bain, DTM; and Bill Johannsen, DTM, exhibited their speaking skills.

Third Vice President Ted Wood moderated "Speaking in Business Today," a panel which featured John Latin, DTM, Toastmasters' Senior Vice President; Durwood English, DTM, Past International President, and Karl Righter, DTM, Past District 47 Governor.

Two other panels that discussed community involvement and secrets of a top club's success featured Past International Director Bob Herndon, DTM; Past District Governors David Roberts, DTM; Jay Nodine, DTM; Ray Floyd, DTM; Virginia Hedding, DTM; Val Crosby, DTM; and Toastmaster John Morse, DTM.

During the convention, four Toastmasters were recognized for speaking skills of the highest professional caliber, when they were awarded "Accredited Speaker" status: Robert J. Allen, ATM; Mary Lou Dobbs, ATM; Joseph P. O'Rourke, ATM; and Dale O. Ferrier, ATM.

Choosing New Leaders

While many Toastmasters attended the convention primarily to hear what those speakers had to say, others were more deeply involved in another exciting part of the convention—the election of officers and directors. They did their own talking behind the scenes, campaigning for the candidates they felt were best qualified to hold international leadership positions.

When all the ballots were counted, the following list of 1984-85 officers was announced: John S. Latin, DTM, International President; Helen M. Blanchard, DTM, Senior Vice President; Theodore C. Wood, DTM, Second Vice President; John A. Fauvel, DTM, Third Vice President.

Convention delegates also elected

nine Toastmasters to two-year terms on the International Board of Directors. They are: Margaret F. Hope, DTM, Burnaby, British Columbia, Canada (Region I); Herbert D. Nowlin, DTM, Oxnard, California (Region II); Frank L. Slane, DTM, Tulsa, Oklahoma (Region III); Jack Gillespie, DTM, Winnipeg, Manitoba, Canada (Region IV); Ted Randall, DTM, O'Fallon, Illinois (Region V); Peter Crabtree, DTM, Oakville, Ontario, Canada (Region VI); James E. Seale, DTM, Simsbury, Connecticut (Region VII); Suzy Smith, DTM, Aiken, South Carolina (Region VIII); and B.E.J. (Joe) Garmeson, DTM, Marshalltown, South Africa.

Soon after the elections were over, the convention delegates made a quick transition from business to pleasure as they prepared for an evening of circus fun. They traded their campaign hats and buttons for grease paint as many of them received make-up jobs from clowns. This put them in a three-ring mood for their trip to Circus World, a nearby-Orlando circus-themed amusement park. They enjoyed a lavish barbecue dinner there, watched circus entertainers, won prizes in carnival games and rode rides into the Florida late evening.

New Officers Welcomed

The next evening, after a full day of educational sessions, delegates assembled in the Sheraton's ballroom for more entertainment. But this time the dress was formal and the fun was preceded by an official ceremony—the installation of the 1984-85 Board of Directors. It was also John Latin's turn to speak, and he started his term as International President with an address that challenged Toastmasters to grab every "opportunity for growth."

"Modern psychology tells us that no one can develop freely and find a full life without feeling understood by at least one other person," he said. "Maybe the secret behind Toastmasters' success is that we offer our membership an opportunity for growth, an opportunity to be understood by others, an opportunity to gain a fuller life."

"To our club officers around the world, I ask that you generate direction, generate opportunities for growth by creating an environment for learning in your club. Make full use of our educational programs. Use the Club Management Plan... we know that 20 members *do* provide a proper environment for learning. Area governors, train your club officers effectively, and re-train them in January if necessary."

President Latin said his goals, as

handed down by the long-range planning committee, are to "take the steps necessary to reach a goal of 200,000 members by July 1, 1989. We're going to have to take a big step this year. We must also take the steps to move our clubs from 5000 to 10,000 clubs by that date. We must focus on member retention and getting clubs up to 20 members."

“TODAY OUR MEMBERS HAVE MORE OPPORTUNITIES THAN EVER.”

International Speech Contest

President Latin's thoughts on the coming year seemed to culminate this year's convention, but one more dramatic, unique event was yet to come. The following morning, over 1400 people gathered to witness nine finalists compete in the "World Championship of Public Speaking."

When the judges' scores were counted, Joe Boyd took first place with a speech titled, "The Top of Your List." He is a member of Bellingham Club 60-2, in Bellingham, Washington. Second place went to David Richardson of Park City Club 1065-53, Bridgeport, Connecticut, and Orvie Nix of Noonday Club 3109-23 in Roswell, New Mexico, took third.

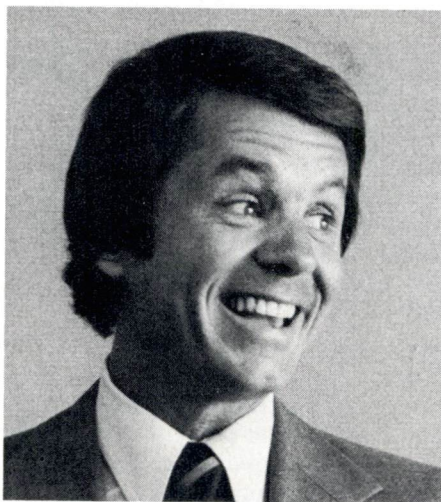
Following the speech contest, a brief closing ceremony with music and balloons marked the convention's end—the end of a long journey for many. But it was a journey with many happy endings and lots of self-discovery in an atmosphere of gracious Southern hospitality provided by Host District 47 Chairman Frank Tillman and his colleagues.

Next year's convention will take place August 20-24 at the Hyatt Regency-Ohio Center in Columbus, Ohio. Members of the 1985 Convention Host District, District 40, were already gearing up for the next convention as they handed out patches and reminded delegates to look down the road to next year and catch the "Columbus spirit."

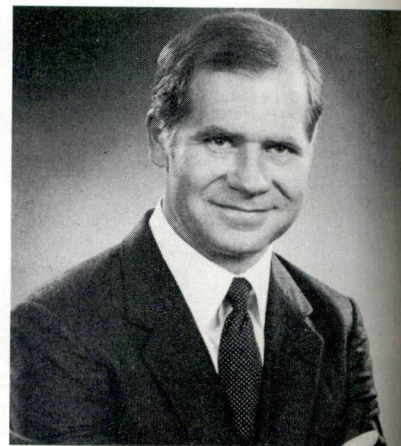
If their enthusiasm is any indication, next year's convention, themed "Discover Greatness," promises to be more successful than ever. What place is more aptly named for a journey of discovery than Columbus? See you there!



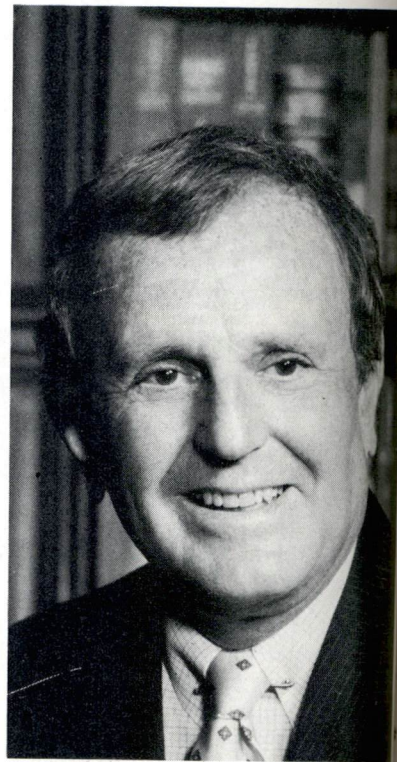
Dr. Charles Jarvis: 1984 Golden Gavel Recipient—"After 30-some years of studying humor, I believe a sense of humor is not the ability to laugh or the ability to provoke laughter; it should be measured on the ability to laugh at yourself. Humor is the greatest vehicle in the world to handle the painful truth—that we are our own problems."



Len Baker: "How to Have an Even Happier Life as a Toastmaster"—"Write down all your worries, roll 'em up, stick them in a 'worry jar' and forget them. 92% of what we worry about never happens. There's only been one guy who died at the podium, though at times we all feel like we're going to."



Dr. John Lee: "Hour Power"—"Eight to 12 minutes per day are lost due to clutter. You must learn the four "Ds"—drop things, delay them, delegate or do them. Put your plan for the next day together at the end of each workday; delegate at this time too."



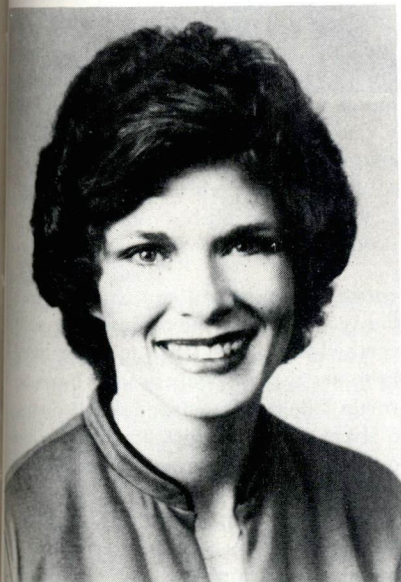
Bill Gove: Keynote Speaker—"The secret of speaking and the secret of living is to transform your state of being from one of *trying* to get satisfaction and fulfillment to an experience of already *being* satisfied and fulfilled; then live your life as an expression of that satisfaction."

