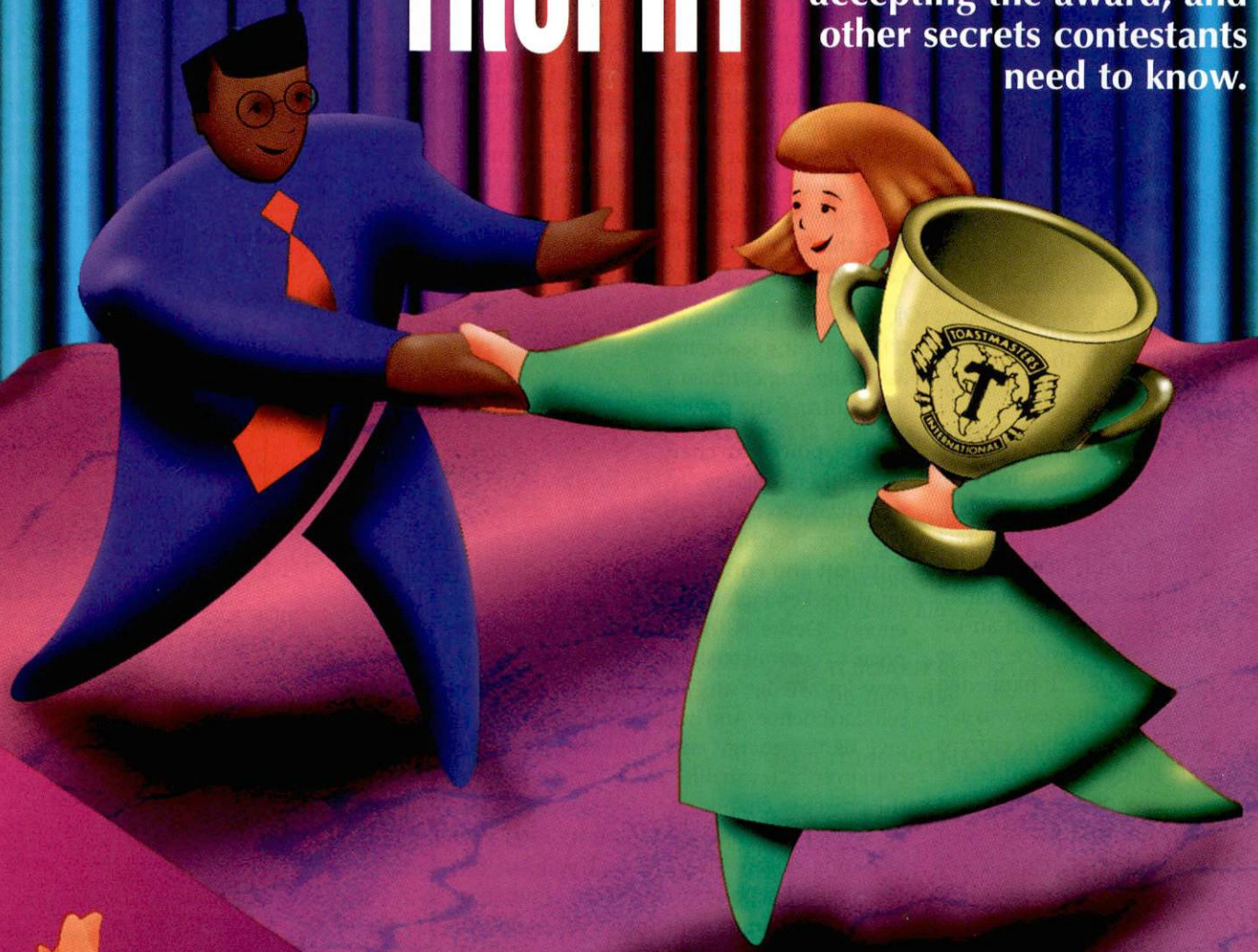


# the Toastmaster®

november 1995

## GRABBING THE TROPHY

Which hand to use when accepting the award, and other secrets contestants need to know.



**STOP WORRYING AND START LIVING**  
How to convert worry and all its relatives into positive energy.

**SCARED SPEECHLESS**  
One Toastmaster's tale of overcoming shyness.

## The Power To Change



In 1959, Ralph Smedley wrote this in the opening of his book, *The Story of Toastmasters*:

“As I look back over half a century of connection with the Toastmasters movement, I am impressed by the fact that a simple idea, put to work in so simple a manner, has grown into such an instrument of service for so many people. I happened along when the need was evident, and my fellow citizens were ready to recognize it.”

Many of the truly great ideas are simple and clear in purpose. I believe our organization’s greatest strength lies in our member-focused mission. The knowledge, experience and self-confidence our members derive from the Toastmasters program not only gives them the courage to change their own lives, but gives them the desire to help others change as well. Our organization’s founder believed we should apply the talents and skills we acquire

in Toastmasters to... “build a better world, through building a better society made up of individuals who must act in groups.”

In this issue you will read how our program can change a person’s life (“Scared Speechless,” page 24). The happiness we derive from Toastmasters lies in the journey, not the destination, because we never really “graduate.” There is always a new challenge, a new opportunity, a new goal to be met.

Most people join a Toastmasters club with a clear-cut goal of improving their communication skills. But those of us who have stayed the course (and realized that there really is life after the CTM), had to set new goals periodically. We had to go through four stages:

1. Developing communication skills;
2. Developing leadership skills;
3. Enhancing confidence and self-esteem;
4. Acquiring the power to change.

The power to change our lives, and to help others change, is the greatest gift our organization can bestow on its members. However, reaching this goal requires commitment and enthusiasm, which in turn rely on three key factors – desire, confidence and energy. Desire is the willingness to pay the price, to commit to sharpening our skills. With new knowledge and experience we develop self-confidence. And desire and self-confidence give us the energy and momentum to overcome obstacles in life. In short, we develop the power to change.

Several years ago the U.S. Army used as its recruiting slogan: “Be... all that you can be.” This simple but powerful statement captures the essence of self-improvement. The joy of helping people change is what keeps many long-time members active in their clubs.

As Dr. Smedley once noted: “We work together to bring out the best in each of us, and then we apply those skills to help others.” To the many Toastmasters who are living testimony of the power to change... I salute you!

Ian Edwards, DTM  
International President

# the Toastmaster

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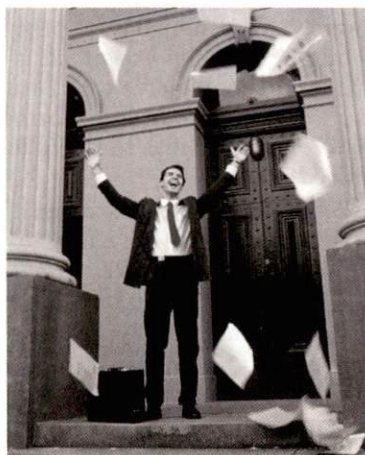
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**WHO SAYS YOU HAVE TO LIGHT IT?**

Congratulations for publishing "The Cigar as a Prop" (May '95). This is in keeping with Toastmasters' stated purpose of helping members to "...achieve whatever self-development goals they may have set for themselves." In the Letters section of the September issue, two members unfortunately used the article as a soapbox for a smoke-free society:

Mr. Landau said he reads *The Toastmaster* to be informed. Although he was offended, he, in fact, also was informed about using a cigar as a prop.

And Mr. Landmaid mentioned the advertising figure Joe Camel, which has nothing to do with "The Cigar as a Prop." And kids smoking? Toastmasters must be 18 years old - they are hardly kids.

Both of them missed this important part of the article: "Okay, so cigars are politically incorrect... But who says you have to light the thing?" And even if you do, how many puffs can you take while speaking for six minutes?

As a cigar smoker, I made the motion to make our club non-smoking with a 10 minute break. Everybody's happy!

Paul J. Sander, ATM  
Ocotillo Club 68-3  
Phoenix, Arizona

**ENCOURAGEMENT FOR THE INCARCERATED**

It is very easy to become lethargic and self-condemning while incarcerated, but I have found that participating in the weekly Toastmasters meetings has alleviated this

prospect greatly. I now have an outlet to express myself.

As a Toastmaster, I've been able to speak on subjects that not only entertain, but motivate myself and the listeners into thought or action. The desire to strive for Toastmasters awards has motivated me to excel at club and district levels. But the real rewards are the "well dones" - hugs or pats on the shoulder from guests and peers.

I've gained a positive outlook that has inspired me to continue to be challenged, committed and confident! I feel ready for the world upon my upcoming release and will be a Toastmaster for life.

Jeffrey Lee Mays, CTM  
Walking Tall Club 9252-18  
Wilmington, Delaware

**STRIVE TO STAY**

Toastmasters has helped me more than in my public speaking skills. It has improved how I function at work and in life in general.

When I look back at where I started, I realize how far I have come in Toastmasters. The road ahead seems just a little easier now. If you stay the course, eventually you can learn from your mistakes. Keep striving!

Michael Charton, ATM  
Morristown Club 3540-46  
Morristown, New Jersey

**SHAREWARE FOR THE VPE**

I am sure there are many Vice Presidents Education who desperately wish, like I used to, for a simple solution to planning educational activities and meetings that give members an equal chance of participation.

To help them (well, to help myself really), I created a small MS-DOS program, "TM Planner," that records membership details, educational activities and best of all, automatically plans agendas that encourage members to obtain their CTMs.

Any club that wishes to obtain a copy of "TM Planner" can download it from CompuServe's PR Forum or send a blank, formatted floppy disk to the following address:

Hong Kong Achievers  
Toastmasters Club  
GPO Box 6897  
Hong Kong, Hong Kong  
Joseph Sweeney  
Hong Kong Achievers Club 9567-U  
Hong Kong, Hong Kong

**CTM CEREMONY WANTED**

Our club would like to provide special recognition to members achieving CTM status. If any club has developed a CTM ceremony, please share it with us.

Betty Sue Shane, CTM  
TECO Noonlighters Club 7897-47  
P.O. Box 111  
Tampa, Florida 33601

**AVOID AMERICAN SLANG**

Once again, articles in this magazine have raised the specter of mutual incomprehension between those who speak different versions of the English language.

Toastmasters is an international organization, and while I am well aware that most clubs are American and Canadian, there remain a large number of us, scattered all over the globe, who have different linguistic backgrounds.

So, in the interest of better communication, please avoid phrases that invoke blank incomprehension. For example, Susan Wharton Gates' article in the May '95 issue is excellent, offering informative and useful advice on conference speaking - until the very end, that is. She throws in the phrase, "Surprise your listeners with a seventh-inning stretch."

A what? None of seven dictionaries can enlighten me. Nobody in my erudite circle of friends are aware of the meaning. We presume it is a phrase from some peculiar American sporting field, but its relevance to conference speaking eludes us all. The result? A shrug and a tendency to forget the whole article.

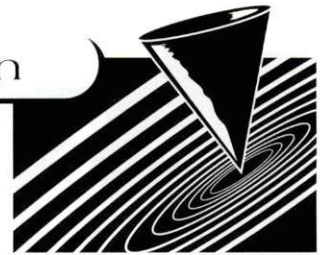
Brian M. Hodgkinson, CTM  
Limassol Club 1768-U  
Limassol, Cyprus

**STEREOTYPICAL COVER**

The July issue's main theme is on building membership. However, the cover photo fosters the old stereotypes of gender and profession, with a woman wearing a nurse's uniform and a man dressed in physician's garb. The fire fighter, construction worker and police officer are men, yet many women also work in these professions. Finally, where are the older women portrayed?

