

May 1986

THE TOASTMASTER



★ Reach for the Stars in

★ **RENO** ★

Toastmasters' 1986 Convention Site

VIEWPOINT

Excellence Is Fun

I've heard other Presidents talk about their experiences while in this office; and to each person, visits to the districts are considered the most satisfying and rewarding part of the job. I'm no exception. I learn and grow with each district



visit as I acquire special memories and gain a greater appreciation for the people who make up this great organization.

My last visit for the Fall District Conference schedule was District 62 in Lansing, Michigan. At the District Conference Banquet on Saturday night, District Governor Bill Anderson, DTM, told us about his first executive committee meeting.

Bill had chosen "Excellence Is Fun" for his theme as District Governor before he learned my theme was to be "Commit to Excellence." The executive committee meeting was held in a room provided by the Michigan Farm Bureau, and both themes were written on a chalkboard. Bill connected them with "because." He felt the two themes fit together beautifully and should offer inspiration to the District 62 leaders who were there. It seemed fate had

intended the words to inspire the employees of the Michigan Farm Bureau as well. The wrong kind of marker was used and the chalkboard couldn't be erased at the end of the meeting! That Saturday night these words inspired me as I sat at the banquet table and joined 130 Toastmasters to repeat in unison, "Commit to Excellence because Excellence Is Fun."

Governor Anderson went on to tell us why he felt this way about excellence: "There seems to be a quirk in human nature that makes us all enjoy success—to find pleasure and satisfaction in doing something really well. Being an educational and growth program, Toastmasters is perfectly geared to bring out this kind of enjoyment. We must set our own goals and our own standards of excellence, but whether you're a new member going for CTM or a seasoned member going for DTM, when you get there, it feels good—it's fun." Bill Anderson asked all the people in the audience that night to join him this year in setting a standard of excellence for their Toastmasters growth and in proving Excellence Is Fun.

That night I was reminded of the message a new captain sent to all hands upon reporting aboard the Naval Ocean Systems Center where I work—"If you're not having fun, you're not doing it right." The next day as I sat on the plane on the way back to San Diego, I thought of Governor Anderson's message and how I felt about it. The two messages, mingled in my mind, became, "If you're doing it right, you're having fun."

Excellence does feel good. I know you have felt the glow of accomplishment when you stretched to meet your special standard of excellence. I'd like to extend Bill Anderson's invitation to all of you. Come join us in the pledge District 62 Toastmasters took at their Fall Conference in November—"Commit to Excellence because Excellence Is Fun!"

Helen M. Blanchard

**Helen M. Blanchard, DTM
International President**

Founder
Dr. Ralph C. Smedley (1878-1965)

Officers

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Helen M. Blanchard, DTM
430 San Antonio Ave. #2, San Diego, CA USA 92106

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908 Cox Ave., Hyattsville, MD USA 20783

Second Vice President

John A. Fauvel, DTM
P.O. Box 3114, Auckland 1, New Zealand

Third Vice President

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2704 Sleepy Hollow Drive, Lafayette, IN USA 47904

Immediate Past President

John S. Latin, DTM
1010 Calle Ortega, San Dimas, CA USA 91773

Executive Director

Terrence J. McCann
Toastmasters International, P.O. Box 10400
Santa Ana, CA USA 92711

Secretary-Treasurer

Frank Chess
Toastmasters International, P.O. Box 10400
Santa Ana, CA USA 92711

Directors

Andy Anderson, DTM
RD 2, RT 31, Verona, NY USA 13478

Peter J. Crabtree, DTM
1305 Cambridge Dr., Oakville, Ontario
Canada L6J 1S2

Mary Margaret Dockendorff, DTM
1627 W. Indianola, Phoenix, AZ USA 85015

Anna Frazier, ATM
1706 Wayne Avenue, San Leandro, CA USA 94577

Joe Garmeson, DTM
P.O. Box 61142, Marshalltown 2107
South Africa

Jack Gillespie, DTM
114 Savoy Crescent, Winnipeg, Manitoba
Canada R3R 2N9

Margaret F. Hope, DTM
195 N. Hythe, Burnaby, BC
Canada V5B 1G3

Henry E. Hyche, DTM
2260 Farley Road, Birmingham, AL USA 35226

Louis P. Novak, DTM
3421 Roosevelt St. NE, Minneapolis, MN USA 55418

Herbert D. Nowlin, DTM
309 So. A, Oxnard, CA USA 93030

Ted Randall, DTM
R.R. #1 Box 241, O'Fallon, IL USA 62269

Howard L. Rivenson, DTM
32 Webster St., Westwood, MA USA 02090

James E. Seale, DTM
19 Lenora Dr., W. Simsbury, CT USA 06092

Frank L. Slane, DTM
1742 W. Latimer Place, Tulsa, OK USA 74127

Suzy Smith, DTM
1922 Huntsman Rd., Aiken, SC USA 29801

Jerry P. Starke, DTM
3179 N. 58th St., Milwaukee, WI USA 53216

Les E. Stubbs, DTM
2763 Gobat Avenue, San Diego, CA USA 92122

THE TOASTMASTER

Editor

Tamara Nunn

Art Director

Bob Payne

Editorial Assistant

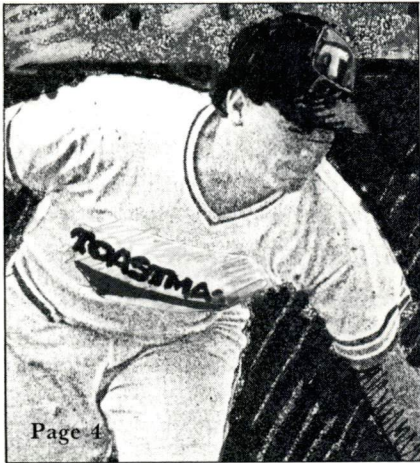
Ann Odle

Intern

Kristi Heim

To Place Advertising Contact:

Toastmasters International
Publications Department
2200 N. Grand Ave., P.O. Box 10400
Santa Ana, California 92711
(714) 542-6793



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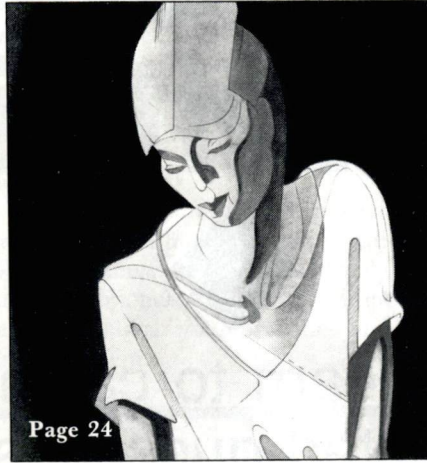
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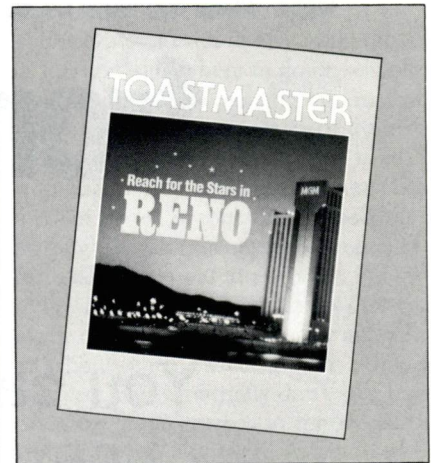
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COVER

In this year of Halley's Comet, it's fitting that Toastmasters "Reach for the Stars" in the continuing pursuit of personal and communications excellence. Toastmasters the world over will have a chance to streak light years ahead in the communications mission at the 55th Annual International Convention in Reno, Nevada, this August. It promises to be a bright and enlightening experience for all.

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Catching Questions from Left Field



You can learn to catch those unexpected questions and throw back answers with poise and presence.

by Paula S. Forte



Thinking on one's feet is a goal to which every Toastmaster aspires. It's the mark of the speaker in control. It's our chance to inspire the audience and to sway them toward our point of view.

But too often, even before the opportunity is upon us, before the response is required, we begin to worry. We develop the all too easily recognized signs of panic and anxiety: the sweaty palms, the wandering thoughts and the nervous twitch.

When the moderator turns to us for that critical opinion, we then live out the self-fulfilling prophecy of our fears. Thankfully, that's not the way it has to be.

The keys to thinking on your feet, to standing up and having something to say which is both precise and responsive, are at your fingertips if only you choose to use them. I would like to suggest these three keys are: 1) listening, 2) selecting and 3) ordering or outlining the response.

If practiced and appropriately applied, this trio can dramatically alter your presentation style, redirect your thinking and turn those nerve-wracking opportunities for speaking-on-command into valuable opportunities for leadership, authority and a controlled, comfortable asplav of personal presence.

Listening

Listening is not the same as hearing. Listening is an active process which includes more senses than the auditory. It involves watching the speaker, observing his or her gestures, knowing from the emphasis given to certain words exactly what is meant by the speech.

Listening involves more than the cognitive. It requires attention to the affective, to the feelings and values which underlie spoken words. It demands that you hear the question behind the question, trace the 'real' issue and not just the rhetorical one.

Listening gives you the framework on which to build your response and the context in which to couch your response. Listening builds rapport with the person who is asking the question and demonstrates a respect for him or her.

In a climate of respect and trust, even though the question may be difficult, even though the response may require tact and political sensitivity, if you the responder have taken time to listen carefully, your answer will reflect this. In this way, even if you trip on your tongue, fail to speak articulately or even miss the

question's point, you have demonstrated respect for the asker's position, and have shown yourself willing to be involved with his or her concern.

This is much more productive than enveloping yourself in the preoccupation of formulating your answer before you have even achieved an understanding of the issue at stake.

Selecting

Selecting is the art of prioritizing while you listen. In a high-pressure situation where you must respond immediately to highly emotional concerns, it is important to establish your priorities in addressing them.

Listening provides the framework for your response.

One way is to make mental notes as the inquirer addresses you and to determine what issue he or she is raising. Once you have established that you have indeed heard an issue or concern, label it, just for yourself. Continue to listen so that you don't miss other concerns as they emerge from the discussion.

When the speaker has finished, pause and reflect back to him or her the issues which you heard emerge. This restatement is important because it will prevent you from wasting valuable time and energy in responding to issues which are not really there.

Thus, if after a lengthy dissertation you are able to reflect back to the speaker that you hear him or her raising three concerns, and are able to articulate them briefly so that the speaker can hear and confirm them, you will have simplified your task in formulating a response.

Selecting also involves deciding how many concerns you can address succinctly. Which is the major issue? Which is the concern that encompasses all the others? Which question, if answered, will soften the emotional tensions raised in the discussion?

Careful selection of the issues to be

addressed is essential to making your response thoughtful, provocative and targeted to the inquirer's concerns.

Ordering or Outlining

Ordering or outlining is a skill most of us learned somewhere in grade school. It is the connection of thoughts into matched sets and into various series of itemized pieces. It's what we all learned to do in studying history and outlining the chapters before us, in making the skeleton of an English essay or in putting together a formal and prepared speech.

For some reason, however, the technique of outlining is frequently abandoned when we are called upon to think on our feet. This is partially due to the high-pressure, rapid-response nature of the situation. But the rapid retort fired off without a moment's consideration is usually the one we later regret.

If you have listened well, if you have selected from the speaker's words specific issues or concerns which you believe he or she is raising and if you have restated these back so they can be confirmed, then you have the basis of your outline.

Ask yourself what the speaker's main concern was and if there are parallel concerns. In regard to the main concern, is there more than one answer? Are those answers parallel, or can you think of one of those answers which is most congruent with your own position on the issue? This response should be listed last on your outline, for emphasis.

It's helpful to jot notes on a cocktail napkin or piece of paper while the question is being stated to you. When you hear a thought that connects with another, assign them both a number so you'll be able to order all the notes.

The ability to reconstruct the argument you've heard, to identify carefully the issues that were raised and to demonstrate a preparedness to speak to those issues is in itself recognized as a masterful art. Often this can turn the tide of the discussion from one which might have been hostile to a more positive climate and outcome.

In summary, thinking on your feet requires the use of three elements; three keys which establish you as an attentive listener, a thoughtful and organized responder and, finally, a careful and accurate spokesperson for the issues you represent. 🗣️

Paula S. Forte is a writer based in Gary, Indiana.

THE TOASTMASTERS CLUB ...Its Meaning and Values

by Dr. Ralph C. Smedley, Founder, Toastmasters International

This article, written by Toastmasters' founder, appeared in the February 1958 issue of The Toastmaster. It's an enlightening view of the organization's original purpose and the importance of the Club in that purpose.

My conception of the Toastmasters Club, and of the training which it affords, while based on certain fundamental principles of education, is quite largely the result of experiences and observations through the past 50 years, when those principles have been put into practical use.

Our work is based primarily on the principles of learning by doing and improving through practice and criticism, principles in which I strongly believe. Back of these, there is Herbert Spencer's definition of education. He held that education is a process of drawing out and putting into use the talents and abilities which are present in the person to be educated, rather than of pouring into his or her mind information from the exterior.

Added to these basic concepts is my conviction that the power to communi-

cate is one of a person's greatest endowments. I believe that all civilized life grows out of that ability, and the uses made of it. I believe that the improvement of a person's ability to communicate his or her ideas is a means of improving life in all its phases, and that the progress of civilization depends on this improvement.

It was the very evident need for practical help in the art of communication which led me to organize the Toastmasters Club in the first place. People in my community needed this aid, and they were glad to accept it when it was offered in an attractive and practical manner. The beginning was to meet a local need. There was no vision of future growth into a great organization.

My belief in the principles of learning by doing and improving through criticism led to the use of the methods which have served through all the years in the work of the Toastmasters clubs.

The Toastmasters Club, as I see it, is a voluntary association of people who desire to gain facility in the art of communication.

These people can be encouraged to develop and use their own initiative and originality for their own improvement. It has been my privilege to share with all of them the results of my own experiences, and to try to stimulate them in using their resources.

It has been my conviction that formal courses should not be offered in the Toastmasters Club, but I have been compelled to prepare certain materials which our members classify as "courses," in order to give guidance which was apparently needed. It appears to me to be desirable that the members should work out their problems, and then exchange their experiences, helping each other by pointing out better ways as well as warning against ways which have not been found successful.

This is the course which we have followed as we have grown, and as people have asked for definite guidance. It has been my purpose to offer suggestions, leaving the application of these suggestions to the members who will carry on in the manner best suited to their needs.