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John S. Latin, DTM: 1984-85 International President—"Modern psychology tells us that no one can develop freely and find a full life without feeling understood by at least one other person. Maybe the secret behind Toastmasters' success is that we offer our membership an opportunity for growth, an opportunity to be understood by others, an opportunity to gain a fuller life."



Jeanne Robertson: "Humor: A Personal Strategy for Success"—"I speak two languages fluently—English and Southern . . . successful people are able to laugh at themselves."



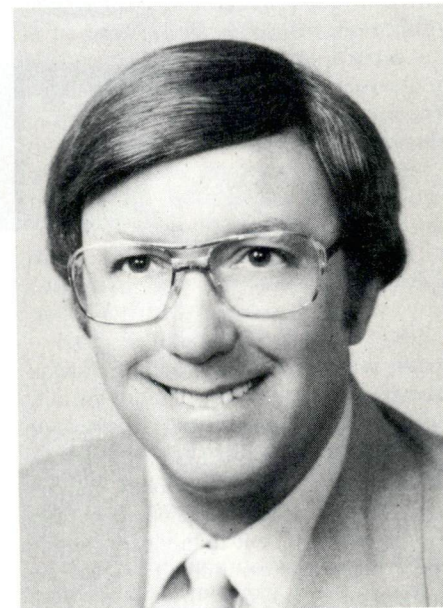
Mike Aun, DTM: "Put Message in Your Message"—"Do you realize the magic you possess as speakers? Do you realize how you can touch and change peoples' lives with the spoken word? This is a challenge that we have . . . every speech should be built around a dream."



Eddie V. Dunn, DTM: 1983-84 International President—"On July 1 of this year, the most extensive changes in the 60-year history of Toastmasters were implemented . . . including changes in our educational system . . . as a result, I can say without hesitation that each of our members, now more than ever, has the opportunity to 'experience the power of Toastmasters.'"



Bill Johnson: "Speaking for Fun and Profit" panel—"To become a professional speaker, you have to have credentials of some kind—have earned some 'right' to be in front of an audience—and you have to have a special style or delivery that people enjoy."



John Slyker, DTM: "Self Discovery—The Arrival of a Toastmaster"—"There has to be a spark from within for self-discovery to start—it's kind of an ignition. Humpty Dumpty had a great fall because she broke her shell and liberated herself!"

IF YOU WANT TO GET ACTION FROM YOUR AUDIENCE, HERE ARE FOUR CRITERIA TO MEASURE YOUR SPEECH AGAINST.

Don't Just Stand There, SAY SOME- THING!

by Dale O. Ferrier, Ph.D.

As the speaker droned on, the 120 eyes staring at his bobbing Adam's apple gradually glazed. His voice was pleasant enough, perhaps too pleasant since it didn't vary, and he chose his words carefully. However, his audience was not listening and therefore was completely unimpressed by his message. In other words, both the speaker and the audience were wasting their time.

In a room across the street another speaker held his audience in the palm of his hand. He was a spellbinder. He played on audience emotions like a skilled musician playing a fine instrument. When he finished, there was a moment of stunned silence, and then as a single body the audience rose to give their speaker a thunderous standing ovation.

However, shortly after the performance various members of the group began to compare notes and no one

could remember what the speaker had said. They had been entertained quite effectively, but nothing of lasting benefit had made an impression on their minds.

SPEAK ABOUT THOSE THINGS THAT MOVE YOU MIGHTILY.

As with the first example, except for the brief interlude of entertainment, both the speaker and the audience had wasted their time.

Many well-meaning speakers are fine

wordsmiths and can captivate an audience but do not have anything really worthwhile to say. On the other hand, there are a few speakers who have a worthwhile and even beneficial message to share, but they just don't know how to put it into a convincing and interesting format.

What does it take to do more than just stand there—to actually say something? I think any speaker who intends to move his audience to action with a "good" speech must be measured against four criteria.

The Agony of a Good Speech

Any really great speech must begin deep inside the speaker. It must wrench itself from his very soul and gush out of him like water scrambling down a mountainside.

The gestation of any really moving speech is a long process. From the conception of the idea to the full-blown

resentation of the finished product, years of success, failure, pain and pleasure may have marched past, until a message demands to be heard and finally bursts forth with all of its newborn vigor.

At that moment the speaker doesn't make the speech, the speech makes the speaker. Dale Carnegie said, "Good talks are the ones that well up from within you like a fountain in a garden." We have all heard too many speeches about subjects in which the speaker had a casual interest, and I am sure we can't remember a single line from a single one of them.

However, when a speech bursts from the speaker and will not be stilled, when it will not be silenced, when every word is felt and when every sentence throbs with life, then phrases and ideas such as: "... blood, sweat and tears," "... a day that will live in infamy," or "Ask not what your country can do for you, ask rather what you can do for your country," or "I have a dream!" will live on beyond that audience and will continue to affect lives for years to come.

The Authority of a Good Speech

A good, convincing speech must be based on experience—on incidents that experientially validate the premise. Because each person's life is a tangled tapestry of entwined threads of environment, personality, experience, relationships and occasional adventures, everyone has a repertoire of speeches churning within, yearning for expression.

Therefore, the best place for a serious speaker to look for speech material which will make a difference and be worth the participants' time is in his own experiences.

Yesterday, while listening to members of my speech class give their first speeches of the semester, I heard a young lady who was so frightened that the last thing in the world she wanted to be doing was speaking before that group. Yet, even with the monstrous bully "stage fright" beating her almost to submission, she gave an excellent talk.

Her speech prompted audience response because she described a personal, terrifying experience she had lived through: She watched her house being destroyed around her as she survived a terrible tornado.

The authority for the speech, then, comes from the speaker's own personal experiences. Before the first word of that speech is ever heard, the speaker should become an expert on the subject.

With a part of himself invested in the topic, the speaker should begin his research and, as a rule of thumb, should

know forty times as much about the subject as he will ever need for the speech. Subject knowledge gives the speaker authority, and that is what gives him reserve power and a healthy measure of confidence.

The Action of a Good Speech

Once the speaker knows he has earned the right to speak on a particular topic and the speech is bubbling within, he can request, with significant authority, a specific action from the audience. When a speaker has based his demand

EVERYONE HAS SPEECHES CHURNING WITHIN THEM.

on his own personal experience, it is extremely difficult for the audience to reject his argument or his right to make it.

I remember listening to a young father speaking to a group of parents. With tears running down his cheeks he insisted that they take more time with their children and that they go right home from that meeting and tell every one of their youngsters they loved them.

I imagine most of the parents in his audience did what he urged, for his demand for action was based on the fact that just a few weeks before he had lost his eleven-year-old son in a tragic house fire. The irresistible force of his request came not from his impeccable logic but rather from the power of his personal experience.

It is not unusual for an audience to challenge the premise, assumptions or conclusions of the most careful arguments of logic, but it is extremely difficult for them to reject an argument experientially validated. It can be done, but it requires the listeners to challenge the speaker's veracity, and that is rare indeed.

The Acceptance of a Good Speech

A speaker brings a good action-getting speech to a close by promising a benefit or threatening a consequence to the audience based upon whether or not they take the requested action.

The audience needs a good reason to do what you want them to do. They must either perceive something to be gained or something unpleasant to be avoided if you are going to break the barrier of their inertia and get the ac-

tion you desire.

Usually the odds of achieving the desired action are in direct proportion to the strength of the promised benefit or threatened consequence. Sometimes the speaker, instinctively sensing the importance of that relationship, will try to make the promise or threat as dramatic as possible.

As a result, he weakens his argument by making it less believable, and therefore less motivating. It is almost always best for a speaker to stay with a promised result which can be supported by the experience of his related incident.

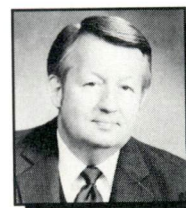
One winter I ruined a wheel on my car because the lug nuts were not tightened properly when I had my snow tires mounted. In fact, the wheel that was ruined had almost come off while I was driving.

In using this incident to encourage people to be careful when mounting their tires, the temptation was to threaten them with a tragic accident caused when a wheel flies off the car moving at high speed on a busy highway. Actually, I get more action by threatening them with the financial loss of replacing the wheel, because it actually did happen. It is therefore an argument more difficult to challenge than even a more threatening potential consequence.

It is also beneficial to keep your motivational purpose simple. A multitude of reasons only dilutes impact. It is much better to have one simple, clear reason for your requesting that the audience take action. That way it will be easier for them to remember, as well as easier for them to do.

