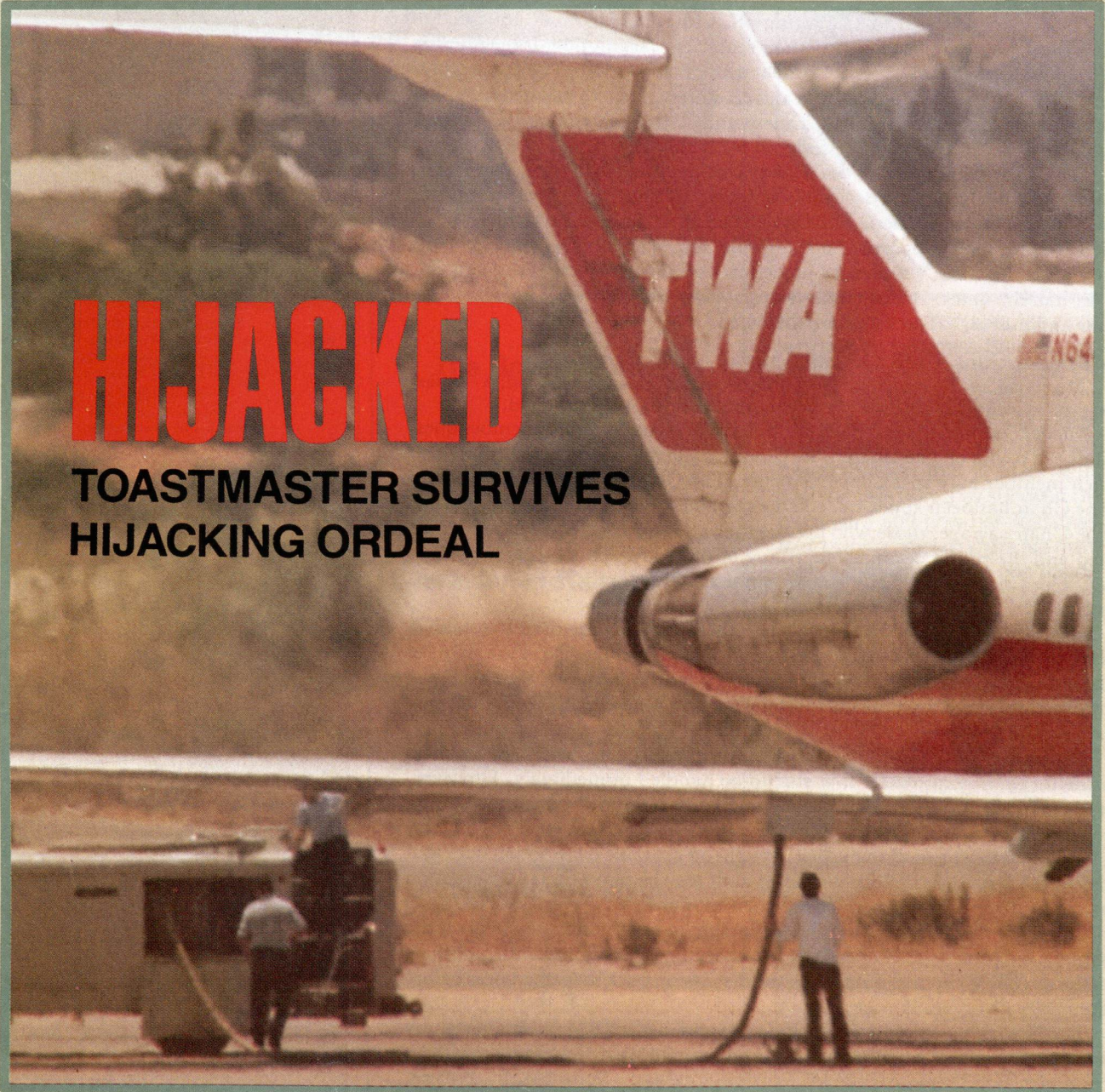


September 1985

# THE TOASTMASTER

## HIJACKED

TOASTMASTER SURVIVES  
HIJACKING ORDEAL



## Proper Use of Voting and Motions

by Bob Leiman, DTM

When a visual vote (standing or show of hands) is close, The Chair may ask for a counted vote and appoint tellers who report the count to The Chair. A recognized member may move for a counted vote with a second and majority vote required.

A vote may be taken by "counting-off." Members in favor are asked to stand and they count as they take their seats. The last number is the number of votes in favor of the motion. A similar procedure is followed for the negative vote. The numbers are announced and results are given to the assembly. By-laws require some votes, such as elections and personal matters, to be taken by ballots. A ballot vote may be ordered by a majority vote.

The Chair has a right to vote on every motion, but usually only votes when that vote will change the decision's outcome. If the vote is tied, The Chair may say "The vote is tied, The Chair votes in favor and the motion is carried." If he/she is opposed, he/she would say, "There is no majority, the motion is defeated." A similar procedure is followed when the vote is one over half the votes. If The Chair is opposed, he/she votes no, creating a tie and announces, "The motion is defeated."

### More Motions Used Occasionally

(Abbreviations: R - recognition required; S - second to motion required; A - motion may be amended; D - debate permitted; and M or  $\frac{2}{3}$  - vote required.)

**Appeal Decision of the Chair:** (R, S, M) This is used when a member questions the ruling of The Chair. The Chair may give reason for the ruling and each member may speak once. To vote, The Chair says, "The decision of The Chair has been appealed, will the members who sustain (or agree with) The Chair say aye; those who oppose the ruling say no. The motion is carried and the ruling becomes the ruling of the body." If the majority votes no, The Chair says, "The ruling is not sustained and The Chair stands corrected."

**Limit or Extend Debate:** (R, S,  $\frac{2}{3}$ ) These motions are used to establish limits of debate, or time to stop discussion. Since this takes away the rights of the individual, it requires a two-thirds vote. Time limits may also be extended by two-thirds vote. In non-controversial matters, "unanimous consent" may be used for this vote.

**Lay on the Table:** (R, S, M) This was originally developed to lay business aside for an urgent matter that should be handled immediately. However, it is currently used more frequently to "kill a motion," which, according to *Robert's Rules*, is not in order. "Postpone to a certain time" is a better motion to use. The motion may be brought off the table by a motion later that day or the next day, or the motion is dead. It may be renewed as a new motion at a later time—like any other defeated motion.

**Orders of the Day:** Frequently, discussion in an organization gets off the subject, or ignores time limits. Any member may interrupt and call for orders of the day. The Chair should bring the discussion back to the business before the group. No vote is necessary.

The November column will include tips and materials for additional study and meeting improvement. Questions and comments are welcome. Keep them coming to Bob Leiman at 124 W. Washington Blvd., Suite 144, Ft. Wayne, Indiana 46802 or call 219-422-3680.

**Bob Leiman, DTM**, Executive Director of the American Institute of Parliamentarians (AIP) since August 1983, operates that organization's World Headquarters in Fort Wayne, Indiana. A Toastmaster for 28 years, Bob is a Past District Governor and was Toastmasters' 84th Distinguished Toastmaster. His parliamentary programs at four TI conventions have been popular and prompted strong interest and activity in parliamentary procedure.

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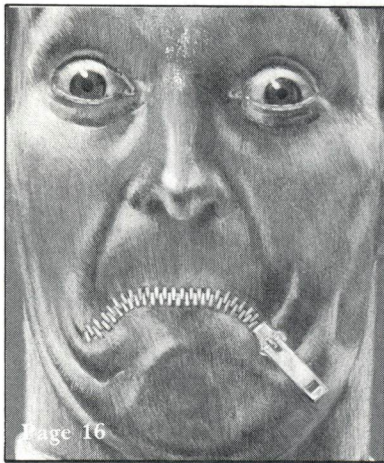
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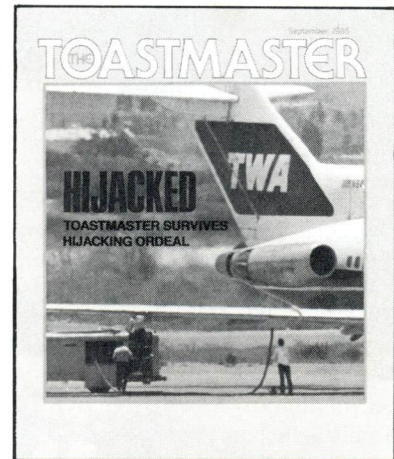
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## COVER

For 16 days this past June, the world watched as Lebanese Shiite terrorists murdered one American and toyed with the lives of 152 others in the hijacking of TWA Flight 847. Toastmaster Lou Peel and her family were passengers on that ill-fated flight, and she tells how they survived the nightmare and how her Toastmasters' training helped. There are many skills which might help one handle such a crisis, and a few of them are discussed in articles we've pulled together in this issue.

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# Helen Blanchard, DTM: “Commit to Excellence”

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AN INTERVIEW WITH TOASTMASTERS’  
1985-86 INTERNATIONAL  
PRESIDENT

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**H**ow many women would accept being known as “Homer” for a time, even to accomplish a goal? Well Helen Blanchard did just that to become a member of Toastmasters 15 years ago. At that time Toastmasters was an all-male organization, and creative club members named her “Homer” so that she could officially be a fellow member.

Mrs. Blanchard has a special quality that has always helped people accept her. People respond well to her and the personal “commitment to excellence” she follows: “The best (excellence) is not something you put on; it’s something you bring out.”

Mrs. Blanchard brought out her best in her career and Toastmasters leadership roles—in both she’s risen to suc-

cess. The growth of her communication skills at work contributed to her climb from a clerk to a manager in the Technical Information Division at the Naval Ocean Systems Center (NOSC) research and development laboratory for the U.S. Navy, in San Diego, California.

During this time, she was the recipient of numerous honors and awards. To name a few—she was the Navy Electronics Laboratory Woman of the Year in 1971; the Navy Material Command nominee for Federal Woman of the Year in 1976-77 and received special commendations for conducting a special study for the British Royal Navy in 1974, for developing and conducting Presentation Workshops for the NOSC scientists in 1981 and for exemplary work in the Public Affairs Visitor Information Office in

1984.

In Toastmasters she’s moved from one of the first women members to the first female International President. Other “female firsts” include her being District Five Governor, International Director and receiving the Distinguished District award.

With all the responsibilities of her career and her Toastmasters’ leadership duties, Mrs. Blanchard still considers herself “very much a club person.” She is still active in the first club she joined, Naval R & D 2539-5, as well as in the clubs which she founded and co-founded, respectively, Undersea 888-5 and Excelsior 699-5. She feels that evaluation is “the backbone” of the club experience: “As Dr. Smedley said, without evaluation, we would be just another



college speech class.”

Mrs. Blanchard will now head all Toastmasters clubs, as she was officially elected International President at Toastmasters 54th Annual International Convention in Columbus, Ohio, last month. As she enters office, she urges Toastmasters the world over to “commit to excellence”—in their clubs and in their lives—and she shares some insight into how she brought out her “best.”

**THE TOASTMASTER:** How does it feel to be the first woman President of Toastmasters International?

**HELEN BLANCHARD:** Naturally I feel proud to be serving in this position—but I’m especially proud of our organization for its “equal opportunity” attitude. Our membership, in electing people in leadership positions, has demonstrated its respect for individuals regardless of their sex, color or nationality.

**TM:** Were you the first woman Toastmaster?

**BLANCHARD:** No, I understand there were others before me. In fact, the first woman Governor was Marilyn Boland, District 26, in 1975-76. The next year there were two women Governors, Doreen Henley, District 60, and myself. I was, however, the first woman on the International Board of Directors and served from 1978-80.

**TM:** Explain how you arrived at your Presidential theme, “Commit to Excellence.”

**BLANCHARD:** I spent a great deal of time working through my thoughts to determine the Presidential theme. I wanted a message that would make the program more meaningful—a theme that could intensify the force of our great movement. I studied great themes of the past that have inspired me. I reviewed the very foundation of Toastmasters; the principles on which Dr. Smedley founded our organization: 1) The power to communicate is one of man’s greatest endowments; 2) The power is inherent in an individual—it needs only to be drawn out and put to use.

Then I coupled that with my own belief that: 1) To get the very best out of life, you must get the best out of yourself; and 2) The best (excellence) is not something you put on, it’s something you bring out.

It could only be “COMMIT TO EXCELLENCE.”

**TM:** What is the theme’s importance to each Toastmasters member?

**BLANCHARD:** William James, known as the father of American pragmatic philosophy, said, “Compared with what we ought to be, we are only half awake. Our fires are damped, our drafts are checked. We are making use of only a small part of our possible mental and physical resources.” Thomas Edison made a similar observation: “If we did the things we are capable of doing, we would literally astound ourselves.”

Toastmasters who accept this challenge—who dedicate themselves to quality and to excellence—will astound themselves; they will unlock astonishing personal potential.

**TM:** Why is the Toastmasters program important?

**BLANCHARD:** We fill a vital need in the world today. The transition of our society from industrial to information or service dominated has made the ability to communicate effectively more important than ever before. I think that this fact is now recognized by people and corporations.

**TM:** What does it mean to the community and to the world?

**BLANCHARD:** The community needs the services of dedicated, articulate citizens; people who will listen, evaluate what they hear and take appropriate action. These are skills we learn as Toastmasters.

Over 20 years ago, Dr. Ralph Smedley, our founder, said, “The nation needs our services, and so does the whole world. Through better communication we can help create better understanding, and understanding is what this world needs. Toastmasters International can be a powerful force for the improvement of world conditions.” That is as true today as it was then.

