

# The TOASTMASTER®

OCTOBER 2000

You Can

*Sell*

Your Ideas



**ALSO INSIDE:**

Highlights from the  
69th Annual International  
Convention in  
Miami Beach, Florida

●  
Consider Acoustics



## VIEWPOINT

# Teamwork

Chuck Noll, the former coach of American football's Pittsburgh Steelers, said, "As a math major, I believed that the whole is equal to the sum of its parts, until I worked with teams. Then when I became a coach I saw the whole is never the sum of its parts; it's greater or lesser, depending on how well the individuals work together."

Relationships are critical to an organization that depends on volunteers working together. Teamwork is the most basic and crucial operating principle at the club and district levels. Without organized and effective teamwork, a club, division or district will slowly but surely begin to falter.

Imagine, for example, a team of club officers who do not work together; a team that pulls apart rather than together. If you've been a Toastmaster long enough, you've probably seen this happen.

Say your club has a good slate of officers and everybody but the Vice President Education is working from the same game plan. Unfortunately, the Vice President Education did not attend club officer training and did not learn how to plan club meetings ahead of time or to provide members with a timely schedule of weekly duties.

As a result, one person's failure to pull his or her own weight results in every meeting being a disaster waiting to happen. Because there is no unifying force to hold things together, members are likely to be unprepared, unfulfilled, and often unhappy. This of course does not create a favorable impression on guests, who will probably look elsewhere for a club to join.

On the other hand, you may have seen what happens when every club officer is trained, organized and working together as a team. This creates a climate where members can't wait to attend meetings. They know each meeting will be intellectually stimulating and fun because they can count on each member doing what they have agreed to do. The club officers understand that having fun means sharing a joyous and uplifting vision of success, with all team members accountable to each other.

Our district leaders learn that to be Distinguished, they must achieve goals in four critical success factors: club members achieving CTMs and ATMs, creating new clubs and recruiting new members. To be successful, a district also must have its officers working together as a team, focusing on the District Mission and committing to achieving Distinguished goals - all while having fun in the process.

You can make a difference in your club or district team. Help your club team focus on service to its members. Help your district team focus on service to its clubs. Maintaining this focus enables each team to concentrate on those activities that contribute most powerfully and effectively to their respective missions.

Effective teams truly are an example of "Friends Helping Friends Succeed."

*JoAnna McWilliams*

JoAnna McWilliams, DTM  
International President

# The TOASTMASTER

**Publisher** TERENCE MCCANN  
**Editor** SUZANNE FREY  
**Associate Editor** KELLY ANN LA CASCIA  
**Editorial Assistant** MADGE HAMMOND  
**Graphic Design** SUSAN CAMPBELL

**TI OFFICERS AND DIRECTORS**  
**Founder** DR. RALPH C. SMEDLEY

### OFFICERS

**International President** JOANNA MC WILLIAMS, DTM  
17610 Midway #134  
Dallas, TX 75287

**Senior Vice President** ALFRED R. HERZING, DTM  
20365 Via La Vieja  
Torba Linda, CA 92887

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124 Grange Road  
Baldoye, Dublin 13, Ireland

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2333 Kapiolani Blvd., #2108  
Honolulu, HI 96826

**Executive Director** TERENCE J. MC CANN  
Toastmasters International  
P.O. Box 9052  
Mission Viejo, CA 92690

**Secretary-Treasurer** MARCIE POWERS  
Toastmasters International  
P.O. Box 9052  
Mission Viejo, CA 92690

### DIRECTORS

DILIP R. ABAYASEKARA, DTM  
17 Round Hill Road  
Camp Hill, PA 17011

ROBERT P. BRENTIN, DTM  
5910 Woodcliff Drive  
Midland, MI 48640

DOROTHY M. COTTINGHAM, DTM  
P.O. Box 1374  
Portland, OR 97207

MARSHA JAMES DAVIS, DTM  
1340 S. Beverly Glen Blvd., #308  
Westwood, CA 90024-5224

PATRICIA L. (PATTY) FONG, DTM  
6657 Gloria Drive  
Sacramento, CA 95831

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5488 Woodside Drive  
Manotick, Ontario, Canada K4M 1B4

JUSTIN A. GOTTFREID, DTM  
1925 West Clayton Crest Avenue  
Milwaukee, WI 53221

MARY DREW HAMILTON, DTM  
P.O. Box 1002  
Alpharetta, GA 30009-1002

DANIE HARDIE, DTM  
6419-11 Ave.  
Edmonton, Alberta, Canada T6L 4A1

MARJORIE J. KENNEDY, DTM  
5110 High Pointe Drive  
Pensacola, FL 32505

PAM KEYZER, DTM  
474 West 238th St., #6 1  
Riverdale, NY 10463

DONNA G. LABATT, DTM  
2216 Fairway Terrace  
Clovis, NM 88101

AUGUSTIN E. LEE, DTM  
Chim Moh Estate  
P.O. Box 0256  
Singapore 912739

RUTH S. NEWSOME, DTM  
504 Hickory Road  
Bristol, TN 37620

JOHN D. SMOELSER, DTM  
2714 Avalon Court  
Richmond, TX 77469

JOHNNY T. "PAWE" UY, DTM  
c/o Rosita's Colon, Colon Street  
6000 Cebu City, Philippines

DIANE E. VAUGHN, DTM  
P.O. Box 2597  
Cupertino, CA 95015

SHELLEY D. WALKER, DTM  
54 Ravine Drive  
Winnipeg, Manitoba, Canada R2M 5N3

For information on joining or building a club, call:  
1-800-9WE-SPEAK • Or email: [clubs@toastmasters.org](mailto:clubs@toastmasters.org)  
World Wide Web: <http://www.toastmasters.org>

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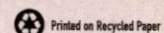
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#### *The Toastmasters Vision:*

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

#### *The Toastmasters Mission:*

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

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

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

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## LETTERS

### MANUAL FULL OF IDEAS

Thanks to Toastmasters for the ideas from the Discussion Leader Manual. I have done some professional speaking and have used many of these aids as is or adapted them for getting small groups to talk.

Mary Zabolio McGrath, ATM-S • Eye Openers Club 4106-6 • Burnsville, Minnesota

### CAN'T GET ENOUGH OF TOASTMASTERS

I just wanted to let you know how much we appreciate your fantastic work. I subscribe to 11 periodicals, but *The Toastmaster* is always at the top of the list. Our club uses it as a teaching tool during our meetings. I have been a Toastmaster since 1975, belonging to six different clubs in the United States and overseas, and I just can't get enough of the program. I am fortunate that I can travel quite a bit, so visiting other Toastmasters clubs is a regular part of my travels. These visits are tremendous in terms of getting good ideas and "lessons learned" from other clubs.

Bowman Olds • Speak Out at SAIC (SOS) Club 6984-27 • McLean, Virginia

### ONE LINERS REBUTTAL

Toastmaster Murray's recent letter (July 2000) criticizing the May One Liners humor column deserves a rebuttal. Murray is naive if he thinks speakers don't occasionally poke fun at the hotels or restaurants where they speak. Obviously, not every joke fits every situation. Even one that is appropriate is usually personalized for the occasion. For example, a funny line about slow food service could be referring to a previous experience at another hotel. Or maybe the Meeting Planner is being roasted that night.

Murray could have made any of these points without personally attacking Mr. Righter's credentials or the magazine's editors. Besides, the primary purpose of the One Liners were simply to bring a smile to the reader, not provide verbatim material that can be used in every situation!