These may seem like petty observations, but they immediately caught my attention. I know we can do better than this as Toastmasters.

Jean M. LeMire, CTM  
Gainesville Club 3019-47  
Gainesville, Florida



Toastmasters membership involves leadership, cooperation and working together for a common goal.

by Jim Carmickle, ATM

## What Have You Done For Your Club Lately?

■ EVERY SIX MONTHS OR SO YOUR TREASURER is supposed to give you a written notice that your semi-annual Toastmasters dues are due. You gladly pay them because you want to remain active as a member and support your club, keeping it healthy and vital. You also pay because you know you're receiving full value for your money.

Ask most Toastmasters what their club has done for them and they will respond with comments like, "I can think more clearly and formulate responses better"; "I feel more at ease speaking in groups and one-on-one"; "My confidence is building weekly"; and "I've found many new friends."

I have heard this question numerous times and the answers are usually quite similar. The question I have not heard as often is, "What have you done for your club?" Occasionally it crops up, and the usual responses are, "I pay my dues"; "I try to make it to most meetings"; or "I fulfill my assignments to the best of my ability."

Frankly, my dears, that is not good enough. Certainly you need to honor your commitment to yourself and your club by doing the best you can and learning as much

as possible. It doesn't take long in Toastmasters to make great strides in these areas. In just a few months you can complete your CTM manual and move on to the advanced manuals. But Toastmasters is more than that; it involves leadership, cooperation and working together for a common goal. And, yes, it involves "pay back."

While you were improving your speaking skills, others were running your club. Usually, they were experienced members who agreed to help with the work necessary to keep your club operating.

Every six months in some clubs, and annually in others, the Nominating Committee seeks members to fill the elected officer positions. You may have been approached in the past. What did you say then? "No thanks"; "I'm too busy"; or "I wouldn't know what to do"?

The next time you are asked to serve, consider these options: "The club needs officers as much as I need the club"; "My fellow members have supported me in my speaking assignments, so I'm sure they will help me as a club officer"; and "Perhaps I will gain leadership skills and experience

that will help me in other aspects of my life."

Yes, yes, yes, all of the above. Remember the more you do the more you learn. It takes all the club members working together and sharing responsibilities to ensure that everyone gets the most out of Toastmasters.

So next time the Treasurer sends you that familiar invoice, "Your dues are due," pay it. And the next time the Nominating Committee asks you to do something for the club, do it! You will be glad you challenged yourself to learn and contribute more to your club. After all, it has given you so much! T

*Jim Carmickle, ATM*, is a former member of the Sunrise Speakers Club in Red Bluff, California.

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**I** didn't know you could be so persuasive!"  
"You aren't there yet, kiddo!"

Two comments from two different people about the same speech given in two different venues – that was the beginning of my education as a volunteer for the local Toastmasters Speakers Bureau. Since then I've learned that an active speakers bureau can benefit the individual volunteer, the local club and Toastmasters International. Since my experience is probably typical, I'll use it to illustrate what I mean.

I needed three speeches to non-Toastmasters groups as part of my ATM qualification. Our Toastmasters Speakers Bureau could provide the necessary contacts. I decided to sign

by Maggie Kelly, CTM

# Speaking Up for the Speakers Bureau

Speaking to groups outside Toastmasters is a great way of learning new skills and promoting the organization.

up, go out on three assignments, and drop out as soon as my personal objective was met.

Having added my name to the speakers bureau roster, I was like the cartoon character, Cathy, who never seems to have the right outfit for the next special occasion in her life. I kept going through all my "speech closets," trying on ideas, but nothing seemed suitable. Finally, I found an old favorite. It just needed a little refreshment with some up-to-date statistics: I could accessorize it with a few visuals and preview it at my local club meeting.

After that preview, I felt as if I had worn a cocktail dress to a country barbecue. My mentor explained (in diplomatic Toastmasters terms, of course) that my topic was too limited to be good speakers bureau material.

After two months of quiet desperation, I turned to our local bureau chair. She helped me assess possible topics in a creative way. Her clients were looking for humor, information and/or motivation. As a result of her counseling, I came up with not one, not three, but five topics that I listed with her.

Once again, I previewed one topic in the safety of a Toastmasters meeting. This time, the review was positive. Several people said they would act on my recommendations. One person even told me, "I didn't know you could be so persuasive!"

Two weeks later, I took that speech with me as my first bureau assignment. I arrived early to assess the hall and meet the people. One member introduced himself as the newly retired professor of speech at a local college. We chatted for a while, and when I suggested he might be interested in Toastmasters, he demurred, saying he had heard enough speeches to last the rest of his life. I should have been warned.

Afterward, audience members shook my hand and offered kind comments. I gathered my material, ready to leave. Suddenly,

there was the professor. Wordlessly, he dropped a slip of paper in front of me and walked away. I looked down at his words: "You aren't there yet, kiddo!"

Where was the "there" I had not arrived at? Being introspective and (I hope) honest, I began an evaluation process that continued through subsequent speeches. That has led to the following conclusions about the benefits of being in a speakers bureau:

**1** As speakers bureau volunteers, we can prevent the strength of Toastmasters from becoming our weakness. The strength of Toastmasters is in its founding principle of providing a "mutually supportive and positive learning environment." The evaluations we receive are constructive. Our best efforts are encouraged. However, when we leave that Toastmasters environment, we find that our best efforts are expected, not just encouraged.

**2** As speakers bureau volunteers, we increase our strength and flexibility. Re-



my club know that I get physically tense when I'm excited and perceive that as, "That's just Maggie." While they perceive me as excited, others might perceive me as uncomfortable. (This might be what the good professor meant when he said that I was not yet "there.")

**5** As speakers bureau volunteers, we can increase the range of our skills. We may have to learn new skills and employ different gestures, expressions and manners if we are to be fully effective with a different group of people.

In addition, a speakers bureau performs a vital public service by meeting the information and program needs of other community organizations. By doing so, it enhances the stature of Toastmasters in the community at large.

In short, an active speakers bureau is a dynamic public relations opportunity. We become living proof of the value of Toastmasters. The speaking skills we demonstrate often generate membership interest. We should be prepared on each assignment to provide membership information.

The professor's comment to me generated a continuing, critical self-assessment as well as an assessment of the speakers bureau program itself. Each speakers bureau assignment can give us another opportunity to grow individually and as a part of Toastmasters. That is why, although I have met the "outside speeches" requirement for my ATM, I plan to continue speaking up for the speakers bureau. **T**

*Maggie Kelly, CTM*, is a member of Evergreen Club 333-32 in Tacoma, Washington.

*"We may have to learn new skills and employ different gestures, expressions and manners if we are to be fully effective with a different group of people."*

ardless of our assignment in Toastmasters, our audience generally is attentive and positive. However, when we leave that environment, we stand alone. It is our job to create a focus and maintain the interest of the audience. Like the good professor, most people in other organizations are there for reasons other than listening to speeches.

**3** As speakers bureau volunteers, it's easier to avoid the complacency caused by speaking to people who know us well. A familiar audience, such as your fellow Toastmasters, form expectations and perceptions of us that become filters through which we are evaluated. If people in a familiar group expect us to do a good job, they may assume we have done a good job even when we have not.

**4** As speakers bureau volunteers, we develop new ways of assessing our effectiveness. We may have a peculiar manner or attitude that is accepted without challenge in our local club. For example, members in



# Worrying & Sta

How to convert worry and all its relatives – fear, dread, anxiety and the formless furies – into positive energy.

by Marshall J. Cook

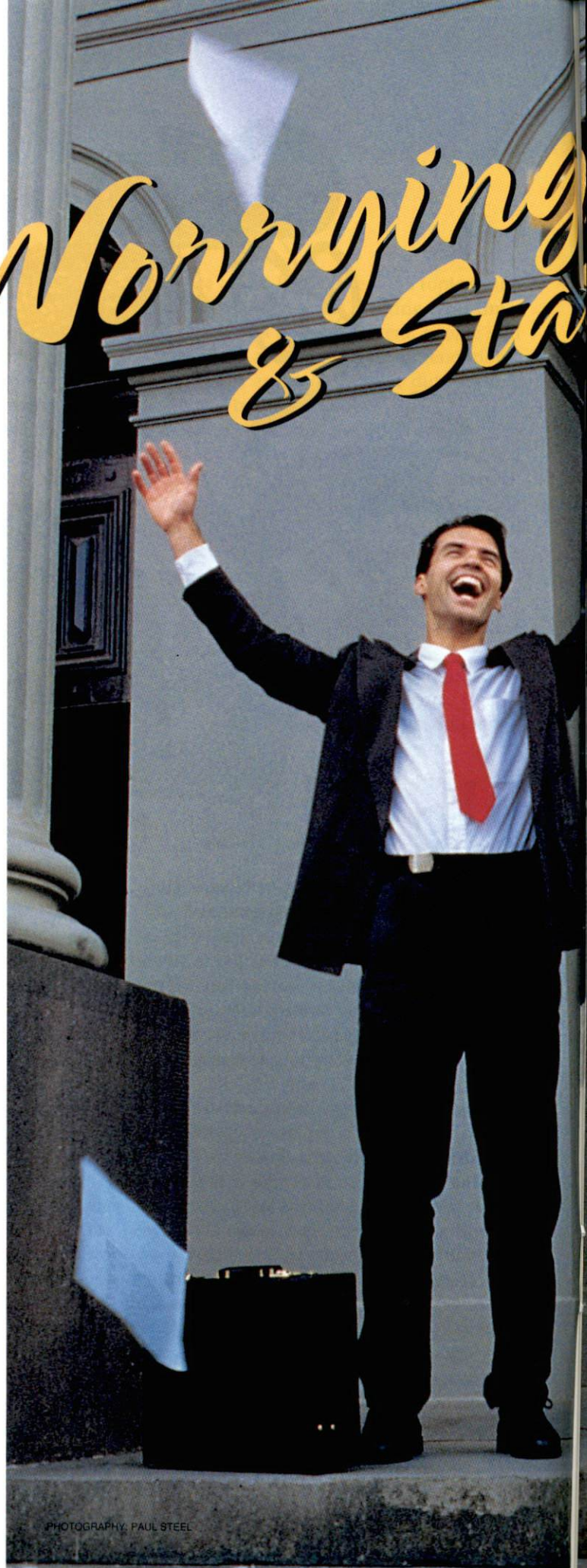
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**W**orry steals your time and energy. It hides in the shadows, disrupts your rest, damages your ability to make decisions and steals the pleasure and satisfaction you should derive from work and play. When you worry, you don't plan, work toward a goal, or engage in positive thinking. You obsess on a problem, imagine the worst, fail to make decisions and avoid action.

Worries tend to fall into one of three categories: **big or small decisions you must make** ("Should I be a writer or operate a fast food franchise?"; "Should I order a salad with low-calorie dressing or have the double cheeseburger and fries?"); **actions you must perform** (give a business presentation or attend a social gathering); or **events largely outside your control** (nuclear weapons or holes in the ozone layer). The worries in the third category tend to be considerably larger but they are also less immediate and therefore probably take up less of your psychic energy than the more immediate concerns.

Whatever you're worried about, next time the anxiety erupts, consider the following steps as a way to turn that anxiety into positive energy:

**Don't resist or deny the fear.** You'll only send it underground, where it will fester and resurface, stronger than ever, to attack when you're most vulnerable. Face your fear. Let it wash over you. As you stop fearing the fear, the panic will subside. Worry will have done its worst.







**Give the fear specific form and substance.** Sometimes fear comes disguised as formless furies, vague dread or anxiety that can shake you out of a sound sleep and leave you wide awake until daybreak. Or it may take on a specific but false aspect.