**TM:** What new programs and educational materials are available to members this year?

**BLANCHARD:** Two exciting new Success/Leadership modules are now available—“Building Your Thinking Power, Part I: Mental Flexibility,” and “Building Your Thinking Power, Part II: The Power of Ideas.” These programs will help members develop their creative thinking skills. They are excellent for use inside the club or outside the club in the corporate environment to build membership.

I’m also enthused about the new Club Membership Achievement Awards Program which begins October 1, 1985. This program gives districts the opportunity to recognize clubs that attain and maintain acceptable levels of membership. Clubs that report 20 or more, 30 or more and 40 or more members on their semiannual reports will be eligible for recognition.

To help new members get off to a good start, TI has introduced a new kit, “Toastmasters and You,” designed to give new members “nuts and bolts” information about club life and member roles.

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*Helen Blanchard with Joe Boyd, winner of the "World Championship of Public Speaking," at Toastmasters 1984 International Convention in Florida.*

**TM:** What Toastmasters programs have you found especially helpful in your own personal and professional growth?

**BLANCHARD:** I would have to say Speechcraft, even though I was never a Speechcrafter. I helped conduct the first Speechcraft that was given by my club and realized the potential of this tremendous program. Dozens have been given by the clubs and at the Naval Ocean Systems Center since that time. Not only has Speechcraft benefited those who were "students," but the clubs have been strengthened because members worked together to conduct the program.

**TM:** Did you join Toastmasters with the idea that you might become President of Toastmasters International?

**BLANCHARD:** Heavens no! I joined for the same reason that most Toastmasters do—I needed help! The idea of becoming President of our club didn't even enter my mind. I'm a Federal Service Employee and work for the Naval Ocean Systems Center, a Navy Research and Development Center in San Diego, California. I had just been given the assignment of visiting our Navy Sensor Test Range Sites and instructing engineers on

data processing and reporting methods. This was a scary assignment for a woman in the early '70s. I had heard about Toastmasters and knew it could help. I had no idea just how much it would help and what a powerful effect it would have on my career.

**TM:** Then Toastmasters has been a benefit to your career?

**BLANCHARD:** Definitely! I'm proud to have worked at NOSC for many years in both support and technical capacities. In 1961, I was a clerk in the Technical Information Division (TID)—today, I head that division. TID has over 100 people responsible for all technical reports and manuals, audiovisual and graphic arts products, all photography, video and motion picture products, plus two technical libraries and a Technical Information Branch at our facility in Hawaii. The experience I gained in Toastmasters—in both communication and leadership areas—helped qualify me for this position.

**TM:** How has Toastmasters benefited you in your personal life?

**BLANCHARD:** I'm glad you asked me that. So often we acknowledge how much our program has benefited our

careers, but don't recognize just how beneficial it is in our personal lives. I was widowed over 11 years ago, and by becoming more involved in the Toastmasters leadership program, I was helped through that very difficult time. I feel that my relationship with my two children, Cheryl and Bruce, has been strengthened because we are all aware of the importance of all facets of communication. My two granddaughters will benefit also—you may be sure they will be in a Youth Leadership as soon as they are old enough!

**TM:** How long have you been in Toastmasters?

**BLANCHARD:** I joined in June of 1970.

**TM:** Just a minute—do I have my dates wrong? Weren't women admitted to the program in 1973?

**BLANCHARD:** No, your dates are correct. Let me tell you how I joined early. As I mentioned, my public speaking skills needed sharpening for a new challenge at work. I read about Toastmasters in our inhouse newsletter and called Bob Bolam, a friend whose name appeared in the article. Bob has been my mentor through the years. He and his wife Thelma have been strong supporters and good friends of mine.

Anyway, we talked about the possibility of starting a Toastmistress club, but I found there weren't enough women at the Center who were interested. I had just about forgotten about the conversation, when Bob called and told me that the Toastmasters in his club had discussed my plight and voted unanimously to accept me as a member!

I joined and my name was sent to International as "H. Blanchard." We then received a request from TI for a first name. The club decided to name me and devoted Table Topics at the next meeting to doing just that. I had already

given my ice breaker, so the membership knew something about me. The winner wove a story around my maiden name of Pallas, that I liked poetry and looked Grecian—so my name became Homer! Homer I remained until women were permitted to join in 1973. I served several club positions as Homer, but became Helen when I was elected President of the club.

**TM:** Have you accomplished the goals you had when you first joined?

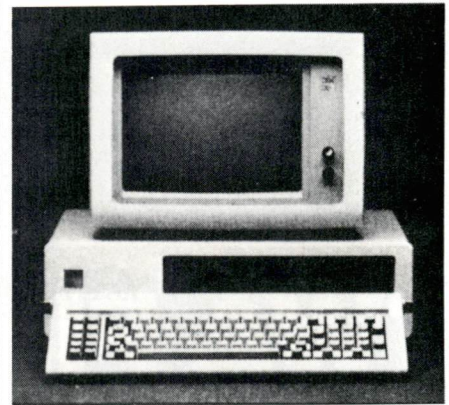
**BLANCHARD:** Yes, I joined to develop skills that would make me successful in my new assignment. I received several awards for the work I did, was sent to Norway as a member of a training team for NATO engineers, was given a special assignment to work with the United Kingdom Navy and received promotions along the way.

**TM:** What goals have you set as President?

**BLANCHARD:** My Presidential goals are aimed at educational and organizational growth. I'm asking the districts to accomplish the following: (1) become distinguished, (2) achieve three DTMs and (3) double the Distinguished District Program club goals. I'm asking the clubs for the following: (1) achieve two CTMs, (2) achieve one ATM and (3) increase the membership by at least three members (net).

**TM:** What do you see in Toastmasters' future?

**BLANCHARD:** As a member of the long-range planning committee, I firmly believe that the goals we set for Toastmasters International in November 1984 can and will be reached by 1989. They are: (1) Membership of 200,000, (2) 10,000 clubs, (3) 75 percent membership retention, (4) 90 percent of our clubs would have 20+ membership and (5) 100 percent of our members would achieve CTM. 🗣️



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# TWA Flight 847—

# HIJACKED

*Toastmaster Lou Peel Tells Her Story of 16 Harrowing Days at the Hands of Terrorists.*

by Lou Peel

**T**rans-World Airlines Flight 887—Cancelled.” The numbers were posted in the Athens airport and a wave of disappointment

swept over the four of us.

We were ending a beautiful seven-day cruise aboard a yacht owned by dear friends. The Mediterranean had been

lovely, but we were weary and anxious to return home. My husband, Bob, had fallen and injured his ribs during the cruise, and our son Bobby and his wife Kristi were anxious to return home to their three young daughters.

TWA Flight 887—Cancelled. Disappointing to say the least. Bobby seated Kristi and me in the waiting area of the airport, and he and Bob rushed off to make other reservations for our return. It was June 14, 1985.

The Athens airport was a flurry of





seats together, so we scattered; two on one side of the plane and two on the other side. I managed to get a window seat and relaxed as I looked forward to watching the take-off and beautiful clouds. Maybe we could sit together after our arrival in Rome. The plane lifted and began to level out.

### Terror in the Air

Suddenly, two men came running down the aisle from the back of the plane. I have never seen men run so quickly. I thought someone was hurt, sick in some way or had fainted and they were rushing to help. They were not tall men and were slight in build, between 18 and 20 years of age. They were dressed similar to airline stewards, in white shirts and black pants.

I heard the wheels click into position just as the speaker was turned on. Our head flight stewardess, Uli Derickson, announced, "Ladies and gentlemen . . . we have just been hijacked!" We were told to be very calm and very still because our lives were in danger.

One of the hijackers took over the microphone and in English demanded, "Put your head to your knees and fold your hands over your head. . . NOW!"

I thought at first I was dreaming. A very bad dream. There was no hysteria, screaming or crying from the passengers. I heard the terrorists running back and forth. They were running so fast I couldn't see anything they were doing, plus we had to keep our heads down the whole time. I later learned a terrorist had pulled the pin on a hand grenade and that is why 153 people could do nothing. The atmosphere in the plane was noisy—the terrorists shouted constantly. I really couldn't understand what they were saying because I was so scared.

Hunched over in what is now known as the "847 position" (head between knees, hands clasped behind the head), thoughts kept going through my mind about being safe and walking down the steps of the TWA plane. . . seeing myself walk through the front door of my home. Prayers became a way of release—I remember saying the Lord's Prayer over and over in my mind. . . "forgive those who trespass against us" . . . you cannot believe what enters the mind at that time.

### They Demand Passports

The two men were moving all the people in first class to other seats. The hijackers were very loud, screaming at the passengers as they moved them to other seats. They demanded passports,

people—people hurrying to catch flights, standing in line for tickets, checking luggage and waiting to rearrange reservations. Kristi and I visited about our cruise and discussed the treasures we had purchased during our various shopping trips. . . prayer beads, gold coin charms, lovely dolls and cute tee shirts for her girls.

I heard my husband arguing with the female ticket agent. The time was 9:55 a.m. Bob and Bobby had arranged another flight on TWA 847, which should

have left at 8:55 a.m. The TWA clerk said, "Hurry, the plane is about to leave. I can't give you assigned seats. You will just have to find seats on your own. Hurry."

We passed through the security check point. I thought it odd that the security men were several feet away drinking coffee. We were in such a hurry, I almost forgot my purse. I quickly grabbed it, and the TWA clerk rushed us across the field to the plane.

When we got aboard there were no

which Uli began picking up, and asked who was military . . . who was with the government . . . to come forward. They demanded whoever had tape recorders to bring them forward. I had two in my suitcase, but it was in the luggage compartment.

A young man sitting across from me said he had one in his attache case in first class . . . he left. He had a flowered shirt on exactly like the murdered Navy diver wore in pictures I later saw. I don't know if he was the Navy man or

## *I Looked into the Gun He Pointed at Me and Nearly Died.*

not. I remember thinking what a nice looking young man he was, as we'd entered the plane earlier.

I heard no noise other than the sound of the hijackers running and shouting.

The terrorists moved all the men to window seats and the women to aisle seats. But as we approached Lebanon, I was still sitting in a window seat.

After a brief time I heard the plane landing. The blind covering my window was only half-way down, and I turned my head and looked out at barren ground. One of the terrorists screamed at me, "What are you doing?" At that moment, I looked into a shiny silver and gold gun he pointed at me. I nearly died. My head went back down, but be-

## **Diffuse Explosive Situations** by Mike LeFan

People have problems. That fact makes life both interesting and dangerous. The "dangers" span a spectrum which may threaten our peace of mind or our lives. Though the odds are great that many of us will never personally encounter people who are impossible—or dangerous—to deal with, it's good to know how to handle such people, just in case.

"Serious conflict situations remind me of trying to get a snake out of your garage," says Dr. Louis Gamino, clinical psychologist. "If you get that snake cornered, it's going to strike. So as you try to get the snake outside, you give it an 'out' that doesn't go through you."

When explosive situations present themselves, it's wise to remember that people can rationalize and justify any extreme behavior. If you challenge or threaten them, you'll force them into a defensive posture that will strengthen their resolve.

"Don't put a person in such a position that his only way to save face is to punch out your lights," says Dr. Gamino. The first step toward resolution is to find common ground on which you can begin to build a better relationship. Here are some tactics for dealing with difficult people:

When an explosive situation is developing, keep your cool. Resist the temptation to react with anger or force. This would only feed the fire. The wise man said, "A soft word turns away wrath, but a harsh word stirs up anger" (the Bible, Proverbs 15:1). Most situations will calm down some within a few minutes if no one escalates the hostility. Be still and be quiet.

Don't take it personally. The quarrel may not actually be with you. The hostile person may be mad at the world or

some part of it, and not at you. Keep this in mind to help you view the situation more objectively.

Once a bit of calmness has returned, restate the problem to show that you're paying attention. Guide the situation toward solutions. There must be a problem that created this situation, so ask the hostile person what he or she thinks could be done to solve things. Engaging the individual in this personal conversation helps establish a good one-to-one relationship.

### **Draw the Person Out**

If you're not getting any communication, however, try to draw out the other person with leading questions. Keep after them with open-ended inquiries like, "Tell me more about that." Don't criticize or attack the person's answers. Make it safe and easy for them to talk.

There's a basic rule to human communications: *People would rather talk than listen.* So consciously take advantage of this trait and calm a hostile person by drawing him into talking. Get him to talk about his family or some other pleasant, personal and universal subject. The ability to ask leading questions is the *sine qua non* of successful negotiating.

If you don't appear to be listening, or if you seem judgmental, you'll generate more problems. So now and then paraphrase and restate the other person's comments to show that you are listening.

No matter how terrible the case presented by the other person is, avoid playing "Ain't life awful." Acknowledge their emotions with statements like "I can understand how someone could feel that way, but what do you think we can do about the situation?" As matter-of-factly as possible, also relate that not

everybody in the world is likely to share the attitude.

If the problem doesn't involve you, remind the angry party that you really don't have anything to do with it. Suggest that he get in contact with the party who can solve something.

"If there's only one way out of an explosive situation," says Dr. Gamino, "you're going to end up getting hurt, so if you can construct a solution around alternatives where the person has a face-saving way out, this may help."

Motivate angry people to seek peace with reminders of what's in it for them. Show them the value of their contribution to a peaceful resolution by asking their opinions, recommendations and advice. Make them feel significant.

In hostile situations, Toastmasters have several assets already going for them: a positive attitude; self-confidence; an ability to communicate under pressure; the ability to work in a group and use such skills as parliamentary procedure, so everyone has a fair say; leadership skills; and the ability to act as public spokespersons.