Paul Meunier, DTM • Orlando Conquerors Club 1066-47 • Orlando, Florida

### LEADERSHIP AND COMMUNICATION GO HAND IN HAND

I had to respond to Adam Johnston's letter (July 2000) concerning the publication of two leadership articles in one issue. I have found that the leadership training within Toastmasters is extremely complementary to the communication skills taught.

Most Toastmasters seem to understand and appreciate the workings of the club, but they know little else about the organization. Thus they do not appreciate how much personal growth is available. It was not until my wife (as an area and then district governor) dragged me to division and district events that I began to appreciate and understand the big pic-

ture of Toastmasters. If communication is the left hand, then leadership is the right hand. Without the leadership skills, expertise in communication is still limiting. Now, almost 10 years later, I have just finished my term as a district governor and I realize how much the year has helped me become a better communicator. Without the leadership experience, my communication skills would be at a much lower level.

Toastmasters is a communication, leadership and even a listening laboratory and each should be available. I, for one, would like to see more articles on leadership.

One final thought: Leaders, at least in Toastmasters, understand and will accept their roles as either chiefs or Indians. Perhaps we can have too many managers, but we can never have too many leaders. Everyone should have the opportunity to be a leader.

Frank S. Adamo, ATM-B • Advanced Leaders Club 6870-F and Eclectic Dialectics Club 3828-F Cypress, California

### SWORDS BEFORE WORDS

I liked the article "The Consolation of History" by Eugene Finerman (August 2000). We can only surmise now, but I think a lot of Roman speeches had to do with self-preservation and as Finerman said, "praise to the Emperor." The ancient Romans were quick to use their swords and ask questions afterwards.

Patrick Francis Horan, ATM-B • Winner's Circle Toastmasters Club 7426-70 New South Wales, Australia.

### TOASTMASTERS PROVES UNIVERSAL

During a recent holiday to Singapore and Malaysia, I attended a Toastmasters club meeting in each city. They were extremely fascinating, enjoyable, educational and rewarding experiences.

Both clubs welcomed my visit and were eager to exchange ideas on how to best meet member needs. The numerous benefits for me included: new ideas on programming, meeting local people with whom I shared a common interest, and experiencing the energy, enthusiasm and desire to improve from Toastmasters for whom English is not their first language.

Thank you Singapore YMCA (483-51) and Malacca (7315-51) Toastmasters clubs for memorable visits to your clubs and your countries. I now understand why District 51 is so successful!

I encourage all Toastmasters to visit clubs in other countries or cities when on holiday or business trips. Getting details of when and where clubs meet, and who to contact, is very easy – just use the Toastmasters Web site: [www.toastmasters.org](http://www.toastmasters.org)

Ian Jarratt, ATM-B • DPI Club 5911-69 and Southbank Club 1989-69 • Brisbane, Australia.

By Jim Carmickle, ATM



Choose your topic without fear of rejection.

# Make Your Club a Safe Zone

IS YOUR TOASTMASTERS CLUB A SAFE HAVEN WHERE MEMBERS CAN develop their own uniqueness? Can your members speak their hearts and minds without fear of recrimination, ridicule, causing ill feelings, or having things they say held against them?

The Communication and Leadership manuals are designed to teach members to improve their communication skills. How to present ideas is the focus of each lesson, but the content of the presentations is up to the individual speaker. If the club environment restricts its speakers to certain subjects deemed "proper" or "non-controversial," not only are the speakers bound to "acceptable" subjects, but the whole club suffers because the presentations lack richness, diversity and conviction.

The club members must make the effort to set aside their personal preconceived notions, prejudices and biases for the greater good of allowing members to grow as individuals and as leaders.

The content should not be allowed to override the speech objectives. As club members, we must be willing to open our minds to fresh ideas, unfamiliar concepts and new presentation styles. We need to realize that the speakers have a right to their own ideas, regardless of whether we agree with them or even believe them. As Toastmasters we should concentrate primarily on presentation skills and secondarily on content.

Club members should aim to promote individual style and talent, to break that mold of conformity that results in lackluster speeches, to provide a supportive atmosphere, and to ensure that positive comments are included in constructive evaluations. It may be worthwhile to set aside some time to brainstorm ideas about how to make your club a "safe zone" for all speakers. The "safe zone" concept works great in our club; we say things at our meetings we do not feel comfortable saying anywhere else.

(This is not suggesting that topics should be tolerated that reach beyond the scope of decency, that are degrading or immoral, or even illegal.)

Toastmasters meetings should be a joy to attend, an uplifting experience, a place where we can appreciate the individuality and uniqueness of each member. Members should feel free to break out of their comfort zones and

to express themselves on any appropriate subject. They should be allowed to experiment with and promote new ideas and methods without fear of judgment.

This is one place mentors can be a great asset. By explaining to newer members that they have nothing to fear from their fellow club members, mentors will help instill the "safe zone" concept. Assigned evaluators must be trained to give positive, supportive evaluations. Also, the individual evaluations provided by the entire membership must reinforce the constructive suggestions.

A club can limit discussions and presentations to bland, inconsequential subjects, or it can celebrate originality and individual differences.

Guests attending their first Toastmasters meeting will be impressed by the supportive atmosphere in the "safe zone" meeting. They will experience the trust endowed to the audience by the

speakers' candid and forthright presentation. It will be a genuinely friendly exchange that will prompt the guests to return, and to possibly join that club.

A Toastmasters "safe zone" is more than a physical place. It is more than an allowed set of circumstances. It is an atmosphere and environment that fosters growth and expansion of the individual while prompting support, tolerance and camaraderie within the group. Let us strive to make all Toastmasters meetings a "safe zone." T

*"If the club restricts its speakers to certain subjects deemed "proper" or "non-controversial... the whole club suffers."*

This article was written by **Jim Carmickle, ATM**, on behalf of all members of the Sunrise Speakers Toastmasters Club 1449-39 in Red Bluff, California.



## MEMBERSHIP BUILDING

By Craig Harrison, DTM

By putting ourselves “in the shoes” of new members and guests, we help them walk our talk.

# Visitor's Pass

**M**uch of the secret of success comes from seeing the world through eyes other than our own. One of the best ways to make your Toastmasters club more inviting to visitors is to try to put yourself in their shoes. Some of us have long since forgotten the fear and uncertainty we carried into our first meeting. Let's transport ourselves back to the feeling that we, as strangers, experienced as we mustered the fortitude to attend our first meeting of this group called Toastmasters.

Fear of the unknown looms large. In my case, almost nine years ago, I had read a newspaper article about a local Toastmasters club. I knew I needed help, so I called the listed phone number. After a brief conversation, I hung up with the address and time of the next meeting in hand. Wow, the Toastmaster on the other end of the line was extremely nice! That was a good omen. In addition to giving me the information I needed, she suggested we meet on a street corner before the meeting so we could go in together. Already I was feeling better about the commitment I had made to attend later that week. *Never underestimate the power of a friendly disposition and an inviting nature in your contact with strangers.*

Despite this woman's friendliness, I was still apprehensive. How should I dress? Would I be the only one my age or from my profession? Would people know how afraid I was to be there? Would I have to speak? Would they laugh when I did?