In the course of years, as we gained experience, it was seen that our processes had values far beyond the mere training of people to face audiences and speak their ideas. Communication was seen to have its effects in almost every phase of life. Improvement was needed not only in public speaking, but in all use of words, whether spoken or written. Training in speech had definite values in many lines of improvement. Some of these may be listed thus:

It leads to the discovery of hidden abilities, bringing these latent talents into use, and thus enriching the individual's life.

It broadens the person's conception of how to live with people.

It helps in the integration of per-

Continuing the Legacy . . .

To further the work that Dr. Smedley began, Toastmasters International created the Ralph C. Smedley Memorial Fund. Contributing to the Smedley Fund allows Toastmasters an opportunity to maximize their involvement. The Fund enables Toastmasters International to continue Dr. Smedley's work in the research and development of new educational programs which benefit our members and others who participate in our programs.

Specifically, the Smedley Fund has been utilized to create the Success/Leadership series—the most successful new educational program in Toastmasters' history. Thanks to the Fund, Success/Leadership programs in listening, parliamentary procedure, conducting meetings, speech evaluation and thinking have been created, and through the continued support of Fund donors, more new programs will be available in the future.

You can help continue the work Dr. Smedley started, with your tax deductible contribution to the Smedley Memorial Fund. For information, write World Headquarters and ask for the Smedley Memorial Fund brochure.

sonality.

It brings out for use the leadership traits and abilities, and thus helps to prepare the individual to be a leader.

It opens the way to more creative and constructive living for the person who takes full advantage of the opportunities offered.

Thus our work has led us into fields of service far beyond the obvious task of training people for public speaking. Our responsibilities have been increased as we realized our task of opening the larger fields to those who come into membership.

Not every individual follows through to gain the additional benefits. Not every club operates so as to give its members the most effective service. We fall short of the ideal of perfection, but we know that the individual member or the individual club has been helped, in proportion as the vision of possible accomplishment has been made clear, provided that the strong purpose has been present, either in the member or the club.

Members who have developed ability in leadership through working and serving as officers in their own clubs have gone on to wider fields of service in area and district affairs, and those who have exerted themselves to serve well have gained much in these enlarged fields of experience. Some few have gone on to the directorship of Toastmasters International, in which they have made personal gains in proportion to their willingness to learn. All have been helped to meet opportunities for leadership in their business or professional affairs, and in work for other organizations.

In common with many other agencies designed to help people, the Toastmasters Club is limited by the purpose of its members and by the sincerity of their desire for self-improvement. I know of no method whereby we can overcome the reluctance of individuals to think and plan and work to a purpose.

It may be said that most of our members come into a club to achieve some definite purpose. That purpose may be to learn to speak in public, to overcome fear, to gain skill in conducting a meeting, or to be a contest winner, or it may be any one of many purposes. It is our obligation to help them to adopt the best purpose, and then to work to accomplish.

When this immediate purpose has been achieved, the individual is likely to drop out, unless the leadership of the club has been so good that he or she has been awakened to a realization of further per-

sonal possibilities. No doubt this is the simple explanation of much of the turnover in membership.

It appears to me that the obligation of the leaders of the movement, both those in the Board of Directors and those at all levels, is to offer supervision, explanation, suggestions, advice and inspiration wherever needed or desired, and to cooperate with local leaders so that our purpose may be fulfilled, in the helping of every member of every club to gain what he or she needs.

Training for this task is indispensable, and such training must proceed from those who are experienced to those lacking experience. Such help should be given in a cooperative spirit and manner, not so much by prescribed rules as by helpful suggestion.

At San Diego, in 1951, I stated:

"Education is our business. It has been so from the beginning. I do not know just why or how I happened to hit upon the idea that adult education could be handled in a social atmosphere, entirely apart from the formal classroom and standard academic procedure; but in some way I got that notion, and I have lived to see it not only recognized, but actually used, in circles where it was frowned upon a generation ago. There was evident agreement in my mind with the thought which Shakespeare had expressed long before when he caused one of his characters to say: 'No profit grows where is no pleasure taken.'"

To my way of thinking, the Toastmasters Club is a very simple and practical use of the principles of education, applied to the helping of people in the effort to improve their capacity for living and wise enjoyment of life.

Simplicity has always been a characteristic of the club operation; and it should characterize all the work of the organization, from the higher executives through regions and districts and areas, always


with the clear purpose of helping the local club to help its individual members.

Personal contacts between those who are prepared to lead and those who need help in leadership are essential. Much information must be transmitted through the printed page, but the most effective method of transmission is through training sessions in which qualified leaders present information and conduct discussion.

If we should ever lose this sense of fellowship, of personal friendly relationships, we might easily become just another high-grade correspondence school. The personal touch, in all levels of our work, is one of its distinguishing features. We are working together.

I still hold to my opinion that we should not prescribe "courses," but should make the principles and ideals clear to all, permitting the members to deal with their own problems and to use their own resources so far as possible. It is our task to set up goals and standards and processes, which we can recommend to our clubs for use.

Fundamentally, I believe that the ability to communicate is a God-given talent, which ought to be used by all for the good of all. It is our privilege to help bring this talent into greater usefulness, so that it may be applied to the building of a better world, through the building of a better society made up of individuals who must act in groups. I believe that in bringing improvement in the way of "better thinking, better listening, better speaking" to individuals, we are contributing to the improvement of the society which is made up of these individuals.

I like the way that Orison S. Marden phrased his conception of speech training, when he wrote: "The ability to talk well is to a man what cutting and polishing are to the rough diamond. The grinding does not add anything to the diamond. It merely reveals its wealth." 

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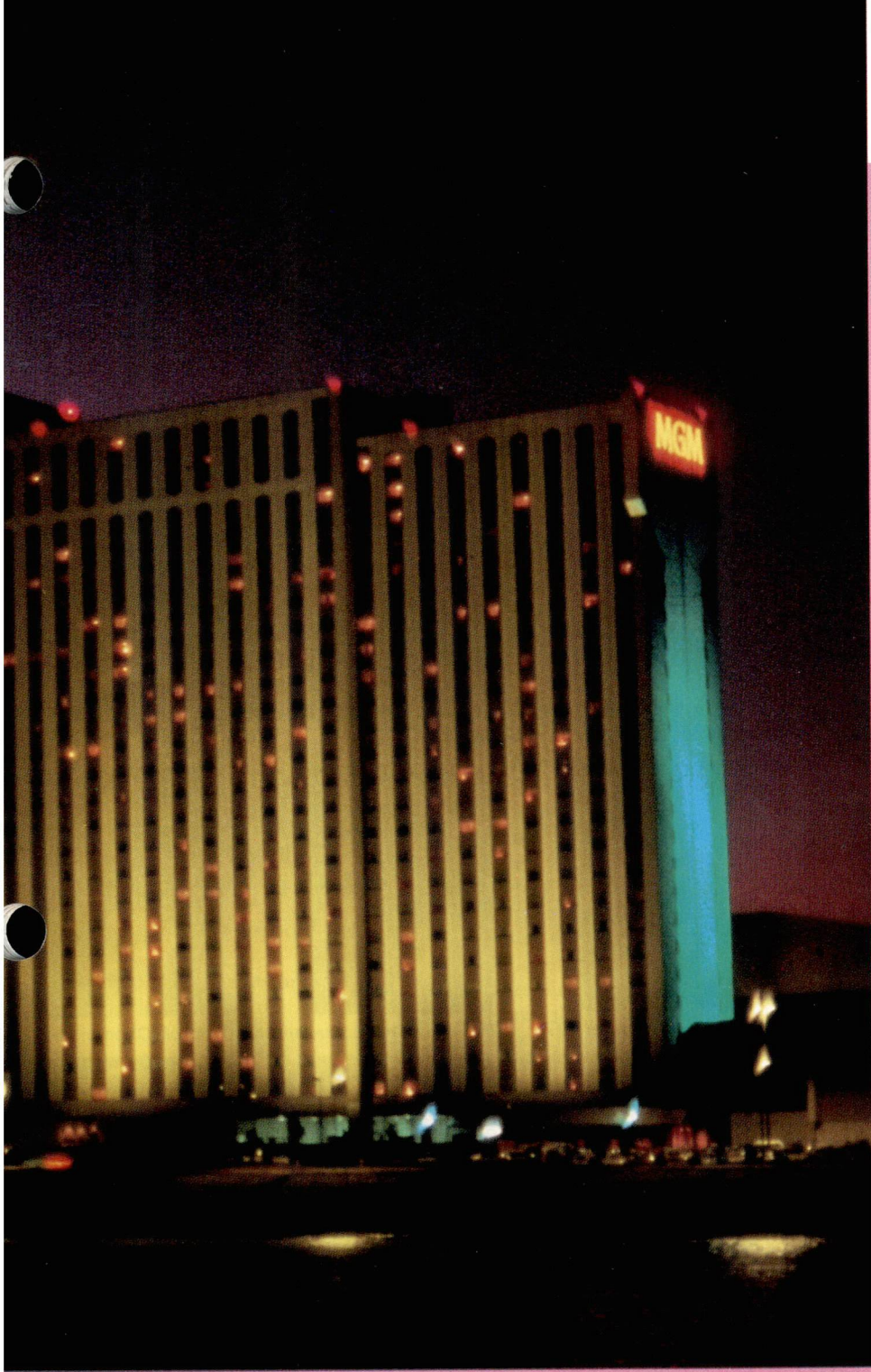


★ Reach for the Stars in ★

RENO

**at the 55th Annual Toastmasters Convention
August 26-30, 1986**

Make your plans now for the biggest and best Toastmasters Convention ever! Over 2000 Toastmasters and guests will experience an incredible week of education, fellowship, motivation and fun! Don't miss the experience of a lifetime in one of America's favorite vacation spots!



TUESDAY AUGUST 26

10 a.m. to 6 p.m. - Registration
12 noon to 6 p.m. - Ticket Sales

Members who have preregistered may pick up their ticket packets beginning at 10 a.m. Table reservations may be made at this time. Meal event tickets may be purchased (subject to availability) at noon. The Education Center Bookstore, District

39 Information Desk, "Candidates Corner" and Credentials Desk will be open Tuesday afternoon.

■ Open Board Meeting

Members and guests may attend an open meeting of the International Board of Directors.

■ Accredited Speaker Program

Experienced Toastmasters who qualify for the finals in this year's Accredited Speaker Program will appear before an

audience and a select panel of judges to give their qualifying presentations. Featured will be:

Dr. Larry Emmott, ATM
Don Enschede, DTM
Peter Stark, DTM

■ Proxy Prowl

An informal, no-host bar/reception for early arrivals . . . your opportunity to meet this year's Officer and Director candidates.

WEDNESDAY AUGUST 27

■ Opening Ceremonies

The traditional Parade of Flags representing all Toastmasters countries kicks off this spectacular pageant. **Bob Moawad** will keynote with his talk on "Managing the Rapids of Change." Annual reports by International President **Helen Blanchard, DTM**, and Executive Director **Terry McCann** round out the morning's activities.

■ Golden Gavel Luncheon

Veteran television entertainer and speaker **Art Linkletter** will be the featured speaker and will be honored with Toastmasters' highest award, the **Golden Gavel**. Governors of all 1985-86 **Distinguished Districts** will be honored guests at this luncheon.

■ "Reach out for Education"

Educational sessions will round out the afternoon.

■ Candidates Forum

International Director candidates will each have an opportunity to speak before delegates.

■ Open Evening

This night is set aside for dining, politicking and enjoying Reno's nightlife. Stop by the District 39 information desk for ideas. You may wish to see the MGM Grand's fabulous stage show "Hello Hollywood." (Make reservations through the hotel's show desk.)



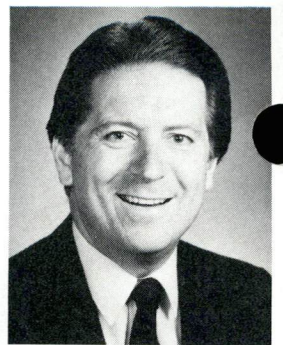
Art Linkletter



Pleasant de Spain



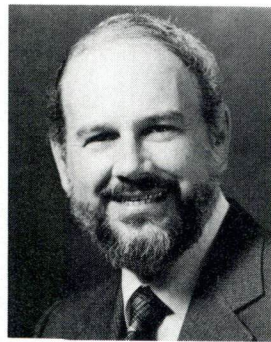
Dr. Layne Longfellow



Bob Moawad



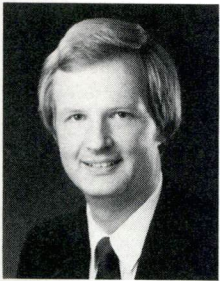
Pat Fripp



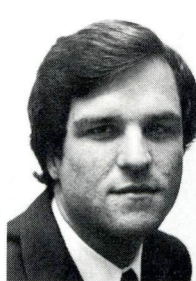
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Danny Gans



Dr. Larry Emmott, ATM



Peter Stark, DTM



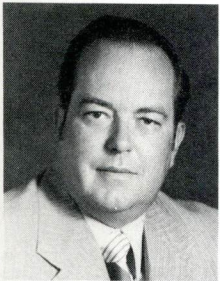
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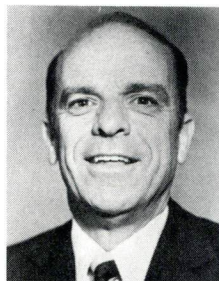
R. F. Turner



Terry McCann



Durwood English, DTM



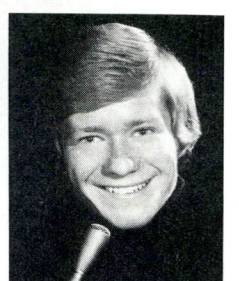
Don Ensch, DTM



Helen Blanchard, DTM



John Latin, DTM



Greg Shideler

THURSDAY AUGUST 28

Annual Business Meeting

Delegates will have the opportunity to vote for 1986-87 International Officers and Directors.

Spouses and Guests Luncheon

This popular event is open to anyone, but is especially tailored for spouses and guests.

DTM Luncheon

If you are a DTM, you are invited to this special luncheon featuring Past International Presidents **Durwood English, DTM**, and **Eric Stuhlmueller, DTM**, and four speakers from districts representing Australia, New Zealand, England, Ireland, South Africa and the Philippines, each vying for a spot in Saturday's "World Championship of Public Speaking."

Hall of Fame

Top achievers from throughout the world of Toastmasters will be honored.

Humor Workshop

Hollywood comedy writer and speaker **Gene Perret** returns to the TI Convention platform with his special brand of humor and "how to" tips.

Hollywood Fun Night

This will be the biggest and best party yet at a Toastmasters Convention! Dress up as your favorite movie star or movie character of the present or past (or just come casual, if you wish). At this party, the guests are part of the entertainment! Impressionist **Danny Gans**, singer **Greg Shideler** and the music of **Nice and Easy** will provide the rest of the fun!