Keep in mind the importance of speaking about those things that move you mightily. Speak with the authority of personal experience. Earn the right to demand that your audience take the actions you propose and give them the best reason you possibly can for doing so.

If you are careful about these four criteria, then you may well feel that awesome but fulfilling sense of satisfaction that goes with knowing you may have said something which will truly make a difference in someone's life. 🗣️



Dale O. Ferrier, Ph.D., is a professional speaker and belongs to Early Birds Toastmasters Club 3293-11. He helped start One Summit Toastmasters Club

5254-11. He can be contacted at P.O. Box 10539, Fort Wayne, IN 46852.

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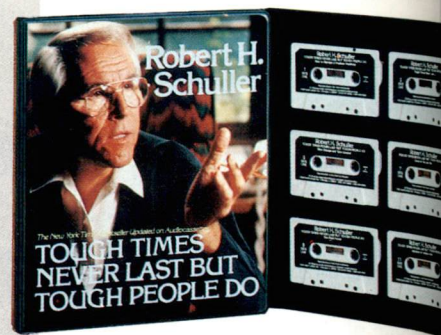
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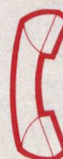
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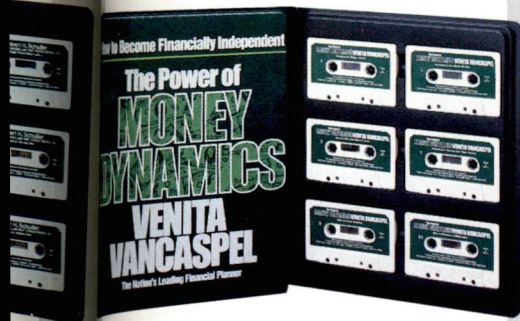
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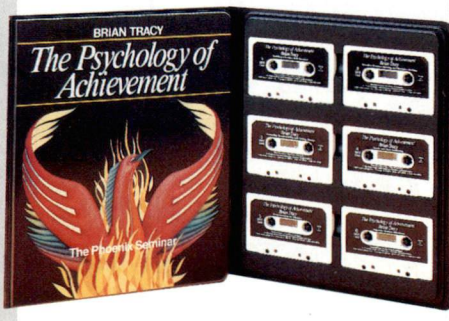
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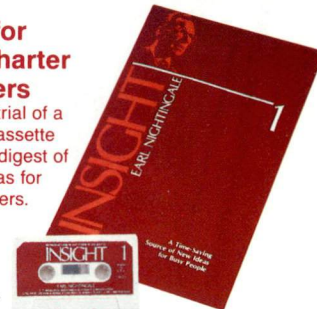
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JUST for LAUGHS

by Gene Perret
Using Insult Humor

When I was resident "Toastmaster" where I worked, I used to regularly roast fellow employees at 25-year anniversaries and retirement parties.

One engineer was celebrating his 25th year with the company. He was considered the authority on marine engineering... that is, designing wiring for commercial and navy ships. I ribbed him by saying:

"Jack is a good marine engineer because he cares about his work. To this very day he still knows where each and every one of the ships he has worked on went down."

Another gentleman who retired was well over 350 pounds and kidded himself about his size. I kidded him at his party by saying:

"Generally I emcee these banquets for free, but at this one Bill has promised to give me the shirt he wears his last day of work. I plan to have it starched and made into a summer home."

I kidded another fellow employee at his 25-year shindig. This gentleman was famous for having an extremely loud telephone voice. I said:

"Ted is the only man in the company that you can hang up on without losing volume."

All of the above examples are put-downs or insults, yet they were well-received by the audience and by the honorees themselves. In fact, most of the guests of honor used to request a copy of my script to include in the memory book that we usually presented to them.

That shows that 'insult' humor is not verboten. It can be a very effective tool from the platform. However, it must be done with taste and with care. As Will Rogers once said, "If there is no malice in your heart, there can't be none in your jokes." Following are three rules that will keep your put-down humor from offending anyone:

- **KID ABOUT THINGS THAT ARE FABRICATED OR OBVIOUSLY UNTRUE:** In our first example, we seem to be saying that our honored guest is a bad engineer. Every ship he works on, we say, sinks. But that insult has no sting to it, because it is so outlandish that no one believes it. It's delivered and received in a spirit of fun. Everyone knows this gentleman is a recognized authority in his field and this joke kids him but doesn't threaten his reputation.

- **KID ABOUT THINGS THAT PEOPLE KID THEMSELVES ABOUT:** In our second example we rib the honoree about his size. That's a dangerous area. It's so dangerous, in fact, that I couldn't even print the joke without including in the set-up that this person kidded himself.

By doing jokes on themselves, people serve notice that they're not sensitive to the areas they joke about. Without that permission I would never have dared a one-liner such as I listed in the examples.

- **KID ABOUT THINGS THAT ARE OF NO CONSEQUENCE:** In our third example, we joked about a man who spoke with a booming voice on the telephone. He knew it and everyone who had ever talked with him on the phone knew it. But what does that say for or against a person? Nothing. It doesn't say he's a bad engineer or a lazy worker. It really says nothing. Consequently, there is hardly anything there to give offense.

Don't dismiss insult humor as too dangerous or too cruel. It's a fun form of comedy and if it's done well and tastefully, even the object of the attack enjoys it. However, you should add one other rule of thumb to protect yourself. Humor can be a powerful tool for good, but it can also misfire and cause bad feelings. If you are ever in doubt about a joke, whether it will offend anyone or not, drop it or replace it. No gag is so good that it's worth losing friends over.

Gene Perret is an Emmy-winning comedy writer based in San Marino, California. He's written for Bob Hope, Phyllis Diller and Carol Burnett and publishes a newsletter, "Round Table," for comedy writers and humorists. Toastmasters with questions about using humor in their speech may write to Perret in care of THE TOASTMASTER, P.O. Box 10400, Santa Ana, CA 92711. All responses will be handled through his column.

THE OTHER SIDE OF THE DESK:

TIPS FOR THE NOVICE INTERVIEWER

by Michael A. DeSousa

Your throat is dry and your palms are beginning to perspire. You detect the tell-tale flutter of those old companions, butterflies, in the pit of your stomach. In one hour you have to face that job interview and dozens of questions race through your mind: What will that stranger across the desk think of me, my professional appearance and my skills? Will I make the right impression? Am I really ready for this close encounter of the interview kind?

"Hey wait a minute," you realize, "why am I so nervous? I'm the interviewer today!"

While scores of books, pamphlets and tapes prepare the interviewee for the rigors of this close encounter, too little attention is placed on preparing the first-time interviewer for the demands of this communication event. It's as if suffering through the interviewee role alone is supposed to be enough to prepare you for that "other side of the desk."

Sooner or later the active professional ends up in the interviewer's role—and not always with the typical responsibility of reviewing job candidates. Promotional and employee grievance situations, scholarship committees in service clubs, civic and political groups—all may employ the interview as a means of exchanging information and perceptions.

Inadequate preparation for the interviewer's role can be costly for everyone: wasted time; interviewees taking their skills elsewhere; diminished self-concept for both participants; more support for the myth that interviewing is an inherited trait like blue eyes or curly hair.

While no single, short article can replace more substantive training and practice, the following considerations can make the transition to the "other

side of the desk" less painful for both the novice interviewer and his or her respondent. For the purpose of focus many of the following tips are framed for the employment interview, though most may be equally applied to any situation where two or more persons meet for a formal dialogue.

PREPARATION

Why be so concerned with preparation? Isn't an interview just a *conver-*

AN INTERVIEW SHOULD BE A MEANINGFUL DIALOGUE.

sation with someone? After all, you don't plan those gab sessions at the coffee machine.

Yes, an interview is a type of conversation. But while the normal conversation is spontaneous and serves a variety of purposes—information, emotional expression, social contact—the interview is a *structured* conversation with evaluation as its basic purpose.

An interview may be used to evaluate an employee for promotion or to evaluate students applying for a scholarship or honor society. These examples also illustrate another distinguishing feature of the interview: It is usually an important conversation, affecting someone's career or status. Since its purpose is significant, the interview should be treated as an event worthy of planning.

Pre-Interview Checklist

The first step in this planning is the pre-interview checklist, a set of considerations to be researched or clarified before tackling the actual interview items. An example of one sort of short checklist follows.

What do I already know about the person(s) to be interviewed? Are there resumes, letters of recommendation or application materials to be reviewed? Are there references cited which could be contacted prior to the meeting?

Is there a company or organization guideline for conducting the interview? (Some governmental or civil service interviews by law must follow a specific interview format.) Would existing guidelines benefit from some revision (e.g., to revise sexist language in the format or to select new emphases)?

Are there relevant affirmative action policies to be applied here or legal or ethical restrictions on the sorts of questions I should ask? Are there state or other employment practices guidelines which I should study?

Have I examined existing materials on the skills or qualifications required of the interview candidates? Is there a job description, personnel statement or eligibility standard to be studied?