As the day approached I started to have second thoughts. Still, knowing I had promised to meet Julie, I realized if I didn't show up it would be even harder the next time. So off I went to the address she had given me. *The power of my commitment kept me on track.*

As if I weren't afraid enough, it turned out the address took me to a hospital. Oh, great! Who would go to a hospital if they didn't have to? Probably the thing I feared more than public speaking was going to hospitals. Again, I was beginning to feel sick! Luckily, just then Julie spotted me.

The first thing I noticed was her smile. What a pleasant sight at 6:45 a.m.! She extended her hand and acted genuinely happy to see me. I breathed my first sigh of relief. *Nonverbal cues speak volumes. A smile is the quickest way to put a stranger at ease.*

We took the elevator to the fifth floor and entered the hospital's boardroom. Wow, what a formal setting. The intimidation factor began to rise again. Suddenly it seemed that everyone in the room turned toward me, that each eye was sizing me up. Help!

Yet each member was as friendly as Julie. Members welcomed me sincerely and asked me to sign the guest register. (I checked for fine print but found none.) They found me a seat and one for Julie to sit next to me. Some had already heard of my call to Julie. The members seemed

genuinely thrilled that I had chosen their club to visit. Such nice people! Again I breathed a sigh of relief. *People can be supportive or indifferent to a visitor. Showing they cared made me feel welcome.*

Soon the meeting started; there was a lot going on! People were standing up, shaking hands, sitting down and clapping almost incessantly. They introduced me and, before I even said a word, they clapped for me. Not bad! I couldn't help but wonder whether I had earned the applause, whether I deserved it and whether their expectations would be dashed when I mumbled a good morning and mentioned being glad to be there. *They treated me like one of their own! Their applause suggested I did belong, although I felt outclassed by all the expert communicators in the room.*

The meeting flew by. I was oh-so-impressed with the various speakers' acumen. I thought each spoke so much better than I'd ever be able to. Then, they turned to me and asked me what I thought of the meeting. How thoughtful! I shared my impressions and sang their praises. Yet, I felt a league apart. *They valued my opinion.*

Then the meeting ended. Informally, several members made a point of speaking to me on their way out. They expressed delight in my courage in coming, interest in my coming back, and one specifically encouraged me to join. They handed me a sheet with the letters FAQ across the top of the page: Frequently Asked Questions about their club. One member mentioned they were missing a Jokemaster for the following week and asked if I'd return and tell an appropriate joke. How could I resist? *They found a place for me and a role to help me fit in.*

And that was my first visit to the club I've been a member of for the past eight years. Now they don't even have to ask me to break out the jokes! Julie has moved on, but I often find myself in the role she played of ushering in guests and helping them enjoy our club's hospitality. By keeping in touch with my initial fears, doubts and skepticism, I am better able to relate to our newcomers. When they hear how I was once a stumbling, bumbling, mumbling and fumbling speaker who was transformed by Toastmasters, they see that success is just a word away – Toastmasters. *Play the role of goodwill ambassador for your club's guests.*

Many corporations known for their customer service – airlines, hotels, restaurants and software companies – regularly put themselves in their customers' shoes to experience the relationship from their customers' point of view. As members of Toastmasters clubs that are seeking to grow, we should constantly do the same. *Issue yourselves a visitor's pass. By putting yourself in the visitors' position you can help them walk our talk as Toastmasters!* **T**

**Craig Harrison, DTM**, now a professional speaker, is a member of Lakeview Toastmasters Club 2767-57 (among others) in Oakland, California, and regularly visits other clubs around the world to re-experience the visitor's perspective.

# The Power of Speech

## The Six-Point Checklist for Successful Presentations

By Matthew Cossolotto

**S**trong Start – Don't open with predictable pleasantries. Surprise the audience with an interesting quote, a little-known fact or an unusual observation. Then link the opening to your topic... and your close.

**P**ause for Effect and Drama – Well-timed pauses help to emphasize key points, create drama and pique the interest of the audience. Pausing also conveys an impression of self-confidence, command and poise.

**E**ye Contact – Establish regular one-on-one eye contact with audience members. This allows you to "connect" with the audience. It keeps listeners alert and enables you to "read" audience reaction.

**E**nthusiasm and Energy – Enthusiasm and high energy are essential. Banish monotony by stressing key words and using natural hand gestures and facial expressions. Imagine you're talking with a friend.

**C**onversational Style – Using a conversational delivery style helps you "talk" to your audience. Speeches should be written for the ear, not for the eye. Use everyday language, short sentences and memorable word pictures.

**H**umor – Any speech is part entertainment, part information transfer. Using appropriate humor – not necessarily canned jokes – to reinforce your main points will help get your message across and increase your likability. An audience that laughs with you also likes you. **T**

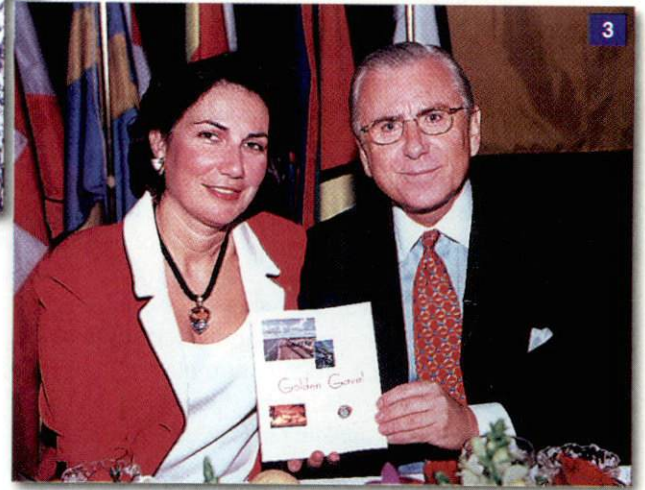
**Matthew Cossolotto** is founder and president of Ovation International, Inc. ([www.ovations.com](http://www.ovations.com)), a full-service executive communications company specializing in all aspects of speaker support, and a member of GTE Club 2089-53 in Yorktown Heights, New York.



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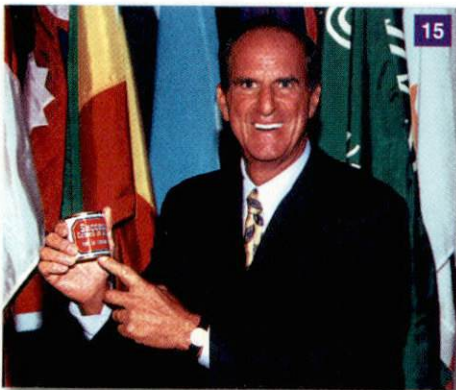
# And Away We Went...