**Track your fear to its true source.** Give it a name. If it helps, write the worry down, as specifically as you can, on a small “worry card.” Now you can begin to deal with your fear effectively.

**Push the fear to the ultimate.** The fear doesn’t exist apart from you. It’s a reaction that takes place inside you. Since you created it, you can use it, re-channel it or diffuse it. Personify your fear and let it wear a face. Picture it sitting across the table from you. Ask it the first big question: What’s the worst you can do to me?

The bomb would drop directly on you. If you eat the double cheeseburger and fries, you could drop dead of a heart attack before getting out of the restaurant. Now ask the second big question: What are the odds? Okay, you probably wouldn’t die right there in the burger joint, but you might get a bad surprise the next time you step on a scale.

**“The fear doesn’t exist apart from you.  
It’s a reaction that takes place inside you.”**

**Figure out what, if anything, you can do.** Any possible decision you can make must fall into one of three categories: do something now, do something later, or do nothing.

Deciding to do nothing is different from doing anything because you failed to decide. If you examine the situation and determine there’s nothing you can do, you can relieve a great deal of your anxiety. If you refuse to decide, you’ll go on worrying.

**Brainstorm all possible options** (including options that involve doing nothing). Play with the possibilities. You could decide, for example, to write a check to one of the organizations that monitors world traffic in fissionable material and thus help fight the spread of nuclear weaponry.

With the burger-versus-salad debate, you could decide to eat the cheeseburger and fast for the rest of the month. You could decide on a compromise – single cheeseburger, with tomatoes and onions, no fries. You could decide to eat the salad but steal bites of your friend’s burger. Choose the option that seems best. Then put the matter out of your mind. Every time the worry comes back, remind yourself, “I’ve already decided about that.”

**Live with your decision.** Make each decision only once. If you decide to eat the cheeseburger, enjoy the cheeseburger. If you decide on the salad, plunge into the salad. If you decide not to eat at all, savor the pleasure of

## Tear Up Your Demons

virtuous fasting. Whatever you do, do it wholeheartedly, and then get on with your life.

### Act in spite of the fear.

Since you feel your inner fear but see only the composed masks of others, you may assume that nobody else worries, that you're the only one plagued by formless furies. But most folks get them. They can't see yours, either, so they probably figure you're cool and calm unless you choose to tell them otherwise.

Courage isn't lack of fear. Courage is acting despite and through your fear, rechanneling that fear into energy and alertness. Don't pretend to yourself that you're not afraid. Experience your fear fully. As it runs its course, a gentle calmness will slowly replace it.

Worry comes in many forms and stems from many causes. Here's a guide to five of the more common subspecies and how to treat them:

**Worry festering out of ignorance.** You can't imagine any good outcome of your present situation. You're either sitting on the horns of a dilemma (two options, both bad) or you're trapped in a box (no options – no way out).

Don't worry. Learn. Seek information. Develop a list of options. There may be several ways off the horns or out of the box. You just don't know enough to see them yet, and your worry prevents you from even looking. As you gather possibilities, don't allow yourself to reject any of them (the automatic "this will never work" reflex). When you've assembled your list, choose the best option and act.

**Worry lurking in the future.** You're worried about a problem but can't do anything about it until later, leaving you with no way to dispel the anxiety now.

Don't worry. Defer. Write down the specific time when you'll take action. Then set the problem aside. Every time the worry returns, gently remind yourself that you'll handle it at the appointed time.

Here are three exercises to help you confront and dispel your worries.

#### 1. List five to ten actions from your past that you truly regret.

Ask of each regret, "Is there anything I can do now to undo the damage?" If there is, write down exactly what you'll do to it. If you've done all you can, let your regrets go. Tear up the paper. Scatter the pieces.

#### 2. List five to ten things you used to worry about.

Take a slow stroll through your list, asking yourself these questions about each entry:

- Am I still worried about this?
- How was the problem resolved?
- Which of my specific actions or decisions helped resolve the problem?
- Did it simply resolve itself?
- Did I just have to learn to live with it.

Review your answers. Do you see a pattern? You'll probably discover that worry did little to help, but specific action and the healing power of time may have helped a lot.

#### 3. List five to ten things you're worried about right now.

They can be big or small. Ask of each item:

- Will worry help in any way?
- Which actions can I take to help resolve the problem?
- Will the problem resolve itself?
- Will I just have to learn to live with it?

Keep the papers that contain specific actions you've decided to take. Put the others in the shredder. If you can honestly tell yourself that worrying – not deciding, not planning, not acting – has helped you in the past or can help you now, go right on worrying. If you can't find any use in worrying, let the worry go and start using all that energy to live instead.

**Worry focused on the past.** "If only I had..." "Why did I..." "How could I have...?" But you did or you didn't. It's done or it isn't done.

Don't worry. Release. Is there anything you can do to make the situation better now? If so, write down the action, with the specific time and place you'll do it. Then be sure to keep your appointment, or you'll soon learn to disregard anything you write down on a card. If there's nothing you can do, or if you decide to do nothing, let it go. Don't wallow in regret. As fear looks to the future, remorse dwells in the past. They are the same crippling response facing opposite directions.

**Worry feeding on inertia.** Action deferred can be worry compounded. The longer you put off the confrontation, the stronger your worry will become and the harder it will be to overcome it.

Don't worry. Act. Even a "mistake" is often better than doing nothing. If you can't act now, write down the date and place you'll act and the action you'll take. Keep that appointment. Deal with it and get on with it.

**Worry thriving on evasion.** Decisions carry price tags. Whatever choice you make, it will cost you something. You don't want to think about the consequences, so you put off the decision, letting your worry thrive in the vacuum you create.

Don't worry. Pay. Calculate the cost of your decision as best as you can – in time, energy, money and relationships. When you decide on a course of action, decide also to pay the price – and then pay it promptly. **T**

**Marshall J. Cook** is a professor at the University of Wisconsin-Madison Outreach where he teaches workshops on creativity, writing, and publishing. This article is condensed from his book, *Slow Down... and Get More Done*, published by Betterway Books.



Resolve to make your speech's ending "take home" material.

# The Final Touch

by Amy Walton, ATM

■ HOW OFTEN HAS THE FOLLOWING SITUATION happened to you?

You're a part of an audience who is completely captivated by a moving, fairly dynamic speaker. The presentation started out with a bang, as the speaker magnetically drew the attention of the group. The speech is well-presented, including an excellent command of gestures, vocal variety and word usage. You are totally mesmerized, hanging on to every word, eagerly anticipating the big finish, when... what happened? Is the presentation over? What kind of an ending was that?

Unfortunately, even the most capable speaker can leave his or her audience hanging at the end of an otherwise outstanding speech. Yet one doesn't need to be an expert to create and deliver a powerful, conclusive ending. By keeping in mind the purpose of your speech and by having a working knowledge of general ways to conclude your speech (customized to your particular presentation, of course), you "tie the knot," so to speak, at the end of your talk, leaving your audience both satisfied and focused.

And remaining focused is the speaker's primary purpose when reaching the end of his or her speech. In her book *Speak Up With Confidence!*, Carol Kent writes about the effective conclusion:

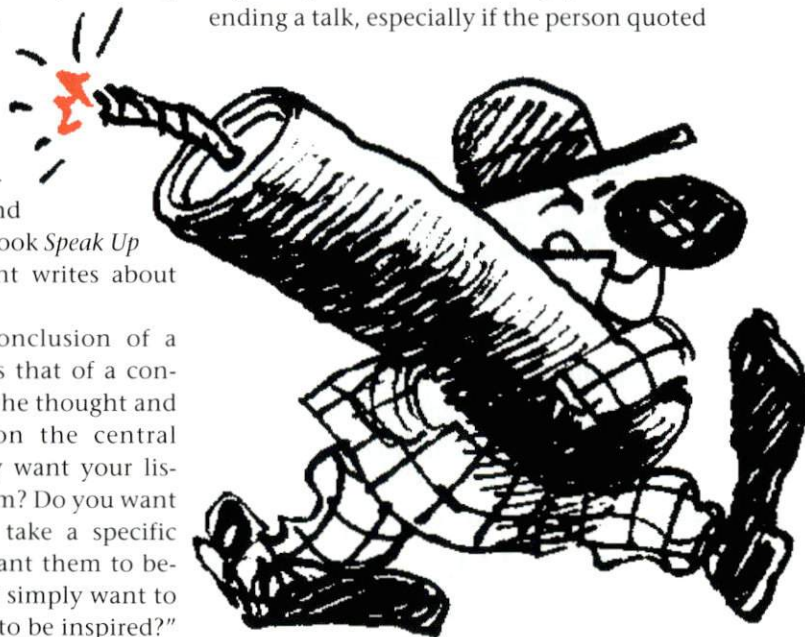
"The purpose of the conclusion of a speech is much the same as that of a convention. You want to focus the thought and feeling of the audience on the central theme...What do you really want your listeners to take away with them? Do you want them to be challenged to take a specific course of action? Do you want them to believe in something? Did you simply want to inform them? Do you want to be inspired?"

Many novels have endings that remain etched in the minds of their readers. Lewis Carroll ended *Alice's Adventures in Wonderland* with a thought-provoking question: "Life, what is it but a dream?" In *Gone With the Wind*, Margaret Mitchell concluded with "After all, tomorrow is another day." And Charles Dickens wrapped up his classic *A Christmas Carol* with, "And so," as Tiny Tim observed, "God Bless Us, Every One!" Each of these endings tends to stay with the reader, leaving a sense of finality and assurance of the author having achieved his or her purpose.

Speeches, too, should leave their listeners with that same conclusive feeling. When preparing the end of a speech, keep in mind your audience, topic and purpose. Here are some common techniques that can help you effectively conclude your next presentation:

## QUOTATIONS

A good quotation can be very powerful for ending a talk, especially if the person quoted



***“When preparing the end of a speech, keep in mind your audience, topic and purpose.”***

is renowned. Select a quotation that expresses the main point of your speech and will add “punch” to your ending. There are many excellent quotation books available, including *The New York Public Library Book of 20th Century American Quotations* (1992) and *The Harper Book of American Quotations* (1988).

Several famous speakers have used quotations to conclude their speeches, often making the words more well-known than they previously were. Who can forget the final words of Dr. Martin Luther King, Jr.’s “I Have a Dream” speech: “Free at last! Free at last! Thank God almighty, we are free at last!” The late civil rights leader borrowed his lasting words from an old Negro spiritual; who can deny the impact they’ve had on people?

In 1976, U.S. Congresswoman Barbara Jordan delivered the keynote address at the Democratic National Convention in New York City. To conclude her rousing speech on people in search of national community, Jordan chose to cite Republican President Abraham Lincoln: “As I would not be a slave, so I would not be a master. This expresses my idea of Democracy. Whatever differs from this, to the extent of the difference is no Democracy.”

Quotations, when carefully used, can impact your audience!

#### **REITERATE THE MAIN POINTS**

In the final minutes or seconds of your presentation you have one more opportunity to emphasize your main point. Simply reiterate

the main points of your speech, adding extra emphasis to accent their importance. Of course, you can always add a challenging question or a quotation following the summary of the main points, but the key idea is to stress the primary ideas before your time is up.

#### **PLAN OF ACTION**

There may be occasions when you need to present the audience with specific action steps. For example, you could give a step-by-step plan for closing a sale or offer a specific plan for someone who is changing careers. Such a plan should be specific, stating that in order to accomplish a certain objective, a person needs to do steps one, two, three and so on.