FRIDAY AUGUST 29

11 Day - "Reach out for Education"

Opening Session

Dr. Layne Longfellow will start the day with an enriching session focusing on life in the '80s and how to live with and make the most of today's stress.

Storytelling

Master storyteller Pleasant de Spain will tell about the renaissance of this ancient form of communication.

Closing Session

Pat Fripp returns to the Toastmasters stage with her experiences as a professional speaker.

President's Dinner Dance

Past International President John Latin, DTM, will preside as Toastmaster of the Evening as our newly elected Officers and Directors are installed. Dancing to the music of the Don Rae Orchestra will follow the installment ceremonies.

Breakout Speakers Abound

Wednesday, Thursday and Friday you can hear these featured Toastmaster speakers in special breakout sessions:

Ray Brooks, DTM
Ralph Joslin, DTM
Rex Davenport, DTM
Bernie Searle
Ron Turner
Jeff Young
Bennie Powell
Stephan Nielsen
Vince Kafka

Plus you can attend a Humor Showcase and panel presentations to get ideas to take back to your club!

SATURDAY AUGUST 30

"The World Championship of Public Speaking"—International Speech Contest Breakfast

Nine of the best speakers in the world will give their all in pursuit of the championship trophy—be there for this exciting close to an extraordinary Convention!

TOURS

Two special tours for spouses and guests (or anyone else) will be available.

Tours include roundtrip motorcoach transportation, lunch, guide and all applicable taxes and gratuities. All Toastmasters who register in advance will receive an application form to return to our appointed tour company, Safaris and Tours of Reno, if you wish to take one of these optional tours:

Tuesday—Lake Tahoe Tour 10 a.m. to 4 p.m.

A visit to Lake Tahoe means a visit to one of America's most unique resort areas. At an elevation of 6200 feet, Lake Tahoe is one of the world's largest and most beautiful alpine lakes. Our tour departs Reno and travels south through the Washoe Valley and Carson City, the state capital, over Spooner Summit and into South Lake Tahoe where the majority of casinos are located.

Lunch is included at the South Shore in Harrah's Forest Restaurant, high atop the Harrah's-Lake Tahoe five-star hotel. This restaurant is located on the 18th floor, features a gourmet buffet and overlooks Heavenly Valley and Lake Tahoe. It is one of the finest area restaurants and offers you one of the most spectacular views of the Lake Tahoe basin.

After lunch, you will have a short time for browsing, shopping and enjoying this lakeside community. Upon reboarding the motorcoaches, you will return around the East Shore of the lake over the Mt. Rose Highway and back to Reno.

Friday—Virginia City Tour 10 a.m. to 3 p.m.

A living history museum, Virginia City is the nearest thing to a frontier town located in the West today. A mining metropolis in the 1870s, Virginia City's rapid growth and prosperity was due to the discovery of the Comstock Lode, the richest gold and silver ledge ever found in the world. As a result, Virginia City grew to be the largest mining, financial and cultural city in the West in a short period of 20 years.

Today Virginia City stands as a link to the past, a town vibrant with the activity of visitors, but filled with memories and ghosts of days gone by. During your visit, stroll the wooden sidewalks, browse through the many original saloons and antique shops, visit old Victorian mansions, Piper's Opera House, Grant's General Store Museum and St. Mary's of the Mountain Church.

A luncheon will be served at the historic Red Garter Saloon.

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55th ANNUAL CONVENTION

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To attend general sessions on Wednesday, Thursday and Friday, a registration badge will be required. Pre-register and order meal event tickets now! ATTENDANCE AT ALL MEAL EVENTS WILL BE BY TICKET ONLY. Advance registrants will receive a receipt by mail. Tickets can be claimed at the registration desk beginning Tuesday, August 26.

ALL ADVANCE REGISTRATIONS MUST REACH WORLD HEADQUARTERS BY JULY 15.

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| _____ Member Registrations @ \$35.00 | \$ _____ |
| _____ Joint Registration: Husband/Wife (both Toastmasters) @ \$45.00 | \$ _____ |
| _____ Spouse/Guest Registrations (each) @ \$10.00 | \$ _____ |
| _____ Tickets: Golden Gavel Luncheon (Wednesday, August 27) @ \$18.00 | \$ _____ |
| _____ Tickets: Spouses & Guests Luncheon (Thurs., August 28) @ \$14.00 | \$ _____ |
| _____ Tickets: DTM Luncheon (Thurs., August 28) (Note DTM# _____) @ \$14.00 | \$ _____ |
| _____ Tickets: "Hollywood Stars" Fun Night (Thurs., August 28, Dinner, Show) @ \$28.00 | \$ _____ |
| _____ Tickets: President's Dinner Dance (Fri., Aug. 29, Dinner, Dancing, Program) @ \$29.00 | \$ _____ |
| _____ Tickets: International Speech Contest Breakfast (Sat., August 30) @ \$13.00 | \$ _____ |
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TOASTMASTERS INTERNATIONAL 1986 ANNUAL MEETING
AUGUST, 1986

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Please make reservations for _____ persons		RATE
Name(s): _____	Single or Double Occupancy <input type="checkbox"/>	\$68.00
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LETTERS

Speeches that Matter

Kudos to Classen Gramm, ATM, for his letter, "A Degree of Difficulty," in your December issue.

In my five years as a Toastmaster, I have seldom heard subjects of intense interest in speech contests above the club level. The fact is that safe, simple, in-offensive topics are often boring and predictable. Surely Toastmasters should be known for higher standards than that.

My club would like to go on record urging TI to give real consideration to changing the rules to promote speech competition based in part on degree of difficulty, on speeches that better reflect varied people and varied concerns, on controversial speeches—in short, on speeches that matter.

One possible solution is to award points for how persuasively a speaker argues for external or systemic change as well as for internal change or personal transformation. Another is to announce in advance preselected topics for that year's contests. We leave it to those charged with responsibility to decide. We will work for adoption of a reasonable alternative at the 1986 Convention in Reno.

*Dave Redmon, ATM
Manhattan Toastmasters
Manhattan, Kansas*

Employer's Proof

World Headquarters recently received the following letter after notifying Toastmaster Robert Scheopp's employer about his completion of the Communication and Leadership Program. It's more proof that Toastmasters training really helps!

Attention: Mr. Terrence McCann,
Executive Director

Thank you for your letter of February 14th, regarding Robert Scheopp on his success within Toastmasters. Bob and I have worked together for many years and I have seen a noticeable change in his self-confidence since he has been involved with your club.

In fact, last year our firm found it necessary to send a person to Moscow, U.S.S.R., to give a technical paper on our product. Due to Bob's experience with Toastmasters, he wrote and presented the paper, making us all proud

of the excellent job he did.

So, to Toastmasters I say, "Keep up the fine work you do," as your organization benefits the individual and the employer every time.

*R.F. Yates
President & General Manager
Travco Industrial Housing, Ltd.
Nisdu, Alberta, Canada*

Sex-Mad

In the February "Letters," Tom Booz speaks out against "angry women" who "distort" our language. The people that he is referring to are those seeking alternatives to the exclusive use of masculine pronouns.

The point, Tom, is to *correct* a distortion, the distortion of subtly ignoring the 50 percent of the human race who are women. Yes, calling all people "he" is an "ancient practice," but that does not prove it is our best choice. Neither do your emotional phrases... "angry women," "sex-mad" and "coward's way out" add to the credibility of your argument.

Probably you emotional men should refrain from letter writing until you calm down.

*Pam Gaddis, CTM
Paisano Toastmasters
Marfa/Alpine/Fort Davis, Texas*

I was disappointed to see the letter "The NOW Syndrome," by Tom Booz. Toastmasters should no more consider offending half their audiences by ignoring them than they should consider telling ethnic jokes to ethnic audiences.

*Mick Donna
Seven Hills Toastmasters
Cincinnati, Ohio*

Tom Booz seems to be as confused over the issue of sexism in the use of personal pronouns as he accuses Kristi Heim of being. But such confusion is understandable and excusable. We all have the problem, and there is presently no convenient solution in the English language or most other languages.

I fully agree with NOW (National Or-

ganization of Women) that "he" and "him" are curse words when they are intended to include women. I suspect that even Tom would consider "she" and "her" as curse words if they were used to include men.

But look! I have the perfect solution: *Hol* for "he and/or she," *hov* for "him and/or her," and *hos* for "his and/or hers." You can use *hossself* in the same sense when needed. But it should be understood that these new pronouns are not to be used when we mean to include only one of the sexes.

These badly needed words are being introduced into the language already. I explain them in the first chapter of a book I am writing for general readership and I use them freely all through it. I am arranging for a national organization of English teachers to introduce them in its journal. If all Toastmasters in the world would begin using them exclusively, that would clinch the deal. How about that, NOW?

*Frank A. Buckley, ATM
Susquehanna Toastmasters
Maryland Advanced Speakers
Aberdeen, Maryland*

Speedy Speakers

Concerning Mackay Toastmasters Club, Queensland, Australia ("An Effective Ultimatum," August "Letters") and SIM Toastmasters of Republic of Singapore (February "Letters") who suggest "scheduling your Executive Council members as standby speakers"—consider what our club came up with to rectify the problem:

With 43 members, and the originally scheduled five speakers per meeting, it would have taken five years for all of us to become CTMs. So we created the "Speedy Speaker" system—a faster-track small volunteer group, which provides us with an average of eight speakers per night. This group is also ready to fill in the night of a meeting, should a scheduled speaker cancel.

Acknowledging the common problem we share, this idea is another viable solution—it's worked for us.

*Ralph Clark
Postal Toasters
Milwaukee, Wisconsin*

Toastmasters Are Timeless

It's never too late to become a Toastmaster.

by Abe Schestopol

Very often people come up to me and ask, "Why are you in Toastmasters? Isn't Toastmasters a place for Yuppies—Young Upwardly Mobile People? A place where people go to learn to communicate so that they will impress their bosses or their clients and get promotions? So that 20 years from now, they will be members of their companies' upper management, earning big

bucks?"

Well I'm living proof that you don't have to be a Yuppy or even a Muppy (Middle-aged Upwardly Mobile Person) to be a member of Toastmasters. I happen to be a card-carrying senior citizen and an active Toastmaster.

It's true that Toastmasters will help you communicate. But for us "mature" members, it's a more fundamental and

important type of communication. Let me explain.

When an infant is born, it can have the best medical care, the best feeding formula, the best life-support equipment, but if nobody picks it up and holds and cuddles it, that baby will have a hard time surviving. It's through touching that a baby communicates with mankind. And it needs that communication to survive—literally.

When an infant utters its first cry at birth, that's not communication; that's only a reflex action. But when the newborn infant is laid on its mother's tummy and it feels its mother's heartbeat and warmth, then that baby is involved in a communication interaction with the outside world.

The message that it's getting, even though it can't speak English, Greek or Russian, is that "everything's okay." And it must have that communication, that reassuring message, to survive.

Tactile and Verbal

As the baby grows older, this tactile means of communication changes to verbal communication. But vestiges of the tactile remain: Lovers still hold hands; friends slap each other on the back and shake hands.

People hug when they haven't seen each other for some time. And what is the message such hugs send? "We still love you, even though we don't see you much." So no matter how it is done, that need to communicate is always there and is always expressed.

During the early years of our lives, we don't notice the need so much, because we're immersed in communication. At school, we're surrounded by classmates and teachers. We play in the crowded playground. At work, we're surrounded by colleagues and supervised by our bosses.

At home, during our adult years, the communication with our loved ones is total—both familial and sexual. And isn't so much of it tactile as well as verbal?

But then along comes retirement, either full or partial. All of a sudden communication is no longer readily available and easy: no classmates, no teachers, no co-workers. Our children are gone from home. Our brothers and sisters live elsewhere or have passed away.

In fact, I've known extreme cases—and perhaps you have too—wherein a retired individual wakes up in the morning, turns on the television and just sits there until it's time to go to bed at night. No communication. Yet you and I know

A Century to Share

by Kristi Heim

When Mabel Price gave her icebreaker speech to West Shore Toastmasters Club 227-38 in Camp Hill, Pennsylvania, she had 100 years of experience to share.

Price, who celebrated her 105th birthday in March, may have joined Toastmasters later in life than most other members, but her enthusiasm for learning and growing has endured the test of time.

As the oldest Toastmaster in District 38, Region Two, she was awarded a floral centerpiece at the 1985 Regional Conference in Valley Forge, Pennsylvania, by Bennie Bough, DTM, then International Director.

Price has been an active Toastmaster since 1981, and has given speeches on such topics as "How to Find a Man in Charge" and "The Basic Formula of Education." West Shore Toastmasters meet twice monthly, and Price attends more than half the time, even though she must rely on a wheelchair and is a bit hard of hearing. She's transported to and from meetings by Fred Van Voorhees, ATM, who's been with the club for 25 years.

Price has made education one of her personal priorities. She holds a Bachelor's Degree from Eastern Michigan University and a Master's Degree from the University of Michigan, and has attended summer school at Harvard University and New York University.

Her father inspired her interest in higher education and he is a fond topic of her stories. A colorful fellow, he was a sea captain who traveled up and down the Atlantic coast in his three-masted sailing schooner, "The Oscar C. Schmidt."

It may be wishful thinking, but it seems that her Toastmasters involvement may be helping to slow the aging process for Price. "She doesn't look like she's aged in the last four years," says fellow member and Past Area Governor James P. Murphy. In this respect, Toastmasters may certainly be compared to a fountain of youth; at least to a fountain of growth that knows no age limit.

Kristi Heim is an intern at The Toastmaster. She is studying journalism at California State University, Fullerton, where she is feature editor for the campus newspaper.


that that infant is still inside of him hungering to be touched.

This brings us to Toastmasters. To a "mature" person, Toastmasters is not a means to an end—to promotions and big bucks on the job. It is more fundamental. It's a means of satisfying that basic hunger to communicate with mankind, a hunger that has existed from the day we were born and stays with us as long as we live.

That's why I like to think of Toastmasters as "communication coupled with affection." Because when you become part of a Toastmasters group, you develop a bond with the other members that's a direct descendant of that original tactile communication.

Fellow club members will listen to you, clap for you, shake your hand and laugh at your jokes. Even their criticism dur-

ing the evaluation session is communication coupled with affection, because if they didn't care about you, they wouldn't bother to spend the time and effort. Every suggestion is a stroke that binds that infant still inside to the rest of mankind.

So when people ask why you are in Toastmasters, it's not a question of age or your stage of career development. It's a question of your humanity. 