**Highlights from the 69th Annual International Convention in Miami Beach, Florida, August 23-26, 2000.**

**A** *threatening hurricane did not deter Toastmasters traveling from near and far to Florida's Miami Beach in search of fun and fellowship at Toastmasters' 69th Annual International Convention. They were not disappointed: The famous Fontainebleau Hilton Resort withstood yet*



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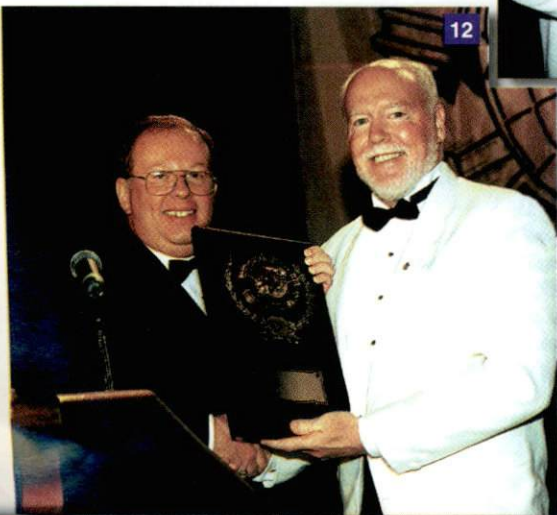
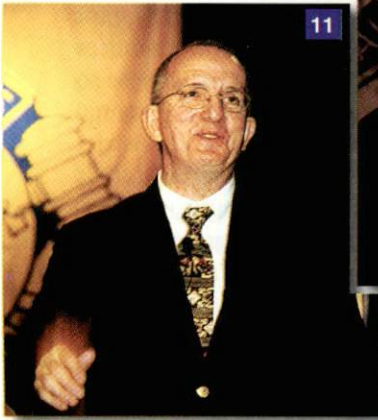
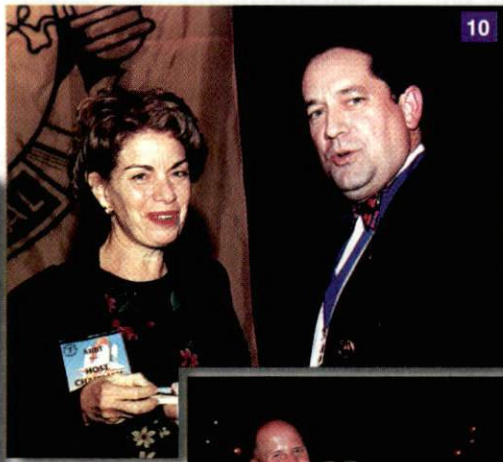
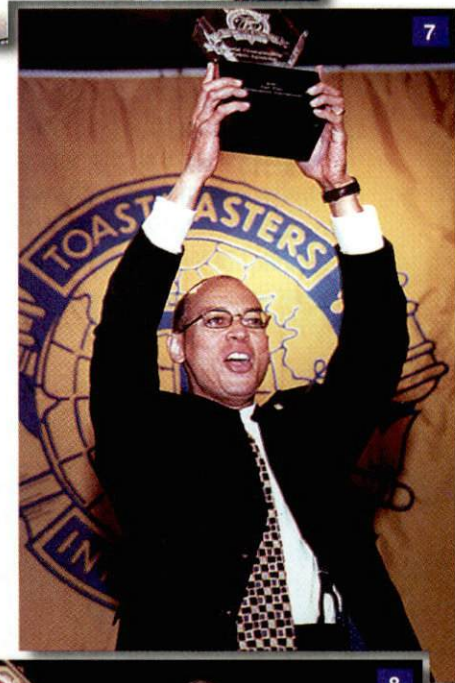
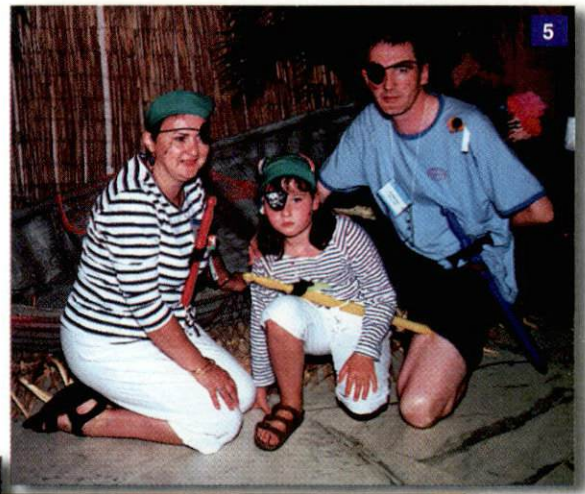
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*another tropical storm and played host to nearly 1,400 talkative Toastmasters, who would just as soon enjoy speeches and make new friends than worry about the weather.*



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For photo captions, see next page.



Newly elected President Jo Anna McWilliams inspires district governors toward teamwork and reaching the "five success factors."



Session speaker Gloria Barnes tells how to connect with audiences.



Session speaker Ray Martin delivers magic formula for success.



Past International President Jack Gillespie delivers keynote address during the Club Leadership Luncheon.

The convention opened on Wednesday night, August 23, with members applauding the traditional parade of flags representing the nearly 70 countries in which Toastmasters clubs exist. They paid tribute to the organization's past and present leaders, cheered their favorite candidates seeking positions on the organization's Board of Directors, and listened to President Tim Keck report on his travels and how members helped to "Build a Better World" during the past year. Executive Director Terrence McCann then greeted delegates by thanking them for their good work. "As of July 1, 2000, our organization reached an all-time high of 8,850 clubs and 176,594 members. This is good, but we also lost many clubs and had a small net gain," he cautioned. "Let's do better next year!"

Tony Brigmon, a motivational speaker from Grand Prairie, Texas, then set the tone for the days ahead with his

keynote message, "Are We Having Fun Yet?" He told Toastmasters "if you keep on thinking what you've always thought, you'll keep on getting what you've always got." His message served as a reminder at the opening of the convention and the beginning of a new century that Toastmasters training can indeed change lives.

The topics of self-improvement and goal-setting were, as expected, the predominant themes by the guest speakers, whose advice was well-taken by the eager-to-learn crowds filling the meeting rooms. Throughout the week, various communication experts shared their secrets for personal and professional success. Convention attendees had a plethora of seminars to attend and could choose to focus on five different tracks of topics: Speaking, Personal Growth, Motivation and Leadership, Club and District Success, and Professional Speaking. Most seminar leaders were Toastmasters who, by their own example, demonstrated the potential of the Toastmasters program.

On Thursday, the convention's second day, delegates eagerly took their seats at the sold-out Golden Gavel Luncheon to watch Nido Qubein receive Toastmasters'

**CAPTIONS FROM PAGES 8 & 9. CLOCKWISE FROM TOP LEFT:**

1. Second Vice President Gavin Blakey, DTM, and his wife, Bea Duffield, enjoy the view from the head table at the President's Dinner Dance.
2. Past International President and convention presenter Ted Wood, DTM, and his wife, Inez.
3. Golden Gavel recipient Nido Qubein and his wife, Mariana.
4. The First Couple: Newly elected International President Jo Anna McWilliams dances with her husband, Bruce.
5. Irish pirates: Interdistrict Speech Contest winner Brendan Toale and his family dress up for the costume party.
6. Nearly 1,400 Toastmasters fill the ballroom at the sold-out Golden Gavel Luncheon.
7. Ed Tate, the 2000 World Champion of Public Speaking, celebrates his victory.
8. Past International Director and convention speaker Evelyn-Jane Burgay represents the U.S. at the Parade of Flags, with her husband, Hugh, and guide dog, Dana.
9. European delegates: District 59P Governor Dirk Husfeld with wife Luciana and friends Denise and Christopher Magyar — all from Munich, Germany.
10. District 47 volunteer Abby Ross and Host District Chairman Tim Pesut.
11. Keynote speaker Tony Brigmon is "the Ambassador of Fun."
12. 1999-2000 International President Tim Keck is thanked for his year of leadership by Past President Terry Daily.
13. Hotel with a view: The Fontainebleau Hilton Resort.
14. The winners of the Top 10 Newsletter Contest are honored at the Hall of Fame.
15. General session speaker Joel Weldon inspires the audience.