#### **A THOUGHT-PROVOKING QUESTION**

A thought-provoking question is another excellent way of concluding a speech. For example, look at the ending used by college student and rape victim Peggy Dersch in a speech she gave concerning society’s attitudes toward rape victims:

“I ask you to consider how you would act if your sister, or daughter, or wife, or someone else you loved were raped. How would you treat her? And how are you going to treat me?”

Another example can be found in the conclusion of a presentation given in 1987 by television producer Norman Lear:

“The problem isn’t Martin Siegel’s alone. It is ours. We have found the Holy Grail and it is the Bottom Line. Do we want it? Must we continue cashing in the commonweal for the *Commonwheel* of Fortune?”

#### **A DECLARATION OF PERSONAL INTENTION**

If you are addressing a cause or a problem, you may want to wrap up your talk by stating what *you* plan to do about the issue. By stating *your* personal intention, you may challenge your audience to do the same. For example, if your presentation focuses on the importance of protecting the environment, you might conclude by stating the steps *you* will take toward this important task. You might say, “I realize that you are probably wondering what you can do to preserve our planet. Here is what I’m doing, and I challenge you to do the same.”

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This method can work nicely with the "plan of action" method, and it can really challenge your listeners.

#### A RELEVANT STORY

Most people enjoy a good story, especially if it is interesting, brief and focused on the presentation's main point. Stories can definitely leave an audience clinging to the end of a speech.

In my speech on the importance of goals, I concluded with a story I felt really emphasized my main point. That story, whose author is anonymous, is as follows:

"When God made the oyster, He guaranteed its absolute economic and social security. He built the oyster a house, its shell, to shelter and protect it from enemies. When hungry, the oyster simply opens its shell and food rushes in. The oyster has freedom from want.

"But when God made the eagle, He declared, 'The blue sky is the limit; build your own house!' So, the eagle built on the high-

est mountain. Storms threaten every day. For food, the eagle flies through miles of rain and snow and wind.

"The eagle, not the oyster, is the emblem of America."

Use an occasional story to end a speech. Your audience will totally *absorb* the main point!

For beginning speakers, the conclusion is often the weakest part of the speech; but it can be a "dangler" for seasoned speakers, too. By focusing on the main point of the speech, using an appropriate method for ending a speech and keeping the ending brief, a speaker keeps the audience's attention to the very end. Although every part of a speech is important, beginnings and endings are crucial to your speech's success. Resolve to make your endings "take home" material! **T**

*Amy Walton, ATM*, is a member of Virginia Beach Club 3267-66 in Virginia Beach, Virginia.

*"Most people enjoy a good story, especially if it is interesting, brief and focused on the presentation's main point."*

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"No way will I be chief judge!" That is often the initial response to the request from the contest chairperson. For too many Toastmasters, being contest chief judge – at any level – is more than they want to tackle.

The job of chief judge does have its responsibilities, at times almost as many as the contest chairperson. The requirements of personnel, materials and equipment can lead to some headaches, but the answer to handling everything is simple: communication.

The absolute first responsibility for a chief judge is to obtain a current copy of the contest rules. Occasionally there are minor changes in the rules that can cause problems when club winners advance to the next levels. A

by Gil Wyckoff, ATM-S



# I'll Be Chief WHAT???

14

Worried about being chief judge at a speech contest?

Read this article and carefully study the contest rules.

copy of the International Speech Contest rules is mailed to club presidents each October and is printed annually in the November issue of *The Toastmaster* magazine (see pages 28-29). Complying with the rules will put you on solid ground in any of the contests.

Much of the **required materials**, including contest rules, is available from the Toastmasters International Supply Catalog. Work with the contest chairman in ordering the following supplies and do it early – everyone will want their supplies at the same time.

- ▶ **CONTEST RULES:** Evaluation, International Speech contests, Table Topics, Humorous Speech contests and Tall Tales.
- ▶ **FORMS** for contestant certification, timers and counters, judging ballots (including tie-breaker ballots), time and light procedures, and biographical information sheets. These are included in the Speech Contest Kit #1169 available from World Headquarters. (Rules and Judges' Guide and Ballot forms for other than the International Speech contest are not included in this kit and must be ordered separately.)

**Equipment requirements** are few: two sets of timing lights and two stop watches.

Why two? Electrical and mechanical equipment is frequently subject to Murphy's Law, failing at the most inappropriate times. A sudden light or watch failure can spell disaster for the best of contestants. (If a sightless contestant is competing, the rules state the contestant must provide an audible signal if requested.)

**Personnel** for which the chief judge is responsible:

- ▶ **JUDGES:** The international speech contest rules require that judges at the area level and higher be Toastmasters in good standing since July of the previous year, and have completed six or more speeches from the Communication and Leadership manual. If practical, at area, division and district contests, judges should be selected from clubs, areas or divisions not represented by a contestant.

For contests at the club level, you may be able to interchange judges and other officials with other clubs. This can be a lifesaver for smaller clubs, that have a hard time providing both contestants and contest officials.



- ▶ **TIMERS, BALLOT COUNTERS:** Minimal experience is acceptable.
- ▶ **TIE-BREAKING JUDGE:** This Toastmaster rates all speakers. The tiebreaking judge should be briefed privately since his or her identity is known only to the chief judge. The ballot, with envelope, is given to the tie-breaking judge ahead of time, and only the chief judge collects the ballot from this person.

Communicate with all these people. They must confirm well ahead of the contest date that they will attend and fulfill their appointments.

There remains only one more hurdle for the chief judge to clear – **briefing the judges and officials**, usually with the contest chairman. Use a written script. Without it the briefing may degenerate into a hassle of missed items and misinformation. The script should include:

- Instructions for using the ballot
- The “silent period” for judges to rate contestants
- Directions to the timers, and the times allowed
- Handling protests
- Instructions to the counters
- The Toastmaster’s announcement of contestants
- Order in which contestants will speak (from the contest chairperson’s briefing of contestants)

If the Chief Judge also is briefing the contestants, these items should be in the script and read to judges and officials first:

- Contestant eligibility
- Contestant certification and quoted materials
- Speaking location, microphone usage
- Interviews conducted by the Toastmaster or contest chairperson
- Announcement of results
- Drawing for speaking positions

After reading the script, ask for questions and hand out the various forms.

At the end of each contest, the ballot counters and chief judge collect ballots and leave the room to count the ballots. The Chief Judge verifies the counts, opens and reads the tie-breaker ballot if required, and

reports the winners to the contest chairman (or whoever is to receive the report). The results are confidential until announced.

With preparation and communication even the most reluctant Toastmaster can find the job of chief judge a satisfying way to become a more capable and complete Toastmaster. **T**

*Gil Wycoff, ATM-S* is a member of New Braunfels Club 1722-56 in New Braunfels, Texas, and Seguin TLC Club 5033-56 in Seguin, Texas.



## Timing Speeches with guesswork is Dangerous!

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**W**hile watching the Academy Awards one year, I noticed an actor, whose name I'll withhold to save embarrassment, make a terrible blunder. "How could he do that on national television?" I said to my wife. She didn't think it was a big deal. The newspapers evidently agreed because it never was reported. The television stations overlooked it. The talk shows didn't even cover it. How could they have missed it? Didn't anyone notice that this award-winning actor grabbed the trophy with his right hand?

Anytime you're given a trophy, certificate or any other prize, grab the object with your left hand, so your right is free to shake the hand of the presenter. This will avoid the possible misfortune of dropping your beautiful award when you have to transfer it. However, this is something many Toastmaster contestants don't get enough practice on. Getting a trophy (or even dropping one!) is an opportunity every contestant would love to have.

In my years as a contestant, I've learned a lot of secrets that have given the winner an edge over the rest of the field. The Best Speaker Award may not go to the best speaker, but certainly to the one who is best prepared and understands what it takes to be successful. In order to grab the trophy with your left, you have to do a lot of other things right.

### STUDY THE JUDGES' FORM

A couple of weeks before a contest, a club member gave me a piece of paper. After glancing at it I started getting nervous. I said, "I'm not supposed to have this. If I win, I want to do it fairly." My friend quickly settled my nerves by saying that the form he had just given me is perfectly all right to look at. The form I was holding was the Judges' Ballot.

Now I knew what I was going to be judged on. I knew that the content of my speech would count for 50 percent of my presentation, with organization counting for 20 percent. I learned that my appearance, grammar and voice flexibility were going to be judged as well. As I wrote my speech, I referred back to the ballot form asking myself, are my thoughts original, is my purpose achieved and is the structure of the speech developed? I needed to make my speech, as well as my shoes, polished. However, the former was going to take a

lot more work. Whether you're competing in the Humorous, Evaluation, Table Topic or International Speech Contest, study the judges' ballot form and learn from it. By knowing what the judges look for you can gain an edge over the competition.

### CHOOSE A FRIENDLY TOPIC

When *The Toastmaster* magazine, after polling its readers, featured Rush Limbaugh as one of the year's five outstanding speakers, the magazine received many angry letters. Why? Because Rush Limbaugh is controversial. Many people don't like him and are turned off by anything he says. If I were to quote from him during a speech contest, the judge sitting in the third row may be turned off as well. It might be better to quote from another outstanding speaker, Jack Kemp, who shares many of the same beliefs as Limbaugh, but who isn't as controversial. So when choosing a speech topic for a contest, take a lesson from your com-

puter and make it user friendly. Your speech on abortion might be a good one, but the person with the ball point pen may not agree with your point of view. Although biases should be kept out of the scoring card, every judge is human. Choose a topic you believe everyone will enjoy and personalize it with a story. When I baby-sat for my niece she asked me to read her a story – she didn't ask for a lecture. Stories are memorable and that's something you want to be.

### GET A PROPER INTRODUCTION

If my friend were an author, he wouldn't be concerned about changing his name. However, when Geoff Richard gives speeches, his name becomes Jeff Rashard. All he cares about is that the Toastmaster pronounces it correctly, since the audience will not see it in written form. If your name is Bakke, Gautreaux or Pfanstiehl, you may want to write your name to Bockey, Go-Tro or Fine-Steel when giving it to the Toastmaster. It will make her job much easier, and your parents will be impressed that someone pronounced your name correctly. Before the contest begins, ask the Toastmaster to pronounce your name and speech title. Is the emphasis where it should be? Is the title of your

# GRABBING THE TROPHY

## And Other Secrets Contestants Need To Know

by Paul W. Mellor, ATM





ILLUSTRATION SHERMANART

speech, "Stop! Look and Listen!" Is it "Stop!...Look ...and Listen" Or, is it "Stop!...Looooook!...and Listen?" The Toastmaster is your teammate. Make sure she presents you well. Spend a lot of time on your speech title, since this will be the first thing the audience hears about you. I've attended numerous Humorous Speech contests where the audience had a big laugh while the speaker was still in the chair. The title was funny and the people were smiling before the timer had started the clock. That's getting a big jump on the competition.

### SIT BACK AND RELAX

The best seat at a sporting event is in the front row. From there you can see the action and get a feel of the game. However, as a speech contestant in a Toastmasters event, I believe the "cheap seats" are best. By sitting in the back, you can look around at the people you'll soon be speaking to. You can look at the lady in green sitting two rows in front of you and think, "She's about to hear me give a great speech." You can look left to the gentleman in the gray suit and think, "In a few minutes that man is going to laugh at all my jokes." When the time comes for you to give your speech, you'll know the size of your audience. The people looking back at you won't be strangers because you've been looking at them for the past 20 minutes.