Finally, am I prepared to answer the candidate's questions? For example, what are our policies on maternity leave or flex time? The interviewer must be a knowledgeable representative for an organization, club or business.

After completing the research required by pre-interview planning, the interviewer moves on to the construction of the interview guide.

Interview Guide

In developing the questions and topics to be explored in the interview the nov-

ice interviewer is faced with a broad spectrum of approaches, the two most extreme being "winging it" and "scripting it."

"Winging it" implies acceptance of the belief that the interview is only a casual conversation best left unaffected by planning and purpose. A "winger's" favorite opening question is the old, "Tell me something about yourself." The "winger" assumes this profound query will result in a response that will fill the first ten minutes of the exchange.

"Winging it" works fine for sparrows but can leave a human practitioner looking like a birdbrain. The "winger" relies on chance and natural charm when a little planning would pay higher dividends.

The opposite extreme in interviewing is "scripting it," planning out every question in advance with rigid precision. While admirable in intent, this approach too often results in an exchange which sounds like two bad actors rehearsing a play about conducting an interview.

Except when required by policy or law, an interview scripted too tightly is problematic.

First, scripting can result in tunnel-vision on the part of the interviewer, and a reluctance to pursue potentially valuable tangents which pop up during the dialogue. Second, this approach to interviewing can be numbing when the interviewer has to face a large number of respondents. After the fifth run-through the bored interviewer is on auto-pilot, depriving interviewees of the involved partner they deserve.

A compromise between the pitfalls of the above extremes is the thoughtful use of the *interview guide*. Like the speech outline, the interview guide consists of a basic outline of the interview plan without the specificity of a verbatim script.

The guide reduces major questions or topics to the key-word format so familiar to speechmakers. The avoidance of fully "canned" questions promotes the immediacy and energy of human speech. Space is allowed on the guide page(s) for recording notes during the proceedings.

Some interviewers prepare a guide as a mental discipline but find they have little need for it once the interview gets moving; other interviewers keep the guide before them throughout the interview, using it as a flexible "roadmap" that allows some detours while ensuring arrival at the destination.

The specific ordering of interview items on the guide is influenced by a number of variables including: interview purpose, pre-interview information available to the interviewer, time allotted, interviewer style. But two specific considerations may shape the order of items.

First, priority concerns are best placed in the beginning or middle of the guide so that, should time run short, crucial topics have not been underdeveloped.

Second, questions which are necessary but might put the respondent on the defensive should be delayed until the final moments of the interview; this placement will protect the majority of the exchange from "contamination" by tension or distrust. Only an interviewer with a Mike Wallace complex will want to blindside someone with a painful question during those first minutes!

DURING THE INTERVIEW

Note-Taking

As was mentioned earlier, the interview guide should allow some space for note-taking. Even when tape-recording the interview (a matter of personal taste, policy and interviewee consent), most interviewers benefit from jotting down perceptions while the dialogue unfolds.

Indeed, most interviewees expect their "inquisitors" to indicate a level of interest by occasionally putting pen to paper. However, recording these little memory aides cannot be allowed to interfere with the oral communication of the interview.

Comprehensive note-taking by the interviewer is troublesome for two reasons. First, a scribbling hand is seldom connected to an actively listening brain. While recording what just happened you are missing part of what is happening now.

Second, excessive writing can convince the already-nervous interviewee that he or she has just committed a blunder which is now being recorded for posterity and probable broadcast!

One response to the problem of note-taking is the interview panel; when several people are conducting the interview one member can be engaging the respondent while another jots notes inconspicuously.

Another alternative is the humane use of positive feedback while recording perceptions ("Hmmm, a very interesting point there..."). Such feedback convinces the interviewee that your writing is recording as many positive points as it is negative ones.

Finally, the interviewer may wait until the interview is finished to record more detailed notes on the proceedings.

Once the interviewer has developed a basic guide for the interview, he or she will want to proceed to the bricks and mortar of the interview, a consideration of specific questions to be posed.

The Question as a Tool

Besides active, enthusiastic listening, the interviewer's greatest tool is the

thoughtful question. But a really good question is not an easy thing to invent.

As a result most interviews over-rely on that battery of trite and true queries so familiar to interviewees:

What can you do for us?

Why should we select you over the other candidates?

Where would you like to be in five years?

What are some of your strengths/weaknesses?

What do you like best/least about...?

How has your education prepared you for this?

This is not to say there is anything terribly wrong with these or other typical interview questions. But these predictable questions should not constitute the only tunes in the interviewer's repertoire. Basically, the interview can use questions to accomplish three aims: for building trust and rapport; data-gathering; probing values and judgement.

Establishing Rapport

Few of us need be reminded of the quiet terror we experience meeting people for the first time, let alone the heightened anxiety of meeting someone whose expressed purpose is to evaluate us in some way. It is this memory which will guide the humane interviewer to punch some holes in the wall of tension that can initiate an interview.

So-called small talk or purely social talk at the start of the interview can help build some trust between the participants. It does so by establishing some tentative links, some commonalities which form the basis of trust. Might they share a mutual interest in a sport, hobby or activity? Do they hail from the same state or region? Do they have mutual friends or acquaintances?

Questions developed to establish a rapport between the participants in the interview are never a waste of time or an avoidance of the "business" of the interview; they can be a conscious device to encourage an interaction between two human beings, not two faceless "actors."

Gathering Data

The question may, of course, simply serve to gather needed information about the respondent, like previous training, education, relevant experiences. But too great a reliance on interview time for retrieving purely biographical information is often wasted time. Resumes, personal data sheets and application forms often are more efficient devices to gather this sort of information.

The thoughtful interviewer uses the facts gathered from oral or written inquiry to fashion the more creative and less predictable questions known as probes.

Probes" in this case are questions which there are no correct or factual responses, merely responses which reveal something about the respondent. They are not attempts to "trip up" someone so much as efforts to get behind the surface. Responses to probes can be used to gauge the respondent's intelligence, maturity, values or judgment. A probe's purpose is to discover, in a small way, what makes someone tick.

Unfortunately, most people are more familiar with an especially clumsy form of the probe known as the infamous closed question. For example: "Would you rather make a lot of money or do work which helps people?" "As a supervisor, would you be able to fire someone if it was called for?" "As a working parent with small children, will your family demands keep you from doing your job here at Zilch & Sons?" Only someone who enjoys rejection will fall for these leaden efforts. Besides insulting the interviewee's intelligence, two of the preceding examples reveal another shortcoming of artless probes: they are close-ended questions which can be side-stepped easily with a "yes" or "no."

While the dedicated interviewer will try to move beyond such blunt answers, the use of more open-ended probes will result in fewer monosyllables from respondents. For example, note the different types of responses required by two phrasings of the same question:

Close-ended:

"Do you think you would have problems supervising personnel who are much older than yourself?"

Open-ended:

"How would you approach the issue of supervising personnel who are much older than yourself?"

The latter form of the question encourages a more thoughtful response requiring specifics beyond the old "I can do it" dodge.

ENDING THE INTERVIEW

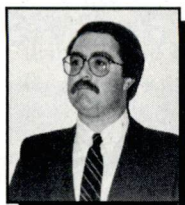
It is generally the interviewer's responsibility to signal a close to the dialogue. Allowing the interview to proceed far past its allotted time may deprive the next candidates of their deserved time. The interview may be tactfully closed by prefacing your final question ("The last thing I'd like to know...") or by allowing the respondent to pose unanswered questions or add comments.

Finally, the interviewer may provide some relevant procedural information such as when the interview results will be finalized and how results will be communicated. Courtesy dictates that

the interviewer should express appreciation to respondents for their time and efforts.

While this article has focused on tips which may guide the novice job interviewer, its recommendations may be applied equally to most formal interviews. Whether interviewing prospective club members or screening candidates for awards, the principles of engaging another in meaningful dialogue are surprisingly constant.

Indeed, the key term here is dialogue, not monologue. While the two or more participants in the interview may be separated by their different roles, they can, and should be, united in their desire for fair and informative dialogue. A memory of what it is like to play the opposite role should guide the novice interviewer in the planning and execution of this challenging communication exchange.



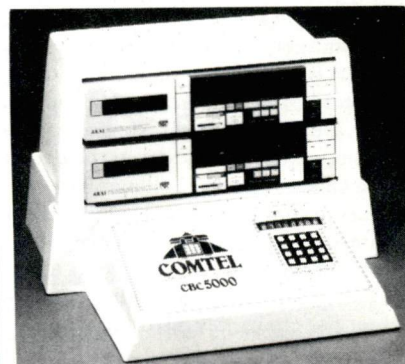
Michael DeSousa is a personnel representative for NEC Electronics, a large Japanese high technology corporation. He is a former lecturer in communications at the University of California, Davis, and has

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Questions and Answers Arouse Your Audience

If you are an authority on a subject, Toastmaster David Cain of Pittsburgh, Pennsylvania, suggests using a question-and-answer format for a talk on your area of expertise. Most speakers invite audience questions at the *end* of their talks. However, allowing the audience to question you as you present material will capture audience attention and draw listeners into your topic.