They are champions: The International Speech Contest's second-place winner, David Romanchick, is congratulated by Senior Vice President Alfred Herzing. Third-place winner Robert Oppler faces the crowd with his wife, Chris.





Milaine Fernandes and friend find time for socializing.



Host District volunteer Ken Mullens helps ensure that the convention runs smoothly.



Little Anthony and the Imperials perform their hit songs at the Fun Night.



Newly elected Third Vice President Ted Corcoran celebrates election victory with a fellow Irishman, past District 71 Governor Brian O'Connor.

highest honor for communication excellence: the Golden Gavel award. Chosen by Toastmasters as one of the Five Outstanding Speakers of 1999, Qubein is a prominent professional speaker and business consultant from High Point, North Carolina. A respected authority on personal and professional growth with many books and audio and video programs to his credit, Qubein is the chairman of an international consulting firm, Creative Services, Inc., and he serves on the boards of 17 universities, companies and community organizations. A former president of the National Speakers Association, he charmed the crowd with his gracious acceptance speech and personal message about striving toward excellence, about not losing sight of goals or settling for average performance.

### NEW LEADERS ELECTED

During Friday's Annual Business Meeting, delegates elected new officers to serve on the organization's Board of Directors: Jo Anna McWilliams, DTM, as the organization's 2000-2001 International President; Alfred Herzing, DTM, as Senior Vice President; Gavin Blakey, DTM, as Second Vice President; and Ted Corcoran, DTM, as Third Vice President.

Delegates also elected the following nine Toastmasters to serve two-year terms on the organization's Board of Directors:

- Director From Outside the U.S. and Canada:* Augustine Lee, DTM, of Singapore
- Region 1:* Dorothy Cottingham, DTM, of Portland, Oregon
- Region 2:* Diane Vaughn, DTM, of Cupertino, California
- Region 3:* Donna Labatt, DTM, of Clovis, New Mexico
- Region 4:* Danie Hardie, DTM, of Edmonton, Alberta, Canada
- Region 5:* Justin Gottfreid, DTM, of Milwaukee, Wisconsin
- Region 6:* Chris Ford, DTM, of Manotick, Ontario, Canada

*Region 7:* Pam Keyzer, DTM, of Riverdale, New York

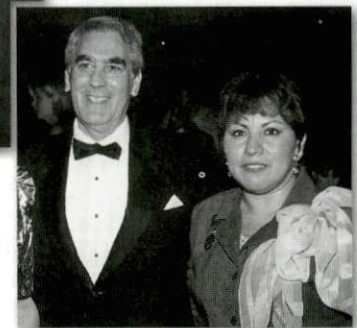
*Region 8:* Mary Drew Hamilton, DTM, of Alpharetta, Georgia

After enjoying good food and inspiring speeches at the Toastmasters and Guests and Club Leadership luncheons, delegates took time to celebrate the accomplishments of individual Toastmasters, clubs and districts at the festive Hall of Fame ceremony. Awards were presented to individual Toastmasters and district officers for achievements ranging from Distinguished Districts to Top 10 Newsletters and Top Five Membership Campaigns. (A list of Toastmasters honored for their efforts in 1999-00 appears on pages 29-31 in this issue, under the heading "International Hall of Fame.")

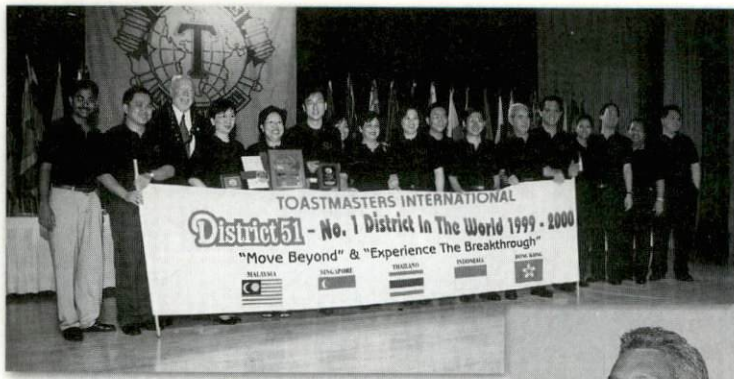
By the end of the day, conventioners were ready to celebrate with a pirate-themed costume party. Delegates donned their favorite seaworthy costumes for dinner and danced the night away to the popular hits of Little Anthony and the Imperials.



International Director Marsha James Davis and her husband, Glen.



District Governor Rene' Nahle Aguilera and Lt. Gov. Marketing Georgina Ortiz Galicia, both from Mexico's District 34.



Delegates from District 51 (Pan-Southeast Asia) celebrate their status as a President's Distinguished District at the Hall of Fame ceremony.



Toastmasters and Guests Luncheon speaker Susan Wilson discusses the power of choice.



Session speaker Michael Hart tells how to achieve peak performance.



Delegates from Netherlands Antilles attend the First-Timers' Reception

## THE WORLD CHAMPIONSHIP OF PUBLIC SPEAKING

On Saturday morning, delegates were up early for the most popular event of the convention: the highly anticipated International Speech Contest.

A crowd of nearly 1,400 Toastmasters and their guests gathered in the huge ballroom to admire the oratorical excellence and cheer their favorite contestants. Ed Tate from Aurora, Colorado, emerged victorious among the nine talented contestants and claimed the title of 2000 World Champion of Public Speaking with his speech, "One of Those Days."

By a process of elimination using club, district and regional contests throughout the year, Tate and eight other finalists were selected from more than 10,000 Toastmasters worldwide for the annual competition. Tate commanded the stage with his seven-minute humorous recollection of a true-life event involving a missed airplane flight and lessons learned from observing fellow passengers in similar predicaments. Tate, who as senior trainer for the Denver Rocky Mountain News is no stranger to the podium, is a four-year member of Cherry Creek Toastmasters Club 2977-26. He said in his acceptance speech that when he joined Toastmasters, he "felt like a lost child who had found his tribe." Winning the World Championship of Public Speaking, he said, is "the fulfillment of a dream."



Professional speaker Wayne Baughman shares storytelling techniques.

David Romanchick, a financial analyst from Flanders, New Jersey, placed second with his speech "Seen But Not Heard." Third place went to Robert Oppe, a marketing professional from Bellevue, Washington, for his speech titled "I'm Doing OK."

The six other speakers competing in the contest were Roy Nichols from Region 2; Mark Haugh from Region 4; Steve Tandy from Region 5; Kendall Isaac from Region 6; Larry

Tucker from Region 8; and Brendan Toale from districts outside North America.

Founder's District Governor Linda Northrop, DTM, then invited everyone to next year's convention in Anaheim, California.

## PASSING THE TORCH

After an afternoon of educational sessions, Toastmasters dressed in black-tie elegance and gathered in the ballroom to honor the newly elected officers and International Directors at the President's Dinner Dance. 1999-2000 President Tim Keck handed over his presidential pin to incoming President Jo Anna McWilliams, DTM, who began her term with a speech about her chosen theme, "Friends Helping Friends Succeed."

"I think it is important that, as an organization, we acknowledge how important we are to one another," she said. "... We become soul mates in our quest for self- and club improvement."

Host District Chairman and past District 47 Governor Tim Pesut, DTM, thanked the many local Toastmasters who so generously had volunteered their time and efforts to make the convention run smoothly. Pesut himself was then recognized for his hard work in coordinating the host district's activities.