Resolving conflict is a lot like salesmanship. If you want to make friends with a dog, you give him meat. To befriend a monkey, you give it a banana. A good negotiator doesn't try to entice dogs with bananas or monkeys with steaks. You must match solutions with the needs and desires of a hostile person or there won't be any meeting of the minds. 🗣️

**Mike LeFan**, a freelance writer living in Temple, Texas, writes a syndicated column, *More for Your Money*. His book, *Shopping Texas by Mail*, was published last year by the *Texas Monthly Press*.

fore it did, I glanced at him. What a good looking young man I later thought . . . beautiful brown strong eyes . . . small well-kept black beard.

### Run for Your Life

Uli came next to me and said, "Come quick . . . leave your purse . . . RUN! Run for your life!" I slid down the emergency slide near the galley. The wind was blowing and it was hot . . . like a hot windy Kansas day. I could see the airport. My family didn't see me leave, as their heads were still down.

I heard a voice say to me, "RUN, RUN, NO . . . You are going the wrong way!" It was confusing. I wanted to run away from those guys and they wanted me to run *to* them. I turned and ran the other way toward a pale cream-colored van with no windows. Black machine guns were everywhere. The men rushed me to the back of the van and opened the door.

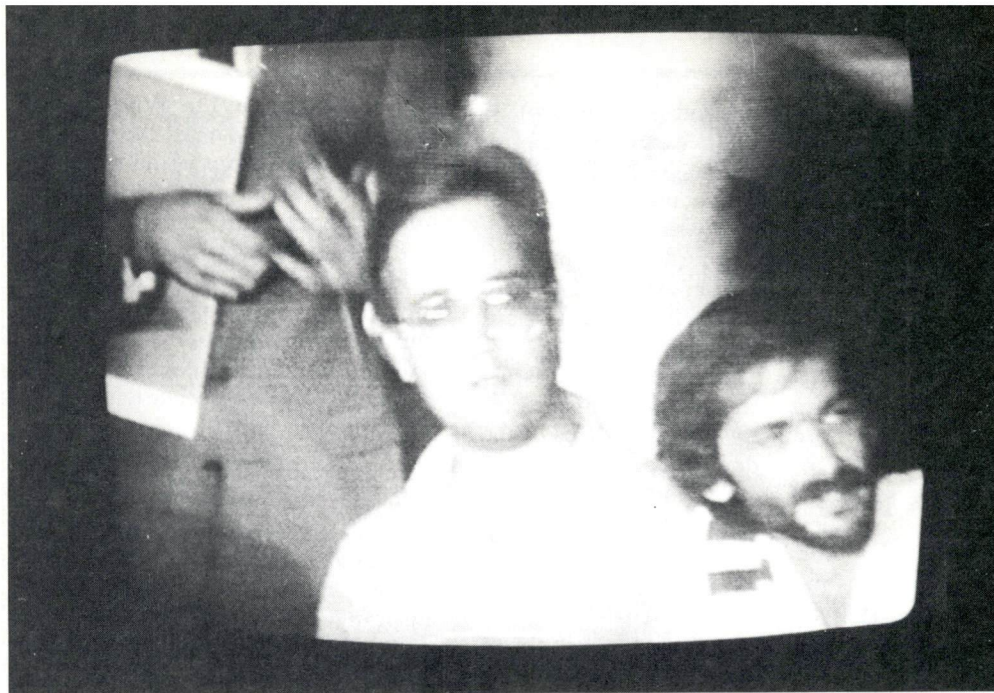
I was the last one in, I think. As I sat down, I looked on the floor of the van and saw a huge stretcher, green in color. That was the most frightening thing to me—not knowing what would happen to us. The women in the van were crying, and I said, "Let's hold hands. It's going to be all right." Nineteen of us had been released in Beirut: two children and 17 women.

One soldier said we would not be hurt. Looking at all the machine guns around us, I wasn't too sure. We were taken in the van to the other side of the very small airport and ushered inside. Twenty machine guns and twenty handguns were turned on us. I looked at the soldier who'd told me we would not be harmed and asked if I could go to the bathroom. When I found it, the doors were locked.

They gave us a drink of water and it tasted delicious. We were greeted by the head of the Beirut airport and were then escorted to the Mid-East Airline terminal where we boarded a plane.

Civilians on the plane asked all kinds of questions. Some hostages said we were on the plane three-and-a-half hours; others believed five hours. To me it seemed like an eternity. At one point the steward said something to me very quickly in English, but I couldn't understand what he said.

They served us orange juice and a very different type of raisin cake, but I couldn't touch it. I went to the back of the plane to the bathroom and saw the steward again. I asked him to write on a piece of paper what he'd said to me. He



This televised picture of Bobby Peel (left) from Beirut let Lou know her son was alive.

said very abruptly he didn't have time.

As I left the plane in Cyprus, to my surprise he handed me the note. It was later turned over to the FBI in St. Louis, Missouri. The message in the note remains a blur, but I will never forget the last word—"PIRACY."

### A Barrage of Questions

After our arrival in Cyprus, we were taken to a special airport room where we filled out many reports and were asked many, many questions. The debriefing and completion of forms took about two hours. The forms were necessary to get us in and out of the country, since the hijackers had taken our passports.

All of our clothes and cash had also been left behind on the plane. We in the first group of freed hostages did not have any jewelry taken from our bodies—we lost only what was left on the plane in our purses and luggage. But my family said after we left the plane, *everyone* had everything taken from them. Purses and carry-ons were dumped on the floor, and the hijackers took all jewelry and cash.

The American embassy in Cyprus took complete control of our situation. Our government immediately loaned each of us \$200 in cash. All I wanted to buy was some shampoo, a comb and lipstick. We were given plastic bags to carry our money and small purchases in. These bags were a gift from a pharmaceutical company. We were all lovingly teased and called the "bag ladies."

I was the first one to talk to the press

in Cyprus. I definitely feel Toastmasters' impromptu exercises are rewarding in many phases of life, and this was no exception. I had confidence in myself, and strong feelings that things would be all right with complete protection from the American embassy in Cyprus. The embassy officials were a fantastic team of men. They worked together and handled the press so the press wouldn't take advantage of the situation.

When I received a call in my room from U.S. newsmen Dan Rather, I was in Paris, waiting for the safe return of my family. He wanted to tell me of his great concern for my family, and asked if I would explain what had happened prior to my release. I have no way of knowing if I was quoted.

### Sixteen Harrowing Days

The chronological events are well-known:

- June 14, 1985—TWA Flight 847 carrying 153 passengers and crew from Athens to Rome was hijacked by Shiite Moslem Lebanese. Its subsequent odyssey took it to Algiers (twice) and Beirut (three times). I was released June 14 in Beirut.

- June 15, 1985—One American was killed. He was Robert Stethem, 23 years old, a Navy frogman from Waldorf, Maryland.

- June 16, 1985—My daughter-in-law, Kristi Peel, was released in Algiers and joined me in Paris.

- June 17, 1985—My husband, Bob Peel, was released due to poor health (in-

juries received during the yacht trip). 37 passengers and three crew members remained aboard the ill-fated TWA 847 (all of them at this point were American men, including my son, Bobby). They were later taken from the plane in Beirut, with the exception of the three crewmen, and held in various homes throughout the city.

The terrorists demanded that Israel release approximately 700 Shiite Lebanese prisoners who were arrested by the Israeli Army during its withdrawal from southern Lebanon, and were being held without charge in a prison in Israel.

- June 19, 1985—My husband joined us in Paris.

- June 30, 1985—My son Bobby was released along with 39 other hostages (including the crew).

The thought that went through my mind as I viewed my son entering the Red Cross car in Beirut, bound for Damascus was, "Thank God, he is safe." A friend had invited me over to watch via her satellite. Chills went over me and I gave my prayers of thanksgiving. There aren't words to express my feelings of gratitude for the safety of my family. We were only able to cope with our ordeal through constant prayer and positive thoughts.

I felt President Reagan did everything in his power to obtain the release of the hostages. There were many things working for us that were not obvious to anyone not directly involved. During the ordeal, I did not take any action to try to contact President Reagan. I had total confidence in our government and in our president.

I was very pleased when my son arriv-

ed (from Germany) in Washington, D.C. When we boarded the plane in Washington for Kansas and home, he asked me for some paper. Then, sitting quietly, he wrote a letter to the captain of the plane we were on.

He wrote that he really appreciated the captain and crew more than ever before. After we landed, the captain greeted him saying, "Thank you for the letter Bobby Peel. We appreciate having you home."

### The Men's Ordeal

Bobby had lost 16 pounds. He told us that while the hostages were held on the plane, they were served dry bread and cheese. The first day they also received an orange, an omelet and a glass of water with ice. Then bottled water was passed around, with no glasses. This was the only food provided during their many flights.

Bobby said after the hostages were taken to different homes in Beirut, his diet consisted of pita bread, feta cheese and on occasion, cold chicken and rice from Mid-East Airlines. There were no plates or silverware used. The hostages drank bottled water or Pepsi (Coca Cola is not served in Lebanon, since the Israelis drink Coke).

Bobby said while in Lebanese homes, they were treated well overall. The worst part was the mental stress—living with the fear they might be held there for six months or a year. One of the guards brought his child to meet the hostages, and one of the guard's sisters offered to wash the Americans' clothes. One night when the food didn't show up, one of the guards went on top of the flat roof and cooked two chickens over charcoal.

When my son was on the Army plane to Germany, he was served veal parmesan in the form of a TV dinner. He said, "Mom, it was the best I ever tasted."

Bobby also lost feeling in one of his fingers as a result of the ordeal. The Army doctors in Germany said his finger had gone numb from sitting in the "847 position" for so long that the knee exerted too much pressure on a nerve in his elbow. He is slowly regaining feeling in his finger now. My son slept three days and nights when he returned home.

### The Aftermath

For my husband, son and daughter-in-law Kristi . . . real rest is just now coming to us all. We were physically and mentally exhausted. We're getting back to normal slowly. We received our baggage only recently (mid-July). The locks on my husband's luggage had been cut out with a razor blade, and four pair of shoes and one camera had been taken.

My suitcase had been jumped on leaving its exterior rippled. The contents looked like they had been stirred with an egg-beater. My white things were spotted with rust, and there were insects in everything. My two tape recorders were still in the suitcase, but one nightgown was taken.

We have been asked by TWA to submit a list of what was missing. They have worked to help us in every possible way and I am proud to say they are a fine company.

We've received two phone calls from hostages I became acquainted with in Cyprus. Bobby is in contact with and very close to some of the friends he made among the hostages during captivity, and he plans to attend the upcoming wedding of one of them.

### What We Can Learn

Flying had been a real challenge to me in my early life. I used to prefer traveling by train (ha). Eventually I found it took too long to travel by train, and now I am way over a million-miler in planes. My thoughts remain that travel overseas is one of my biggest goals and dreams; going around the world is the greatest thing ever. Yes, I shall continue to travel.

If I were asked for tips on traveling abroad, I would list the following:

- Have your attorney prepare a current will.
- Insure the jewelry you wear.
- Carry travelers checks. Ours were all replaced by the bank. All our cash was taken. It is not insured unless specifically covered by an insurance company.

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*Lou Peel and her husband Bob are joined by their community in welcoming Bobby home.*



Even then, it is sometimes not entirely covered.

- Carry only credit cards you will use on the trip.
- Don't carry your safe deposit box key, or other unnecessary keys.
- Pack a wash-and-wear shirt or dress. I lived for five days in the same dress and slept in a towel.

I do believe that to prevent hijackings, airport security should be strengthened, and all luggage checked prior to loading. Well-trained marshalls should be on each plane, but it would be very difficult if someone pulled the pin on a hand grenade.

A special note to Toastmasters of the world: Being asked to talk to reporters in Cyprus after the hijacking was a real Toastmasters test. It was a difficult occasion, but an opportunity nonetheless to practice what Table Topics teaches: how to speak on your feet without fear, anxiety or anxiousness for the moment.

After the trauma followed a strength I have never felt before. Still, the embassy people in Cyprus told reporters not to harass me or they would stop the interview immediately. I remember doing interviews with NBC, CBS, CNN. It was wild for a while, without rest.

Toastmasters International's training is the greatest way of learning to meet any situation in life! We must join as speakers to promote world peace and must not forget the seven hostages still held in Lebanon. 🗣️

*[Editor's Note: Any of us can be thrown into a living nightmare, as innocent victims of terrorism. But where terrorists in many cases continue centuries-old feuds and attack misunderstanding with violence and bloodshed, Toastmasters International fights ignorance with understanding and better communication. Over 20 years ago, Dr. Ralph Smedley, our founder, urged Toastmasters to take a more global, active view of our personal efforts: "The nation needs our services, and so does the whole world. Through better communication, we can help create better understanding, and understanding is what this world needs. Toastmasters International can be a powerful force for the improvement of world conditions."]*

**Lou Peel** is a member of Early Razors Toastmasters Club 3311-22 in Hutchinson, Kansas, and a member of the National Speakers Association. She is a professional speaker and author. Her book, "The Woman's Complete Guide to Success," is soon to be published and Lou plans to write a book about her family's hijacking ordeal.

# IDEA CORNER

## Easy P.R.

Are you interested in promoting Toastmasters but don't know exactly how to help? Adrian Young, Australia's Area Nine Governor, suggests using back issues of *The Toastmaster* as "silent salesmen."

Rather than discard copies you've finished, he recommends attaching a business or index card with local numbers people can call for more information about the club. You might also include information about your club's meeting time and place. Just be sure to list the name and number of an enthusiastic contact person.