For example, at a speaking engagement the chairman introduces you as

an authority in your particular field and states your subject. You present a few minutes of lead-in material, then invite the audience to question you. (It's perfectly correct to plant a question or two with a colleague in the audience.)

If it appears the questions are going to be sparse, use more time on your answers and continue to present portions of your material. To rouse an apathetic audience, you might throw

some questions of your own to them (i.e. "How many of you have experienced this? What do you think the result was?").

College professors have used the question-and-answer technique for years, not only to keep students alert, but because it is such a good educational tool. The more a listener participates, the more he or she is bound to learn.

Speechcraft Success with a Twist

Bankers Invest

Recently O'Fallon Club 994-8 in Fairview Heights, Illinois, sponsored a Speechcraft program for the local banking community. The idea was presented to local bankers as a means of self-improvement for their employees. The bankers immediately responded, underwriting the entire cost of the program for eighteen of their employees.

The eight-week course was held *outside* the regular club environment, allowing one hour and thirty minutes per session instead of the usual thirty minutes allotted during regular meeting time. The city of Fairview Heights furnished free space in their Senior Citizens Center, with tables and the conveniences of a classroom arrangement.

Each participant received a packet containing information on "How to Serve as an Evaluator," "Tips on Introducing Speakers," "Table Topics," and the Speechcrafters Handbook. The packet also contained speaking schedules and other pertinent information.

A seasoned Toastmaster presented each session. The final session for presentation of Speechcraft certificates was a guest-night dinner meeting, conducted by the graduating speechcrafters.

Toastmaster Albert E. Ott coordinated the program, assisted by Carl Barth and Bill Newgent. It is their feeling that when more than five participants sign up for a Speechcraft course, holding the sessions *outside* the regular meetings will produce a more effective program.



Members of O'Fallon Club 994-8 conduct Speechcraft for local bank employees.

All Toastmasters who participated felt rewarded to see the bank employees, initially insecure Speechcraft participants, transformed into self-confident speakers by the end of the program. This opportunity for the O'Fallon Club also opened the door for other local Toastmasters clubs to promote membership growth.

College Students Take Account

An accounting professor, in a conversation with Toastmaster Dr. Michael Hopkins, DTM, of Stillwater Club 576-16 in Stillwater, Oklahoma, expressed his concern that his accounting students were well-versed in the

technical aspects of accounting, but had limited speaking skills.

The professor felt graduates should be accomplished in various accounting tasks but that they also should be able to express themselves to their employers and clients. Dr. Hopkins suggested a Speechcraft program for accounting majors and arranged to have his club prepare for the training session.

The result was a formal Speechcraft program for ten accounting students which generated great enthusiasm among the students and Toastmasters. The program was successful—students now meet on a regular basis with Toastmasters supervision and many attend local club meetings.

To top it off, a major Oklahoma City accounting firm, Deloitte, Haskins & Sells, was so impressed with the program that *they now sponsor monthly dinner meetings for the students*. The dinner meetings provide a wonderful opportunity for the students to exhibit their Toastmasters skills to professionals (and prospective employers) in their field.

Club Members Self-Train

On the suggestion of District One's Division Lieutenant Governor, Michael Moone, DTM, Orange County Libertarian Club 5275-F in Anaheim, California, conducted a Speechcraft program for *its own members*.

Moone originally suggested that the club use the Speechcraft program as it was intended—for membership building. But because the club was forced to move seven times in six weeks and had to change meeting days twice, no one outside the club volunteered for the Speechcraft training. The club had even advertised heavily and followed up each move with announcements.

Club members asked Moone how they were supposed to conduct Speechcraft without outside participants and he suggested they start the program as if each member was a prospective member.

In order to affect the training benefits of Speechcraft, it was necessary to modify the "usual" outline to meet the needs of the membership—the flexibility of the program allowed them

to make changes quite easily.

During the program's eight weeks, each of the newer members was presented the challenge of delivering a Communication & Leadership (C&L) Manual speech with one of the Advanced Communication & Leadership (AC&L) manuals as the subject! The club also invited guest speaker/evaluator teams to deliver educational/AC & L ("Specialty Speeches") speeches-to-inform for all of the basic subjects covered in the Speechcraft course.

The Speechcraft program not only allowed every member the opportunity to deliver manual speeches but also provided eight weeks of concentrated educational programming and a chance for members to meet and exchange ideas with many other Toastmasters!

Moone reported that by conducting Speechcraft as a purely educational training project for members, the members of Orange County Libertarian Club rapidly advanced in their manuals, in their speaking abilities and in their knowledge of the Toastmasters program.

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A JOURNEY TO PERSONALITY POTENTIAL

by Stefan Nielson, M.A. and William McKenzie, C.P.A.

Illustrations by Shay Thaelke

Making a change in established "habits" of behavior is not as easy as it sounds if you've ever tried it. I'm sure you have! Have you ever attempted to lose or gain weight? Have you ever attempted to stop smoking when you've been sending more than a pack a day up in smoke? Easy, wasn't it?

What about getting your teenage son to mow the lawn with no strings attached? How about getting employees to go that extra mile over and above what the company or union norms require? Did you ever try to get the top-dog in your organization or a son/daughter to "really listen" to what you were saying? Have you ever tried to convince a drug user, alcoholic or even a person hooked on "legal drugs" to stop their destructive habit?

If you have consistently succeeded in all these areas, congratulations! Share your secret with others! But then, like most of us, maybe you haven't been quite so successful. Changing a behavior pattern is quite a challenge, isn't it? But it's a journey well-worth taking.

How the Mind Works

If you and I are to do any changing or "moving" with ourselves or others, the first step is to figure out how the mind works. Whether we like it or not

the way people act is the direct result of the way *they think*. **ACTIONS FOLLOW THINKING!**

We speak English because the words and English meaning are contained in our brain cells. We do not speak German or Spanish nor are we computer experts or artists and we are not successful unless these abilities are chemically traced in the *engrams* of our minds.

THE MIND IS THE ARCHITECT OF YOUR ACTIONS.

(No one has ever seen an engram but scientists assure us they are there!)

Every business group or organization has a personality all its own. There's a different atmosphere between your local bank and your neighborhood McDonald's, isn't there? The only way a business or organization will grow or change is to add new input into the minds of its management and employees.

As an example of the individual's attitude power, Memorex Corporation changed from a loser to a winner by

rehauling the company's mental set. Robert C. Wilson, a consultant who helped put Memorex in the black, told *The Oregonian*, "You have to get the attitudes in a proper mood. If a company is in trouble, the attitude of the people will reflect that and the longer it continues the worse it becomes. The employees and the company will not be able to concentrate on the future." So healing employees' attitudes was part of the company cure.

Changing your attitude can result in your success too. Here is a seven-point treasure map to move yourself and others in a journey to a more prosperous and happy life. The same seven points may be applied to a group, organization or business "personality" that wishes to prosper.

1. MAGNIFY THINKING

As a lad, I got a kick out of catching the dazzling rays of the sun with a magnifying glass and focusing them on a piece of paper until the paper ignited with a puff. As wisdom would have it, "Fear the person with a single idea!"

Thoughts need to be specific and concrete. Crystallize them. An architect doesn't tell the contractor to build a magnificent structure out of a vague picture. The architect spells out the instructions in terms of measurement inch by inch.

The mind is the architect of your actions; it needs a concrete master plan. Ask yourself: "What do I want in terms of my personality? What type of person do I really want to be?" This might be a little scary if you have lived someone else's image of you all your life!

You must write down what you want in vivid concrete detail. What do you want to achieve today? List several concrete personality characteristics you desire. List concrete actions for attaining each characteristic and assign them each a deadline. This week? This month? This year? In five years? In your lifetime? You may add or subtract from the list. This is not important; it is just important that you make the list.

Here is a checklist to fulfill this step.

Are your goals specific? List a personality change you want in these areas:

- SOCIAL AND FAMILY
- MENTAL AND EDUCATIONAL
- PHYSICAL AND HEALTH
- FINANCIAL AND CAREER
- PHILOSOPHICAL OR SPIRITUAL

Do you have a picture plus an idea plus an emotion about this desired personality change? If not, formulate them now in these areas:

- SOCIAL AND FAMILY
- MENTAL AND EDUCATIONAL
- PHYSICAL AND HEALTH
- FINANCIAL AND CAREER
- PHILOSOPHICAL OR SPIRITUAL

Have you set a deadline for the new behavior's attainment? Place the date in the areas above.

Have you boiled it down to a

single purpose? Check your work above.

Have you identified how it will benefit you? Write it in the areas above.

2. TAKE CARE AS TO INPUT

You have an emotional attachment to that which you are exposed to first, whether it's right or wrong. When you were a child, you spoke like a child, reasoned like a child, thought like a child, acted like a child. But when you became a man/woman, you put aside your childish ways...or did you?