The convention drew to a close with an evening of dancing and final farewells to new and old friends. Toastmasters were ready to implement their renewed motivation and do their part to ensure the Toastmasters mission of "making effective communication a worldwide reality" is off to a good start in the new century and beyond.

**Note:** Please see page 31 for details on next year's international convention.

*Most speeches from the convention – including those from the International Speech Contest – are available for purchase on audio and video cassette. See the ad on the next page for details.*



# 2000 Convention Recordings Miami Beach

Toastmasters International 69th Annual Convention • August 22-26, 2000

## 2000 INTERDISTRICT SPEECH CONTEST

Kevin Ryan, Michael Xavier, Ed Daly, Norm Priestley,  
Yolanda Sisi, Robert Capper, Judith Bartlett,  
Brendan Toale  
 Audio 15-1  VHS 15-5001  
 VHS-PAL 15-7001

## ARE WE HAVING FUN YET? - OPENING KEYNOTE

Tony Brigmon  
 Audio 15-2  VHS 15-5002  
 VHS-PAL 15-7002

## ONCE UPON A TIME: CREATIVE STORYTELLING IDEAS FOR PREPARATION AND PERFORMANCE

Wayne Baughman, DTM  
Track - Speaking  Audio 15-3

## DEVELOP YOUR OWN PERSONAL MISSION STATEMENT

Harold Usher, DTM  
Track - Motivation & Leadership  Audio 15-4

## STEP UP THE STAIRS

Evelyn-Jane Burgay, DTM  
Track - Club & District Success  Audio 15-5

## LIFE OUTSIDE OF TOASTMASTERS

Gordie Allen, ATM  
Track - Professional Speaking  Audio 15-6

## GRAB YOUR AUDIENCE AND DON'T LET GO!

Jim & Gloria Barnes  
Track - Speaking  Audio 15-7

## FLIP FOR SUCCESS

Craig Valentine, 1999's "World Champion of  
Public Speaking"  
Track - Personal Growth  Audio 15-8

## CLUB BUILDING IN A DIVERSE WORLD

Panel: Lydia Boyd, DTM; Art Nieto, DTM;  
Frank Storey, DTM; Sherri Wood, DTM  
Track - Club & District Success  Audio 15-9

## FREE TO FEE: MAKING YOUR SPEECHES PROFITABLE

Carolyn Stein  
Track - Professional Speaking  Audio 15-10

## HOW TO WIN YOUR AUDIENCE WITH BOMBPROOF HUMOR

Karl Righter, DTM  
Track - Speaking  Audio 15-11

## GET A GRIP ON YOUR DREAM

Peter Jeff, ATM-B  
Track - Personal Growth  Audio 15-12

## LIVING UP TO YOUR POTENTIAL - FINDING THE LEADER WITHIN

Debby Hoffman, ATM-S  
Track - Motivation & Leadership  Audio 15-13

## THE ROAD TO SUCCESS: ACHIEVING DISTINGUISHED DISTRICT, DIVISION AND AREA

Frances Gedra, DTM; James Hart, DTM;  
Margaret Fagetti, DTM; Nancy McCarthy, ATM-B;  
Timothy Pesut, DTM  
Track - Club & District Success  Audio 15-14

## ACCREDITED SPEAKER PROGRAM

Denise Marek, Michael Kroth  
 Audio 15-15

## THE SUBCONSCIOUS LEADER - CLUB LEADERSHIP KEYNOTE

Jack Gillespie, DTM  
Track - Motivation & Leadership  Audio 15-16

## LONG LIVE 'GOMO' (GET OVER IT; MOVE ON!) - LUNCHEON KEYNOTE

Susan Wilson, ATM  
Track - Personal Growth  Audio 15-17

## RULES FROM THE LEADER SHIP

Michael Aun  
Track - Motivation & Leadership  Audio 15-18  
 VHS 15-5018  VHS-PAL 15-7018

## SO WHAT AND WHO CARES?

Joel Weldon  
 Audio 15-19  VHS 15-5019  
 VHS-PAL 15-7019

## 2000 WORLD CHAMPIONSHIP OF PUBLIC SPEAKING

Kendall Isaac, Larry Tucker, Mark Haugh, Steve Tandy,  
Robert Oppele, Roy J. Nichols, David Romanchick,  
Ed Tate, Brendan Toale  
 VHS 15-5020  VHS-PAL 15-7020  
 Cassette 15-20 & 15-21 (2 Tapes)  
 CD 15-0020 & 15-0021 (2 CD's)

## HOW TO RESEARCH YOUR SPEECH MATERIAL

Mike Charton, ATM  
Track - Speaking  Audio 15-22

## SPEAKERS SAMPLER

Ray Martin, DTM; Henry Maxwell, ATM-S;  
Dr. Hoong Wee Min, ATM-G; Michael Simpson, ATM-G;  
Koni Thompson, ATM-B  
Track - Personal Growth  Audio 15-23

The Golden Gavel Address is NOT available.  
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wouldn't it be worthwhile  
to listen to the best?

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## PEAK PERFORMANCE IS CHILD'S PLAY

Michael Hart  
Track - Motivation & Leadership  Audio 15-24

## PROFESSIONALLY SPEAKING

Gordie Allen, ATM; Robert Barnhill, DTM;  
Wayne Baughman, DTM; Carolyn Stein  
Track - Professional Speaking  Audio 15-25

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Tim Keck, DTM; Jo Anna McWilliams, DTM  
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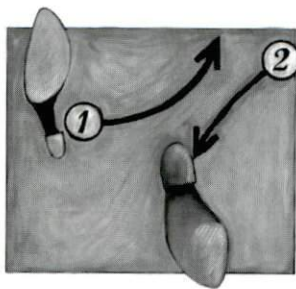
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## HOW TO

By Jack Malcolm, CTM

# Turn that Curveball into a Home Run

## Mastering the impromptu talk.

**T**able Topics do a great job preparing you for impromptu speaking, but in the “real world” you need more. In business, you don’t get any points for not answering the questions, no matter how clever your delivery. Second, the consequences of success go far beyond winning a ribbon for best Table Topics. Imagine this scene:

*You’re in a meeting, half asleep, when someone says, “Gary, what do you think about that?” All eyes seem to pierce, as every drop of moisture in your mouth evaporates and every coherent thought vanishes into an unreachable corner of your brain. Somehow, you stammer out a weak response.*

Sounds familiar? To find someone who can deliver impromptu remarks with grace and eloquence is rare indeed. We stand in awe of these folks and remember their performances for a long time.

Yet, why should this skill be so rare? After all, we get so many more chances to speak off-the-cuff than we do to make prepared speeches. It should be easy! Alas, it is not. As one of my clients told me, “I can handle prepared talks easily. But when I’m asked to make a few off-the-cuff remarks, or someone hits me with a question in a meeting, I get brain-lock. And later, I kick myself when I think of all the things I could have said.”

As I was able to show him and other clients, you can survive the impromptu curveball with your pride and reputation intact – but you also can use it as your platform to stand above the crowd. Here’s how:

Keep in mind the following acronym – CALM. It stands for Confidence, Anticipation, Listening and Momentary pause.

**Confidence:** The main reason most people fumble the impromptu talk is lack of confidence. They usually know the material, but they get nervous and forget exactly what to say or how to say it. Their lack of confidence shows through, and this detracts even further from their weak message. So, you need to act confident and feel confident. Easier said than done!