The magazine can then be placed in such public places as libraries; waiting rooms of doctors' and dentists' offices; beauty parlors; hospitals; bus, train and airline terminals; anywhere people have to wait or kill time.

## Holidays Spark Interest in Toastmasters

Holidays can be the perfect time to hold special Toastmasters programs to spark community interest. Whether the occasion is a local or national holiday, clubs are finding opportunities to gain positive recognition by being involved, and the popular activities they devise can be repeated each year.

Poway Black Mountain Club 995-5 in Poway, California, for instance, participated in the town's annual Pow Wow Days. Working together, members assembled a float to enter in the parade and were awarded a trophy for their efforts. President Len Reed said the group enjoyed collaborating on the project and that it increased comradery within the club. In addition, several new members joined soon after the event.

"A lot of positive recognition was given the club along the parade route, and it was deemed a success as a possible recruiting tool," said Cheryl Blair, the club's educational vice president and originator of the parade idea.

Another idea for a holiday program was put into action by the Area E2 Toastmasters during a United States Fourth of July celebration. Members spoke before crowds gathered at the In-

ternational Festival in Longmont, Colorado, as part of a program they created on freedom of speech. Eight Toastmasters discussed topics such as "The Right to Choose" and "What Freedom Means."

Dressed for the occasion as Uncle Sam, Bill Lewis, DTM, opened the ceremonies by reading excerpts from the Declaration of Independence and the First Amendment. Along with literature on the Declaration, members provided information about Toastmasters. The program was considered such a success that the members involved decided to present "Freedom of Speech" every Fourth of July.

Does your club have a unique way of commemorating a certain holiday? If so, let us hear from you—other clubs might benefit from your suggestions.

## Make Fun of Someone

Toastmasters of Anheuser-Busch, Inc. Club 4345-8 in St. Louis, Missouri, have discovered that making fun of someone can add a little spice to their regular meetings. Jack Unger reported they held a roast for the mythical character, "Harry What's-his-name." Members received invitations to the roast along with a description of Harry's character, including: fat, fifty, bald, complains about everything, has never made a mistake and has a solution to all world problems.

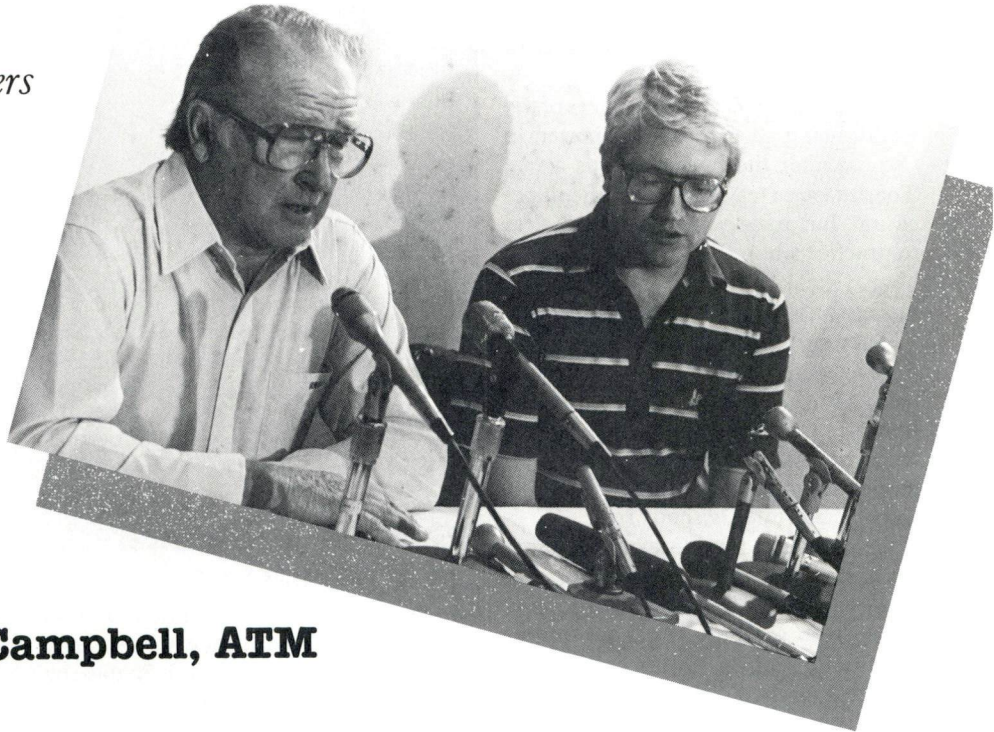
At the meeting, each member had three minutes to attack Harry humorously from every angle, and even Harry had no objections. Since a roast is a one-time presentation that must be changed if presented again, practice is difficult. But imaginative roasters found flaws in Harry's roles as friend, fellow employee, brother-in-law and incompetent worker.

Toastmaster John Templeton, who supposedly knew the imaginary Harry as a child, said, "He was so obnoxious when he was young, his parents had to wrap him in bacon just to get the dog to play with him." As the winning "Roaster," Templeton was awarded a stuffed toy pig.

If your meetings need variety, arranging a roast could be one entertaining alternative.

# Answering Real-Life Table Topics

*Everyday You Face Impromptu Questions. Sometimes Your Answers May Affect a Life or Death Situation, as in Lou Peel's Case. But You Can Enhance Your Response to Any Situation when You Learn 'Answer Options.'*



**by Sharon Lynn Campbell, ATM**

**'S**o tell us, have you stopped beating your husband?" "If you had enough money to do whatever you wanted, what would you do if you only had six weeks to live?" "What do you think of the Nuclear Freeze movement?" "Why do you think we should hire you to speak at our Saturday Seminar Series?"

The only difference between the first three questions and the last is that the last question was a deadly serious question from a man who really wanted to know why he should hire me. The first three questions, and many others like them through the years at Toastmasters, are the ones that help us all prepare to answer real-life Table Topics.

Whether real or in fun at club meetings, we all get questions thrown at us every day that we must answer. Many times the answers we give may affect a life or death situation, as Toastmaster Lou Peel recounts in her story of the TWA Flight 847 hijacking on page 8 of this issue. Toastmasters' Table Topics

training helped her field impromptu questions from government agents and the press following her ordeal.

This article will give you some tools for handling such spontaneous, real-life questions.

## **Evaluate the Question/Questioner**

When someone throws an unprovoked question at you, first decide if the question is important or not. Who is the questioner? Your boss? Your in-law? Your spouse? A stranger on the street who is trying to be nice? A nasty stranger?

What results can your response possibly lead to? A raise or promotion? Family estrangement? The termination of your job? A nasty reply? Nothing in particular?

The answers to these questions (which you will decide in a split second, probably without a great deal of thought or effort) determine the approach you will use in your reply. Obviously if the ques-

tion is an important one, where family relations or your job may hinge on the answer, you will want to be straightforward and simply answer the question.

On the other hand, if the question is an obnoxious one from a stranger, you are entitled to have some fun at his/her expense. Whichever route you select, you have several choices in deciding how to answer.

The first fundamental choice is to decide on fact or fiction. Will you answer truthfully or will you opt to lie/prevaricate/ham it up/ exaggerate? For important questions, I strongly suggest you stick to the truth, even if it is unpleasant. If your report will be late by a week, *tell* the boss now that it will be late, and why. You won't get in half as much trouble as you would if you told

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*Lou Peel's husband Bob and son Bobby field questions from reporters after their TWA Flight 847 hijacking ordeal.*

her that it is being typed and she makes plans to report to *her* boss based on your lie.

Fact or fiction, your response can take several shapes. First, you can answer the question. Give your reasons, ask another question based on the question you just got, explain your decision-making process, or whatever is asked for. You can also take the reporter's route and answer with who, what, where, when, why and how, or some combination of these.

Your next option is to bypass the question. Acknowledge the topic and immediately change the subject, or take a major detour: "That's a good question. That reminds me. . . ." You can bypass nosy questions a bit more openly by simply saying, "That's none of your business," or less bluntly, "I would prefer not to discuss this matter." If you choose this option, be aware that the questioner may well try to steer you back to the original question sooner or later.

Then there's the third choice, to narrow the question with a partial bypass. If you get a question about some area of expertise that you don't know much about just concentrate on an aspect of the subject you do know.

The question "What do you think of the new accounting system?" might be answered by a computer specialist who knows little about accounting by explaining his/her understanding of the way the program operates.

### Buying Time

These decisions are sometimes complicated ones, and you may want to buy time to formulate your answer. There are subtle ways to do this, but they all depend on your mind's ability to work faster than your mouth. If you can't do this, take the easy but obvious way out: Simply say, "I need a little time to think about that one."

If your mouth *can* race your mind, try asking the questioner to clarify his/her question. "The accounting system for the Purchasing Department, you mean?" Listen just enough to the answer to ensure the question is what you thought it was, and formulate the beginning of your answer.

Another way is to start with several very general statements on the topic, things that you can (and probably have) discussed in your sleep. By far the most risky maneuver is to make a strong opening statement which you then scramble to support, straining to sound very calm all the while.

Sometimes the stakes riding on your answers are very high. One example is the ordeal Lou Peel endured during the hijacking of TWA Flight 847, and the subsequent questioning of her by government agents and world press.

When she was released in the first group of freed hostages, the fact that her family members were still captives of hot-headed terrorists had to affect everything she said. She and all the former hostages had to think carefully before they answered questions, because a misconstrued response could endanger many lives and loved ones.

### Everyday High Stakes

Another high-stakes example, though not life-threatening, is the job interview, a real-life Table Topics session which could seriously impact the *quality* of your life. I highly recommend that you

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## Narrow the Question with a 'Partial Bypass.'

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"fish" for more information on what your questioner might want to hear from you. (This technique may have helped the American hostages held in Beirut for 16 days answer questions from their captors.)

Then, if you really want that job, try to give the questioner what he/she wants. At the least, try to avoid wasting time answering questions that weren't asked and not answering questions that were asked. So listen carefully, and be sure to get all the practice you can in advance.

Another occasion in which you may want to buy some time is if you are the speaker and an audience member asks a question. The best way to handle this is to repeat the question for the benefit of everyone else in the audience. This not only lets you verify that you are answering the right question, but it can give you substantial time to think about the answer.

And of course, if you don't know the answer, simply say so and promise to get back to that person. You can't hurt your credibility by admitting that you don't know *everything*.

The job interview is far more than the only time you'll want to be able to think on your feet. At school, you'll want to

impress the teacher with your class participation. If you happen to be the teacher, you'll want to be fluent enough to give what you say an air of authority.

There may come a time when you'll have to answer a policeman's, attorney's or judge's questions. And what more important time to keep your wits about you than when you must talk with your physician?

### How to Practice

There are ways to practice for these impromptu discussions. One is to participate in Table Topics in your club as often as possible. Try to get evaluations on your responses too. If you can, participate in a role-playing session to get much useful feedback about how you project yourself.

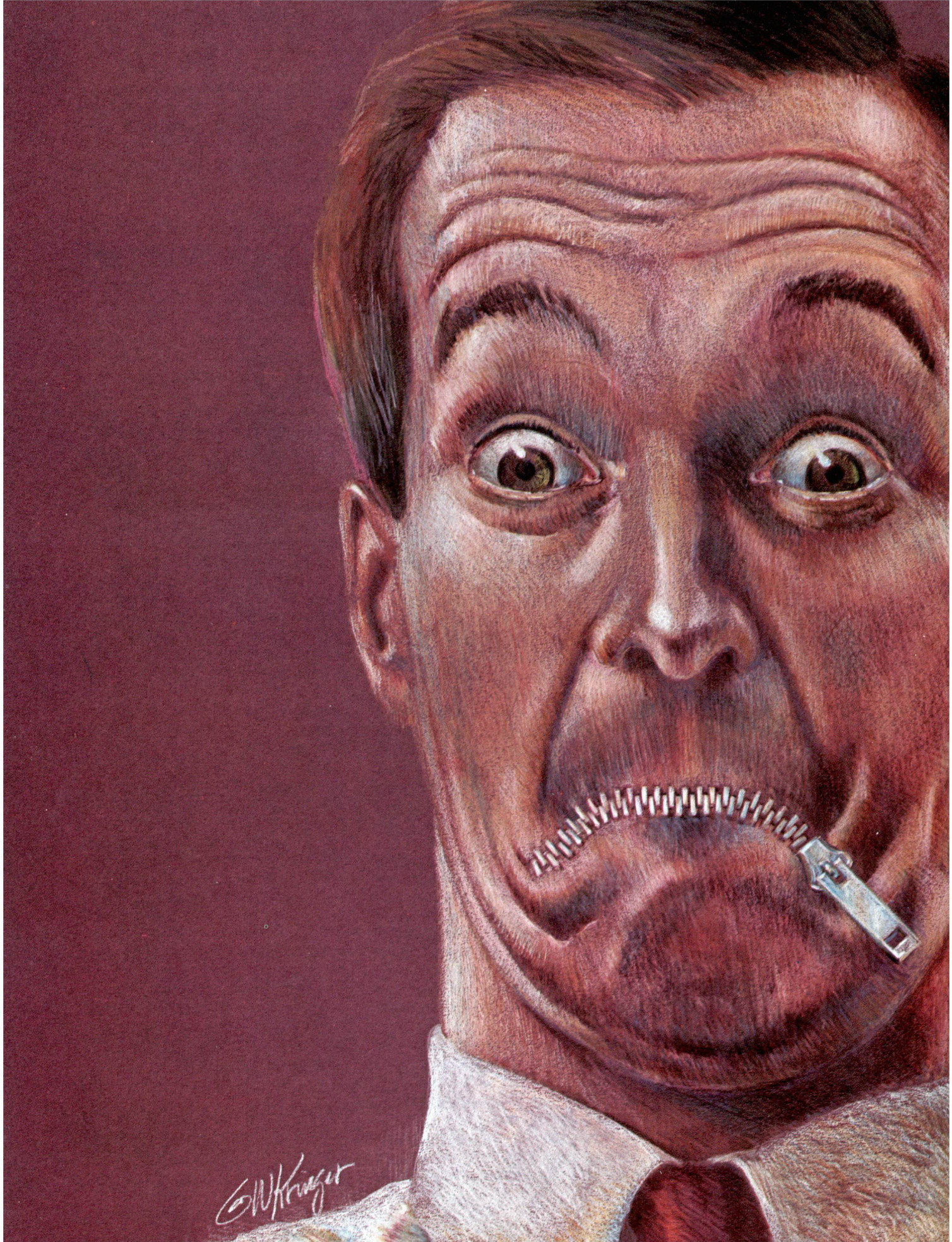
Another way is to take advantage of every chance you get to have conversations with people. Speak to your neighbors on the bus, subway, boat or airplane, standing in line anywhere, every chance you get. Set a goal to explain something, i.e. your profession, why you like or don't like current theater offerings or a product in the market. Ask questions to make sure you are communicating effectively.