When you were a child and were told

certain things, you didn't say, "no mommy" or "no daddy, that's not right." You swallowed what they said hook, line and sinker.

Most of what you swallowed was the foundation for your communication style or basic personality. You learned to be angry like mommy and daddy. You cried when they cried, laughed when they laughed and were depressed when they were depressed. By age five the emotional foundation for your life was formed and has not changed unless you have worked on it.

Unfortunately you have had a lot of input in regard to skill training in your education but unless you have been particularly blessed, you have had little input in regard to emotional growth or the way the mind works. You have simply learned from the school of hard knocks and continued to operate on the communication skills you learned in the wee years of your life.

Just think: How would you earn your living if all you had were the same skills you had as a five-year-old? You may be still acting on that emotional level or communication level without even realizing it. Ask yourself:

Have you upgraded your communication skills from someone qualified to assist you in this area? List which people and which skills.

What did you learn from them and how did you change?

Have you ever sat back, closed your eyes and reflected on your own communication style? If so what is it? If not, do it now and write down the reflection.

Have you checked out your emotional reaction to see if it has changed over the years? Do you get angry



or happy as you did five to ten years ago? Do you react emotionally the same as your parents or those who raised you? Write it down.

Are you able to recall objectively the idea, picture and emotional level of any situation or encounter you have had? Write down one positive win you have had and think about it in three-D (idea, picture and emotion).

Are you choosy about what you put into your mind? Write down a situation where you have been.

3. I CAN: CONFIDENCE BUILDER

Take an honest inventory of all aspects of your life. Imagine your life as a gigantic wheel. Every spoke is a certain aspect of that life.

Title a piece of paper for each of these spokes of your wheel: financial and career, physical and health, mental and educational, social and family, spiritual and philosophical. Set up two columns on each page, one for strengths and one for weaknesses. Then think hard and objectively and jot thoughts under the appropriate heading.

Confidence in yourself helps you deal honestly with your weaknesses and "moves" you continually to make corrections. You build confidence by experience. You learn how to play the game of life by getting involved in the action, not by sitting on the bench. But you need a good coach or that "know how" so that you are able to confront the challenges that face you.

Edison made 10,000 mistakes before he discovered the electric light bulb. He thought of each mistake as a stepping stone to success. It is said that he had a motto written above his work place that read: "Remember Jonah and the whale when you are down in the mouth. He came out all right."

Remember you have ten billion brain cells capable of holding two to three million pieces of information. Social scientists say most persons only use five to 15 percent of their potential.

Have you listed the strengths and weaknesses of your wheel of life? Remember to reinforce the good points as well as to correct the poor ones.

List the strengths and weaknesses according to importance. Which ones do you wish to strengthen or improve upon? Jot down by each point concrete actions you are going to take:

- SOCIAL AND FAMILY
- MENTAL AND EDUCATIONAL
- PHYSICAL AND HEALTH
- FINANCIAL AND CAREER

YOU MAY STILL BE OPERATING ON THE EMOTIONAL SKILLS YOU LEARNED IN EARLY CHILDHOOD.

• PHILOSOPHICAL OR SPIRITUAL

Have you listed five people to act as coaches in each of these areas? If not, do so now.

Do you allow yourself the privilege of making mistakes, using them as learning experiences and resetting your mind with, "Next time, I'll...?"

Do you think rich or think poor? Do you hold poverty thoughts on all levels of your wheel of life or do you hold prosperity thoughts? Form two columns identifying the rich and poor thought patterns in the five areas of the wheel of life (financially, socially, mentally, physically, spiritually). Remember Henry Ford's motto: "Think you can and you can. Think you can't and you can't!"



4. PERSONAL PLAN OF ACTION

What are the action steps you are going to take in order to make your dreams and wishes reality? Write them out in vivid detail.

What are the obstacles to attaining a particular personality characteristic in each of the areas of your wheel of life (financially, socially, mentally, physically and spiritually)? Use a separate sheet of paper for each category.

What are the possible solutions?

Who or where are the possible sources of information that may give clarity to your plan of action? List the time and date you'll gather this input.

List a deadline for taking decisive steps based on your present knowledge. Remember deadlines may be changed, if it is apparent that suf-

ficient knowledge to act has not been attained. Beware of using this as an excuse for not acting.



5. INK IT, DON'T JUST THINK IT

Now your desires and action plans are down in black and white. This will magnify them and give them new power. Cut out pictures and words from magazines and papers so that the visualization may become more concrete.

Are your desires and plan for action written as affirmations in the present tense (i.e. I am now self-confident)?

Are your affirmations written "as if" they are already accomplished?

Are your goals written in the first person?

Are your end results written in visual and concrete words?

List your goals and action plans on a set of cards and put them on cassette tape that will be at your fingertips whenever you want to review them.

6. MULTI-SENSORY INPUT

You have a vision memory, sound memory, touch memory, taste memory, and a smell memory. Your memory composes various parts of your brain. Just as in Macbeth, where one is charged to smell his way to Dover after his eyes have been gouged out, all the senses are vital to memory.

As I've mentioned, the brain registers thoughts in three-D: the idea component, picture component and the feeling component. The latter two are the most important for retention. Any real permanent mind change must be multi-sensory. This is why cartoons or ideas se-

musical form help you learn. The advertising field applies this principle all the time.

Above all relax. Decide what you want to know, find a coach in that area, then relax. Every act of resistance will cut out the sensory impression. Tension causes resistance to new ideas.

When you get a new idea do you use a tape recorder or write it down?

Do you visualize what you are either learning or trying to teach others?

Do you include an emotional element? Most people buy either you or your product on a "feeling" basis.

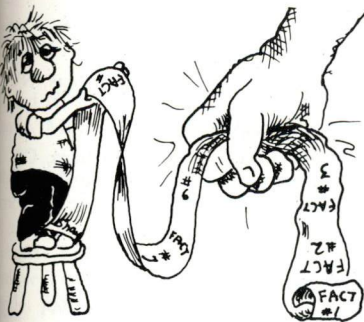
Do you use color and visual images related to new desired input? For example, when attending a seminar, do you take notes on a white sheet of paper, using at least three colors, with short, descriptive catch phrases?

Do you have the ability to truly relax and allow the sensory flow to register?

REPEAT IT AGAIN AND AGAIN

If you want to retain over 70 percent of this guideline to movin' yourself and others to new personality heights, listen to your cassette tape at least seven times with sleep intervals in between. Read your affirmations and take notes at the same time.

If you are to change either your own personality or influence others, a consistent determination of spaced reinforcement, visualization and feeling yourself attaining the final result are required.



Above all you need to congratulate yourself daily on each success. If you wait for someone else to do it, you may wait forever.

Have you targeted the behavior or goal you wish to attain?

Have you set up a daily schedule with items that you check off after accomplishing them? If not do it now.

Have you also taken one action step towards that behavior or person-

ALL THE SENSES MUST BE USED TO PRODUCE CHANGE.


ality characteristic you have identified and desire? List one step you are going to take immediately in each area of your life.

Have you combined the repetition with an image, feeling and multi-sensory input?

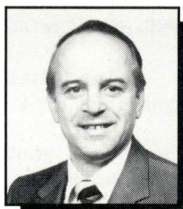
Have you congratulated yourself on having taken steps each day, with a "That's like me!"?

No Limits

This seven-point plan of action serves as a guide to developing the hidden treasure you carry within you. That treasure is your personal experience of prosperity and happiness within.

You now have the means to bring out your "excellence"—the best you are capable of being and doing with what you have. It is now only a question of getting into action and taking the journey or waiting. WHY WAIT? 

(A special thank you is extended to Toastmasters Rich Fenton, John Cleary and Stan Deakin for their valuable input. This article is taken from "Personality Language" cassette program by Nielson, McKenzie, Tholke; MAC Personal and Professional Development, Box 46155, Los Angeles, CA 90046.)



Stefan Nielson, M.A., a member of *Motivated Toastmasters 5522-52 in Van Nuys, California*, is a psychologist, author and university professor. As *President of Aeon Communications* he is a consultant, seminar and convention director, and is a member of the *National Speakers Association*.



William McKenzie, C.P.A., a member of *Motivated Toastmasters 5522-52 and Burnt Toastmasters 914-52 in Van Nuys, California*, is *President of McKenzie Accountancy Corp. in Los Angeles, California*. He has *extensive management and sales training experience* and is a member of the *National Speakers Association*.



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Your club can receive these awards for members joining in October, November and December:

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Use Anniversary Month to help your club grow! (New, reinstated and dual members count; transfer members do not qualify.)

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Belt. Joannes, Gysbertus, Arnoldus
Alexandra 838-72, Alexandra, NZ

NEW CLUBS

5598-F Cherry
Santa Ana, CA—Wed., 4:30 p.m., Cherry Division of Textron, 1224 E. Warner Ave.