Abe Schestopol, a member of *Early Bird Toastmasters 3651-47* in Tallahassee, Florida, is a retired Air Force officer and Harvard graduate. He is a business consultant, active in com-

munity cultural and civic affairs.

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Over 80 and Still Active

by Elli O. Lane, ATM

Roy D. Graham, DTM, Past International Director, has many friends in Toastmasters, and it's not surprising. He's been involved with Toastmasters for more than 35 years and has been active at all levels for most of that time.

Now nearing age 90, Graham is still very active in his home club, Huntington Park-Bell Club 14-1, in Huntington Park, California. He continually reminds fellow members that in order to gain the maximum benefit from Toastmasters membership, it's wise to be involved in the organization's different levels. He's often told members how much he learned and gained personally from being a "part of the whole book rather than just one page."

For many years Graham has chaired Past District Governors' Breakfasts at Region Two Conferences and Past International Directors' Luncheons at International Conventions—they have become his labor of love.

In 1979 he received the Presidential Citation from International President Hubert E. Dobson, DTM, and has been the recipient of the "Outstanding Toastmaster of the Year" award in Founder's District.

Graham first got involved in Toastmasters in 1945, when he formed Bell Club 393-1 (merged in 1973 with Huntington Park Club 14-1) and was its Charter President. He subsequently became active at all levels and developed a close friendship with Dr. Ralph C. Smedley, our founder.

In 1953, Graham did something no one had ever done—held an Area-wide Speechcraft program with over 100 people in attendance the first night. Enough people graduated from that program to form five new clubs.

Graham became Charter Governor of District 51 when a reorganization of District One gave birth to Districts 50, 51 and 52. He's written a history of District One which appears in its First Edition Operations Manual.

When Past International Director Adele Stagner, DTM, was a Division Lt. Governor, she honored four octogenarians in her division; the "baby" of the group was 80-year-old Graham. A long-time personal friend of Graham's, Stagner says, "Roy doesn't understand quitting." He once told her, "There is nothing people can't do, so why do they think of the possibility of failure?"

Elli O. Lane, ATM, is a member of *Huntington Park-Bell Toastmasters Club 14-1*, in Huntington Park, California, and is *Division E Lt. Governor* in District One. She is a *Sales Supervisor* for *Rediform Office Products* in Vernon.

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Business people and secretaries of today are apt to speak "computerese" in the office, having adapted their communication mode to that of the world in which they work. Their children integrate high-tech terminology into their vocabulary with amazing prowess. Only when grandmother or great-grandfather visits is there the realization that not everyone is actively concerned with floppy discs and electrotechnology.

Even though most elderly people are extremely adaptable to changing times, they often continue to communicate with others in the flavorful manner of their historical experience. They speak the vanishing language of yesteryear.

As a social worker in a nursing home, I had constant contact with elderly people who told their life histories in their

special, refreshing fashion. Again and again I heard words and expressions which stirred in me the memories of my long-deceased grandparents.

I felt compelled to keep a private log of these words, to prevent their gradual disappearance from my mind. The words of the elderly weave the fabric of the past.

Imagine the changes an 80-year-old person has faced! As soon as he'd become accustomed to using one new product, another better one had been developed. He saw "flying machines" as an amazing novelty which later became a part of daily life.

Though few people living today would use the term "horseless carriage," the 80-year-old prefers "automobile" over "car." After all, how can such a complicated machine be labeled with a three-letter word?

Simplicity Suffices

The older person often uses simple, plain words with which he is familiar to



describe new products or inventions he encounters. Movies were first called "picture shows;" later they became "talkies." For some, "phonograph" never became "record player" or "stereo."

Older folks usually use the word "set" after the word "television," and never say simply, "TV." Think of today's young people who rattle off the abbreviation "VCR." Do they actually know what the letters represent?

In a nursing home, most people are preoccupied with health and it's reflected in their speech. They see peers succumb to the use of a "walking stick," better known as a "cane." With increasing deteriorations a "rolling chair" may be needed. Why call it a "wheelchair" when "rolling chair" is so descriptive?

If one has something wrong on the inside, it may be necessary to have "pictures" made. "X-ray" sounds too harsh. The word "elixir" is a little dated even for the 80-year-old set, but some vouch

for the cure-all effects of alcohol, known as "spirits."

When I became noticeably pregnant, elderly ladies asked if I was "in the family way." The more daring used "expecting," though this was deemed too clinical by the majority. I was frequently asked if I planned to "nurse" the baby. "Breast-feeding" has no place in the dictionary of yesteryear. A colicky infant has "the colic," and one might try calming it by taking it out in a "baby buggy."

Clothing names have changed considerably over the years. On one occasion I was told in whispered tones that I had on a pretty "frock" but that my "petticoat" was showing.

In the world of undergarments, "corsets" eventually became "girdles" before becoming almost extinct. "Brassieres" have become "bras;" "step-ins" are now called "panties." "Teddies" disappeared for years but are now popular in designs elderly ladies would not recognize. "Stockings" have given way to "hose."

In men's clothing, one wore "trousers" not "slacks" or "pants." "Long johns" became "thermal underwear" and are now just as apt to be worn by women as by men.

Back when holidays were "red letter" days on calendars, people went to "so-


cial" instead of parties. Couples "courted" instead of dated. If they fell in love, they got "hitched." Young people did not "do homework;" instead, they "got their lessons." They raided the "ice box," not the refrigerator.

People did not "exercise," they "took exercises." If they went shopping, it was at a "five-and-dime." If they crocheted, they probably made "africans" instead of "afghans."

One does not have to be elderly to cling to the old. How many of us use the term "postal carrier" in place of the familiar "mailman?" "Sanitation workers" are still called "garbage men" and "fire fighters" are usually called "firemen." How many of us really use the term "homemaker" instead of "housewife?"

It's becoming understandable that elderly persons may want to retain their own distinctive vocabularies. I marvel at their adaptability, and I cherish them for being themselves. 🗣️

Debra Madaris Efird, CTM, is *Educational Vice President of Toastflyers Toastmasters 737-37 in Charlotte, North Carolina. A social worker with the elderly for 10 years, she most recently served as Director of Social Work at Ashbury Care Center in Charlotte.*



There's much to be learned by listening to the words older folks use—they recapture a simpler, more romantic time before TV, VCRs and PCs.

Toastmasters Enjoy the Golden Age



Members of Golden Age Toastmasters Club convene a meeting at Park Place Convalescent Center. John St. Jermain, ATM, is at the lectern; Clyde Robertson, originator of the senior centers meeting idea, sits in the right foreground (white shirt with suspenders).

Have you ever been “all dressed up with no place to go”? Members of Golden Age Toastmasters Club 5427-17, in Great Falls, Montana, soon came to feel this way after they chartered in 1984. They met every Wednesday morning, went through the Toastmasters routine, made their speeches to each other—but felt something was missing.

In the hope of adding some variety to their meetings and bringing a useful function to the club’s activities, Administrative Vice-President Clyde Robertson suggested that the club hold a meeting at the Cascade Convalescent Nursing Home.

Members agreed to give it a try and approached the nursing home’s Activity Director, Marlene Vinson. She was enthusiastic about having Golden Age Toastmasters meet at her facility as a unique new activity for residents.

The first meeting, held in August 1985, was deemed a great success by club members and Cascade Nursing Home residents alike; especially when residents were invited to join in the Table Topics session.

Resident Ruth Duggan commented, “This is an excellent activity to add to the others here. If you don’t do something, it’s your own fault—there are plenty of things to do.” Resident Carol Ridgeway echoed Duggan’s enthusiasm. “I think they should come back again,” she said.

Over the next two months, Golden Age Toastmasters successfully met at three other community nursing homes in the Great Falls area. One meeting, held at Cambridge Court Nursing Home, gained a rewarding attendance of over 60 people as well as government and media attention. The audience included 16 Toastmasters, two county commissioners, one city commissioner, Area Three Governor Randy Knowles, District 17 representative Mary Smith and more than 30 residents from three different nursing and retirement homes.

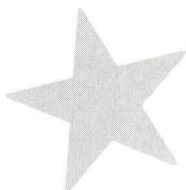
A specially equipped Great Falls Transit bus was donated by the city to transport nursing home residents to and from this Toastmasters meeting. A Montana

television station, KFBB-TV, interviewed Clyde Robertson, who was instrumental in proposing this project, and the interview aired several times.

Considering the number of senior citizen centers in the United States, the number of alert, intelligent retirees with experience and ambition and the club’s experiences conducting meetings with this age group, Golden Age Toastmasters have decided that promoting Toastmasters clubs for senior citizens and/or conducting meetings at nursing homes would be an excellent project for other Toastmasters clubs. These meetings add variety and participation to resident activities, and give Toastmasters members truly appreciative audiences. 🗣️



When Golden Age Club members met at Cascade County Convalescent Center, their audience included public officials as well as appreciative residents.



Seniors Brighten as Speechcraft Stars



When West Rowan Toastmasters Club held Speechcraft in a nursing home, the seniors there found new meaning and gave some star-quality performances.

by Evelyn Myer Allison, ATM

Imagine an icebreaker speech that begins, "I was born on January 17, 1881." Sounds amazing, doesn't it? Speechcraft in a nursing home is amazing, and can be a very popular event to add to a nursing home's activity list.

When we of West Rowan Toastmasters Club 2225-37, in Cleveland, North Carolina, agreed to introduce Rowan Manor Nursing Home residents to the exciting world of public speaking, we forged into uncharted waters. Without exception, the senior citizens declared, "You know I can't give a speech, and I'm too old to try." Obviously we had a challenge on our hands which would require an innovative approach... and a lot of encouragement.

By conducting Speechcraft at a nursing home, we hoped to help the elderly develop courage to speak in public, explore ways to improve the level of nursing home care and stimulate social interaction. We were aware that Resident Council meetings were held each month in most nursing homes, and that many times the patients were too timid to speak up in front of the group. We decided to help the patients at Rowan Manor overcome this.

There was a bit of skepticism when the idea was first mentioned, but soon our club President, Katherine Carr, and members Gladys Allison and Claudius and Grace Moore were planning the orientation session.

Successful Orientation

We spread news of the program before the orientation session to generate interest and attendance, and we expected no more than a dozen interested seniors to attend. Imagine our surprise when 31 patients showed up eager to hear about Toastmasters! (Behind the scenes, I'd assured the residents that they wouldn't be expected to say a word until they felt ready.)

Although some were still a bit skeptical, their curiosity to see "what this Toastmasters thing is all about" convinced them to give it a try.

In an effort to demonstrate how much fun public speaking could be, one of the experienced Toastmasters presented a rib-tickling version of her favorite tall tale at the orientation meeting. The fact that all four Toastmasters who assisted with the program were retirement age helped them develop an instant camaraderie with the nursing home residents.

After the successful orientation meeting, Patricia Walton, Rowan Manor Administrator, encouraged us to hold the Speechcraft meetings on a frequent and regular basis. So we scheduled them on eight consecutive Monday mornings.

At the first meeting each participant gave his or her icebreaker; a few with great trepidation. Some patients discovered they'd lived on the same hall for years and had never even met. Two ladies were shocked to learn they'd been nurses at the same hospital years ago. After listening to the chatter following the first meeting, there was no doubt that this project would be a success.

As the program progressed and we adapted Speechcraft to meet the needs of the participants, "flexibility" became our official theme. For example, a lecturer was not used because many participants were in wheelchairs. Three of our most enthusiastic members were blind, one was a bilateral above-knee amputee and the majority were hearing impaired.

Everyone was encouraged to speak in a moderately loud voice, and when necessary, words were repeated by the Toastmaster in charge.

Active participation dramatically improved when the large group split into four small units, each meeting in a separate room. Privacy and individual attention were just what our Speechcrafters needed.

Nursing Home Humor

Never let it be said there is no humor in a nursing home! We frequently laughed in delight as the groups reminisced about bygone days. Who could forget the story about a mule that gobbled up a treasured love letter?

And I will always have a soft spot in my heart for the elderly gentleman who said with a wink and a grin, "I don't

want you Toastmasters to think I ever held up a grocery store, because the fact is, I'm barely able to hold up my suspenders."

A few weeks after the program had begun, a non-participating patient, Nellie Barker, stopped me in the hall one day and inquired, "Just what is it you're doing in the chapel that I don't get invited to?"

When I told her about Toastmasters and she found she'd been ill during the orientation and formation of the groups, a look of disappointment spread across her face. A prompt invitation soon made

SOUND THE ALARM FOR TOASTMASTERS!



Fire up your engines because there's no better time to sound the alarm for Toastmasters than during our April-May membership campaign, "GET INTO ACTION." By adding new members during this period, your club will:

- Grow bigger, stronger and better
- Provide your corporation or community with more potential leaders
- Earn special recognition

Every club that adds five or more new members during these months will be presented with a "GET INTO ACTION" BANNER RIBBON. Those adding ten or more new members will be sent a "Best Speaker" trophy. In addition, the top club in each district will receive a special ribbon acknowledging their achievement. So while the fire is still burning, GET INTO ACTION now!

How to Conduct Speechcraft for Seniors

Any long-term care facility or day-care center for the elderly can incorporate a Toastmasters program into its activities. In order to conduct a Toastmasters Speechcraft program at a long-term care facility, follow these basic steps:

- Enlist the support of the facility administrator.
- Meet with the facility's Activity Director or other administrator to plan objectives for each weekly meeting.
- Modify traditional requirements to meet the special needs of the group.
- Poll the participants for ideas of interest to them. Make them feel useful and involved.
- Give participants a one-page handout highlighting the next week's topic before the close of a session. Whet their interest to keep them coming back.
- Be lavish with praise, even if participation is limited.
- Invite aphasic patients (those with impaired language abilities) to listen. Their need to be included is especially great.
- Plan a victory celebration, complete with refreshments and certificates.
- After the initial eight-week program, continue a monthly talk session to keep the lines of communication open. Invite a guest speaker occasionally to keep new ideas flowing.

her a welcome addition to the group and Nellie became the star of the show during our discussion of "Depression Days."

After her talk about the Depression, Nellie said to me, "I'm so mad... since I got back to my room, I've thought of a dozen things I should have told about the Depression!" I shook my head in awe because one of Nellie's most distinguishing attributes was her age—that witty little lady was 104 years old.

The results of our Speechcraft program were amazing. For many of the participants, we could see that it stimulated the thought processes and renewed their interest in living; for others, the joy of reminiscence was not taken lightly. Each person who participated found something of value in the program. Eager talk in the hallways led me to believe that the main problem with the program was the one-hour time limit on meetings!