Rule number one: *Act confident.* As the old saying goes, “fake it ‘til you make it.” The most important factor in the success of any presentation is the confidence radiated by the speaker. Stand up straight, keep an open stance, smile and project your voice. If you project confidence to the audience, your feelings will quickly catch up to your action. You may recall the incident that propelled Ronald Reagan ahead of the pack as he vied for the Republican presidential nomination several years ago. During a nationally televised debate, as the moderator tried to get him to relinquish his place, Reagan said, “Mr. Speaker, I *paid* for this microphone.” Act as if you own the place – *because you do* – for the few moments you are on the spot.

To feel confident, first realize that the audience wishes you well. Unlike car racing fans, audiences don’t come to watch you crash. Knowing you have been put on the spot, they will cut you some slack; they don’t expect a perfect soliloquy. Also, keep in mind the reason you were asked the question or put on the spot is that your opinion is valued; you are an expert on the topic. When you realize that you know more about it than anyone in the room, you won’t feel so queasy. And if you don’t, be candid about it. Don’t act as if you know more than you do.

The best way to feel confident is to be prepared for the question, and that leads us to:

---

**Anticipation:** Very few questions should take you by surprise, if you thought about the meeting before coming. As you plan for a meeting, keep in mind: Who will be there? What are they likely to want to know? Is it likely that they will ask you to say something? If so, what will you say? What are they interested in? What kinds of questions have they asked in the past? What is the purpose of the meeting? If you take a few minutes to think about, and actually write down, potential questions, you can anticipate almost everything that may come up. Good salespeople know this. They anticipate objections and plan their responses before they enter a customer's office.

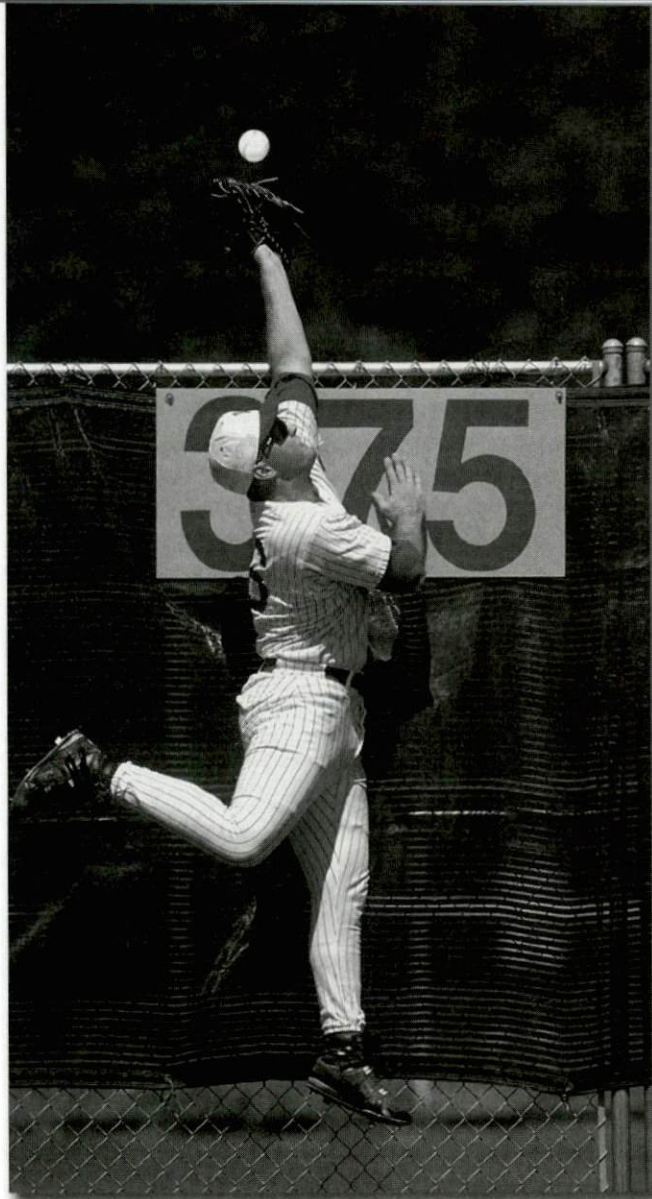
Anticipation gives you a tremendous advantage. Besides preventing poor performance, it can actually make you look amazingly good. The audience expects a less than perfect answer, but when you give them an excellent answer, you earn their respect. There is no better feeling than to have someone hit you with their best shot – and you just smile and say, "I'm glad you asked that."

**Listening:** Most people fail the impromptu test because they don't answer the question that was asked. Make sure you hear the questions. But listening requires far more than hearing the specific question. In any meeting, listen carefully to everything that is said. Watch everything. Make sure you hear and remember the names of people making important points and refer back to their comments: "As Joan said..." "And that takes us back to the earlier point about..."

By paying close attention to the entire meeting, you will know who your allies are likely to be and whom you need to watch out for. You will know which subjects will resonate with your listeners and which to stay away from. You will anticipate the progress of the discussion and be poised for powerful replies when the need arises.

**Moment of Silence:** This can be the most important part of your talk. Resist the impulse to begin speaking immediately, even if you know precisely what you want to say. Inexperienced speakers treat silence as their greatest enemy, when it actually can be their best friend.

Your mind processes information about four times faster than you speak, so pauses give you plenty of time to think about what to say. They also make anything you say appear well-considered. If you need more time, ask for clarification or rephrase the question yourself, but beware of doing this too often. Just don't try any sly



Toastmasters tricks, such as expostulating for 30 seconds about why that was such a good question!

The catch is, you must use your momentary pause to form your response, not to panic.

Don't try to compose an entire speech, but use that time to decide your main point. What is the single point you want to get across? Try for just one – he who defends everything defends nothing. Then, state your point immediately, forcefully and succinctly. By asserting the main point, you will automatically line up your supporting arguments and your talk will organize itself. Give your reasons for thinking or feeling the way you do. Depending on the nature of your remarks, you can then state a conclusion, or issue a call to action.

Act and feel *confident*; *anticipate* the chance to speak; *listen* carefully; and take a *momentary pause* before launching into your remarks. If you keep these four things in mind, your next meeting can be your chance to stand out and shine. **1**

---

**Jack Malcolm, CTM,** is a member of Davie Morning Toastmasters Club 2508-47, in Fort Lauderdale, Florida.





# You Can

# Sell Your Ideas

— If you understand individual and organizational behavior.

**Y**ou know your new idea will work. But you keep it to yourself because, "They don't even want to consider change around here." Or, "If only I could get management to agree, but I don't know how." Wrong conclusion. Don't give management all the credit for an apparent refusal to implement constructive changes. Don't automatically identify management as "they" and you and your fellow workers as "we." If you want to be a spokesperson for and source of management's creative new ideas, get on the team. Use language management understands. Your boss won't resist change – if it is presented in a winning way.

You can win, although others may fail, by making your idea worth your supervisor's time. Capitalize on the

fact that your boss's time is limited and your idea is just one of many he or she hears every day.

Whether or not your boss likes you, he or she will listen to your idea if you can show how it will benefit the company or departmental operations. But before that can happen, you must make some critical decisions and be ready to support your idea with reinforcing information. Be sure to get to your main points concerning benefits to the boss and the company quickly.