As good as Table Topics and impromptu conversations are for improving spontaneous thought, nothing surpasses a good debate course. In such a setting, concentrate on being anyone but the first speaker. The first speaker explains the definitions and his/her team's position on the issue. It is a largely prepared talk, which won't sharpen your spontaneity.

Instead, slot yourself as one of the subsequent speakers, so that you'll get a chance to do long impromptu speeches. After you deliver impromptu ten-minute summary and rebuttal speeches, a few minutes of required spontaneity will seem like a breeze!

Hopefully none of us will ever have to face a terrorist hijacking, but dealing with the press can be an everyday occurrence in many professions. And important job interviews will always present a challenge. Being prepared to think on your feet and carefully choose your words has become a necessary part of day-to-day communication, and Toastmasters can help! 🗣️

**Sharon Lynn Campbell, ATM**, is a member of Graybar Toastmasters Club 1436-46 in New York City. She is a Certified Safety Professional.



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# HELP!

## I Can't Stop Speaking!



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### *Here's How to Zip that Lip.*

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**N**ot long ago a Toastmaster told me, "One of my biggest problems in speaking is STOPPING!" One flippant but factual solution: "When you're finished, SIT DOWN!"

"But how to finish—how to conclude a speech—that's my problem," the speaker said. The solution is surprisingly easy—just follow these brief but specific guides.

#### **Transitions**

First, you need to present a *transition*—a brief sentence or two that guides your listeners from thinking about the main part of your speech to concentrating on your conclusion.

One type of transition that's often effective is the *bridge*. It links the discussion part of your speech to your conclusion by presenting a bit of both. Here are some typical concluding bridges:

"As you can see, there are many detailed advantages to the proposal. But they boil down to these three essential points: . . ."

"So we've looked at the major causes of our problem. To be sure we have them clearly in mind, let me restate them briefly."

"That's the substance of the evidence. Now, let's review the key issues."

Another type of transition to move your audience from the body of your speech to your conclusion can be called the *alert*. It signals your listeners that you are about to finish your speech, emphasizing that they should concentrate on what you're about to say. This type of transition is especially helpful when you sense your listeners have not been paying as close attention to your speech as you'd like. Here are a few examples of "alerts:"

"Now, in concluding, let's list again the milestones of our research."

"And so, as we bring this presentation to a close, let me summarize the problems we face."

"In conclusion, let me focus your attention on these essential points: . . ."

Upon hearing such transitions, some in your audience will probably think, "Here comes the end of the speech, so I'd better listen carefully to make sure I remember the main points." Others may think, "I still don't understand the point of this speech, but here comes my last chance to figure it out!"

ILLUSTRATION BY GEOFFREY KRUEGER

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**by Leon Fletcher**

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On the other hand, if your speech has been especially moving, memorable, dramatic, humorous or effective, alerting your audience to your conclusion may create disappointment that your speech is about to end. If you feel that's the case, don't highlight the fact that you are about to conclude.

After the transition, there are just two points which should be presented in the conclusion of *most* speeches: (1) a review and (2) a memorable statement.

However, if you are giving a sales talk, a motivational speech, a speech to persuade, any speech designed to move your listeners to take action—this third point should usually be presented as your final statement: (3) an appeal for action.

### Review the Material

What each of those points typically includes is obvious. The review can be a brief *summary* of the central idea of your speech. You might say, for example:

"So we must vote for this proposal or we'll lose control of our local schools."

"The problem boils down to this: We need to design a plan which will make sure we have radio communication which is reliable during emergencies."

Or to review your speech you might *repeat* the main points, saying something like these representative examples:

"Such is the history of educational television—its decade of infancy, its decade of expansion, its decade of excellence, and now, its decade of financial problems."

"Think again of what the evidence has shown: The driver was tired, his bus needed repairs and his passengers were distracting him."

Another effective technique for reviewing your speech is to *combine* a summary with a repetition of the essential points. For example:

"You now know three main reasons why you should invest in mutual funds. First, they provide safety because they are diversified. Second, they provide participation in the growth of our nation. And third, they provide you with more money."

Or you can reverse that sequence—restate the main points, then repeat the theme of your speech:

"And so, through research in European libraries, through exploration in the area itself and finally, through computer analysis of tides, currents, weather and ship characteristics, we now know positively that Columbus' ship lies here, at this very spot on our chart."

Which review is most effective? That

depends on your speaking situation, the specific purpose of your speech and your analysis of your listeners.

If you're speaking in a situation in which an opposing viewpoint will be presented *after* your talk, the combined summary-and-repetition method may be best—it can help increase the chances that your listeners will continue to remember what you've told them.

If you feel your listeners are highly interested in your subject, a brief restatement of your topic may be sufficient.

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## To Regain Attention, "Alert" the Audience to Your Conclusion.

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### Create a Memorable Statement

The second part of a good conclusion is a memorable statement. Here are 14 major techniques you can use:

- Ask a question
- Present a quotation
- State a startling statistic
- Tell a story
- Give an example or illustration
- Tell a joke
- Emphasize the importance of the subject
- Point to an historic event
- Refer to the occasion
- Compliment the audience
- Use a gimmick
- Return to the theme of your opening
- Point to the future
- Tie in with what may follow your speech

You are of course already familiar with most of those techniques. You use many of them in speech introductions, to grab audience attention. You also use most of them in the body of your speeches, to help make your points more memorable, interesting, specific.

One of those techniques—returning to the theme of your opening—makes an especially effective closing in many speaking situations. If you opened your speech with a joke, you might repeat it at the end of your speech with a different punch line.

If you opened with a quotation, you

could close your speech with an additional sentence or so of the same quote. If you presented a startling statistic to grab attention, you might end with a memorable statement such as this:

"You may remember the statistic I gave you as I started this speech—that it costs more than \$100,000 a month to operate the typical educational television station. But now consider commercial television: It cost 10 times that much—one million dollars—to telecast just one commercial during last year's Super Bowl."

Or you might adapt the technique of Paul Harvey, the television and radio commentator who presents, among other programs, "The Rest of the Story." You might conclude a speech with a story such as:

"Remember that professional football player I told you about to open my speech—the fellow who had won America's highest athletic awards? You may be interested to know that due to a childhood illness he was not able to run, walk or even crawl until he was in junior high school!"

Another effective memorable statement technique is to tie in with what may follow your speech. If you're talking about taxes and your audience is to hold a business meeting right after your speech, you might point to the close relationship of the two topics.

Gimmicks—especially if unusual and unexpected—can be effective memorable statements to conclude a speech. Pop a balloon to emphasize how quickly things are changing in your community's atmosphere. If you've filled that balloon with visibly dusty air, the impact of popping it can be increased.

For a speech about taxes, display a calendar and dramatically tear off month after month until you reach June—emphasizing the fact that the average American must work more than five months of each year to pay his or her taxes.

If you are presenting a speech to persuade, end with an appeal to your audience. Typical appeals include:

"Be sure you vote 'Yes' on proposition A."

"Please help as much as you can by placing your contribution in one of the baskets our committee members will now pass around the audience."

"Now you see our need for new members. Won't you please join us by signing up right now?"

### Beware of Blunders

Now that you have the structure of

speech conclusions clearly in mind, you need to avoid these five blunders:

**1. Don't change the style of your speaking.** Some speakers present the main part of their speeches in a casual, conversational style, and then shift to a formal, serious, measured delivery to close with. Obviously that can confuse many listeners. Maintain the same style of speaking throughout your speech. Be yourself. Don't try to sound like anyone else.

**2. Don't say you've forgotten a point.** You've heard speakers who, in concluding, add such lines as:

"And one thing more I wanted to say was..."

"Oh, and I forgot to tell you that..."

"Say, I did mention—didn't I?—that..."

Statements like those can detract seriously from your effectiveness as a speaker. They point up that you're not as prepared as you should be. They emphasize your faulty memory. They show your speech is not well-organized.

If you absolutely must add something, try to work it in so it sounds like a planned part of your speech. You might say, for example, right after your review, "And we should remember..." then give the point. Or you might try:

"Those, then, were the main reasons we need to approve this plan. But there is one additional point which needs special emphasis—a point I've saved until now so you can consider it more carefully. It is..."

True, you're risking the chance that your listeners may see through a shallow cover-up. Another way to add "just one more point" is to bring it up during the discussion period which may follow your speech. In reply to a question, you could say something such as:

"That's a good question, because it relates to another idea which we should consider—the point that..."

But the best solution by far is simply to prepare carefully to make sure you don't leave any critical point out of your speech.

**3. Don't merely stop at the end of your material.** Instead, finish your speech with a smooth, polished, well-planned conclusion. Wrap it up like a package, with your conclusion as the attractive bow which ties the entire presentation together.

**4. Don't apologize.** Don't be one of those speakers who ends with such lines as:

"Well, I'm sorry I wasn't able to dig out more facts on this."

"Anyway, next time I get to talk with you, I hope I'll have more time to prepare, so you'll really be convinced that we should..."

Even if you did need more data, even if you were insufficiently prepared, don't tell your listeners. Some may not have noticed your shortcoming, so why put yourself down?

**5. Don't stretch it out.** Don't ramble on about the subject. Don't wander into other subjects. Don't repeat in detail. Don't keep talking after your listeners have quit listening.

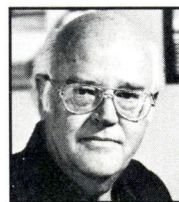
The conclusion should be brief—only about five percent of your entire speech. That means if you're giving a 20-minute talk, the conclusion should be only one minute long. "That's far too short," some speakers claim. "I can't review my points and present a memorable statement in just 60 seconds."

If you feel that way, take another look at television commercials. Note that they sell millions of dollars of products,

ideas and services through 60-second commercials. Many TV ads are just 30 seconds long, some a mere 10 seconds, and a few run merely eight seconds. A brief message can indeed produce results—IF it's worded and presented effectively.

In designing speech conclusions, follow the advice of that renowned speaker and teacher, Dale Carnegie:

"The close is really the most strategic point in a speech; what one says last, the final words left ringing in the ears when one ceases—these are likely to be remembered longest."



**Leon Fletcher,**  
*Emeritus Professor of Speech, Monterey Peninsula College, California, based this article on one of the chapters in his newest book, How to Speak Like*

*a Pro, a Ballantine paperback.*

## Speech Brake Point

As you plan the conclusions to your speeches, use the following checklist to insure effective preparation.

- \_\_\_\_\_ 1. Present a transition, usually either a:
  - Bridge, or an
  - Alert
- \_\_\_\_\_ 2. Review your speech. Select one of these techniques:
  - Summarize your basic idea
  - Repeat your main points
  - Combine a repetition and a summary
- \_\_\_\_\_ 3. Present a memorable statement. Select one of these:
  - Ask a question
  - Present a quotation
  - State a startling statistic
  - Tell a story
  - Give an example or illustration
  - Tell a joke
  - Emphasize the importance of the subject
  - Point to an historic event
  - Refer to the occasion
  - Compliment the audience
  - Use a gimmick
  - Return to the theme of your opening
  - Point to the future
  - Tie in with what may follow your speech
- \_\_\_\_\_ 4. Call for action, if appropriate
- \_\_\_\_\_ 5. Avoid these blunders:
  - Don't change your style of speaking
  - Don't say you've forgotten a point
  - Don't merely stop at the end of your material
  - Don't apologize
  - Don't drag it on and on

# SHATTER THE MYTH OF

# PREP

*In Days of Old, to End a Statement with a Preposition was Taboo—*

by Laura Wilson, Ed.D.

**G**reg Howard's comic strip character, "Hilary," told her mother, "My teacher made me stay after school because I ended a sentence with a preposition."

Mother asked, "Are you sure that was the reason?"

Hilary replied, "What else could it have been? Dumb ol' Philip was tapping my head with his ruler so I turned around and said, 'Guess what I'm going to clobber you with?!'" Then Hilary asked her mother, "Is it fair to punish someone just because she ends a sentence with a preposition?"

No, Hilary, there are worse crimes than ending a sentence with a preposition. Very often, in fact, it is more natural and emphatic to place a preposition at the end of a sentence. I was taught in high school, "Never use a preposition to end a sentence." I was also taught, "The atom is the smallest unit of matter." With the explosion of the atomic bomb, I had to discard that fact.