At the completion of the eight-week program, we held a victory celebration, complete with refreshments, where we formally awarded certificates to partici-

pants. During the celebration, I noticed a few quivering chins and tear-filled eyes. The residents were reluctant to bid farewell to West Rowan Toastmasters, and they made no attempt to hide their feelings.

Laughter soon prevailed though, as the entire group was drawn into a spirited tall tale presentation by one of the Toastmasters. Then one by one, the residents began taking turns telling their own whoppers.

Just as I Am

A blind lady stood and began to sing spontaneously her favorite hymn, "Just as I am"... a fitting close for our program. We had all learned a beautiful lesson—when elderly people are accepted just as they are, communication in many forms will begin to blossom. Everyone really joined in the fun when they realized public speaking was nothing more than amplified conversation.

Later, when 104-year-old Nellie Barker beamed and proudly showed visitors her framed Toastmasters certificate, I knew our efforts had not been in vain. Nellie did not live to celebrate her 105th birthday, but during her last months she captivated an audience with priceless stories of her childhood. Certainly she was the unchallenged star of our Toastmasters Speechcraft program.

Evelyn Myer Allison, ATM, is a member of West Rowan Toastmasters Club 2225 in Cleveland, North Carolina. She is currently employed in the special populations division of Rowan County Parks and Recreation in Salisbury, North Carolina.

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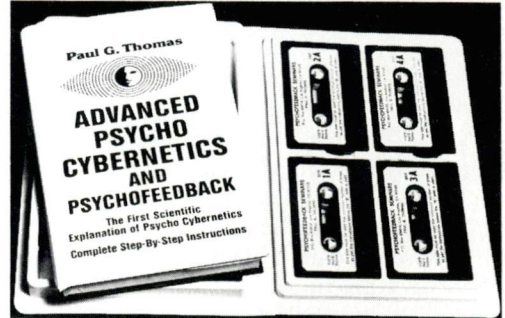
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"THIS PROGRAM IS A MUST FOR ALL WHO SERIOUSLY WANT TO ACHIEVE THEIR POTENTIAL"

TED BARTEK, EDITOR-IN-CHIEF, HUMAN POTENTIAL MAGAZINE

PSYCHO CYBERNETICS

PSYCHO CYBERNETICS is the study, by comparison, which has been made into the way in which computers, the brain and human mind works, and the related methods of control.

The comparative study shows that the part of our brain which functions at the unconscious level, the so-called sub-conscious, is a biocomputer, functioning by exactly the same principles as a mechanical computer. (1) By having an Input and an Output. (2) By having stored information and instructions, its program. Obviously, there is a different program in every biocomputer. But that, and only that, is what gives us our unique individuality.

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PSYCHOFEEBACK, a mind/brain mechanism, is man's ONLY means of governing and controlling his actions by BOTH reinserting into the biocomputer the results of past experience (as with orthodox feedback mechanisms) AND, WITH THE IMAGINATION, by inserting the results of PRESENT experience.

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TI BOARD REPORT

Entire Organization 'Commits to Excellence'

On my visits to districts, I've found Toastmasters International to be well-respected," said International President Helen Blanchard, DTM, in summarizing the events of the past year to the Board of Directors at their February meeting.

President Blanchard's observations, generated by her meetings with corporations, healthcare and community groups, provided the framework for much of the Board's three-day meeting.

In some of her visits to hospitals and medical institutions, President Blanchard found that Toastmasters is becoming more influential in the healthcare field. "The response was overwhelming," she said. "They've had to become more competitive in that field, and so communication has become more important to them.

"At my first breakfast meeting, at the University of South Carolina Medical School, there were 156 reserved seats, and standing-room-only crowds. Members of the audience included the heads of cardiology and psychiatric depart-

ments."

President Blanchard found eagerness and commitment in her visits with Toastmasters as well. "There are a lot of dedicated leaders out there," she said, summarizing her travels to date. "It's evident that 'Commit to Excellence' has become a standard the entire organization has been putting into action."

Executive Director Terrence McCann echoed President Blanchard when he reported to the Board on the standard of excellence prevalent in the organization today. "We are growing because this organization has maintained its focus on our members, on our clubs and on the performance of our district officers," he said. "We've never forgotten that our role is not to merely survive as an organizational entity, but to provide an important service to members and potential members."

McCann told the Board that in the last 10 years, Toastmasters has grown from 57,998 members to 118,119 members, a growth rate of 103.7 percent. The number of clubs has increased from 3095 to 5587

clubs, a jump of 80.5 percent. Since last year, membership has increased from 110,348 to 118,119 members and club growth went from 5293 to 5587 clubs.

"Can we maintain such momentum?" he asked. "Yes! We will continue to grow, but only if we improve the development of our organization, its structure and its educational programming to keep it in concert with changes in society."

McCann noted that the February Board Meeting was to set the pace for sweeping changes planned for upcoming years, to enhance the operational structure of clubs and districts. "These changes, fostered by five years of organization diagnoses by the Executive Committee, are critical to achieving our key goals and meeting our service mission," he said.

President Blanchard Reports

President Blanchard visited six districts in 1985, covering 18,125 miles in a total of 26 days. During that time she visited 22 corporations, three government installations and two universities. In addition, she proudly served as a member of the

Board of Directors Actions

When the Board had broken into its respective committees—Membership & Club Extension; Education; District Administration & Programming; Executive Committee and Policy & Administration Review—and reconvened, they had taken these actions:

- Reviewed the assignment of districts and undistricted clubs to regions and changed the distribution of undistricted clubs to balance the voting strength of regions. The changes will become effective at the close of the 1986 International Convention.

- Reviewed procedures for handling proxies at the Annual Business Meeting. Beginning with the 1986 Convention, tallies of the number of district votes issued will be posted outside the Credentials Desk at least twice daily. The Credentials Desk will remain open until 9

p.m. Wednesday prior to the election and will be closed Thursday.

- Amended Policy Bulletin No. 24 regarding distribution of proxies, to be effective at the close of the 1986 Convention. World Headquarters will, on one occasion only, furnish a duplicate credential or proxy certificate to any club when a request is received from the Club President or the District Governor or his/her designee.

- Prepared the wording of the amendment to the District Constitution, Article V OFFICERS, for delegate approval at the 1986 International Convention. This amendment will further clarify the term of office for district officers.

- Reviewed existing procedures concerning nomination of Director candidates and made no changes to either the International Bylaws or to Procedural

Rules for Regional Nomination of Directors.

- Reviewed methods of reducing costs involved in campaigning for International office. Candidates are encouraged not to engage in extravagance, and District Governors, Conference Committee Chairmen and others should not impose needless expense on candidates.

- Discussed the Club Specialist Program and changed the criteria to give districts the option of appointing one or two club specialists to a single-digit club. This change becomes effective July 1, 1986.

- Brainstormed ways districts can work with clubs to bring membership to at least 20 in each club. Recommended use of the "Help People Discover Toastmasters" program at all levels, including regional and district training. Administrative Lt. Governors should develop a district membership building action plan

jury to select recipients for the Freedom Foundation awards.

The fact that President Blanchard is the first woman President of Toastmasters International served as a promotional plus. The media coverage she gained for the organization included six television appearances and seven radio shows, totaling about three hours of TV and radio time. "Most TV coverage was on major networks during noon news breaks," says Blanchard. She was also the subject of four newspaper interviews and numerous articles in magazines.

Public relations activities by President Blanchard resulted in eight proclamations for Toastmasters from state and city leaders, six keys to cities and four opportunities for President Blanchard to speak to civic associations and business leaders.

But the real news was the spirit President Blanchard discovered in her visits with clubs. Her call to strengthen individual clubs has received enthusiastic support from every club she has visited. "I'm continuing to ask clubs to be three members stronger by June 6 of this year," she said. "If we continue the way we're headed, we may have 500 clubs this year—every International President's dream."

The Board of Directors will meet next on August 26, at the International Convention in Reno, Nevada. 🗣️



Toastmasters' 1985-86 Board of Directors discusses the organization's health and plots strategies to keep it fit and thriving. (Photos by Jim Johnson)

at the beginning of each year to help clubs reach 20 members.

- Brainstormed ways of creating club support within a corporate structure and carried the item over for further discussion at the next Board meeting. The Board recommended that district officers aggressively promote Success/Leadership modules to corporate clubs as a method of complementing training departments' efforts.

- Discussed the various markets Toastmasters can address itself to and recommended that market targets be extended to include retired groups, real estate boards, members of the healthcare field, entrepreneurs, sales and marketing groups, large office buildings housing various companies, condominium clubs, and fire and police departments engaged in prevention programs.

- Selected two candidates for advancement to second-level participation in the 1986 Accredited Speaker Program.

- Reviewed and recommended changes in rules for evaluation, humorous, table topics and tall tales contests. These rules will be distributed to clubs and districts in the 1986 Club Officer Mailing in September and October 1986.

- Reviewed the Reading Program and recommended that the current program be phased out. World Headquarters will discontinue the program July 1, 1986.

- Discussed the practice by some clubs of "passing" or "failing" manual speeches and recommended that World Headquarters not endorse this practice in any publication.

- Reviewed the following requirements for the DTM award: length of service as a district officer and service as a club sponsor, club mentor or club specialist. The Board recommended no changes in the requirement for length of service as a district officer and no change in the requirement of service as club sponsor or mentor of a new club. Recom-

mended an increase to two in the number of club specialists eligible for DTM credit for rebuilding an existing club with single digit membership to a total of at least 20 members. This change will be effective July 1, 1986.

- Reviewed and approved the basic concept to reorganize the Toastmasters club structure and club officer responsibilities. This plan will be discussed during Regional Conferences in June.

- Reviewed the practice of awarding credit for Speechcraft, Success/Leadership and Youth Leadership programs to only one coordinator and the club in which he/she is a member, and recommended continuation of this practice.

- Discussed the Low Growth District Program and added four districts to this category. Recommended several changes to the Area-Club Assistance Program form. Reviewed the planned reorganization of the district structure and approved its basic concept.

Are You Caught in Your Own Traps?

Many people paint themselves into corners without even realizing it—their hidden fears become painful traps.

by Vivian Buchan

Many people set up mental traps which capture their freedom and prohibit them from being or doing what they want to be or do. They paint themselves into lonely, troubled corners.

The external freedom we crave and must have to succeed comes only when we have the internal freedom to achieve our goals. People who are caught in their own mental traps sometimes aren't even aware they've set up those traps and then have stepped right into them.

Mental traps are your hidden fears—fears we all have to one degree or another. Four of the most common traps are: (1) fear of failure; (2) "like me;" (3) who am I; and (4) fear of success.

Fear of Failure

The fear of failure keeps many people tied to the wheel of drudgery and familiarity. They're so conditioned to negative thinking that it is impossible for them to make an attempt to improve themselves or their lot in life. This is the fear that keeps them feeling unworthy and incapable; unfortunately, this fear just nourishes and supports negative feelings.

Some people are so afraid of a rebuff they won't take the initiative in approaching a prospective buyer or client with a "cold turkey" attitude. If they did, they'd be surprised to find that most people are friendly and receptive, and welcome the interest of someone who's willing to provide information, give them attention or fill some need.

Keep in mind that if you're rejected, it's probably not because of you personally. Perhaps the person can't afford what you have to sell right now. It may not be what they need or want or it may simply be they aren't the least bit in-

terested in what you're trying to get them to buy or do.

We all suffer rejection and failure from time to time. Successful people consider their failures only as lessons from which they can learn. They face failure with optimism and look at it as part of the process of sharpening their competency tools.

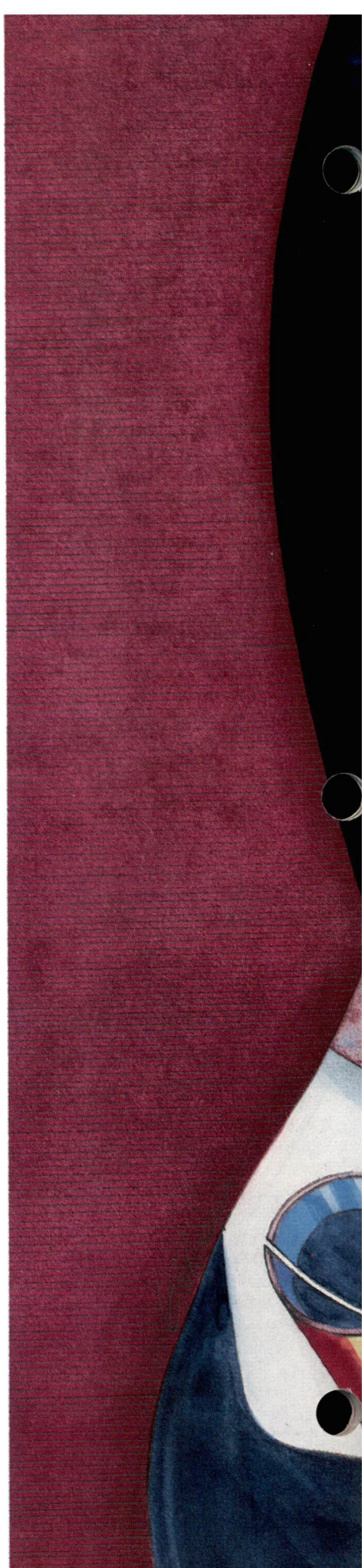
"Like Me"

The second trap is the "like me" desire. Naturally all of us like to be liked. The fear of being disliked makes us do a lot of things which aren't productive, becoming or sensible. We each have an individual personality with beliefs and attitudes that may not jibe with everyone else's.

Would it surprise you to learn that some 17,953 personality traits have been identified and classified? So it's not surprising that lots of people won't appeal to us or we won't appeal to them.

Some people are so eager for approval, they'll change or abandon their own attitudes and ideas in order to be accepted by others. When a personality conflict does occur, don't beat your head against a brick wall in an effort to make someone like you.

If you do have to do business with a person you feel isn't on your wavelength, what should you do? You could turn the matter over to someone who might be able to handle the situation better. The person you're having conflict with may be relieved to escape the obvious tension building up between the two of you. You won't be disliked any more by taking this approach and the person with whom you're at odds may even respect you for it.



People caught in the “like me” trap become “yes” men or women—people who are so wishy-washy it’s no wonder they aren’t respected. Be yourself at all times, and if you do find that all co-workers or fellow club members aren’t crazy about you, don’t let it bother you. You can’t achieve your goals if you can’t free yourself from the “like me” trap and exchange it for the “like myself” attitude.

“Who Am I?”

The third snare is the “Who am I?” entrapment which inhibits growth and restricts the freedom we must have to accomplish our goals and objectives.