5606-F Bourns Instruments, Inc.
Riverside, CA—Tues., 11:45 a.m., Bourns Instruments, Inc., 6135 Magnolia Ave. (781-5430).

5639-F Ford Speak Easy
Newport Beach, CA—Tues., 4:45 p.m., Ford Aerospace & Communications Corp., Ford Road (720-4702).

5634-1 Xeroids
El Segundo, CA—Tues., noon, Xerox Corp., 701 S. Aviation Blvd. (615-6712).

5538-2 NORTHEND
Seattle, WA—Mon., 11 a.m., Chuck Oleon Chevrolet, 17545 Aurora North (546-4171).

5562-2 Emerald City
Seattle, WA—Thurs., noon, U.S. Dept. of Health & Human Services, 2901 Third Ave. (442-4459).

5526-3 Dry Lake Orators
Willcox, AZ—2nd & 4th Thurs., 6 p.m., Sulphur Springs Valley Electric, Corp. Board Room (384-2945).

5541-3 Central
Phoenix, AZ—Fri., 7 a.m., Central Methodist Church, 1875 N. Central Ave. (258-8048).

5641-3 Walkie-Talkie
Phoenix, AZ—Fri., 7 a.m., Elmer's Pancake & Steak House, 2360 W. Northern Ave. (993-6500).

5565-3 Speakers In Paradise
Paradise Valley, AZ—Thurs., 6:45 p.m., Smitty's Restaurant, 4707 E. Shea Blvd. (992-5713).

5610-4 Sierra Speakers
San Francisco, CA—2nd & 4th Thurs., 7 p.m., Sierra Club Library, 530 Bush (724-7469).

5582-6 NSPeakers
Minneapolis, MN—Thurs., noon, Northern States Power Co., 414 Nicollet Mall (330-5816).

5588-6 Architalks

Minneapolis, MN—Fri., 12:30 p.m., Horty Elving & Associates, 505 E. Grant (332-4422).

5583-6 FMCEES

Fridley, MN—Tues., 4:30 p.m., FMC Corp., 4800 E. River Rd. (571-9201, x 2646).

5584-6 Northern Orators

Minneapolis, MN—Thurs., 6 a.m., FMC Corp., Northern Ordnance Division, 4800 E. River Rd. (571-9201).

5621-6 Toastalkers

Eden Prairie, MN—Fri., noon, Gelco Corp., One Gelco Dr. (828-2897).

5633-7 Rogue Valley

Medford, OR—Tues., 11:30 a.m., Ingram's By-The-Park, 110 Hawthorne (773-5339).

5571-8 Mineral Area

Farmington, MO—Wed., 11:45 a.m., Farmington Elks Lodge, Krei Blvd. (756-7232).

5573-8 Evening

Fort Leonard Wood, MO—Tues., 7 p.m., Building 583, Iowa Street (368-2612).

5576-8 Federal Kemper

Decatur, IL—Wed., noon, Federal Kemper Insurance Co., 2001 E. Mound Rd. (877-9510).

5597-9 Bon Management

Spokane, WA—Wed., 2:30 p.m., The Bon-Management, Main & Wall, 7th Floor Activity Room (747-5111).

5581-11 Dynamic

Indianapolis, IN—Wed., 5:30 p.m., Mac's Steak House, 91st & Meridian St. (North) (291-3531).

5592-13 Mellon Bank

Pittsburgh, PA—Mon., noon, Mellon Bank, N.A., Mellon Square (234-3663).

5572-14 Garden City

Augusta, GA—2nd & 4th Fri., noon, Veterans Administration Medical Center, 2460 Wrightsboro Rd. (724-5116, x 2107).

5611-15 Postal Executive

Salt Lake City, UT—Thurs., 12:05 p.m., Main Post Office, 1760 W. 2100 South (974-2303).

5615-15 Bright Ideas

Boise, ID—Tues., 6:30 p.m., Idaho Power Co., 1520 W. State.

5619-19 IMMC

Des Moines, IA—1st & 3rd Fri., noon, Iowa Methodist Medical Center, 1200 Pleasant St. (283-6046).

5595-22 DST

Kansas City, MO—Wed., noon, Dwight Building, 1004 Baltimore, 9th Floor Conference Rm. (556-8504).

5567-23 Yakatease

Las Cruces, NM—Fri., noon, Santa Teresa Building, 317 N. Main or P.O. Box 1420 (524-8551).

5569-25 The Colony

The Colony, TX—Thurs., 7:30 p.m., 5225 Goodman (370-7328).

5590-25 Big T

Temple, TX—Fri., 12:05 p.m., Western Sizzlin, 2501 Thronten Ln. (773-4883).

5617-25 Deloitte, Haskins & Sells

Dallas, TX—Tues., 7:30 a.m., Deloitte, Haskins & Sells, 1400 Lincoln Plaza, LB #4 (954-4500).

5563-26 Laramie Morning

Laramie, WY—Mon., 6:45 a.m., Agricultural Building, Rm. 137, University of Wyoming (766-5266).

5587-26 Carousel

Burlington, CO—Tues., 6:20 a.m., Burlington Inn (346-8840).

5612-26 Lunch Bunch

Denver, CO—1st & 3rd Tuesday, noon, Main Post Office, 1823 Stout St., Rm. 284 (844-2814).

5618-26 Colorado Orators League

Colorado Springs, CO—Wed., 7 a.m., Hewlett Packard Co., Div. 08, 1900 Garden of the Gods Rd., P.O. Box 2197 (590-1900).

5625-29 Smooth Talkers

Mobile, AL—Tues., 4:40 p.m., University of South Alabama Medical Center, Richards Room, 2451 Fillingim St. (471-7380).

5577-30 All American Speakers

Niles, IL—2nd & 4th Thurs., 7:30 p.m., Niles Trident Center, 8060 Oakton Ave. (967-9672).

5578-30 Glenside

Glendale Heights, IL—2nd & 4th Tues., 7:30 p.m., Glenside Library, 25 W. Fullerton Ave. (469-4466).

5579-30 Creative

Chicago, IL—Mon., 7 p.m., Johnson Products Co., Inc., 8522 So. Lafayette Ave., Board Conference Rm. (483-4100).

5580-30 AM&G

Chicago, IL—Tues., 5:30 p.m., Downtown Chicago, 69 W. Washington St. (236-9500).

5574-31 Early Risers

Worcester, MA—Thurs., 8 a.m., Worcester State College, 486 Chandler St. (853-6188).

5575-33 Christ's Church

Ventura, CA—Wed., 7:30 p.m., Christ's Church of Ventura, 3130 Loma Vista Rd. (648-5285).

5602-33 Golden Toasters

Las Vegas, NV—1st, 2nd & 3rd Thurs., noon, Dennys, 2201 W. Sahara (387-6016).

5591-36 CSC Excalibur

Lanham, MD—1st & 3rd Tues., 11:45 a.m., CSC Training Room, 9901, A George Palmer Highway (731-5300).

5636-36 ATF Speakeasy

Washington, D.C.—Wed., 11:30 a.m., Bureau of Alcohol, Tobacco & Firearms, 1200 Pennsylvania Ave., N.W., Rm. 5042 (566-7162).

5613-37 TFI

Thomasville, NC—Thurs., 5 p.m., Thomasville Furniture Industries, Inc., P.O. Box 339 (475-1361).

5620-37 Softtalk

Cary, NC—Thurs., SAS Institute, Inc., Building C (467-8000).

5637-39 TaxMasters

Sacramento, CA—Tues., 11 a.m., Seasons Restaurant, 2244 Fair Oaks Blvd. (440-3728).

5586-40 Command Performers

Wright-Patterson AFB, OH—Tues., noon, LM Conference Room, Headquarters AFLC (454-0399).

5609-40 Eagles

Dayton, OH—2nd & 4th Tues., 6:30 p.m., Dayton Post Office, 1111 E. Fifth St. (227-1168).

5603-41 Second Avenue

Sioux Falls, SD—Mon., 5:30 p.m., U.S. Post Office, 320 South Second Ave., Room B-1 (332-3300).

5599-43 Uptown

Little Rock, AR—Mon., Public Service Commission, 1000 Center St. (371-5482).

5632-43 Tupelo

Tupelo, MS—2nd & 4th Tues., 7 p.m., Regional Rehabilitation Center, 615 Pegram Dr. (842-9406).

5594-45 Bicentennial

Moncton, N.B., Can—Mon., 7 p.m., New Brunswick Community College, 1234 Mountain Rd. (386-5050).

5626-45 Lazybrook

Hudson, NH—Weekly, Sanders Associates Rm. 2M39, PTPI, Pope Tech Park (886-4857).

0-46 **TELA**
New York City, NY—1st & 3rd Wed.,
AT&T Communications, 32 Avenue
Americas (334-6049).

0-46 **Dominican College**
Orangeburg, NY—1st & 3rd Thurs., 7:30
Dominican College, Casey Hall, 10
Western Highway (359-7800).