Once when I sat in the front row during a speech contest, I thought there were only 10 people in the room. When I was introduced I was shocked to see about 45 people looking back at me. I immediately thought, "Where did they come from?" which isn't a very good thought when you first face an audience. The back row gives you an opportunity to wipe your brow without anyone knowing you're nervous. Also, the long walk to the lectern will get your heart pumping and your adrenaline flowing as you get ready to present your speech. And the applause for you will last longer than for the person who sits up front!

### SEEK ADVICE

One of the greatest things about competing in a contest is the opportunity to fine tune our speech. Usually, after we give a manual speech, we thank the evaluator for his sug-

gestions, even though we never plan to give the speech again. It's time to move on to the next project, we say. But in competitions, we get to use the speech again, unless we're competing in the International Speech Contest where it takes three speeches to be crowned World Champion. In winning the 1994 Region VIII Humorous Speech Contest, I changed my speech after every level of competition. People offered suggestions on how I could improve and many times I accepted them. By acting upon their recommendations the speech became better. If you're getting

ready to enter a speech contest, dust off one of your manual speeches and follow the advice made by your evaluator. If you win at the club level, seek counsel on how to improve it further. Sometimes we think that because we won first-place we should "dance with the one that brung us" and not change a word for the next level. But keep in mind that at the next level you'll go up against other first-place winners, and their speeches might have been changed for the better.

Recently, a large department store opened in my hometown. The company advertised fabulous merchandise and huge savings. Above the doorway is a mammoth sign that can be seen for blocks. The sign reads "ENTER." A Toastmasters contest works the same

way. In order to reap the benefits, and maybe even get a trophy, you must take the first step and ENTER.

Theodore Roosevelt once said, "The credit belongs to the man who is in the arena, whose face is marred by dust and sweat and blood... If he fails, at least fails while daring greatly, his place shall never be with those cold and timid souls who know neither victory nor defeat."

Although the strategies I've listed are no guarantee that you'll walk away with the blue ribbon, they will make your experience as a speech contestant more enjoyable and less frantic. Every event you enter will be a new adventure, and you'll reach greater heights as a speaker. In doing so, you also may be reaching for your trophy - but please, make sure you grab it with your left. **T**

**Paul W. Mellor, ATM** is a member of Richmond Club, 1397-66 in Richmond, Virginia. He is an experienced speech contestant.

**"Study the judges' ballot**

**form and learn from it.**

**By knowing what**

**the judges look for,**

**you can gain an edge**

**over the competition."**



A sense of family gives this club the edge when it comes to recruiting new members.

by Sally Lim, CTM

## Give Your Club a Membership Boost The Bedstone Olympic Way

■ THE MEMBERS OF BEDSTONE OLYMPIC Toastmasters Club believe in the Toastmasters pledge and have done an exemplary job of spreading the word of the enormous values of being a Toastmaster. Here's how we attracted 14 new members in just seven months:

An informal survey of new members and guests showed that most of them heard of Toastmasters through word of mouth; either from colleagues at their workplace or from friends. Once they took the initial challenge to attend a club meeting as a guest, our members encouraged them to stay and join. Guests said they felt at ease, welcomed and supported by the members. They said our club offers a warm, informal atmosphere that makes it easy for guests and prospective members to relax.

Other potential members found out about our club by phoning our Toastmasters information line and learning the names and phone numbers of our President and Vice President Membership. When someone calls for information about Toastmasters, we try to find out about the caller's needs and offer enthusiastic invitations to our meetings.

When the guests arrive, everyone in the club tries to make them feel comfortable. Informative materials about Toastmasters are handed out and the guest is guided along by a club member as to the what and why of the meeting. When the meeting is over, the guest is encouraged to come back. This invitation is repeated by the Vice President Membership later in the week, when he calls to remind the guests that their presence at the meeting was appreciated and to find out how Toastmasters training can benefit them. Once guests become members, they are each

assigned a mentor to guide them through the Toastmasters activities. Our club tries to get new members to give their Ice Breaker as soon as possible after joining, followed by another speech shortly thereafter.

In addition to word of mouth, we have attracted new members by advertising in our local newspaper, at the community hall where our club meets, and by distributing flyers at local fast food outlets.

Our club is definitely a "family." And each member's family is an extension of our Toastmasters family. We regularly hold social gatherings where members and families get together and have fun. We realize activities involved with Toastmasters are time consuming, and that each member needs the support of an understanding family to become a successful Toastmaster. It is always wise to have the families on the Toastmasters bandwagon.

Besides the various means of advertising, our President frequently reminds the club about the number of points in the Distinguished Club Program we have achieved, as well as the number of points each new member would bring into the club. This gives members a sense of competitiveness and motivation to help push our club to the top.

Our club owes its success in recruiting new members to a sense of family. We want our members to join, stay and grow up as Toastmasters. Most of all, our club has fun while we learn to overcome our fears of public speaking. **T**

**Sally Lim, CTM**, is a former Vice President Membership for the Bedstone Olympic Club 7554-42 in Calgary, Alberta, Canada.

*"Each member needs the support of an understanding family in order to become a successful Toastmaster."*

# Making A Change For The Better

**D**uring the past year, Toastmasters proved their allegiance to President Pauline Shirley's theme "Making a Change For the Better." They used the Toastmasters educational programs to teach themselves and others how to be better communicators. In fact, during the past year the organization recorded a record number of educational completions – CTM, ATM and DTM. And while membership growth was less than expected, the organization had a record of 8,171 clubs – up 92 clubs from last year. As of June 30, 1995, the organization had 169,330 members.

During her visits with corporate, community and government leaders in 12 districts, President Shirley received much media coverage. "Most people have heard of our organization," she said. "Toastmasters is no longer the best kept secret." She encouraged all Toastmasters to invite their friends and colleagues to their Toastmasters club and ask them to join.

The Board of Directors didn't just reflect on the past year; it also took steps to ensure the continued progress and growth of the organization. The Board made the following decisions regarding administrative and educational matters:

## BOARD ACTION:

- Reviewed trademark and copyright protection for the names, emblem and materials of Toastmasters International.
- Reviewed the use of the Ralph C. Smedley name by non-Toastmasters groups and recommended that the organization continue to uphold its duty to protect its names and marks.
- Ratified the selection of the Sheraton Chicago Hotel & Towers in Chicago, Illinois, as the site of the 1999 International Convention, to be held August 18-21.
- Announced the selection of Dr. LeRoy T. Walker, President of the United States Olympic Committee, as the 1996 Golden Gavel recipient.
- Considered a request to exclude non-English speech contests from the four District-level speech contests per year maximum requirement and made no change to the current policy which states that, beginning January 1, 1996, Districts may conduct a maximum of four speech contests.
- Reviewed the District assignment to Regions and
- Reviewed qualifications for District Officers and made no changes.
- Reviewed the issue of excess funds or shortage of funds in connection with the Regional Midyear Meeting and amended policy so that if there are any excess funds as a result of the Midyear Meeting, they shall be distributed equally to the participants. If there is a shortage of funds as a result of the Midyear Meeting, such shortage shall be borne equally by the participants. The Regional Conference account shall be used for the collection and disbursement of funds for the Midyear Meeting.
- Amended procedural rules for the Credentials Desk at the District Conference.



Regional boundaries and re-assigned District 22 from Region III to Region V and District 63 from Region VIII to Region V.

- Created a District Officer Conflict of Interest policy.
- Recommended the revision of publications dealing with District and Club newsletters to help ensure that District newsletters focus on the District Mission and Club newsletters focus on the Club Mission.
- Developed an agenda for use at District Executive Committee Meetings.
- Developed a series of recommendations to be carried out before, during and after Area Governor visits to Clubs.
- Recommended changes to District Performance Reports and to the information provided to Districts about these reports.
- Recommended the development of an advanced planning checklist for Districts and International Directors which would help focus on the purpose of International Director visits to Districts and on achievement of the District Mission.
- Made changes to procedural rules for the District Nominating Committee, including changes to help avoid the appearance of bias or impropriety.
- Reviewed the development and marketing of Advanced Communication and Leadership Program manuals, recommending that World Headquarters develop, revise, update or delete current manuals to ensure peak membership interest and use.
- Discussed the Club chartering process and made recommendations for simplifying and enhancing the chartering process.
- Offered suggestions for Toastmasters International promotional materials.
- Discussed the duties of mentors in Clubs and ways to encourage members to serve as mentors.
- Reviewed proposed changes to the New Member Kit and made recommendations for improvement. ①

# Membership Building Materials

Available from World Headquarters

## Success Starts With Toastmasters

This brochure promotes Toastmasters membership to individuals, stressing the personal benefits of participation in Toastmasters. .15¢. Catalog No. 99.

## Why Toastmasters is Smart Business

This brochure promotes Toastmasters membership and clubs to individuals inside business, industry and government organizations. .15¢. Catalog No. 101.

## Bringing Successful Communication Into Your Organization

An impressive colorful folder designed for promoting Toastmasters and building clubs inside business, industry and government organizations. The perfect calling card. .50¢. Catalog No. 103.

## From Prospect, To Guest, To Member

This booklet takes each Toastmaster on a step-by-step how-to journey through the new member recruitment process. .25¢. Catalog No. 108.

## Aspirin or Toastmasters Flyer

This 8½" x 11" flyer promotes improved confidence and public speaking skills through participation in Toastmasters. Set of 50, \$2.50. Catalog No. 114.

## Here's Something That's Got People Talking Flyer

This newly revised 8½" x 11" flyer promotes good communication skills acquired through participation in Toastmasters. Set of 50, \$2.50. Catalog No. 115.

## All About Toastmasters

This booklet discusses the details of the purpose and organization of Toastmasters International and its clubs. .50¢ each. Catalog No. 124.

## Membership Programs Flyer

Gives details of current membership building programs and awards. No Charge. Catalog No. 1620.

## Membership Building Flyer

A simple framework for conducting a club membership building program. No Charge. Catalog No. 1621.

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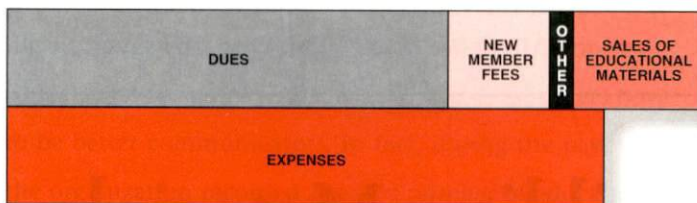
# financial report

The financial statements of Toastmasters International were audited by the independent certified public accounting firm of Frazer & Torbet. The statements were prepared in conformity with generally accepted accounting principles.

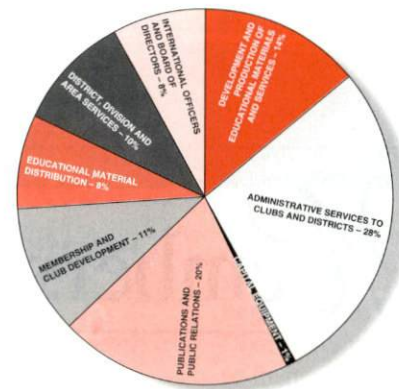
The Board of Directors of Toastmasters International controls the organization's funds and, with the Executive Director, is responsible for assuring that management fulfills its fiduciary responsibility. The Bylaws of Toastmasters International require that the corporation's financial status be reported to its member clubs annually. To keep our entire membership informed, we are exceeding this requirement by reporting our financial results to all members.

Following are the year-end financial statements. The format includes a bar graph and pie chart, which we hope will provide a clearer picture of Toastmasters International's financial activities during 1994-95.