It’s easy to look with envy at successful people in your field and want to be like them. You think, “If he can do it that way, why can’t I?” But the truth is that you’re probably not like that person at all. Trying to be a copycat may flatter someone, but it doesn’t do you any good.

Trying to make yourself fit into another person’s shoes can become so confusing, your own unique personality can be blurred or submerged. Everyone knows a carbon copy isn’t nearly as impressive as the original.

We’re all besieged with meetings, lectures, seminars and publications aimed at making us become more successful. There’s nothing wrong with educational programs, for most people conducting them are experts in their fields. The advice these experts offer is a tool to be used with discretion and according to your type of business and personality.

But you have to feel comfortable using such tools or you may hurt yourself and the relationships you want to develop. Before you can accept anyone’s advice, you must know just who and what you are and whether that particular advice is applicable to your situation.

Keep in touch with the ‘real you’ by asking yourself questions and then answering them as honestly as possible. Ask yourself why you’re choosing a particular course of action, why you’re behaving the way you are, why you associate with the folks you do.

Set up an open line of communication between the inner and outer you and strive to make the two selves as much alike as you can. If those two selves are at odds with one another, you may be trying too hard to be something you really aren’t.

Fear of Success

The last mental trap is “fear of success.” Success often brings with it changes of one kind or another. Many of us fear

change, believing that it will be painful. Some people are afraid that if they become successful they'll lose their current friends. They're afraid they won't be able to make new friends—that they won't be accepted. Here they step right back

into the "like me" circle which will just reinforce new fears.

You probably chose the business or profession you're in because you felt comfortable in it and were qualified to handle that particular type of work. Do

you believe you could be more successful than you now are if you really put your mind to it?

If your answer is "yes," and you're still fearful of making the attempt to become more successful, you've painted yourself into your own corner trap.

It's probably true that success would mean a better house, a bigger car, better clothes for you and your family, better schools for your children, better club affiliations. All these changes do occur with upward and onward mobility, and many people are afraid of moving out of their 'comfortable' ruts into more challenging situations.


It's the "what ifs" that keep people from moving ahead. "What if my friends think I'm becoming a snob?" "What if I should fail and have to retreat?" "What if I do move to a more exclusive neighborhood and the people don't like me?"

The thing to keep in mind is that success comes about gradually, so any changes you might make won't be too drastic or disturbing. Very few people become overnight millionaires unless they win a lottery, and very few celebrities are catapulted into instant fame. The people you consider successful have probably worked long and hard to reach the top.

Start by outlining your long-range goals, then break them down into short-range goals which you can reach without encountering too many changes. It's far less threatening to work toward a goal you can reach easily and then proceed toward the next one.

As you achieve each goal in your long-range plan, your sense of worthiness and value will become stronger and banish your fears of becoming successful.

These mental traps are created by you. No one has any power over them except you, so if you're caught in any of them, it's up to you to release them.

Unset the traps you may have set, step around them, get out of that painted corner and move along the road to advancement, success, freedom to enjoy yourself and your world and the realization of your dreams! 



Vivian Buchan, frequent contributor to *The Toastmaster*, has published more than 600 articles in 75 publications. A resident of Iowa City, Iowa, she is a former faculty member of the University of Iowa, where she taught expository writing, public speaking and literature.

Avoid the 'Yes' Trap

by Douglas Dunn

Do you have trouble saying "No"? Do you find yourself being talked into things you don't really want to do? You can, and should, change that. Not being able to say no is a time-waster. It reduces your effectiveness and misleads others who rely on you.

Imagine the following telephone conversation: "Hello, June. This is Reverend White. On the weekend of November 6th, the church will be hosting a regional teachers retreat. I'd like you to head it up."

June: "I don't know whether I'll have time then. Maybe someone else would be better."

Rev. White: "We'd prefer you; and it really won't take that much time."

June: "Well, okay. But my husband will kill me; he told me to cut back on outside activities."

Following this conversation, how do you think June feels? How do you think Rev. White feels? One reason people are afraid to say no is fear of offending. True friends, however, are not offended by honest explanations.

A four-point guide in how to say "no" without offending is to:

(1) Start out by saying no up front—not "I can't" or "Maybe" or "I'm busy."

(2) Then, acknowledge the validity of the request and the personal recognition implied.

(3) Honestly share your reasons, if you wish.

(4) Finally, no excuses. Excuses are contrived reasons that "sound" good; the opposite of open, honest self-disclosure. Recognize there are rebuttals for all excuses. Say no first, then explain if you wish.

In the above example, if June had used the four-point guide, she might have responded to Rev. White with, "I'm going to have to say no. My priorities right now are with other community projects I'm involved in. I am flattered, however, that you asked me."

Refuse to spread yourself too thin. Concentrate your efforts. An analogy can be made with the pruning of fruit trees, where live wood as well as dead wood is cut off in order to concentrate the life force and increase production.

The same is true for people. We often have to turn down worthy requests in order to conserve our vitality and increase our effectiveness in what we do take on.

Often we feel imposed upon by people who thoughtlessly assume we'll say yes. Others try to influence us through a sense of duty or by making us feel guilty. Recognize that you have probably encouraged this to happen by being an easy pushover.

Basically, people treat us the way we teach them to treat us. Rather than complaining about how people take advantage of you, ask yourself, "What am I doing that encourages others to treat me this way?"

Finally, avoid being rushed into a quick response. For example, June might have responded to Rev. White with, "You're catching me cold. I'd like to think it over before I respond. What will be involved? I'll call you back tomorrow with a definite yes or no."

In conclusion, set your own priorities. Do things because you *want* to, not because you feel you *should*. Don't shortchange yourself and the community groups you choose to serve.

Douglas Dunn is a member of Dry Lake Orators Toastmasters Club 5526-3 in Willcox, Arizona. Dunn is Extension Agent, Rural Development, with the University of Arizona Cooperative Extension Service.

UPDATE

WHQ Names New Department Managers

John A. Feudo has recently been named Manager of Membership and Club Extension. He replaces Nancy Langton, who has become Manager of the new Merchandising and Policy Administration Department at World Headquarters.

As Manager of Membership and Club Extension, John will be in charge of helping clubs increase their membership and chartering new clubs. He'll also be responsible for public relations, gavel clubs and area visitation programs.

John is a 1982 graduate of Boston College, where he also served as President of the Eagles' Marching Band. In this capacity, he acted as the school's Master of Ceremonies, and traveled extensively promoting the university and the city of Boston.

More recently, John worked in public relations for General Cinema Corporation, before heading West to become Director of Technical Marketing for Kennedy Associates, a Los Angeles personnel service.

In addition to his work at Toastmasters, John is currently writing and producing a national radio show, and is a member of the United States Tennis Umpires Association. Future plans include pursuing his Master's Degree in Journalism, and the completion of his second novel, which he has been working on for "what



John Feudo, New Manager of Membership and Club Extension

seems like forever."

Nancy Langton, John's predecessor as Manager of Membership and Club Extension, will head the newly formed Merchandising and Policy Administration Department. As Manager of this department, she'll be in charge of Club and District supplies; Club, District and International Bylaws; merchandising, advertising and promotion; guest reception at WHQ; as well as assisting the Board of Directors.

The new Merchandising and Policy Administration Department was formed to focus more attention on merchandis-

ing educational supplies and strengthening member order fulfillment.

Nancy has been a staff member since 1971, when she was hired as a secretary in the Membership and Club Services Department. She has also served as an administrative assistant to two departments, as well as special assistant to the Executive Director.

She has been married to Larry Langton, World Headquarters' Production Manager, for eight years, has a seven-year-old daughter, Valerie; a 12-year-old stepdaughter, Jamie; and a two-year-old son, Stephen.

Canadian Toastmasters Gear up for Expo 86

Toastmasters in British Columbia, Canada, have joined forces with EXPO 86 to spread the word about the 1986 World Exposition, to be held this summer, in Vancouver, British Columbia.

For the past two years, more than 70 Toastmasters clubs in British Columbia have been working on a volunteer speakers bureau to supply experienced speakers to groups throughout the province. In the first six months alone, Toastmasters speakers were able to talk to more than 4000 people about the upcoming World's Fair.

After an initial training session, the volunteer speakers were supplied with all the necessary information, audio-visual materials, posters and brochures they would need to spread the word about

EXPO 86. In recognition of Toastmasters' efforts, the Honorable Claude Richmond, Minister of Tourism for EXPO 86, said, "The success of this ambitious project is indicative of the professional skill of Toastmasters and the popularity of EXPO 86 throughout British Columbia. This positive spirit of volunteerism bodes well for the success of EXPO 86."

April Fools

E. J. Stapler, author of the "Create Lively Publicity Fliers" sidebar in the April issue of *The Toastmaster*, has not been a member of Vicksburg Toastmasters Club 2052-43 for three years, as was printed in the biographical data. Active in various clubs since then, Stapler is currently a member of Toastmasters '21' Club 3781-45 and Graybar 1436-46 in Manhattan, New York.



HALL of FAME

DTMs

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

Gene Oliver

Associates 141-1, Los Angeles, CA

Martha K. Boesen

Dawn Busters 2116-7, Portland, OR

Dave Brennan

Early Bird 1928-22, Overland Park, KS

John E. Nichols

The Forum 2344-42, Edmonton, Alta., Can

Bernard J. Jordaan

Foresters 2511-42, Edmonton, Alta., Can

Mike D. Senter

South Plains 261-41, Lubbock, TX

Annie Graham

Pacific Voice 3841-49, Hickam Air Force Base, HI

Barry J. Finlay

Rockcliffe Ranconteurs 808-61, Ottawa, Ont., Can

Anthony Spadaro

De Witt 1143-65, Syracuse, NY

ATM Silver

Congratulations to these Toastmasters who have received the Able Toastmaster Silver certificate of achievement.

Brenda L. Keeling

Professional Speakers 9-F, Santa Ana, CA

Loran S. Hassett

Zilog-Cution 4848-4, Campbell, CA

Richard Lee Peterson

Marshall 1276-6, Marshall, MN

Keith N. Hood

Hi-Noon 1165-11, Fort Wayne, IN

Frances V. Duffield

Golden Spike 1775-15, Salt Lake City, UT

J. Leon Curtis, DTM

SWD Corp of Engineers 2760-25, Dallas, TX

Betty Luback, DTM

CBI Fabricators 4585-30, Oak Brook, IL

Timothy R. Oldham

HDL 3323-36, Adelphi, MD

Robert E. Barnhill, III

Lubbock Professional 5011-44, Lubbock, TX

James A. Hymer, DTM

Tennessee Valley 960-48, Huntsville, AL

ATM Bronze

Congratulations to these Toastmasters who have received the Able Toastmaster Bronze certificate of achievement.

Brenda L. Keeling

Professional Speakers 9-F, Santa Ana, CA

Charles G. Liebelt

Zingers 615-F, Costa Mesa, CA

Guric H. O'Connor

Clatsop Co-Eds 1516-7, Astoria, OR

George E. Peo, DTM

Aerospace Center 3268-8, St. Louis Air Force Station, MO

Frances V. Duffield

Golden Spike 1775-15, Salt Lake City, UT

J. Leon Curtis, DTM

SWD Corp of Engineers 2760-25, Dallas, TX

William W. White, Jr., DTM

Greensboro 439-37, Greensboro, NC

Marvin W. Lawley, III

Coffee County 1719-63, Manchester, TN

David L. Cartwright

Manly Civic 2618-70, Manly, N.S.W., Aust

ATMs

Congratulations to these Toastmasters who have received the Able Toastmaster certificate of achievement.

Hikaru Okubo

Montebello 20-F, Montebello, CA

John E. Portune

S.O.S. 155-F, Arcadia, CA

Maggie S. Glass

Santa Ana Toasters 991-F, Costa Mesa, CA

Sonia L. Ganz

Imperial 2610-F, Norwalk, CA

Melody M. Chekmizoff

Denny's Nooners 5266-F, La Mirada, CA

Jess Morton

San Pedro 111-1, San Pedro, CA

David Gray

Associates 141-1, Los Angeles, CA

Ivan Gerson

TM-by-the-Sea 298-1, Santa Monica, CA

Annamarie Tippins

Bay Cities 3645-1, Torrance, CA

William H. Philo

Bellingham 60-2, Bellingham, WA

Jere G. Lafollette

Mount Vernon 258-2, Mount Vernon, WA

Hazle K. Lindstrom

Mount Vernon 258-2, Mount Vernon, WA

Joseph B. Deisher

Bellevue Eastside 733-2, Bellevue, WA

Robert M. Bigelow

The Way Inn 4425-2, Seattle, WA

Lorenzo H. Del Rosario

The Red Barn 5144-2, Seattle, WA

Kristine Q. Christensen

Roundup 1839-3, Phoenix, AZ

Yolanda Trevino

Heads-Up 5021-4, San Jose, CA

Thomas A. Martin

Chula Vista 108-5, Chula Vista, CA

Bob Traber

Mt. Helix 126-5, La Mesa, CA

Brian E. Clasen

Point Loma 198-5, San Diego, CA

Nilza Mello Reich

Chamber 5529-5, Escondido, CA

Vernon S. Hahn

Salem 138-7, Salem, OR

Laneta M. Mueller

Hood River 701-7, Hood River, OR

Bettye J. Scofield

Thermostats 2044-7, Salem, OR

Jody Bartruff

Bootstrappers 2397-7, Salem, OR

Glendon O. Smith, Jr.