That a sentence should not end with a preposition is also a common myth. I'm sure that some people will be just as happy if they never know the fine points of grammar. But does that apply to Toastmasters? I think not, particularly when we serve as grammarians at our meetings.

There is almost universal agreement by grammarians, linguists and writers that they need no longer be bound by this superficial and misguided restriction. Notice how naturally this next sentence falls off the tongue: It all depends on what the money is meant for.

Now try to transfer the preposition from the end to another part of the sentence, and see how clumsy it becomes: It all depends on for what the money is spent.

## Early English

With any myth, there are explana-

tions as to how the belief developed. Let's look at the background of this myth.

In classical Latin the verb ended the sentence. Since verbs are important, early English grammarians inferred that only important words should end a sentence. This nonsensical rule has been virtually abandoned by grammarians today. The structure of English language does not fit the rules of Latin grammar.

Long ago Latin was the prestigious language by virtue of its importance and general use. Writers of old continued to write in Latin even though English was common, because they thought it would make their writings endure. (Of course, content is what determines what will live.) Often writers who wrote in English tried to use the rules of Latin to fit the new, and presumed ephemeral, language. *Prepositio* in Latin means something that comes before. But Latin is not English.

A preposition is a word that shows the relationship between its object and some other word in a sentence. Ordinarily in the English language, the words are adjacent to the words they are related to. Adjectives are next to the words they modify. However, with prepositions, the elements are not always adjacent.

Idiomatically, a preposition may legitimately follow as in the example, "Whom are you speaking about?" Idiom, you may recall, refers to the forms or variety of language, the characteristic way that it is put together. Idioms make writing vigorous and picturesque. Idioms show the individuality of a language.

The French, for instance, place an adjective after the noun instead of before the word it describes as we do. So an idiom is an accepted word nonetheless. Idiomatic English is difficult not only for foreigners, but for all who have not listened to or read closely the work of good speakers or writers.

## Much Ado about Nothing?

In case you think all this talk about prepositions is "much ado about nothing" (to borrow a phrase from Shakespeare), notice how changing the preposition in this sentence completely alters the meaning:

I waited for a table.

I waited on tables.

Suppose your future brother-in-law introduced you to someone. Which would you prefer—which sounds friendlier? "This is the girl to whom my brother is engaged," or "This is the girl my brother is engaged to."

Some words which appear to be prepositions actually serve another purpose; i.e., as an adverb. The distinction between the two uses sometimes escapes people. Fortunately, there are few situations in which people must discern the difference. Unfortunately, some people who try to eliminate prepositions at the end of sentences eliminate adverbs as well:

He was laughed at. (*At* is an adverb modifying laughed.)

While I cook breakfast, my husband gets the children up. (*Up* is an adverb modifying gets.)

Note that the meaning would be changed without these adverbs which look like prepositions.

Another kind of word which looks like a preposition is a particle—that is, a word that serves as part of a verb: He took *out* the garbage.

The word *out* doesn't connect the verb *took* with the noun garbage. *Out* is actually part of the two-word verb *took out*. To test it, substitute a one-word verb synonym such as *removed* and you retain the sentence's meaning. In this example then, *out* is a particle, not a preposition.

A word that is a true preposition usually cannot be moved from its position in the sentence, but a particle can be moved without changing the mean-

# POSITION



but No More.

ing of a sentence. In the following example the word *off* is a particle—that is, it is part of the verb *turned off*: I turned *off* the light.

Because it is a particle, it can be moved to another position in the sentence and make sense: I turned the light *off*.

Now consider the word *off* as it is used in the following sentence: I jumped *off* the bridge. Here it is a true preposition, and it begins the prepositional phrase *off the bridge*. Because it is a preposition, it cannot be moved to another position, as can a particle.

### A Revision of Thought

Although it is not essential that we understand all this, it does illustrate the fact that we cannot ridiculously avoid ending sentences with all words that look like prepositions.

In written discourse a preposition may well be a weak word with which to end a sentence. For instance, would you write, "Where is the book *at*?" No, that is still considered illiterate. The *at* is unnecessary. It just hangs there adding nothing. Luckily, we can plan our written words and recast them as many times as we choose.

However, we cannot categorically say that ending a sentence with a preposition is wrong even in written English. Many, if not most, of the greatest British and American writers have chosen to construct occasional sentences ending in prepositions because that produced a natural and less stilted style. The revered Shakespeare ended sentences with prepositions; for example:

"Such bitter business as the day would quake to look on."

Toastmasters usually are grammar conscious. This reminds me of one of my graduate students who said sardonically, "I don't need to use a dictionary because my wife and I are both college graduates." The class sighed in unison. The point he wanted to make was this: The person who needs a high level of

communication is precisely the one who needs to be concerned.

We can be correct in our use of the preposition without being stilted. This is an intrinsic part of good communication—not something superfluous. Certainly as Toastmasters, we need to strive for a precision not expected of people who aren't concerned with improved communication.

The accompanying bibliography on grammar will aid the grammarian and all Toastmasters speakers. All of these books, and possibly any grammar book written after the mid-sixties, will make the point that I have made: Scientists have to continually revise their thinking as new discoveries are made. Like the scientist, those of us who attempt to use language correctly have to be willing to revise our thinking.

Making this same point, a former president of the National Council of Teachers of English said, "A preposition is a good word to end a sentence with." Likewise, the eminent grammarian, Rudolph Flesch, stated, "The preposition at the end doesn't really belong with doubtful or controversial usage." So that's the thought I'll end with!



**Laura Wilson, Ed.D.**, is a member of Toastmasters Club 1287-66, in Fort Lee, Virginia. An Education Specialist at Fort Lee, Laura is a former Assistant Professor of

Library Science at George Mason University and Virginia State University.

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Photo by Bob Payne







# Morning Glories Grow with Success

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*Members of Toastmasters' Morning Glories Club  
Have Much in Common with the Hardy and Beautiful  
Wildflower They're Named for.*

---

*This is an "inside view" of the Morning Glories Club of Phoenix, Arizona. As a preface to this article, I have sketched my conception of Toastmasters with respect to this club. Toastmasters' programs and activities offer members endless opportunities to grow and to explore themselves; however, our richest mo-*

*ments are the result of shared experiences. The manuals, the guidelines for a successful club, are just so many words on a page until the members give them meaning and life.*

*Nowhere in my five years' experience with our organization is this more dramatically illustrated for me than in*

---

*by Virginia Clifford Anders*

---

*Morning Glories. It was founded a year ago as a club for people with disabilities and for anyone who wanted to be more involved with them. This isn't just another club. It has evolved into a support group, even a family in spirit. In celebration of this feeling then, and to honor the people with whom I have learned so much, I offer this piece.*

It is 6:45 a.m. on Wednesday, and the members are gathering for another meeting of the Morning Glories Toastmasters Club. The Toastmaster for the day, Ros, is checking to see that her staff and speakers have arrived. Her friend, Yucca, sits by her side. John, our president, is preparing his opening remarks and checking the time to make sure we begin promptly at 7 a.m.

The sergeant-at-arms and her helpers are hurrying to put out all the club materials for the meeting and welcome our guests. Coffee and doughnuts are served to those who are still in a fog at the early hour. Soon the ah bells are heard ringing around the room—our president is calling the meeting to order.

Our newest member, Matthew, leads us in the pledge of allegiance and thought for the day. As members rise to salute the flag, a sighted member gives verbal directions to orient the blind members. Even Yucca, Ros' golden retriever guide dog, stands by her master.

Matthew's thought for the day is a quote from *The Little Prince*: "It is only with the heart that one can see rightly—what is essential is invisible to the eye."

President John opens the meeting with an announcement about the upcoming officer training session and asks if anyone needs a ride. One or two people raise their hands and arrangements are made.

The club banner hangs on the wall behind John. A visiting Toastmaster notes the bright ribbon attached to the banner—recognition by Toastmasters

International of the club's first Club Management Plan fulfillment, completed with a total of 2000 points. This is quite an accomplishment for a club that was chartered only six months prior to the award, and a sure sign of proper guidance from the sponsoring club as well as willing participation by the first slate of club officers.

Now it is time to introduce the Toastmaster of the day, Ros. John tells us that he and Ros have been friends for 11 years. They attended the same training school for visually impaired people, Guide Dogs for the Blind, Inc., in San Rafael, California. Ros chuckles at her own awkwardness at that time and her difficulty learning to work with Yucca.

John and Ros change places at the head table, shaking hands as they do so. After expounding briefly on the theme, "Those Were the Days," which gives us her view of the school at San Rafael, Ros introduces her staff. Matthew, our pledge leader, earlier gave us the thought for the day to help set the tone for the meeting.

Our chief evaluator is Granger. The explanation of his duties takes a little longer when he becomes tongue-tied and must work his way out of it. No one interferes. Everyone listens because though Granger still struggles with this, he has made tremendous progress since joining Morning Glories.

### **Toastmasters Personified**

When a member makes the obvious changes Granger has, we are all rewarded. That person becomes a real asset to the club, for we know that we have participated in his progress, not simply watched. This is Toastmasters personified—we not only learn by doing, but do so in a supportive atmosphere that benefits everyone. Fear is faced and conquered. It happens a little at a time, but each meeting brings another chance to work through it.

Moving on, Ros introduces our timer, Carol. The timer's duties are, of course, an essential function of any Toastmasters meeting. Carol shares her duties with her friend Janet. Because Carol is blind, Janet monitors the timing device and tells Carol when to turn on the next

light.

The timing of various portions of Morning Glories meetings shows the group's ingenuity. It can be a straightforward light system, but that does not help a blind speaker. So sometimes a clicking device is used to give an audible signal.

Two of the members have pocket calculators with an electronic voice which "speaks" the information. For a five-to seven-minute speech, for example, the calculators can be set to announce when they have three minutes and then one minute to finish. After announcing that time has ended, the clever devices play *Camptown Races*—which seems like a great incentive to end the speech earlier.

One of John's speeches gives us an opportunity to hear this musical interlude. The device actually performs several functions. John says he only wishes it washed dishes too.

Edith is the grammarian. Because she is confined to a wheelchair, she clipped the word of the day to the lectern before the meeting began to save time. Edith is a very spiritual, positive person and her word, "Friendship," reflects this attitude.

Table Topics is led today by Bobbi. Normally the Table Topics chairperson runs this portion of the meeting from the lectern, but Bobbi has a difficult time walking and only does so with a two-handed walker, so our attention turns toward her at the table. Whenever Bobbi is given this assignment we can count on a well-prepared, sensitive series of questions.

Today is no exception. She asks us to respond to a wide variety of thoughts on friends and other people who have influenced our lives, which dovetails nicely with Edith's word of the day. It proves to be an enlightening session in which we all learn more about one another and feel good about participating.

During the five-minute break which follows Table Topics, two of the sergeant-at-arm's helpers serve refreshments to the members and guests. This always seems to add to the general feeling of generosity and friendship which is the club's hallmark.

The second half of the meeting is devoted to the two formal speakers, their evaluations and an educational session. Our first speaker this morning is Jim. He is finishing his basic manual with a talk on the realm of computers.

Someone at the Phoenix Public Library has been training Jim on a system



*“We Are Deaf and Blind only to Our Former Limitations.”*

specifically designed to facilitate blind operators. Jim says he has been told his typing even has improved as a result of this program. The examples Jim uses to demonstrate various aspects of computer language and word processors are simple and direct, creating a picture of computers everyone can understand.

Because several of our Toastmasters are blind, we have established a standard policy of approaching and leaving the lectern from the same side every time, and of shaking the Toastmaster's hand to accept and relinquish control of the lectern. On mornings such as this when a formal speaker and the Toastmaster are blind, our procedure becomes a real asset.

### Special Evaluations

Now comes John's evaluation. In this group, evaluations are often quite special. When one of our charter members gave her ice breaker speech, for instance, her formal evaluator presented her with a single red rose because she knew roses were an important symbol to this speaker. That kind of encouragement inspires self-confidence and a spirit of sharing that exemplifies Toastmasters.

Evaluations for blind speakers require slight adaptations. When referring to the visual portion of the presentation, the same general rules apply. However, finding a form to communicate the information is sometimes elusive because there isn't necessarily an easy common reference to use as an example.

Critiquing a blind person's gestures can be a frustrating task therefore. A gesture needs to be described, whereas for a sighted member it can be a visual, non-verbal cue. "Over there" is not applicable, nor is "about this big" or other such physical descriptions that are second nature to those of us who've seen with our eyes all our lives.

Sam is our second formal speaker today. "Oh Yes, an Election" is his tongue-in-cheek commentary on the political process in America. Sam paints a comical, yet accurate image of confusion caused by political rhetoric while reminding us that for years we pay when we fail to study the candidates and their platforms.

Obviously an astute individual, Sam makes it a real pleasure to listen to him speak. He has a pronounced speech impediment as well as a labored walk. After seven months with Morning Glories, however, Sam stands straighter and speaks more clearly. He would be the first to tell you he has done this with the help of the whole group.

After Sam's evaluation, Stan, who is one of the founding members from the sponsoring club, gives us a brief educational session. His subject is Table Topics, and his material is the culmination of two years' experience in Toastmasters combined with his broad imagination.

Our president is almost ready to adjourn the meeting but has one more announcement to make. One of our members has recorded a tape for use by any member who has trouble reading printed material.

The tape includes a detailed outline of meeting procedures and checklists, the objectives for each basic manual project, suggestions for speech ideas and Table Topics formats, a lengthy explanation of the evaluation process and an outline of the various club officer positions. The tape adds another dimension to these special Toastmasters' lives. There being no further business, John adjourns the meeting.