**EXHIBIT A**



**EXHIBIT B**



**REVENUES/EXPENSES**

Exhibit A shows the relationship of individual revenue sources to expenses. You can see that income generated from dues, new member fees, charter fees, and miscellaneous sources is insufficient to cover the difference.

**MEMBERSHIP DUES**

Exhibit B shows how each of your dues dollars is spent. The glossary on the next page gives an explanation of expenditures.

**TI FINANCIAL STATEMENT 1994-95**

**STATEMENT OF FINANCIAL POSITION AS OF JUNE 30, 1995**

ASSETS	
Cash and temporary investments .....	\$ 3,386,711
Restricted cash and short term investments .....	\$ 747,019
Accounts receivable, net of allowance for doubtful accounts of \$8,500 .....	\$ 97,942
Marketable securities .....	\$ 3,600,462
Inventory .....	\$ 581,305
Deposits, prepaid postage and other .....	\$ 177,454
Note receivable .....	\$ 122,641
Property, building and equipment, net of accumulated depreciation .....	\$ 4,123,551
<b>TOTAL ASSETS .....</b>	<b>\$ 12,837,085</b>
LIABILITIES AND NET ASSETS	
Liabilities:	
Accounts payable .....	\$ 170,995
Funds held for Toastmasters International Regions ....	\$ 49,629
Deferred revenue .....	\$ 106,416
Capital lease payable .....	\$ 3,873
<b>Total Liabilities .....</b>	<b>\$ 330,913</b>
Net Assets:	
Unrestricted .....	\$ 8,152,603
Temporarily Restricted .....	\$ 4,136,688
Permanently Restricted .....	\$ 216,881
<b>Total Net Assets .....</b>	<b>\$ 12,506,172</b>
<b>TOTAL LIABILITIES AND NET ASSETS .....</b>	<b>\$ 12,837,085</b>

**STATEMENT OF ACTIVITIES FOR THE YEAR ENDED JUNE 30, 1995**

INCOME:	
Membership charges:	
Membership fees .....	\$ 4,292,719
New member service charges .....	\$ 984,243
<b>Total membership charges .....</b>	<b>\$ 5,276,962</b>
Other income:	
Charges for educational materials and supplies ...	\$ 1,258,680
Charter fees .....	\$ 52,060
Interest .....	\$ 121,849
Other .....	\$ 62,815
<b>Total other income .....</b>	<b>\$ 1,495,404</b>
<b>Total income .....</b>	<b>\$ 6,772,366</b>
OPERATING EXPENSES:	
Executive Director, Officers, Directors .....	\$ 426,614
Marketing .....	\$ 536,960
Finance and Policy Administration .....	\$ 1,720,968
District and Club Administration .....	\$ 1,872,128
Educational materials and supplies .....	\$ 1,011,667
Depreciation .....	\$ 257,182
<b>Total expenses .....</b>	<b>\$ 5,825,519</b>
<b>INCREASE IN UNRESTRICTED NET ASSETS .....</b>	<b>\$ 946,847</b>

## GLOSSARY OF EXPENSES:

**EXECUTIVE DIRECTOR/OFFICERS/DIRECTORS** - Includes travel and expenses at Board meetings, District visits, Regional Conferences and outside professional services, such as legal counsel. Board policy ensures smooth operation of the organization and ideas for new and exciting programs. District visits help in building new Clubs, strengthening membership and bringing new ideas to members.

**MARKETING** - Membership and club development. Includes processing new member applications, developing and distributing new member and new Club materials (within 24 hours after receipt), promoting, selling, processing and shipping member and Club supplies and membership and new Club development programs and awards. Also, assisting Clubs to reach a membership of at least 20 members.

**FINANCE AND POLICY ADMINISTRATION** - Administrative services to Clubs and Districts. Includes processing and mailing of semiannual reports, Officer lists, Club and District billings, financial reports, Constitution and Bylaws administration, data processing services, including the computer, production and warehousing of materials. Also included is the updating of member and officer addresses so that important information can be provided.

**DISTRICT AND CLUB ADMINISTRATION** - District, Division and Area services and development, production, field testing and promotion of educational program materials and services. Includes District operations, developing Club and District administrative and educational materials, serving Clubs through Officer training and Club visits by District officers, the Distinguished District, Division and Area Programs, travel reimbursements to District Officers to International and Regional meetings, processing educational completions, i.e., CTM, ATM and DTM (including letters to employers of those members attaining educational recognition and preparation and mailing of recognition certificates), production and mailing of *The Toastmaster*, *TIPS*, and the *District Newsletter*, and cost of planning and operating the International Convention. The Toastmasters' educational materials are available to help you develop your communication and leadership skills.

**EDUCATIONAL MATERIALS AND SUPPLIES** - Distribution of educational, promotional and administrative materials. The most useful, up-to-date materials are available through the Supply Catalog to help every member succeed.

**DEPRECIATION** - The allocation of the cost of the fixed assets attributable to the current year. T

### THE RALPH C. SMEDLEY MEMORIAL FUND

This fund was established to provide financial support for Toastmasters International's educational programs. These include creation of new and innovative educational materials for club and member use, and development of new Communication and Leadership Programs, such as the Success/Leadership Series.

The fund is comprised of donations from individual Toastmasters and Toastmasters Clubs and the interest earned on those donations. The fund had a balance of \$205,848 as of June 30, 1995.



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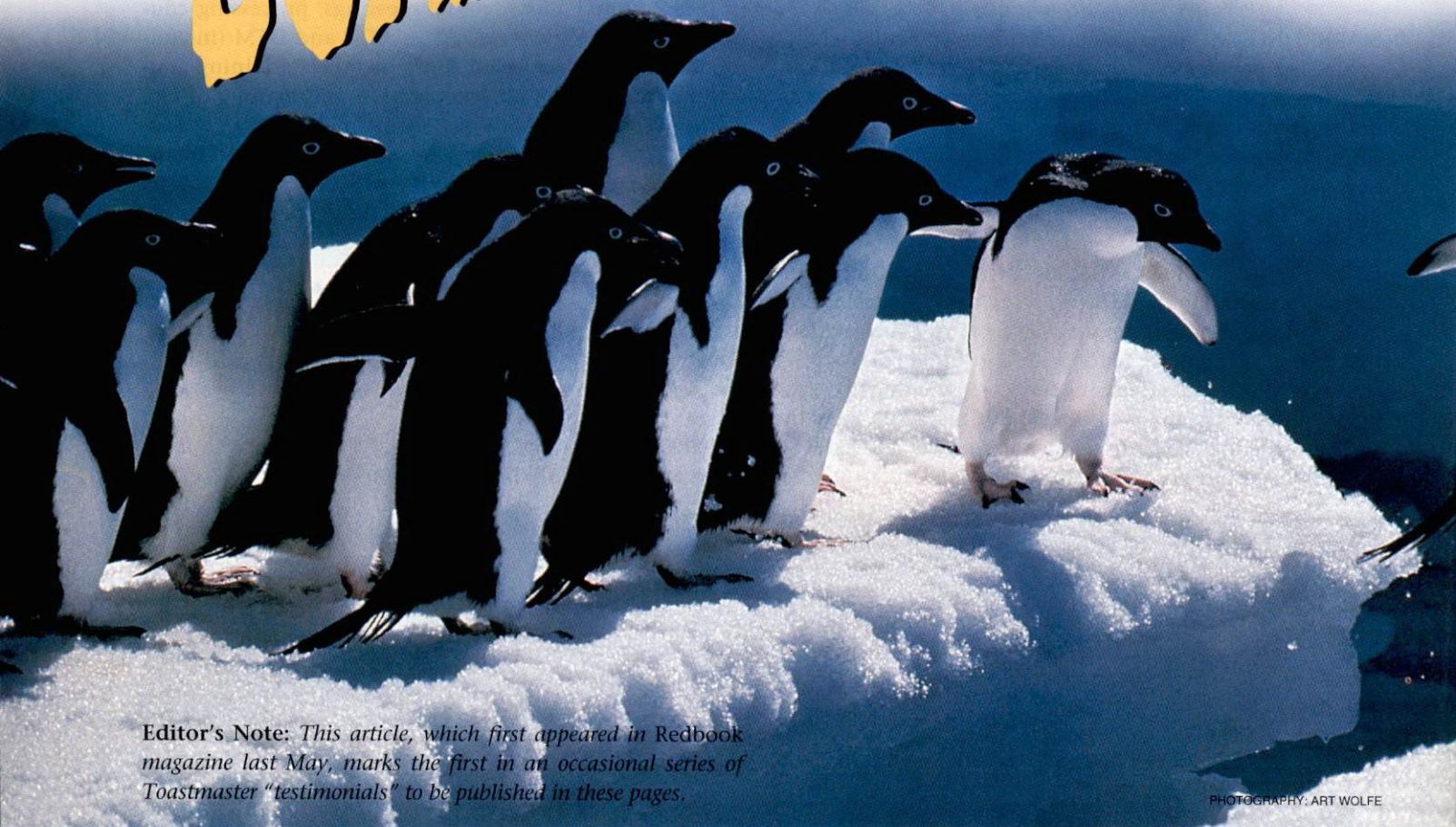
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# SCARED

# SPEEC

by Christina Frank



*Editor's Note: This article, which first appeared in Redbook magazine last May, marks the first in an occasional series of Toastmaster "testimonials" to be published in these pages.*

PHOTOGRAPHY: ART WOLFE

For me, shyness used to be an almost pathological affliction. From the age of six to eight, I refused to talk to my babysitters, communicating instead via a convoluted sign language of gestures and pointing (shy, yes, afraid of seeming like an idiot, apparently not). For a while, my mother, father, brother and cousin Emily were the only family members graced by the sound of my voice. Everyone else would try to coax me into conversation, but this only infuriated me and fueled my determination to play dumb. Throughout childhood and adolescence, I was often termed quiet, glum, icy, aloof – labels that hurt me profoundly but which I hadn't a clue how to shed.

**Until a few weeks ago, there was no way you could convince me to speak in public. Then I did something really wild...**

Fortunately, as I got older, my shyness lifted significantly. I now talk to all members of my family and can be quite assertive and outspoken. I enjoy meeting new people and am sometimes the first to offer a handshake. Among certain groups of friends, I'm even the life of the party.

So there I was, feeling so proud of how far I'd come, when a television producer from *The Joan Rivers Show* called to invite me to appear on the program and talk about an article I'd written. I gladly accepted. Then, on the morning of the taping, I awoke in a state of paralysis. There was no way I was going on the show. When I imagined being interviewed, I saw only the potential for dis-



# CHLESS

## How I Stopped Being So Shy



grace. I called Joan's assistant and said I'd come down with a dreadful flu, that I could barely pry my head off the pillow, let alone chat on national television.

I've always regretted missing what might have been my 15 minutes of fame. As I chastised myself in the days that followed, it occurred to me that my childhood shyness had been reborn as a fear of public speaking. I loathed job interviews and sometimes felt as if I were having an out-of-body experience when I had to talk in meetings. It was probably no coincidence that I'd chosen a career that kept me alone most of the time. I had not been miraculously cured, it turned out. What had gotten in my way socially as a kid was now hindering me professionally.

### THE TERROR OF BEING JUDGED

I'm not alone. Studies by psychologist Philip Zimbardo, Ph.D., at Stanford University have shown that more than 40 percent of Americans consider themselves shy, a figure that roughly holds true for the population of nine other countries. Fear of public speaking – a cousin of shyness – scored number one in a *Book of Lists* index of Americans' greatest fears, outranking death. A recent article in the *Journal of Clinical Psychiatry* noted that although the '80s was the decade of anxiety, the '90s is the decade of social phobias. So it's actually hip to be shy.