0-47 **Amelia Island**
Orlando Beach, FL—Wed., 7:15 p.m.,
Restaurant, 3199 S. Fletcher Ave.
(3622).

0-47 **Morton F. Plant**
Orlando, FL—Tues., 5 p.m., Morton
Hospital, 323 Jeffords St. (462-7000).

0-49 **O Triple C**
Honolulu, HI—Thurs., 6:30 p.m., Oahu
Community Correctional Center, 2199
Hwy. (546-5330).

0-53 **Boardman**
Roughkeepsie, NY—Mon., 7:15 a.m., IBM
Corp., Boardman Road (435-2669).

0-53 **Sikorsky**
Stamford, CT—2nd & 4th Tues., 5:15
p.m., Redwood Inn Steak House, 458
River Rd., Route 110.

0-56 **Bay City**
Bay City, TX—Thurs., 7:30 p.m., Bay Ci-
ty Service Center, 7th St. & Cottonwood
(5-2093).

0-56 **San Antonio Singles**
San Antonio, TX—1st & 3rd Mon., 6:30
p.m., K-Bob's Restaurant, Bandera &
Freibner Roads (690-6532).

0-57 **Ukiah**
Ukiah, CA—Fri., 6:30 a.m., Mary's
restaurant, 180 W. Church St.

0-58 **Noontimers**
Spartanburg, SC—Thurs., 12:15 p.m., Ryan's
Steak House, 1928 Whiskey Rd.
(43-5746).

0-60 **Advanced**
Caledon, Ont., Can—2nd & 4th
Thurs., 7 p.m., Cedarbrook, 91 Eastpark
Rd. (266-5816).

0-61 **Dorval City**
Dorval, Que., Can—Thurs., 7:30 p.m.,
Dorval Community Centre, 1335
Lakeshore Dr.

0-64 **Soap Box**
St. Pierre Jolys, Man., Can—Tues., 8
p.m.

0-64 **Winnipeg Anishinabe**
Winnipeg, Man., Can—Thurs., M.M.F.
310 Broadway Ave.

5570-66 **McGuire**
Richmond, VA—2nd & 4th Wed., noon,
V.A. Medical Center, 1201 Broadrock
Blvd., Rm. 2K 112 (230-0001, x 1552).

5585-66 **A.H. Robins**
Richmond, VA—Thurs., 5:30 p.m., A.H.
Robins Research Auditorium, 1211 Sher-
wood Ave. (257-2854).

5607-66 **Special Edition**
Virginia Beach, VA—2nd Thursday, 7:30
a.m., The Virginian-Pilot & Ledger-Star,
5429 Greenwich Rd. (446-2806).

5604-68 **Guaranty One**
Lafayette, LA—2nd & 4th Tues., 7:30
a.m., Guaranty Bank and Trust Co., P.O.
Box 3248 (233-3411).

5593-70 **Queanbeyan**
Queanbeyan, N.S.W., Aust—2nd & 4th
Mon., 7 p.m., Queanbeyan Leagues Club,
Monako St. (974314).

5628-72 **Sunrise**
Christchurch, NZ—2nd & 4th Thurs., 7
a.m., Chamber of Commerce, Oxford Ter-
race (370447).

5623-73 **Fluor Australia**
Melbourne, Vic., Aust—Mon., 12:30
p.m., Ground Floor Training Room, Fluor
Australia Pty., Ltd., 616 St. Kilda Rd.
(520-4960).

5624-74 **D&H**
Johannesburg, South Africa—Mon., 7 p.m.
(787-5762).

5608-U **Eifel**
Bitburg Air Base, Germany—Thurs., 8
p.m., Bitburg Air Base, General Delivery
(06561/5967).

5601-U **"Puebla," Dr. Hector Gaytan C.**
Puebla, Puebla, Mex.—2nd & 4th Fri., 8
p.m., Hotel Meson del Angel, Ave. Her-
manos Serdan No. 807 (47-27-90).

5627-U **Renacimiento**
Guadalajara, Jalisco, Mexico—Mon., 8
p.m., Condominio Guadalajara, Piso 24,
16 de Septiembre #730.

5638-U **Bugambilias**
Guadalajara, Jalisco, Mexico—Fri., Ave.
de los Leones y Tepeyac (23-03-70).

ANNIVERSARIES

35 Years
West Seattle Central 650-2, Seattle, WA
Middletown 723-40, Middletown, OH
Plainview 763-44, Plainview, TX

30 Years
Buckhead 1520-14, Atlanta, GA
Mount Ogden 1614-15, Ogden, UT
South Denver 1588-26, Denver, CO
Motor City Speak Easy 1660-28, Plymouth, MI
Skokie 1608-30, Skokie, IL
Kenosha 1558-35, Kenosha, WI
Challenger 1642-36, Arlington, VA
Wright Brothers 1564-48, Maxwell Air Force Base, AL
Lockheed 1653-52, Burbank, CA

25 Years
Hughes Intercity 3060-F, Anaheim, CA
Tele-Talk 3016-3, Phoenix, AZ
Wintergarden 78-5, Brawley, CA
Tama-Toledo 1263-19, Tama and Toledo, IA
Conestoga 1090-38, Lancaster, PA
CPA 2354-46, New York, NY
Titusville 3018-47, Titusville, FL
Gainesville 3019-47, Gainesville, FL
Purchasors 3021-61, Montreal, Que., Can
Sky-Hi 3005-64, Brandon, Man., Can

20 Years
Sunset Hills 3818-F, Whittier, CA
International City 1377-1, Long Beach, CA
Vista 276-4, Vista, CA
Statesmans 3813-16, Oklahoma City, OK
Pioneer Nooners 3053-42, Calgary, Alta., Can
New Plymouth 2833-72, New Plymouth, NZ

15 Years
Clarion 2316-19, Clarion, IA
Peninsula 3409-32, Gig Harbor, WA
NIH 3421-36, Bethesda, MD
City of Dayton 747-40, Dayton, OH
Elmgrove 2356-65, Rochester, NY
Alpha 1764-69, Brisbane, Qld., Aust
Gold Coast 1794-69, Gold Coast, Qld., Aust

10 Years
Clatsop Co-Eds 1516-7, Astoria, OR
Gulfgate 2912-56, Houston, TX
Tri-Town 279-65, Sidney, NY
The Hills District 3180-70, Castle Hill, N.S.W., Aust

ELEGANT RECOGNITION



1842



1843



1840



1844



1917



1980



1976



1977



1978



1984

Honor club members' achievements with distinctive awards. Each of these new Toastmasters awards is unique and offers recognition with quiet grace and elegance. Perfect for saluting — and inspiring — excellence in communication.

INTERNATIONAL CUP COLLECTION

Following the line of awards presented to the International Speech Contest winners. Perfect for District Contests. Goldtone figure and cup on a walnut base.

1980	17½"	\$32.00
1981	14"	\$25.00
1982	12½"	\$16.00
1983	10"	\$11.00

GOLDEN TI FIGURE

The beautiful TI figure and logo on a handsome walnut base makes this the perfect recognition for Area and Divisional Speech Contests.

1984	12"	\$23.00
1985	10½"	\$22.00
1986	9¾"	\$21.00

GEOMETRIC BEAUTY

The modern TI speaker figure stands in goldtone backdropped by a striking walnut triangle with a goldtone TI logo. Walnut base. A uniquely contemporary award.

1987	12"	\$18.00
1988	10½"	\$17.00
1989	9¾"	\$16.00

SPEAKER RECOGNITION

1976 - A handsome plaque with modern TI speaker figure. Large engraving plate allows space for recognition of dignitaries or contest winners. 7" x 10½" \$17.00

1977 - A uniquely dimensional design in walnut and goldtone finish provides an affordable way to recognize your speakers or contest winners. 7" x 9" (Engraving plate 5" x 2") \$15.00

1978 - Large TI emblem in goldtone finish mounted on beveled walnut panel. Engraving plate incorporates modern TI speaker figure in color. Perfect contest recognition award. 7¾" x 11" \$16.00

FOR THE DESK TOP AND BOOKSHELF

1842, 1843, 1844 - Male, female and TI goldtone speaker figures (respectively) on walnut bases. Each 7" \$8.00

1917 - Stunning goldtone medallion award with TI logo. 6" \$7.00

1840 - The Bull Thrower, a unique trophy for speaking events, especially for Tall Tales. Goldtone figure, walnut base. 6½" \$8.00

Other Sizes:

1811	12"	\$14.00
1812	13½"	\$19.00
1813	16"	\$24.00

1841 - Goldtone ear of corn is perfect for those humorous award occasions. On walnut base. 6" \$8.00

See the 1984-85 Supply Catalog for a special four-color insert introducing these and other awards in Toastmasters' new line of trophies and plaques. Engraving is 20 cents per letter (allow three weeks). Add 20% for packing and shipping. California residents add 6% sales tax. Send all orders with your club and district numbers to: Toastmasters International, P.O. Box 10400, Santa Ana, CA 92711.