### Membership Challenge

Morning Glories is struggling with a problem common to all clubs, membership. Our challenge is complicated because many of our members have disabilities which prevent them from driving, so they have a hard time getting to meetings. Several ideas for transporting members have been proposed and are being pursued by the executive committee.

Contracting with a taxi service is one idea. Having a new member provide his or her own solution such as carpooling with a second new member who is able to drive, is another. No single solution will work for everyone. No matter, for this is too strong a club to be defeated by a temporary barrier such as transportation.

The enthusiasm of Morning Glories members ultimately will provide the answers to our club's challenges. We have had other such discussions on the endless daily assumptions which pass unnoticed between us, whether our disabilities are observable or not.

For instance, some of the blind members are comfortable enough with the layout of the meeting room that they travel to and from the lectern by themselves. For others—especially for guests who may be blind—a sighted member offers to serve as escort.

Allowing the blind person to hold the escort's elbow is preferable to being pushed or pulled along, for that only throws the person off balance. In order to hold meetings in the first place, we


had to find a barrier-free building and found a home in the Phoenix Easter Seals facilities.

Those of us who have become a part of this club are inspired anew every week by what we find here. We share the knowledge that a disability is primarily an attitude, and attitudes can be changed. We continue to gain strength from our successes while remaining deaf and blind only to the former limitations of our failures.

John wants to be an area governor eventually. Several members have finished the requirements for their CTMs. Many of them have achieved CTM status since transferring their membership to our club. Two of the club's former presidents are leading Presidents' Training Sessions at the division level this year. This is a remarkable group indeed.

Last Fall a deaf member of another club was a participant in our Area Speech Contest. Certain modifications in the judging guidelines had to be made. Instead of telling him that he was ineligible, we simply accommodated him.

He won and moved on to the division level. Though he lost there, he left a lasting impression on the audience and judges.

In the Spring of 1985, Morning Glories became eligible to enter the Area Contest for the first time. John, our president, was our representative. He too had a strong presentation because the club prepared him well. Now he and the other members are grooming an International Speech Contest competitor. You could say our motto is "Look out, Toastmasters, here we come! Morning Glories are in full bloom!" 

*[Editor's Note: Virginia Anders has been a key person in the success of the Morning Glories club. Since November, 1984, Virginia has, at no fee, made cassette recordings of each issue of The Toastmaster magazine for blind members of the club. With these and other materials she's recorded, she's created a complete tape library for the club with tapes labeled in braille. Virginia personifies Toastmasters' ideal of people working together to improve themselves. She is a tribute to her club and our organization.]*

**Virginia Clifford Anders, ATM,** is a Past Area Governor, a Past Club President, and a member of Morning Glories 3693-3, Early Words 433-3, Wiharu 350-3, all in the Phoenix area. She is a freelance writer, musician, poet, speaker and teacher.

# HALL of FAME

## DTMs

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

**Ed. C. O'Neal**  
Grand Terrace 290-F, Grand Terrace, CA

**Arnold C. Happel**  
Douglas Aircraft 1497-1, Long Beach, CA

**Edward M. Fontes**  
Beach Cities 3921-1, Manhattan Beach, CA

**Robert L. Smith**  
Minneapolis 459-6, Minneapolis, MN

**Prentiss M. Faw**  
Lincoln Trails 1354-8, Mattoon, IL

**J. Robert Chunn**  
South County 1957-8, St. Louis, MO

**Bobby Williams**  
Harmon-izers 1910-33, Las Vegas, NV

**Thomas J. Shortino**  
Agricultural Res. Ctr. 3039-36, Beltsville, MD

**Clifford Martin Skyrpnyk**  
Seven Seas 3296-42, Saskatoon, Sask., Can

**Janice Edelstein**  
Hallandale 740-47, Hollywood, FL

**Lenis A. Harvey**  
Southwest Speakers 2200-56, Houston, TX

**Pauline Harvey**  
Southwest Speakers 2200-56, Houston, TX

**Arthur Smith**  
Capitol City 639-62, Lansing, MI

**James M. Wright**  
Fountain City 1266-63, Knoxville, TN

**Diane Riddell**  
Mackay 3283-69, Mackay, Qld., Aust

**Larry I. Eagleman**  
Top of the World 4087-U, Elmendorf Air Force Base, AK

## ATM Silver

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

**Jon M. Woodworth**  
Data Masters 992-7, Portland, OR

**Rick Sydor, DTM**  
Reveillers 985-39, Sacramento, CA

**Marcia Sydor, DTM**  
Reveillers 985-39, Sacramento, CA

**John Sleigh, DTM**  
Collieries 4831-70, Wollongong, N.S.W., Aust

## ATM Bronze

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

**Richard J. Parish**  
North Hills 2472-13, Pittsburgh, PA

**Susanne Pournaras**  
Old Economy 2682-13, Ambridge, PA

**Patrick J. McCombie, DTM**  
Brunswick 1411-14, Brunswick, GA

**David G. Johnson**  
Will Rogers 1032-16, Oklahoma City, OK

**G. Patrick Gallagher, DTM**  
Sky High 4678-25, Arlington, TX

**John Burkett**  
Fremont 1402-28, Fremont, OH

**Jan Stojack**  
Niles Township 665-30, Skokie, IL

**Dan R. Pilkington**  
Tuesday Mourners 4023-33, Las Vegas, NV

**Kris Richins**  
Sunrise Center 3359-39, Citrus Heights, CA

**Erma McDonald**  
Delta 3372-39, Stockton, CA

**Stephen Buscaino**  
L.A. Civic Center 3567-52, Los Angeles, CA

**Kathleen A. Todd**  
Novato 166-57, Novato, CA

**Marcia Peters Sydor**  
Advanced/Professional 400-57, Oakland, CA

**Beverly Perl Davis, DTM**  
Gateview 3958-57, Albany, CA

**Joseph A. Fredette**  
Winnipeg Keystone 3211-64, Winnipeg, Man., Can

## ATMs

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

**William J. Doane**  
Word Masters 165-F, Westminster, CA

**Les Jenison**  
Newport Center 231-F, Newport Beach, CA

**Joella Holbrook**  
Downey Breakfast 2741-F, Downey, CA

**C. Ross Acheson**  
Positive Communicators 3708-F, Anaheim, CA

**Eugene DePriest**  
Rockwell-Anaheim Bicentennial 3798-F, Anaheim, CA

**Bruce P. OrNSTEAD**  
Chino Valley 3957-F, Chino, CA

**Marian Bell**  
Fontana 4443-F, Fontana, CA

**Karen Lee Franz**  
Rise and Shiners 5341-F, Huntington Beach, CA

**Ralph G. Chadwick**  
Lynwood 423-1, Lynwood, CA

**Madan L. Gupta**  
Long Beach Remarkables 1307-1, Long Beach, CA

**Nola P. Snider**  
Speak Easies 2001-1, Long Beach, CA

**Robert Clifford Innes**  
Century City 2681-1, Los Angeles, CA

**John T. Bronger**  
Sweptwing 52-2, Renton, WA

**Dennis Armstrong**  
Redmond 2828-2, Redmond, WA

**David A. Muehlbauer**  
Tempe 1715-3, Tempe, AZ

**Karen Ann Speck**  
Farmers Insurance Group 2731-3, Phoenix, AZ

**Nella Archer**  
Crown Masters 1133-4, San Francisco, CA

**Romano W. Montanari**  
San Jose TM 1577-4, San Jose, CA

**Dan Johnson, DTM**  
San Jose TM 1577-4, San Jose, CA

**Sue Maron-Szucs**

San Jose TM 1577-4, San Jose, CA

**Jeannette Weber**

GOP 1623-4, Santa Clara, CA

**Richard Johnson**

Francisco 2369-4, San Jose, CA

**Dan Winterburn**

TGIF Management 3328-4, Santa Clara, CA

**Brian Beer**

TGIF Management 3328-4, Santa Clara, CA

**John E. Kenton**

Electric Toastmasters 4200-4, Palo Alto, CA

**Charles J. Frank**

Electric Toastmasters 4200-4, Palo Alto, CA

**Lynne Edwards**

Cupertino 4608-4, Cupertino, CA

**Stanley Joseph Jarzombek, Jr.**

Circle-A 5127-4, Sunnyvale, CA

**Edward J. Lopatin**

City Hall 5744-4, San Francisco, CA

**Mark E. Hoaglin**

Rancho Bernardo 112-5, San Diego, CA

**Joan M. Souder**

The Single Speakers 593-5, San Diego, CA

**Eugene F. Diskin, Jr.**

Village 2340-5, San Diego, CA

**Deloris Fiedler**

Richfield Legion 232-6, Richfield, MN

**F. H. Sherry**

Dan Patch 1280-6, Richfield, MN

**Durwood F. Coats**

Roseburg 604-7, Roseburg, OR

**Richard V. Phay**

Prineville 4458-7, Prineville, OR

**E. J. Aikman**

Lincoln Trails 1354-8, Mattoon, IL

**Gerald E. Hoeflein**

Scott 1382-8, Scott Air Force Base, IL

**Richard A. Robinson**

TGIF 5213-8, Cape Girardeau, MO

**Richard J. Puryear**

Chinook 40-9, Yakima, WA

**Helen A. Cathcart**

Spokane Valley 308-9, Spokane, WA

**Ronald R. Stanley**

Medina 941-10, Medina, OH

**Cora Petrarca Gioglio**

Realtors 4074-10, Youngstown, OH

**Jane Ford**

Broad Ripple 517-11, Indianapolis, IN

**David A. Baumgardner**

Muncie 1096-11, Muncie, IN

**Joseph M. Perez**

Calumet 3313-11, Highland, IN

**Jacob Krell**

John Pournaras Agency 2338-13, Ambridge, PA

**Karen S. Dearing**

IRS Express 3531-15, Ogden, UT

**Ann V. Allen**

Vigilante 2699-17, Sheridan, MT

**Ralph C. Freese**

Muscatine 685-19, Muscatine, IA

**Kathy Jo Stouffer**

Spencer 956-19, Spencer, IA

**Allen F. Weisbeck**

Bismark 717-20, Bismark, ND

**Donald J. McGuire**

Queen City 1967-20, Dickinson, ND

**Lawrence Robert Thorne**

Pioneer 331-21, Victoria, B.C., Can

**Frances Anderson**

Discovery 2460-21, Vancouver, B.C., Can

**Kimberly Gordon Hawke**

Discovery 2460-21, Vancouver, B.C., Can

**Sheila C. Hart**

Revelstoke 4050-21, Vancouver, B.C., Can

**Mollie Carriere**

Connaught 4328-21, Vancouver, B.C., Can

**M. Keith Perry**

Crown Center 2425-22, Kansas City, MO

**John W. Leighty**

Power Masters 3985-22, Overland Park, KS

**Ramon E. Mondragon**

Sandia 765-23, Albuquerque, NM

**Lawrence J. Schuster**

Early Bird 2534-23, Albuquerque, NM

**Renee H. Mathews**

Early Bird 2534-23, Albuquerque, NM

**Kenneth E. Horner**

Twelve O'Clock 1547-24, Lincoln, NE

**Darcy Carter**

Windjammers 2628-33, Las Vegas, NV

**Wendy M. Farrow**

Simi Valley 3533-33, Simi Valley, CA

**Barbara A. McConnell**

High Desert 3647-33, Lancaster, CA

**John Hines**

TNT 4055-33, Las Vegas, NV

**David E. Root**

County 4622-33, Merced, CA

**Michael Cobb**

Campers 4736-33, Lompoc, CA

**Richard Nelsen**

Racine 481-35, Racine, WI

**Art Despina**

Racine 481-35, Racine, WI

**Earl Malmquist**

Racine 481-35, Racine, WI

**David Schneider**

Kenosha 1558-35, Kenosha, WI

**Glen W. Bridger**

Blackhawk 3521-35, Madison, WI

**Harvey William Kubly**

Twi-Niters 4629-35, Monroe, WI

**Mohammad Iqbal Zuberi**

Mitre Washington 571-36, McLean, VA

**Terry Marie Smith**

Phenix 1152-36, Washington, D.C.

**Arthur P. Maloney**

Keynoters 1316-36, Arlington, VA

**Floyd I. Sandlin, Jr.**

Treasury Notes & Quotes 2179-36, Washington, D.C.

**Paul A. Trimmer**

HDL 3323-36, Adelphi, MD

**Leroy Hinton**

U.S. Postal Service 3711-36, Washington, D.C.