But how did so many of us get this way? Research points to a combination of genetic and environmental factors. "If a child with a tendency toward reticence is criticized when she speaks up in class or when she asserts her-

self, she will learn, in most cases, to fear and avoid similar situations in the future," says Lynne Henderson, Ph.D., director of the Palo Alto Shyness Clinic in California. Many people do grow out of their shyness, but often the behavior simply resurfaces as a social phobia, such as fear of speaking, eating, or writing checks in public. Unfortunately, says Dr. Henderson, though children are usually forgiven for being shy, "there's an attitude toward adults that they should have gotten over it by now."

Of course, not everyone who becomes anxious at the prospect of addressing the audience is shy. But shyness and fear of public speaking do come down to the same terror of being judged, evaluated. It's classic performance anxiety, stage fright. "The most successful people suddenly feel like they have nothing interesting to say," says Connie Steensma, president of Accel Communications in New York, a firm that coaches executives in public speaking. "When they stand up in front of people, they feel like children in a room full of adults."

Though there are many treatments for shyness – from therapy to medication – for those afraid of public speaking, the cure is usually the poison: Feel the fear and do it anyway.

### HOW I BECAME A MAD TOASTER

Which is why I knew I couldn't refuse when my editor – who guessed I was shy just by our phone conversation – suggested I join a public speaking workshop called Toastmasters and write about it. Toastmasters? It sounded like a sadomasochistic kitchen appliance. Then my editor mentioned that Clarissa Pinkola Estes, author of *Women Who Run With The Wolves*, also had been painfully bashful and credits her newfound confidence to this organization. I, too, wanted to associate with big, scary dogs! I dialed headquarters in Mission Viejo, California, for the brochures.

According to the literature, Toastmasters International was founded in 1924 by Dr. Ralph Smedley to train young men in the art of communication. Toastmasters is neither a school nor let-it-all-hang-out group therapy. You join one of the organization's 8,000 clubs, and in the supportive environment of other shy people, practice public speaking. Now 170,000 members strong, the organization considers itself "the leading movement devoted to making effective oral communication a worldwide reality... to foster human understanding and contribute to the betterment of mankind." That sounded a bit lofty, almost cult-like. I hoped I wouldn't be forced to hold hands with any-

like. I hoped I wouldn't be forced to hold hands with anyone, sell things in airports, or submit to a higher power.

From the list headquarters sent me, I found more than 30 clubs in my area and was immediately drawn to one named The Mad Toasters that met weekly from noon to 2 p.m. in a local office building. I had to prod myself to go to the first meeting, terrified I'd be made to confess my shyness publicly. Thankfully, no one else had yet arrived, so I was spared having to make a public entrance. I slithered to a seat in the back of the conference room and watched ruefully as 20 conservatively dressed men and women in their thirties and forties slowly filled the room.

As the President of The Mad Toasters took the lectern to welcome everyone (there were two other guests besides me), I learned that all clubs follow a format outlined by headquarters, and that each week members rotate a number of roles: Toastmaster, Invocator, Topicmaster, Timer, Evaluator, and Grammarian. That day's Invocator delivered a brief, inspiring message about avoiding future regrets. How appropriate, I thought. Next came Table Topics, during which the Topicmaster asked questions and randomly called on members to give a two-minute answer so they could practice impromptu speaking. The thought of not knowing if – or when – I might be called made me want to run home. But what about facing the fear? I had to be strong.

Actually, everyone seemed to be having such fun laughing and teasing each other, I hoped I too would eventually be one of the gang.

Finally, the meat of the meeting began: Two members delivered five-minute speeches on a subject of their choice. It was clear who was the old-timer. She seemed relaxed, used natural gestures and made eye contact with everyone in the audience – the basic good-speaking rules outlined in the Toastmasters manual. The other speaker paced, kept his hands in his pockets and read his speech, rarely looking at anyone. The speeches were then assessed by an Evaluator, who noted strengths and weaknesses, and by a Grammarian, who pointed out misused words and the number of ums and ahs – big no-nos. Both speakers received equal applause.

At the end, the guests were asked to reveal why we were interested in joining (I knew this was going to happen). I nervously recounted the Joan Rivers debacle. Murmurs of understanding rippled through the room. A woman came up to me afterward and said she'd been so terrified of

authority figures that when a higher-up asked what she'd done on vacation, she couldn't open her mouth; a man assured me I'd soon be ready for Kathie Lee. So what if a glen plaid suit was the wildest outfit here and I had recently contemplated getting my nose pierced? I was overwhelmed with a sappy isn't-it-wonderful-how-we're-all-equal sentiment. We shared a simple yet elusive goal: to feel less freakish when speaking in public. I wrote my check for the annual fee of \$36 and became an official Mad Toaster. Then I called my mother, husband and a few friends, and told them they should join.

### **SO YOU DON'T HAVE TO BE WITTY?**

As I attended weekly meetings, I was impressed with how organized and genuinely friendly the group was. But there's nothing touchy-feely about Toastmasters – it's strictly healing by doing. Some members can't get enough (after ten speeches, you become a Competent Toastmaster, and if you're a nerd, wear your official pin to meetings) and go on to compete in Toastmasters' national speaking contests. But there's no pressure to keep coming back. You're not asked to admit that you'll always be a recovering shy person, or told that you'll relapse if you let up on meetings. The only thing that smacks of group therapy, is that everyone claps a little too enthusiastically anytime anyone utters a word. But when you're on the receiving end of that applause, you're grateful.

Plus, it was fun – especially during Table Topics. One Topicmaster asked for advice on planning his wedding; another posed unnerving questions like "Have you ever returned an item of clothing that you wore?" Around New Year's, I was called upon to choose something from a grab bag and explain how it fit in with my New Year's resolutions. I didn't have more than 30 seconds to prepare but was pleased to notice that after only three sessions, I wasn't anxious. I picked a plastic nose from the bag and said I'd remember to stop and smell the roses. Ugh. Fortunately, such Hallmark responses are common, and no one but me seemed disappointed. Maybe such harsh self-judgment is why I'm often tongue-tied. I made a mental note to fret less about what I was saying and focus more on saying something.

After six weeks, I was ready to take the plunge: I signed up for my first speech – The Ice Breaker – the following week. The objective is to introduce yourself to fellow mem-

**"The only thing that  
smacks of group  
therapy is that every-  
one claps a little too  
enthusiastically  
anytime anyone  
utters a word."**

bers in four to six minutes, which might have sounded more daunting if I hadn't listened to a few already and figured out that the trick was finding a theme. I decided to focus on the dualities in my life – how my parents were from very different backgrounds; how I'm my mother's only child but my father's third; how I grew up in the city but spent summers in the mountains.

During that week, as I delivered my life story to the mirror (bad idea – ever notice how odd you look when you talk?) and practiced eye contact with the pillows on the sofa, I felt increasingly terrified that I was going to sound like a fool, or maybe faint. I taped myself, as the manual suggests, but that only proved that my voice sounds weirder than I thought, and that the Grammarian was going to have a field day with my ums and ahs.

What did help were the suggestions in the manual for “how to make your butterflies fly in formation” (i.e., controlling anxiety). I took long, deep breaths. I practiced channeling my nervousness into purposeful gestures, like holding my palm upward and open to the audience, which signifies giving attitude. I slightly exaggerated my facial movements, as suggested, while trying not to appear overly dramatic. I pretended I was talking to friends at the dinner table. And, since a comfortable speaker makes for a comfortable audience, I “faked” relaxation by smiling and avoiding scowls and frowns.

### READY FOR MY 15 MINUTES OF FAME

Still, I panicked, counting the hours until it would be all over. I knew I couldn't pull another Joan Rivers. The morning of the speech, I awoke at 5 a.m., hoping for a natural disaster. As I paced around my apartment, my husband again offered to listen to my speech, even to come

watch me at noon. I asked him to please just leave for work so I could talk to the sofa in private.

This story has a happy ending. As soon as I got to the meeting, I felt better. Here were friendly faces, people who'd been where I was now (which, incidentally, makes it different from speaking in front of strangers). When I got to the lectern, a lovely calm spread over me, the result of deep breathing and familiarity with my material. I

## Taking the Terror Out of Talk

# 6 Tricks

Before anxiety takes over, try these proven techniques:

- 1 Scan the room.** Arrive early and familiarize yourself with the room. Practice walking from your seat to the lectern. Try to be there to greet people and chat. It's easier to speak to people you've met.
- 2 Know your material.** Practice your speech so you can present it with ease, but don't memorize it or it will sound artificial. Jot an outline on an index card and refer to it on the lectern.
- 3 Do relaxation exercises.** Sit with your back straight. Breathe in slowly, hold for five seconds, then slowly exhale. Repeat 10 to 20 times. Relax facial muscles by opening your eyes and mouth wide and then closing them tightly. Repeat five times.
- 4 Trust the audience.** People want speakers to be interesting and amusing, and they also want you to succeed. They'll feel comfortable if you do. View the audience not as an adversary, but as an ally.
- 5 Be yourself.** Don't try to imitate another speaker. Strive to be as genuine and natural as you are with friends or family.
- 6 Don't apologize.** Don't tell your audience how nervous you are or apologize for anything you forgot to cover. If you don't mention it, they won't notice.

started talking, and people seemed interested, amused. Perhaps I was actually mastering the informal enlarged conversation speaking style described by the manual. (In the past, public speakers were supposed to sound oratorical. Today's emphasis is on sharing ideas, not sermonizing or lecturing). I clocked in at 10 ums and ahs (oh, well). But the Evaluator said I'd done an excellent job. I'd made eye contact, spoken loudly and clearly, and seemed relaxed. The only criticism was that I kept my hands behind my back. Anyway, the whole experience left me relieved and so full of self-love that I went out and spent way too much money on clothes.

I have not abandoned my hermit-like existence to become an orator, but I'm well on my way to conquering this pesky

phobia. I've noticed I'm a little more assertive in business situations, especially those involving more than one person. Soon I'll be giving my second speech – and I know I can count on my actually very sane Toasters to see me through. Oh, and Joan, if you're reading this, now you know the truth about that fateful day. Next time you ask me your trademark “Can we talk?” I promise I'll show – even if I really get the flu. **T**

*Christina Frank* is a member of The Mad Toasters Club 7444-46 in New York, New York.



I N T E R N A T I O N A L

# SPEECH CONTEST RULES

**B**efore entering the International Speech Contest, study the rules, especially those pertaining to eligibility, speech length, originality, timing and protests.

In addition, attend the pre-contest briefing for all contestants, held by the contest chairman, who will tell you when the briefing of rules and procedures will be held. During the briefing, contestants draw for speaking positions and become familiar with the speaking area. This is your opportunity to ask any questions about the contest.

Familiarity with contest rules and procedures often makes the difference between winning and losing. Be a winner – know the rules and procedures.

## 1. PURPOSE

- A. To provide an opportunity for speakers to improve their speaking abilities and to recognize the best as encouragement to all.
- B. To provide an opportunity to learn by observing the more proficient speakers who have benefited from their Toastmasters training.

## 2. APPLICABILITY

These rules, unless otherwise noted, apply to all Toastmasters speech contests which select contestants for the annual International Speech Contest, which is conducted in English only. These rules may not be supplanted or modified, and no exceptions may be made.