Electric Toasters 3964-7, Portland, OR

Pamela A. Hoehn

Daniel Boone 3536-8, Saint Charles County, MO

David J. Smith

Great River 5196-8, Quincy, IL

Mary Michael Salviano

Garfield-Perry 143-10, Euclid, OH

Chester B. Bryant

Alliance 767-10, Alliance, OH

Steven D. Bennett

Shaker 4936-10, Beachwood, OH

Margaret Lawley

Mallory 1170-11, Indianapolis, IN

Ray Schwab

Greater Greenwood 4081-11, Greenwood, IN

Bob A. Simmons

Greater Greenwood 4081-11, Greenwood, IN

Harold C. Trout

St. Elizabeth Hospital 4564-11, Lafayette, IN

Philip R. Viviani

Revenooers 2304-14, Chamblee, GA

Lloyd King

On Center 595-16, Oklahoma City, OK

Deborah M. Fairchild

Capitol Hill 709-16, Oklahoma City, OK

Charles Ralph Coombs

The Governors 3031-16, Oklahoma City, OK

Lloyd Bryant

New Dawn 4101-16, Lexington, OK

Carol Ann Livingston

Speakeasy 291-17, Great Falls, MT

Donald E. Loupee

Town and College 875-19, Ames, IA

Susan J. Funk

Hon After Hours 4251-19, Muscatine, IA

Ken Richardson

Vernon 1929-21, Vernon, B.C., Can

Drent Stuart

Boeing Achievers 3990-22, Wichita, KS

Robert J. Ball

Las Cruces 4509-23, Las Cruces, NM

Charles M. Murray

Bayou Pierre 2485-25, Shreveport, LA

Jim Binford

Northwinds 3564-26, Denver, CO

John Gunderson

Loveland 4553-26, Loveland, CO

Dick Eustice

FACC Masters 5086-26, Colorado Springs, CO

Thomas R. Neblett

Dearborn's Dynamic 726-28, Dearborn, MI

Geraldine Coppus

Fostoria 4514-28, Fostoria, OH

Paula Lepold

Park Ridge 381-30, Park Ridge, IL

Thomas H. Henning

Park Forest 1717-30, Park Forest, IL

Pat Blanchard

Barrington 2236-30, Barrington, IL

Charles D. Kennaugh

Barrington 2236-30, Barrington, IL

Albert L. Ricci

Ocean State 854-31, Warwick, RI

Henry S. Wiley

Ocean State 854-31, Warwick, RI

Julian Thomas Stone

NCC Freespirits 5242-31, West Concord, MA

Estill J. Elliott

Olympus 4785-32, Olympia, WA

Charles E. Haddix

Christophers 157-33, Fresno, CA

Katherine Potec

Daybreakers 1388-33, Modesto, CA

Marie Cormier

Flying High 1712-33, Las Vegas, NV

Burl Dean Meek

Southern Valley 2752-33, Bakersfield, CA

Molly A. Maher

I'll Drink to That 3254-33, Las Vegas, NV

Anita Stith

Chippewa 2273-35, Chippewa Falls, WI

Barbara Quirk

Capital City 2953-33, Madison, WI

Jerry Kunze

Sentry 4596-35, Stevens Point, WI

Benjamin Thomas Layton

Potomac 827-36, Washington, DC

Theodore C. Reineck, Jr.

Pas 5364-36, Bethesda, MD

Robert F. Mitsch

Tarheel 1293-37, Raleigh, NC

Lilian A. Dillard

Monday Six-O 1312-37, Charlotte, NC

Ray Harris

Oasis 3130-39, Fallon, NV

Christopher Eric Mumm

Aquarians 3446-39, Reno, NV

Jorge Rafael Robert Saavedra

El Bohemio 4163-39, Stockton, CA

Mick Donna

Seven Hills 1578-40, Cincinnati, OH

Pat Bruns

Grand Lake 5136-40, Celina, OH

John Pasiicka

Norwood 284-42, Edmonton, Alta., Can

Maurice Oftebro

Early Risers 2448-42, Saskatoon, Sask., Can

Kathy Hoenecke

CBA 2882-42, Saskatoon, Sask., Can

Mary A. Kalyn

CBA 2882-42, Saskatoon, Sask., Can

Harry Nichiporik

Tuesday Nooners 3868-42, Calgary, Alta., Can

William B. DePass, Jr.

Columbia East 2968-58, Columbia, SC

Frederick G. Crafts

Dolphin 3170-58, Charleston, SC

Thomas Leslie Camm

Sheridan Park 628-60, Mississauga, Ont., Can

Daniel Cody Morgan

North Bay 1698-60, North Bay, Ont., Can

John C. Pellowe

Westmount 5312-60, Waterloo, Ont., Can

Raoul Cote

St. Lawrence 606-61, Montreal, Que., Can

Jean Louis Jacques

Louis St-Laurent 3747-61, Rock Forest, Que., Can

Jean Racine

Ste Foy 5097-61, Ste Foy, Que., Can

Leo R. Sheets

Transportation 4776-62, Lansing, MI

Allen G. Kramer

Queen City 3967-63, Clarksville, TN

Karen M. Ritchie

Sperry Speak Easy 4559-63, Bristol, TN

Ann Hrenchuk

Pubspeak 2196-64, Winnipeg, Man., Can

Larry P. Washen

Voyageurs 2638-64, Winnipeg, Man., Can

Ruth Davis Cooley

Twin Cities 4528-68, Monroe, LA

James T. Doherty

Cenla 4715-68, Alexandria, LA

Julie Anne-Maria Finch-Scally

Sydney Journalists 413-70, Sydney, N.S.W., Aust

Kenneth Lemuel Bernard

Deadline 3440-70, Sydney, N.S.W., Aust

Christopher L. Maher

Collieries 4831-70, Wollongong, N.S.W., Aust

Margaret J. Jamieson

Tauranga 3089-72, Tauranga, NZ

Mary Ellen Walker

Pakuranga 3830-72, Pakuranga, Auckland, NZ

Max Fairhall

Piako 3837-72, Morrisville, NZ

Dorothy Pearce

National Australia Bank 3901-73, Melbourne, Vic., Aust

E. Glynis Ravera

Boksburg 4602-74, Boksburg, RSA

George Nigro

Ramstein 2442-U, Ramstein Air Base, Germany

Louise Holder Colbert

Kashim TM Club 3243-U, Anchorage, AK

Sara Kay Leonard

Top of the World 4087-U, Elmendorf Air Force Base, AK

New Clubs

346-F Evening

Big Bear Lake, CA—Tues., 6:30 p.m., Teddy Bear Restaurant, 583 Pine Knot Blvd. (866-7575).

1581-9 Wallowa Valley

Enterprise, OR—6:30 a.m., Davis Cafe, Main Street (426-3313).

4684-14 Studio 54

Columbus, GA—1st & 3rd Thurs., 6:30 p.m., St. Mark United Methodist Church, Whitesville Road (563-5251).

6123-14 Flint River

Albany, GA—Thurs., 7:00 a.m. & 4:30 p.m., Merck & Co., Inc., 3517 Radium Springs Rd. (436-2421).

6113-19 Heartlanders

Waterloo, IA—Tues., noon, Allen Memorial Hospital, 1825 Logan Ave. (235-3652).

6125-21 The NOTACs

North Okanagan, B.C., Can—2nd & last Sat., monthly, 6:30 p.m., various locations (545-7378).

6117-22 WCEA

Salina, KS—Wed., noon, Elmore Cafeteria, 635 E. Crawford (827-0433).

6119-25 First Class

Dallas, TX—Thurs., 5:00 p.m., Dallas Main Post Office, 401 DFW Turnpike, Room 607D (760-4607).

3183-26 King Soopers

Denver, CO—Thurs., 5:00 p.m., King Soopers, Inc., 65 Tejon St. (778-3100).

6112-26 Sooper Speakers
Colorado Springs, CO—2nd & 4th Tues.,
noon, King Soopers #51, 665 Murry
Blvd. (596-0836).

6116-26 Manor of Speaking
Denver, CO—Thurs., 7:00 a.m., Writers
Manor, 1730 S. Colorado Blvd.
(465-2134).

4436-31 G.E.
Lynn, MA—Wed., 11:30 a.m., General
Electric, 1000 Western Ave. (594-8992).

6111-35 Marshfield Area
Marshfield, WI—2nd & 4th Tues., 6:00
p.m., Casa Loma Supper Club, Highway
13 North (384-2141, ext. 407).

3551-36 GTE Spacenet
McLean, VA—Tues., monthly, noon,
GTE Spacenet, 1700 Old Meadon
(848-1114).

4921-36 SMBIA
Greenbelt, MD—4th Tues., monthly,
5:00 p.m., Martins Crosswinds, 7500
Greenway Center Dr. (572-5900).

6124-36 Capitol Hill Speakers
Washington, DC—1st & 3rd Mon., 6:15
p.m., Unity Center of Christianity, 700
A St., N.E. (543-1414).

6120-39 One Moccasin
Winnemucca, NV—Tues., 7:00 p.m., Red
Lion Inn, 741 W. Winnemucca Blvd.
(623-4741).

4319-42 Aurora
High Prairie, Alta., Can—1st & 3rd Tues.,
7:15 p.m., Anglican Parish Hall
(523-4063).

6110-42 Eloquent Albertans
Edmonton, Alta., Can—Fri., 12:15 p.m.,
6950 113 St., Training Room 3A
(427-0681).

6102-45 Chubb Granite
Concord, NH—Mon., noon, Chubb Life
America, 1 Granite Place (224-7741).

6103-47 Jacobs Engineering Group
Lakeland, FL—1st & 3rd Wed., noon.

4657-52 Industrial Indemnity
Los Angeles, CA—Tues., 11:30 a.m., In-
dustrial Indemnity, 505 S. Virgil St.
(739-4200).

6104-54 Winners Circle
Bloomington, IL—1st & 3rd Fri., 7:30
a.m., Champion Federal Savings & Loan,
115 E. Washington (829-0456).

4973-56 Tech Talkers
Corpus Christi, TX—Thurs., 4:10 p.m.,
Celanese Technical Center, 1901 Clark-
wood Rd., P.O. Box 9077 (241-2343).

6118-57 Willits
Willits, CA—Tues., 7:00 a.m., Garden-
house, 280 E. Commercial St. (459-4616).

6114-58 Henderson Advertising
Greenville, SC—1st & 3rd Mon., 12:15
p.m., Henderson Advertising, Inc., 60
Pelham Pointe (271-6000).

5209-64 Quarry
Stonewall, Man., Can—Tues., 7:30 p.m.,
Stonewall Collegiate (467-5838).

4627-74 Deloitte Haskins & Sells
Sandton, RSA—Mon., monthly, 5:30
p.m., Deloitte Haskins & Sells, 15 Fred-
man Dr. (883-1500).

6105-75 DCCCI
Davao City, Phil—1st & 3rd Sat., noon,
Davao City Chamber of Commerce & In-
dustry, Inc., DCCCI Building, Conference
Room (6-44-33).

6115-75 AGC Iligan
Iligan City, Phil—2nd & 4th Sat., 2:00
p.m., Iligan Cement Corp., Clubhouse,
Mapalad.

6122-75 Grace Park
Caloocan, Metro Manila, Phil—Tues., 7:00
p.m., Grace Park Parish Church Social
Hall, 11th Ave., Grace Park.

4030-U Ramey Ramblers
Ramey Base/Aguadilla, Puerto Rico—
Wed., 7:00 p.m., U.S. Coast Guard
Club, NAFA, U.S. Coast Guard Air Sta-
tion Borinquen (890-7110).

4195-U Paideia
Guadalajara, Jalisco, Mex—Wed., 8:00
p.m., Hotel Fiesta Americana.

6106-U Potosino
San Luis Potosi, SLP, Mex—Wed., 8:00
p.m., Centro de Convenciones, Benigno
Arriaga No. 610 (7-22-87).

6107-U Superacion
Guadalajara, Jalisco, Mex—Wed., 8:30
p.m., Casa Club Toastmasters, Hidalgo
No. 1388 S.H. (31-31-24).

6108-U Salamanca
Salamanca, Guanajuato, Mex—Mon., 8:00
p.m., El Fuerte No. 207 (8-67-55).

6109-U Culiacan II
Culiacan, Sinaloa, Mex—8:00 p.m., Audi-
torio del Sindicato del Seguro Social, Rio
San Lorenzo #380 Oriente, Colonia
Guadalupe (2-58-07).

6121-U Aichi
Kasugai City, Aichi Pref., Japan—Kasugai
Municipal Hall, Kasugai-shi, Aichi
Prefecture (91-8034).

Anniversaries

50 Years
Bellingham 60-2, Bellingham, WA
Boise 61-15, Boise, ID
Vancouver 59-21, Vancouver, B.C., Can

45 Years
Irvington 199-11, Indianapolis, IN
Redding 197-39, Redding, CA
Champaign-Urbana 195-54, Urbana, IL

40 Years
Midway 383-6, St. Paul, MN
Lakers 388-6, Minneapolis, MN
Oregon City 390-7, Oregon City, OR

Shibboleth 386-19, Mason City, IA
Lincoln 403-24, Lincoln, NE

35 Years
West Valley Orators 107-4, San Jose, CA
Aliquippa 902-13, Aliquippa, PA
Early Risers 784-26, Greeley, CO
Scottsbluff 944-26, Scottsbluff, NE
Downtown 297-47, Jacksonville, FL
Maui 910-49, Wailuku, HI

30 Years
High Desert 1043-F, Victorville, CA
S M Chanticleers 622-7, Portland, OR
Lake 2093-10, Mentor, OH
Minot 636-20, Minot, ND
Naperville 2051-30, Naperville, IL
Santa Maria 89-33, Santa Maria, CA
Suburban Maryland 2082-36, Silver Spring,
MD
Sterling-Rock Falls 2125-54, Sterling, IL
Palmetto 2070-58, Greenville, SC

25 Years
Sundial 2586-7, Gresham, OR
Richland 406-9, Richland, WA
Early Bird 3293-11, Fort Wayne, IN
Calumet 3313-11, Highland, IN
Southshore 3281-35, Milwaukee, WI
Columbians 3263-36, College Park, MD
USDA 3294-36, Washington, DC
Timberline 2496-39, Grass Valley, CA
Ishi 3316-39, Chico, CA
Seven Seas 3296-42, Saskatoon, Sask., Can
Midland Park 3041-46, Midland Park, NJ
Murray Hill Speakers Club 3260-46, Mu-
rray Hill, NJ
Carlingwood 3319-61, Ottawa, Ont., Can
Bellwood 3282-66, Richmond, VA

20 Years
Irving 3365-25, Irving, TX
Los Medios Dias 2112-33, Bakersfield, CA
Toastmasters of Oshkosh 131-35, Oshkosh,
WI
Sunrise 3035-43, Memphis, TN
Colchester 792-71, Colchester Essex, Eng
Cebu 35-75, Cebu City, Philippines

15 Years
Centre City 643-5, San Diego, CA

10 Years
Holmes & Narvar 2925-F, Orange, CA
Rockwell Anaheim Bicentennial 3798-F,
Anaheim, CA
Indian Meridian 2361-16, Oklahoma City,
OK
Vigilante 2699-17, Sheridan, MT
Town Criers 1743-30, Lombard, IL
Northwest Suburban 2860-30, Schaumburg,
IL

TSC 1167-31, Cambridge, MA
Boulder City 2355-33, Boulder City, NV
Andrews 680-44, Andrews, TX
Twilite 1669-47, Orlando, FL
Elizabeth River 1801-66, Norfolk, VA
Garden City 3899-69, Toowoomba, Qld.,
Aust
Endeavour 2592-72, Wellington, NZ
Mentone 1634-73, Mentone, Vic., Aust
Forum 1072-74, Pretoria, RSA