**Sue Napier Wilson**

Albemarle 1811-37, Albemarle, NC

**Nancy S. Deans**

New Bern 2812-37, New Bern, NC

**Rose M. Forrest**

Gastonia 4922-37, Gastonia, NC

**Dorothy Russo**

Conestoga 1090-38, Lancaster, PA

**Dora C. Zug**

Conestoga 1090-38, Lancaster, PA

**Jack J. Spencer**

Lancaster 1723-38, Lancaster, PA

**Stephen J. Jefferson**

Conestoga 2036-38, Strafford, PA

**James Palmisano**

Delaware County 3204-38, Delaware County, PA

**Michael F. Burror**

Great North Stockton 64-39, Stockton, CA

**Ruth Ann Maloney**

Sunrise 3359-39, Citrus Heights, CA

**Robert E. Collins**

OXY 4161-39, Lathrop, CA

**G.T. "Bob" Clatworthy**

St. Albans Area 3202-40, Saint Albans, WV

**Herbert R. Lucas**

Unity 4695-40, Columbus, OH

**Kermit A. Prince**

Shawnee 5255-40, Portsmouth, OH

**Thomas M. Gage**

Sodak 224-41, Sioux Falls, SD

**Timothy Robert Johns**

Deadwood Noontime 4733-41, Deadwood, SD

**Robert Udell**

Evergreen 2897-42, Hinton, Alta., Can

**Marilynn Knoch**

Big Rockers 3029-42, Okotoks, Alta., Can

**Jack E. Ellefson**

Kingsway 3484-42, Edmonton, Alta., Can

**Suzette Marxheimer**

Kingsway 3484-42, Edmonton, Alta., Can

**Steve Shaner**

Crack O' Dawn 4430-43, North Little Rock, AR

**Frances Lorraine Mitchell**

Plainview 763-44, Plainview, TX

**Benny R. Jenkins**

Daybreakers 1327-44, San Angelo, TX

**Mary N. Alexander**

Noon Shiners 4219-44, Abilene, TX

**Andy Gottberg**

Northern Valley 1040-46, Dumont, NJ

**L. Joy Sack**

Suburban 2345-46, Bloomfield, NJ

**Myron Leeds**

Kearfott 3156-46, Little Falls, NJ

**Ronald R. Gabrielsen**

Misawa 4994-U, Misawa Air Base, Japan

**M. Sherrill Madden**

Diamond Talkers 5560-U, Anchorage, AK

## New Clubs

**2883-F Safeco Title**

Santa Ana, CA—Safeco Title Insurance, 825 N. Broadway (547-7251).

**3449-1 FAA**

Hawthorne, CA—1st & 3rd Tues., 11:45 a.m., Federal Aviation Administration, 15000 Aviation Blvd. (536-6124).

**773-2 Table Talkers**

Seattle, WA—Tues., 8:00 a.m., Johnson & Higgins of Washington, 1215 Fourth Ave. (292-1900).

**5896-2 Test & Measurement**

Everett, WA—Wed., 11:30 a.m., Hewlett-Packard—Lake Stevens Instruments Division, 8600 Soper Hill Rd. (335-2459)

**5903-3 1st Class**

Tucson, AZ—Tues., 6:30 p.m., U.S. Post Office, 1501 S. Cherrybelle.

**5907-3 Peak Speakers**

Flagstaff, AZ—Thurs., 7:00 a.m., W.L. Gore & Associates (779-4321).

**5909-3 Estrella**

Goodyear, AZ—Tues., 7:00 p.m., Ramada Inn, 1100 N. Litchfield Rd. (932-2260).

**2569-4 Speaker's Bureau**

San Jose, CA—1st Tues., 7:30 p.m., 1190 S. Bascom Ave., Ste. 134 (298-1050).

**2817-4 Asian Business League**

San Francisco, CA—2nd & 4th Thurs., 6:00 p.m., Coopers & Lybrand, 333 Market St., 21st Floor (788-4664).

**5900-4 Half Moon Bay**

Half Moon Bay, CA—2nd & 4th Thurs., 7:00 p.m., Half Moon Bay High School (859-3394).

**2509-6 Speak Up and Out**

Minneapolis, MN—Tues., 7:00 p.m., Center City Cafe, 19 S. 7th St. (872-1782).

**5913-6 Cargill Trade Masters**

Minnetonka, MN—Thurs., 7:00 a.m., Cargill, Inc., P.O. Box 9300 (475-6181).

**391-10 Firelands Sandusky**

Sandusky, OH—Fri., noon, Hickory Steak House, 1649 Cleveland Ave.,

(625-1492).

**4845-11 U.S. Six Shooters**

Kendallville, IN—Thurs., 6:45 p.m., Richards Restaurant, U.S. 6 West (347-0700).

**3226-13 Ridge Runners**

Martinsburg, WV—1st & 3rd Wed., 7:00 p.m., Trinity Methodist Church, 220 W. Martin St. (263-8854).

**5901-14 Waynesboro**

Waynesboro, GA—2nd & 4th Sun., 6:00 p.m., Burke County Library, 4th St. and Jones Ave. (554-2893).

**5904-17 EMC**

Billings, MO—Mon., noon, Eastern Montana College, Student Union Building (657-2038).

**2989-18 Diamond State**

Wilmington, DE—2nd & 4th Wed., 5:15 p.m., Diamond State Telephone Co., 5th Floor, 800 Delaware Ave. (421-5220).

**5902-18 Maryland Advanced Speakers**

Ellicott City, MD—2nd Sat., 8:30 a.m., Holiday Inn, Route 40W (688-7326 or 688-7795).

**4284-24 DRG'S**

Lincoln, NE—Fri., 6:30 a.m., Bryan Memorial Hospital, 1600 S. 48th St. (489-7569).

**5911-25 Dallas Times Herald High-nooners**

Dallas, TX—Tues., noon, Dallas Times Herald, 1101 Pacific Ave., (744-6346).

**2453-28 Peoples**

Toledo, OH—1st & 3rd Mon., 4:45 p.m., Lane Drug Distribution Center, 253 Luaggoner Blvd. (476-2233).

**2948-28 Mercy**

Toledo, OH—2nd & 4th Wed., noon, Mercy Hospital, 2200 Jefferson (259-1500).

**5891-28 Boulevard Rappers**

Detroit, MI—2nd & 4th Thurs., 4:30 p.m., McCord Building, 2850 W. Grand Blvd. (874-8357).

**5905-28 Jewish Community Center**

West Bloomfield, MI—Tues., 7:30 p.m., Jewish Community Center, 6600 W. Maple (661-1000 ext. 219).

**5892-30 Searle**

Skokie, IL—1st & 3rd Tues., 4:45 p.m., Searle Research & Development Laboratories, 4901 Searle Parkway (982-7455).

**2352-31 Sun Life**

Wellesley Hills, MA—Mon., 12:30 p.m.,

Sun Life of Canada, One Sun Life Executive Park (237-6030 ext. 2661).

#### 5915-31 Interactive

Waltham, MA—Tues., 7:30 a.m., Interactive Data Training Center, 200 5th Ave. (895-4106).

#### 5889-36 Bayanihan

Washington, D.C.—last Sun., 1:00 p.m., American Red Cross Building (D.C. Chapter), 2025 E St., N.W. (296-4531).

#### 5898-36 D.C. Office of Personnel

Washington, D.C.—Alternate Mon., 12:30 p.m., Martin Luther King Memorial Library, 901 G St., N.W. (535-1058).

#### 5914-36 Arthur D. Little

Washington, D.C.—Tues., 12:10 p.m., Arthur D. Little, Inc., 600 Maryland Ave., S.W., Suite 850 (646-1500).

#### 2507-38 Allstate

Valley Forge, PA—2nd & 4th Thurs., 5:00 p.m., Allstate Insurance Co., 1111 Old Eagle School Rd. (337-7474 ext. 246).

#### 2126-40 Central Trust

Cincinnati, OH—1st & 3rd Wed., noon, Central Trust Center, 5th & Main, 6th Floor, Rm. B (651-8547).

#### 2958-42 Heritage

Edmonton, Alta., Can—Wed., 5:00 p.m., Terrace Building Room 560.

#### 2144-45 Positive Communicators

Campbellton, N.B., Can—Tues., 7:00 p.m., New Brunswick Community College, Rm. 201 (753-5088).

#### 3690-47 Seaboard

Jacksonville, FL—Mon., noon, Signal Terrace Cafeteria, 500 Water St.

#### 5893-47 Aetna Communicators

Tampa, FL—Wed., 4:30 p.m., Aetna Insurance Co., 5200 W. Kennedy Blvd., Conference Rm. (796-7387).

#### 5899-47 The Communicators

Orlando, FL—1st & 3rd Thurs., 5:30 p.m., Oak Ridge YMCA, 814 W. Oak Ridge Rd. (323-8284).

#### 2852-52 Soto Toasters

Los Angeles, CA—Wed., noon, Transportation Branch Conference Rm., 2011 N. Soto St. (625-5308).

#### 5894-53 Olin

Stamford, CT—1st & 3rd Mon., 4:30 p.m., Olin Training Center, 120 Long Ridge Rd. (356-2362).

#### 5906-53 Valley

Naugatuck, CT—1st & 3rd Wed., 6:45 p.m., Benevento's Restaurant, Rt. 63 (723-8986).

#### 5908-53 Aetna Middletown

Middletown, CT—every other Tues., 4:30 p.m., Aetna Middletown (636-7068).

#### 742-56 Solo Speakers

Houston, TX—Fri., 6:45 p.m., Charley's Club, 9009 Boone Rd. (933-9350).

#### 2910-57 Lucky Corporate

Dublin, CA—Wed., 7:30 a.m., Lucky Stores, Inc., 6200 Village Parkway (833-6173).

#### 2927-57 U.C. Berkeley-Speakeasy

Berkeley, CA—Tues., 12:10 p.m., University of California-Berkeley Campus, Women's Center, Rm. 108 (642-8033).

#### 1882-58 Shriners Hospital for Crippled Children

Greenville, SC—2nd & 4th Tues., 7:30 a.m., Shriners Hospital for Crippled Children, 2100 N. Pleasantburg Dr. (244-4530).

#### 2124-58 Sunrise

Greenville, SC—1st & 3rd Wed., 7:00 a.m., Colonial Court Restaurant, 755 Wade Hampton Blvd. (268-0263).

#### 3960-58 Arrowwood

Columbia, SC—every other Wed., 7:00 a.m., Shoney's Restaurant, 600 Bush River Rd. (771-2775).

#### 5890-58 Newberry

Newberry, SC—1st & 3rd Tues., 7:00 p.m., Quincy's Family Steak House (276-8376).

#### 543-62 C.S. Williams

Fremont, MI—1st & 3rd Tues., 7:00 p.m., Fremont Public Library, 104 E. Main St. (894-6058).

#### 2249-74 Cape Town IMM

Cape Town, South Africa—2nd & 4th Wed., 6:30 p.m., Capetonian, Heeren-gracht.

#### 5895-U Eagles

Kuala Lumpur, Malaysia—Mon., 8:00 p.m., PDL-MC Hall, No. 37, Jalan 2/114A, Taman Indrahana.

#### 5897-U Ejecutivo

Guadalajara, Jalisco, Mex.—Wed., 8:30 p.m., Hyatt Regency, Plaza Del Sol (265430 or 263970).

#### 5910-U Toastbusters

Wasilla, AK—Wed., 6:30 a.m., Windbreak Cafe, Mile 40.5 Parks Highway (376-4515).

#### 5912-U D'Utama

Petaling Jaya, Malaysia—1st & 3rd Thurs., 7:30 p.m., MPTMA Conference

Room, 31-A, Jalan SS21/37 Damansara Utama, 1st Floor.

## Anniversaries

### 50 Years

Fullerton 37-F, Fullerton, CA

### 45 Years

Van Nuys 172-52, Van Nuys, CA

### 40 Years

Kaposia 330-6, St. Paul, MN  
Vigo 332-11, Terre Haute, IN  
Pioneer 331-21, Victoria, B.C., Can

### 35 Years

Westchester 869-1, Los Angeles, CA  
South Hills 847-13, Pittsburg, PA  
Capital 876-36, Washington, D.C.  
Raleigh 843-37, Raleigh, NC  
Chico 558-39, Chico, CA

### 30 Years

Pillsbury 1891-6, Minneapolis, MN  
Huron Valley 1909-28, Ann Arbor, MI  
Calvary 1253-63, Washington, D.C.  
Parthenon 1738-63, Nashville, TN

### 25 Years

Heidelberg 1632-U, Heidelberg, Germany  
Dawn Patrol 1646-13, Pittsburg, PA  
Kearfott 3156-46, Little Falls, NJ  
Gold Coast 2727-47, West Palm Beach, FL  
Midtown 3167-66, Richmond, VA  
Public Service 3174-68, New Orleans, LA  
Barangay 3128-75, Bacolod, Philippines

### 20 Years

First Family 3256-6, St. Paul, MN  
Early Birds 3907-6, Minneapolis, MN  
Up & AT-M 2585-16, Oklahoma City, OK  
Somerville 1103-46, Somerville, NJ  
Bell 3920-65, Buffalo, NY  
Miranda RSL 2505-70, Sydney, NSW, Aust  
Eastside 1076-72, Hamilton, New Zealand  
Akarana 3398-72, Auckland, New Zealand

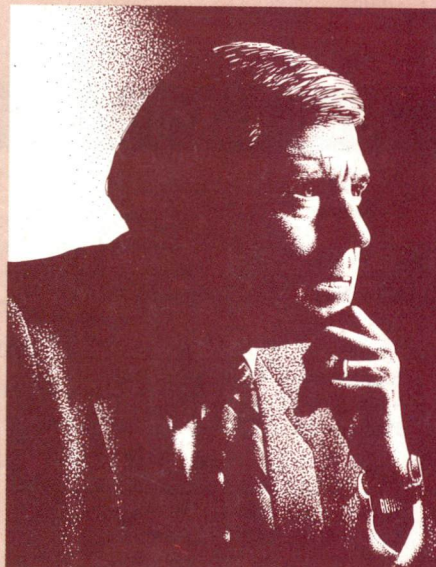
### 15 Years

Seven Hills 2300-47, Tallahassee, FL

### 10 Years

Sierra Hastings 648-F, Pasadena, CA  
North Arundel 3442-18, Linthicum, MD  
Sargent & Lundy 336-30, Chicago, IL  
Knowledge Speakers 2194-30 Chicago, IL  
North Shore Badgers 2612-35, Milwaukee, WI  
The Henjum TM Club 2994-64, Win-nipeg, Man., Can

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