## 3. SELECTION SEQUENCE

- A. Club, Area, District. Each Club in good standing may select a contestant to compete in the Area contest. An alternate should also be selected. The Area speech contest winner then proceeds to the Division contest (if applicable). The Division winner then proceeds to the District contest. Should an Area or Division contest winner be unable to participate in the next level contest, the highest placed available contestant will advance to that level. **NOTE:** The District contest chairman informs World Headquarters of the name and address of the winner and alternate in the District contest. Information concerning the Regional contest is then mailed to the winner and alternate.
- B. In those Areas with four assigned Clubs or less, Districts have the option to allow the two highest placed available contestants from each Club to com-

pete in the Area contest. In those Divisions with four assigned Areas or less, Districts have the option to allow the two highest placed available contestants from each Area to compete. In Districts with four assigned Divisions or less, Districts have the option to allow the two highest placed available contestants from each Division to participate in the District contest.

- C. Each Region shall select a winner and an alternate. The contest chairman, usually the first-year Director, informs World Headquarters of the name and address of the winner and alternate in the Regional contest. Information concerning the International Speech Contest is then mailed to the winner and alternate. Eight speakers, one from each Region, compete in the International contest. A ninth speaker, selected in a special speech contest among Districts outside of North America, also competes in the International contest.

## 4. ELIGIBILITY

- A. To be eligible to compete at any level of the International Speech Contest, an individual must:
  1. Be an active Toastmaster in good standing of a Club in good standing.
  2. Have completed at least six manual speeches in the Communication and Leadership Program manual.
  3. If a new, dual, or reinstated member, have dues current with Toastmasters International.
- B. Only one kind of exception may be made to the requirements listed above. A charter member of a Club chartered

since the previous July 1 is eligible to compete. (The Club must be officially chartered prior to the Area contest.)

- C. The following are ineligible for competition in any contest: incumbent International Officers and Directors; District Officers (Governor, any Lieutenant Governor, Division Governor, Area Governor, Secretary, Treasurer, or Public Relations Officer) whose terms expire June 30; International Officer and Director candidates; Immediate Past District Governors; District Officers or announced candidates for the term beginning the upcoming July 1.
- D. The winner of the contest finals held each August during the International Convention is not eligible to compete again at any level.
- E. Toastmasters who are members in more than one Club and who meet all other eligibility requirements may compete in each Club contest in which membership in good standing is held. However, should they win more than one Club International Speech Contest, the contestant may represent only one of the Clubs at the Area level. No contestant can compete in more than one Area International Speech Contest, even if the two Areas are in different Divisions or different Districts.
- F. A contestant must be a member in good standing of the Club, Area, Division, District, or Region being represented when competing in a speech contest at the next level.
- G. Each contestant must complete the Speaker's Certification of Eligibility (form 1183) and submit it to the chief judge prior to the contest.

## 5. SPEECH SUBJECT AND PREPARATION

- A. Subject for the prepared speech shall be selected by the contestant.
- B. Contestants must prepare their own five- to seven-minute speeches, which must be substantially original and certified as such in writing to the chief judge by the contestants prior to the presentation of the speeches (on form 1183, Speaker's Certification of Eligibility and Originality). Any quoted material must be so identified during the speech presentation.
- C. All contestants will speak from the same platform or area designated by the contest chairman with prior knowledge of all the judges and all the contestants. The contestants may speak from any position within the designated area and are not limited to standing at the lectern/podium.
  1. A lectern/podium will be available. However, the use of the lectern/podium is optional.
  2. If amplification is necessary, a lectern/podium fixed-mounted microphone and a portable microphone should be made available, if possible. It is suggested that the fixed-mounted microphone be nondirectional. The selection and use of a microphone is optional for each contestant.
  3. All equipment will be available for contestants to practice prior to the contest. Contestants are responsible for arranging their preferred setup of the lectern/podium microphone and other equipment in a quiet manner before being introduced by the Toastmaster.
- D. Every participant must present an entirely new and different speech for the Regional and for the International contests than given in any contest that same year. Up to and including the District contest, contestants may use the same speech, but are not required to do so.
- E. Winners of each District contest shall present a detailed outline of their winning speech in the District contest to the chief judge of the Regional contest. Winners of the Regional contest will prepare and mail to World Headquarters outlines of their District and Regional winning speeches, which will be given to the chief judge at the International contest.

## 6. GENERAL PROCEDURE

- A. At the Club or Area level contests, a contest chairman, chief judge, at least five judges, three counters, and two

timers are appointed. These appointments will be as far as practical at the Club level, but required for the Area level.

At the Division or District level contests, there should be at least seven judges or equal representation from the Areas composing the Division or District in addition to a contest chairman, chief judge, three counters, and two timers.

At the Regional or International contest, there should be at least nine judges or equal representation from the Districts or Regions respectively; no judge shall be a member of the Club represented by a contestant. In addition to these judges, five qualifying judges, a contest chairman, chief judge, three counters, and two timers are appointed.

- B. Before the contest, contestants are briefed on the rules by the contest chairman. Judges, counters, and timers are briefed on their duties by the chief judge. Contestants will then draw for their speaking position with the contest chairman.
- C. If a contestant is absent from the briefing, the alternate speaker, if present, may be included in place of the primary contestant. When the contest Toastmaster is introduced, if not present, the primary contestant is disqualified and the alternate officially becomes the contestant. Where the primary contestant arrives and makes this known to the contest chairman and has all required paperwork in good order prior to the introduction, and missed the briefing, disqualification shall not occur and the primary contestant may speak in the drawn order, but waives the opportunity of a briefing.
- D. Introduce each contestant by announcing the contestant's name, speech title, speech title, and contestant's name.
- E. There will be one minute of silence between contestants, during which the judges will mark their ballots.
- F. Contestants may remain in the same room throughout the duration of the contest.
- G. In contests with five or more participants, a third place winner (if wanted), second place winner, and first place winner will be announced. In contests with four participants, a second place winner and first place winner will be announced. In contests with three or fewer participants, only the first place winner will be announced.
- H. Announcement of contest winners is final.

## 7. TIMING OF THE SPEECHES

- A. Speeches will be five to seven minutes. A contestant will be disqualified from the contest if the speech is less than four minutes 30 seconds or more than seven minutes 30 seconds.
- B. Upon being introduced, the contestant shall proceed immediately to the speaking position. Timing will begin with the contestant's first definite verbal or nonverbal communication with the audience. This will usually be the first word uttered by the contestant, but would include any other communication such as sound effects, a staged act by another person, etc.
- C. Timers shall provide warning signal lights to the contestants, which shall be clearly visible to the speakers but not obvious to the audience.
  1. A green light will be turned on at five minutes and remain on for one minute.
  2. An amber light will be turned on at six minutes and remain on for one minute.
  3. A red light will be turned on at seven minutes and remain on until the conclusion of the speech.
  4. No signal shall be given for the overtime period.
  5. Any sightless contestant may request and must be granted a form of warning signal of his or her own choosing, which may be an audible device. The contestant must provide any special device required for such signal.
  6. In the event of technical failure of the signal, a speaker is allowed 30 seconds extra overtime before being disqualified.

## 8. PROTESTS

- A. Protests will be limited to judges and contestants. Any protest will be lodged with the chief judge and/or contest chairman prior to the announcement of the winner and alternate(s). The contest chairman shall notify the contestant of a disqualification regarding originality or eligibility prior to that announcement before the meeting at which the contest took place is adjourned.
- B. Before a contestant can be disqualified on the basis of originality, a majority of the judges must concur in the decision. The contest chairman can disqualify a contestant on the basis of eligibility.
- C. All decisions of the judges are final.



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

### DTM

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

- Allan B. Edinger, 6996-7
- Patricia Sue Koehler, 454-16
- Judy Gwynn-Williams, 1288-21
- Robert F. Happel, 1743-30
- Carol O'Connor, 1625-31
- Christy Whisman, 1900-33
- Paul Lynch, 661-37
- Winifred Lynch, 661-37
- Butch Barney, 2946-37
- Charles E. Staten, 6016-43
- Diane T. Hayes, 1094-45
- James C. Green, 5375-45
- David Hadsell, Jr., 79-54
- Jennet Pidgeon, 1419-64
- Everett M. Werness, 1011-66
- Debra Helen Howe, 2572-69
- Norman S. Jones, 2009-7
- Robert James Allan, 5483-70
- Cheryl Ann Keane, 9265-70
- Brenton Chappell, 8549-73
- Ernest Leslie Anderson, 1150-74

### ATM Silver

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

- Laurie Homewood, 2646-1
- Susan Hurlbut, 3697-7
- Richard R. Snyder, 7213-12
- Martha Cherry, 7424-14
- Angela Sharpe-Gumbert, 1439-22
- Betty J. Fitzgerald, 5625-29
- Melanie Dobosh, 736-33
- Jerry Theo, 6150-33
- Anastasio Escobedo Ponce, 8191-34
- Willie Mae Magwood, 5898-36
- George H. Britton, Jr., 7807-36
- Marian T. Kile, 999-39
- Susan Eftekhari, 3359-39
- Samuel J. Pellegrino, 3255-40
- Herschel G. Abrams, 4698-47
- Violeta Mata, 9897-49
- Velma Latmore, 5458-61

### ATM Bronze

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

- Martha Brucker, 112-F
- Kelly Teenor, 2565-F
- Merle Minkoff-Singer, 5983-1
- Jeannine Jacobson, 2545-2
- Dale Bruder, 4456-3
- Clare Hardy Mullin, 1689-4
- Jeanne Mitchell, 7805-6
- David S. Hinton, 1215-7
- Betty F. Record, 7543-11
- Kenneth J. Ellison, 1026-12
- Kshama A. Kakade, 6162-14
- Beth Fuller, 4091-17
- William H. Palmer, 2788-24
- Peggy Neubig, 6511-46
- Thomas E. Hooks, 1423-47
- Kathie A. Clark, 12067-50
- Cecile Stopkoski, 919-53
- Paula Cable, 8322-56
- Henk Ketelaars, 2729-60
- Patricia A. Bunn, 9480-63
- Howard Cartwright, 9841-66
- William C. Eisenhower, 7494-68
- Olwyn Mary Williamson, 3814-69
- Arthur Thomas Ware, 2274-70

### ATM

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

- Colette Gardner, 231-F
- Robert G. Lamkins, 174-1
- Bobbe J. Alf, 2732-2
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- Jocelyn E. Brown, 761-5
- Kathy Adams, 761-5
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- Barbara Black, 8105-14
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- Marcellus La Fleur, 1746-18
- J. Bobbe Frasier, Jr., 4597-18
- Gerie Turner, 790-21
- Mary Schoeler, 3590-21

- Kevin Ronneseth, 6265-21
- Robyn Lee, 6265-21
- Sylvia Fowler, 8316-21
- Helen V. Mitchell, 2209-25
- Barbara June Byrd-Lovik, 6633-26
- Elizabeth (Lisa) Tracy Jenkins, 2775-27
- Josephine B. Bell, 9197-28
- Allen N. Dufault, 1330-31
- Janet Green, 2680-34
- Ann Nahabedian, 2294-37
- Christine Shipman, 6331-39
- Samsen Rohm, 7022-42
- Ronald Franklin Fytche, 7898-42
- Marlene Feduris, 1875-44
- Blair Neville, 1552-46
- Kevin B. Wilkinson, 952-47
- Wayne I. Nakamoto, 4907-49
- Debra White, 1726-50
- Phymeon Sanders Jackson, 5180-56
- Norma Walton, 1744-60
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- Richard E. Smoke, 404-62
- Merv Worden, 5570-64
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- Grant Burgess, 7967-68
- Norman Thomas Hanscombe, 3186-70
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- Evelyn E. Fabie, 4933-75

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