1985-86 DISTRICT GOVERNORS

1. F. Don Goddard, DTM, 2600 S. Azusa Ave., #276, West Covina, CA 91792
2. Lydia D. Boyd, DTM, 19009 Laurel Park Rd., #93, Dominguez Hills, CA 90220
3. Robert "Bob" Cochran, ATM, 2004 Dexter N., #302, Seattle, WA 98109
4. Fred Padgett, ATM, 2232 E. Pinchot, #9, Phoenix, AZ 85016
5. William Woolfolk, Jr., DTM, P.O. Box 146, Mountain View, CA 94042
6. John Stark, DTM, 6005 Sarita St., La Mesa, CA 92041
7. Ken Nelson, DTM, 1799 Rose Place, Roseville, MN 55113
8. Marty Boesen, ATM, 1960 S.W. Camelot Ct., #107, Portland, OR 97225
9. Gary White, DTM, 7028 Circleview Dr., Affton, MO 63123
10. Juanita "Wanda" Hamilton, DTM, 210 Underwood, Kennewick, WA 99336
11. Victoria M. Boros, DTM, 9641 Melody Lane, Cleveland, OH 44144
12. Leo Kanter, DTM, 600 Blue Ridge Dr. E., Evansville, IN 47715
13. Shirley A. Zirkle, 1004 Santa Monica Dr., Port Vue, PA 15133
14. R. F. "Bob" Roberson, DTM, P.O. Box 6312, Columbus, GA 31907
15. Julia Y. Ward, ATM, 141 North Harrison, Ogden, UT 84404
16. Julie C. Peter, DTM, 1920 N.W. 17th St., Oklahoma City, OK 73106
17. Lois Thacker, ATM, 1131 Nutter Blvd., Billings, MT 59105
18. Richard I. Kolchin, DTM, 426 Holiday Dr., Aberdeen, MD 21001
19. Bob Davis, DTM, 1122 28th St., Box 2461, Ames, IA 50010
20. Greg Pribula, 321 Zeh St., Thief River Falls, MN 56701
21. Carlos C. Martins, ATM, 1201-647 Michigan St., Victoria, B.C., Can V8V 1S9
22. F. Duane Roberts, DTM, R.R. #3, Baldwin City, KS 66006
23. Louise Perkins, DTM, 4508 R.T. Cassidy, El Paso, TX 79924
24. Henry "Skip" Oster, ATM, 5320 Canterbury Lane, Lincoln, NE 68512
25. Bob Lanz, DTM, 1506 Merrimac Trail, Garland, TX 75043
26. Ralph Reiser, 6854 Prince Dr., Colorado Springs, CO 80918
27. Don A. Clausing, DTM, 5301 W. Alexis, B-8, Sylvania, OH 43560
28. Bill Nicholls, DTM, 6014 Minneola, Panama City, FL 32401
29. Jerry Boehm (Mrs.), DTM, 3803 W. Kane Ave., McHenry, IL 60050
30. Richard "Dick" Skinner, DTM, %Waters Associates, 34 Maple St., Milford, MA 01757
31. Norm Anderson, ATM, 114 21st Ave. W., Olympia, WA 98501
32. Dave Baker, DTM, P.O. Box 6053, Fresno, CA 93703-6053
33. Frances Weaver, DTM, 5824 Greenleaf Blvd., Racine, WI 53406
34. Doris Anne "Anne" Martin, DTM, 409 N. Street S.W., Washington, D.C. 20024
35. Mary Cele Bain, DTM, 2638-K Park Rd., Charlotte, NC 28209
36. Richard Edward Nasuti, DTM, 4 Williams Court, Mount Holly, NJ 08060-3408
37. Renate Daniels, DTM, 907 S. Thompson, Carson City, NV 89701
38. Phil Buchrer, DTM, 5345 Fortress Trail, Columbus, OH 43230
39. Gen Fish, DTM, Rt. #3, Brookings, SD 57006
40. Helgi Goodman, DTM, 428 Habkirk Dr., Regina, Sask., Can S4S 6B1
41. Paula Pederson, DTM, 8502 Buttonwood Cove, Germantown, TN 38138
42. Bill Eaton, DTM, 1906 Edmund Blvd., San Angelo, TX 76901-1028
43. Blair Austin-Bradley, DTM, %Nat. Life Ins. Co., National Life Dr., Montpelier, VT 05602
44. Lee Abramson, DTM, 11 Stanley Place, Edison, NJ 08817
45. Clara Gelfand, DTM, 4310 Mangrum Ct., Hollywood, FL 33021
46. Donna Brock, ATM, 7619 Peacock Dr., Huntsville, AL 35802
47. George Trist, ATM, 1329 Maleko St., Kailua, HI 96734
48. Janice Hutcherson, DTM, 344 E. Palm Ave., Burbank, CA 91502
49. Richard "Rich" Williams, DTM, 5 Dogwood Hill Rd., Wappingers Falls, NY 12590
50. Eldon Heitzman, DTM, 725 W. Westwood Dr., Peoria, IL 61614
51. David J. Abel, DTM, 12890 Park Dr., Austin, TX 78732
52. Hank Zwetsloot, ATM, 801 Windsor St., Napa, CA 94558
53. Linda L. Sutton, DTM, 1313 Pinecrest Dr., Rock Hill, SC 29730
54. Raghbir Dhillon, DTM, 88 Catalina Dr., Scarborough, Ont., Can M1M 1K8
55. Barry J. Finlay, DTM, 6294 Vorlage Dr., Orleans, Ont., Can K1C 2R7
56. Bill Anderson, DTM, P.O. Box 2493, Kalamazoo, MI 49003
57. Earline Kelso, ATM, 113 Foxland Dr., Smyrna, TN 37167
58. Lenna Glade, DTM, 99 Birchdale Ave., Winnipeg, Man., Can R2H 1S2
59. Kenneth H. Hull, DTM, 119 Crestmont Rd., Binghamton, NY 13905
60. Eugene A. "Gene" Periman, ATM, Rt. #4, Box 141, Christiansburg, VA 24073
61. Elayne Shelton Hyatt, DTM, 3416 Younger Dr., Addis, LA 70710
62. Dianne Riddell, DTM, Marian Mill, Marian, Qld., Aust 4741
63. John Fairman, DTM, 75 Raleigh Rd., Milperra, NSW, Aust 2214
64. Mary Dwan, 15 The Rise, Boden Park, Scholarstown Rd., Rathfarnham, Dublin 16, Ire.
65. David W. Gore, DTM, 31 Given St., Havelock N., New Zealand
66. Andrew Bolotin, DTM, 2/2 Penn St., Clayton, Vic., Aust 3168
67. Ian Grobbelaar, No. 1 Kiaat St., Wilropar, South Africa 1725
68. Ferdinand Y. Maranon, 68 Lizada St., P.O. Box 241, Davao City, Philippines 9501

TOASTMASTERS INTERNATIONAL'S CONFERENCE/CONVENTION CALENDAR

1986 REGIONAL CONFERENCES

REGION I June 6-7

Salt Lake Sheraton
Salt Lake City, Utah

Contact: Joan Haynes
4657 Loyola Street
West Valley, Utah 84120

REGION II JUNE 27-28

Red Lion Inn
San Jose, Calif.

Contact: Vit Eckersdorf, DTM
78 Shearer Drive
Atherton, California 94025

REGION III JUNE 6-7

The Brown Palace
Denver, Colorado

Contact: Cecilia Cohn, DTM
771 South Holly
Denver, Colorado 80222

REGION IV JUNE 20-21

Kirkwood Motor Inn
Bismarck, N. Dakota

Contact: Allen Weisbeck
414 Tulsa Drive
Bismarck, N. Dakota 54801

REGION V JUNE 13-14

Hilton on the Circle
Indianapolis, Indiana

Contact: Steve Land
RR #4, Box 58B
Logansport, Indiana 56947

REGION VI JUNE 27-28

Marriott
Charleston, W. Virginia

Contact: Rhuell K. Croddock, DTM
1413 Princess Drive
S. Charleston, W. Virginia

REGION VII JUNE 20-21

Sheraton Hartford Hotel
Hartford, Connecticut

Contact: Robert F. Warner, ATM
62 Meadowpark Road
Vernon, Connecticut 06066

REGION VIII JUNE 13-14

The Admiral Semmes
Mobile, Alabama

Contact: Ted Merry, DTM
Box 308
Mobile, Alabama 36601

1986 INTERNATIONAL CONVENTION

MGM GRAND HOTEL

AUG. 26-30

Reno, Nevada

1987 INTERNATIONAL CONVENTION

HYATT REGENCY

AUG. 4-8

Chicago, Illinois

BUILD YOUR SEMINAR SKILLS

. . . through Toastmasters' Success/Leadership Program Series

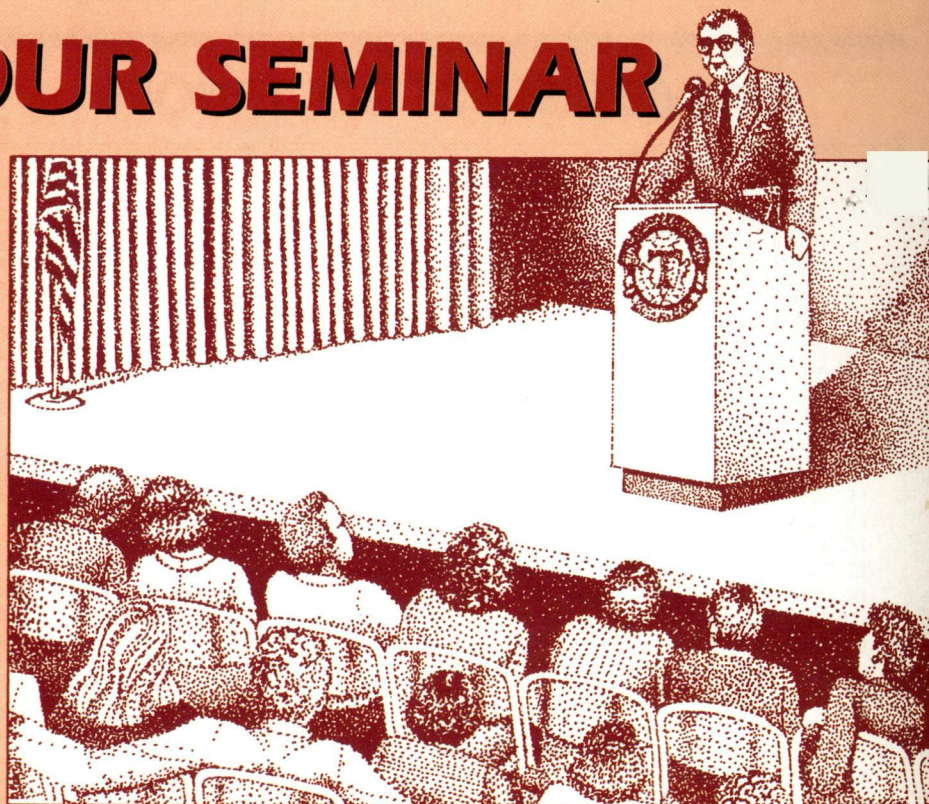
The Success/Leadership series is an innovative collection of programs that goes beyond the Communication and Leadership manuals and provides a whole new set of educational benefits for Toastmasters. The program is designed to expand the leadership potential and knowledge of every member in your club. It provides your club a new and different training method—a seminar-style format that involves all club members in a shared learning experience.

Each program gives the Toastmasters coordinator the opportunity to develop skill conducting training programs and seminars. It's a great way to expand your speaking potential, moving from platform presentations to leading seminars!

Each program is complete with a script, and recognition certificates for those who complete the course. Some have overhead transparencies, participative exercises or manuals for participants.

Toastmasters presents seven Success/Leadership Programs that can be conducted inside your club, in your community to build membership and good will, and in your company. . .

• **Building Your Thinking Power, Part I: Mental Flexibility** teaches participants how to adapt their behavior to achieve the best results. Good thinking skills can be learned and developed. (Material for 20 participants; overhead transparencies)



• **Building Your Thinking Power, Part II: The Power of Ideas** helps participants become more creative thinkers. The ability to think creatively leads to good communication and leadership skills. It enables you to plan, set goals and plot strategies to achieve them, solve problems and improve interpersonal relationships. (Material for 20 participants; overhead transparencies)

• **The Art of Effective Evaluation** will give your club's members the knowledge, motivation and skills they need to become more effective evaluators. Evaluations are the cornerstone of the Toastmasters educational program. Good evaluations help club members develop their speaking abilities to the fullest, and they create a positive success-oriented environ-

ment. (Material for 20 participants; overhead transparencies)

Each of the above programs can be conducted in a single club meeting lasting two hours, or for your company or community.

• **How to Listen Effectively** helps develop active listening skills. In one 90-minute session, participants will learn techniques for receiving, organizing and interpreting what they hear. (Material for 10 participants)

• **Speechcraft** is more than just a learning program for members—it's one of the best membership-building tools you can employ! It's an eight-week course in communications, conducted by members of your club. Not only will members learn from one another and gain manual credit for their participation, most students will join your club. (Material for five participants)

• **How to Conduct Productive Meetings** will teach the most effective methods for conducting and managing meetings. In four one-hour sessions, participants engage in a series of exercises that teach the techniques and dynamics of small group meetings. (Material for eight participants)

• **Parliamentary Procedure in Action** will teach effective parliamentary procedure in a series of five 15-minute sessions. It will provide participants with the skills to lead and participate in parliamentary discussion. (Unlimited number of people can participate; overhead transparencies)

The Success/Leadership Program has something for everyone! This is one of the most inexpensive seminar packages in the world—similar programs can cost up to hundreds of dollars to participate. Build success for your club. Order today!

TOASTMASTERS INTERNATIONAL
P.O. Box 10400, SANTA ANA, CA 92711

Please send me the following module(s):

Quantity

- _____ **Building Your Thinking Power, Part I: Mental Flexibility** (253) . . . \$30.00
- _____ **Building Your thinking Power, Part II: The Power of Ideas** (254) . . . \$30.00
- _____ **The Art of Effective Evaluation** (251) . . . \$25.00
- _____ **Speechcraft Starter Kit** (205) . . . \$12.00
- _____ **How To Listen Effectively** (242) . . . \$10.00
- _____ **How To Conduct Productive Meetings** (236) . . . \$35.00
- _____ **Parliamentary Procedure in Action** (237) . . . \$20.00

Please add \$3 shipping charges for each program inside the United States, or \$4 for shipment to Canada, Mexico and overseas. (California residents add 6% sales tax.)

My check or money order for \$_____ is enclosed.

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