BY DAVID K. LINDO, PH.D. ■ PHOTOGRAPHY BY EYEWIRE

In any presentation to your boss, to get immediate attention, you must compete with his or her other concerns. You say you aren't getting any attention today? Well, there is a wrong way to get it. Don't be like the lion that ate the bull. The lion felt so good he roared and roared. A hunter heard the commotion and with one shot killed the lion. Moral: When you are full of bull, keep your mouth shut.

So, before you open your mouth, make sure you have a salable idea. You can find ideas anywhere every day – if you are alert to opportunity. This is because you see things from your own bias. Because you are you, you can make something unique out of anything you see.

How does that work? By answering "What if" questions. What if we do this – or that – or some other thing? Remember the past and relate it to what is occurring today. Read books and articles that relate to your field. Clip stories that can be used to support ideas for change. Bear in mind that management often asks, "Who else does it that way?"

Think of your boss as your "customer." Know what kinds of ideas he or she is likely to accept. Decide if you would take your ideas seriously if you were in your boss's shoes. If only you were responsible for the results, what would you need to know to get comfortable with the idea?

Your ideas may hit you when you see a management mistake. Have you ever told your boss, "You're wrong"? How you make the call makes a big difference in how your comments will be accepted. As an indirect and tactful way to identify misdirection, you might say something like, "I thought I was supposed to be going north, but it seems we're headed south. What did I miss?"

Think your ideas through from a total organization standpoint. Test your boss for receptivity to new ways to accomplish old tasks. Determine how you can take your idea, feelings and judgments and make them usable by your boss. Determine the effect you want to produce before you ask for attention.

Decide which form of presentation will be the most effective – oral or written, with or without visual aids, in private or in a staff meeting. Decide how to support your idea. What alternatives have you considered? What is the balance between costs and benefits? What challenges to the status quo must be overcome – and how can they be accomplished? What conviction, mood, result and change do you wish to cause?

Build your presentation around a basic objective. For example, is it to reduce expenses or increase sales? There really is more than one way to skin a cat. I recall a situa-

tion in which a company president called on a sales manager and a market development specialist to make suggestions for increasing profit. The controller – whose bias was to reduce cost – was invited to listen and to help evaluate their proposals. The controller was very pleased when the sales manager's solution was to cut expenditures by \$100,000.

The market development specialist presented a plan to increase cost by \$200,000. He supported his plan with a logical step-by-step analysis based on market expansion that demonstrated how the company would actually increase profit by \$500,000 and better utilize production personnel. Both plans were approved. Each contributed to the goal of increasing profit.

Every presentation you make should include facts to support your key points. In my own experience I was able to reduce the assessed valuation of my house by more than 20 percent by presenting facts to the local board of equalization that beat the local assessor in his own area of expertise. I had more facts that pertained to my specific circumstance that he did. I proved that my property's market value had declined due to freeway noise, a factor the assessor hadn't considered.

Given today's rapid pace of change, you must be able to develop talents as engineer, producer and salesperson for your ideas. Define the situation. Make a recommendation. Enumerate alternatives. Provide accurate detailed support. Be sure to identify information sources. These steps will help build confidence in your presentation. Always date your support data – to avoid arguments as to whether it is current. To be effective, define for yourself your objectives, identify how to achieve them, and select the best medium to present your message.

Before you speak up, you have a number of decisions to make. Keep your eye on the goal. Do you want to motivate action or to inform someone of a current situation? An action-oriented oral report pinpoints a need for someone to do something right now! It identifies problems and enumerates potential solutions. On the other hand, a status report simply transfers information without slanting it toward any specific action. It leaves the reader or listener with the responsibility to determine if anything should be done.

To learn what your "customer" is looking for means you must get market data about your boss. Learn all you can about his or her attitudes, habits, wants, likes and dislikes. Answer for yourself – at least mentally – the questions he is sure to ask. One sure question is, "What's in it for me?" Start to think like your boss. What are his

*Determine the effect you want to produce before you ask for attention.*

or her “hot buttons?” You can push the right buttons with your presentation if you know what is most important to him or her: cost, schedule, technology, profit, ego or something else.

Timing is a critical component of your sales strategy. The best idea presented at an inopportune time is almost sure to be rejected. Timeliness of your presentation can be improved by the early dropping of hints, including estimates of when critical information will be available. If your boss is hooked by a hint, follow up with the complete package to date as a “preliminary draft.” Allow him or her to help direct the completion effort.

I’ve found that most successful idea sales occur when presented orally with written backup information for later reference. Making yourself available to explain and handle questions can be a great timesaver. It helps your boss understand and save face. Be patient. You undoubtedly know more about the subject than he or she does. The real test of success is when your boss starts to own the idea.

Five steps to take when preparing your presentation: organize, select language, refine data, be consistent and use tact.

**1 State your main idea in one sentence.** Follow with an outline of subtopics. Organize your research notes behind each subtopic. Write the first draft of your script as quickly as you can. Do it in one sitting if possible. Don’t go back to read what you’ve written until you’ve exhausted your burst of creative energy. Then sit back and read the draft. See whether you emphasized positive or negative thoughts. Rewrite, reorganize, polish and make the presentation positive. Read each version out loud. How does it sound? Do a dry run for family and co-workers. Your goal is to sell, so think positive!

**2 Use your boss’s language.** Speak in his or her terms when possible. Mark Twain used four-letter words as often as he could. He reasoned that he got paid as much for four-letter words as for 10-letter words. Call attention to your most important points by using headlines for emphasis. Newspapers place headlines at the top of every story to enable readers to decide if they want to read more. Shouldn’t you?

**3 Be consistent.** Present your message the same way throughout your presentation. Remember the adage, “Tell them what you’re going to tell them, tell them, then tell them what you told them.”

**4 Present refined data.** Don’t expect your boss to figure out what you are trying to say. Give him or her the benefit of your analysis. A pile of words and numbers is difficult to understand without having done the

work. So don’t waste your boss’s time by leading him or her through the same maze of data you had to go through to reach your conclusion. Be brief.

Don’t be like the dignitary who, when visiting Africa for the first time, appeared before a large gathering of locals and launched into a long rambling story that went on for what seemed an eternity. The locals listened respectfully. When the speaker concluded, his interpreter rose and said four words. The locals laughed uproariously. Stunned, the dignitary asked, “How could you tell my story so quickly?” The response: “Story too long, so I say, ‘He tell joke, laugh.’”

**5 Be tactful.** Display an attitude of enthusiasm for your idea and a feeling of respect for your audience. It may help to think of your idea as a product designed and developed, produced and packaged to fit an observed condition. Each presentation of your idea exists to satisfy a specific need. Bear in mind that change carries with it a threat of insecurity. So when you plan to propose change, start laying groundwork well in advance of your presentation. Clear, decision-oriented, fact-filled presentations are powerful sales instruments. Don’t lose audiences by talking down to them or sounding as if you know it all.

You have the motivation and technical knowledge to develop significant new ideas. Add the ability to understand individual and organizational behavior. Also add effective, to-the-point presentations and you will win support and acceptance for your ideas. The likely payoff will be early implementation of your ideas and the rewards they will earn for you. **T**

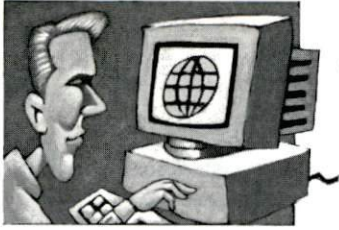
David K. Lindo, Ph.D., of Burnsville, Minnesota is a professional manager, educator, writer and public speaker on topics dealing with individual development and organizational control.

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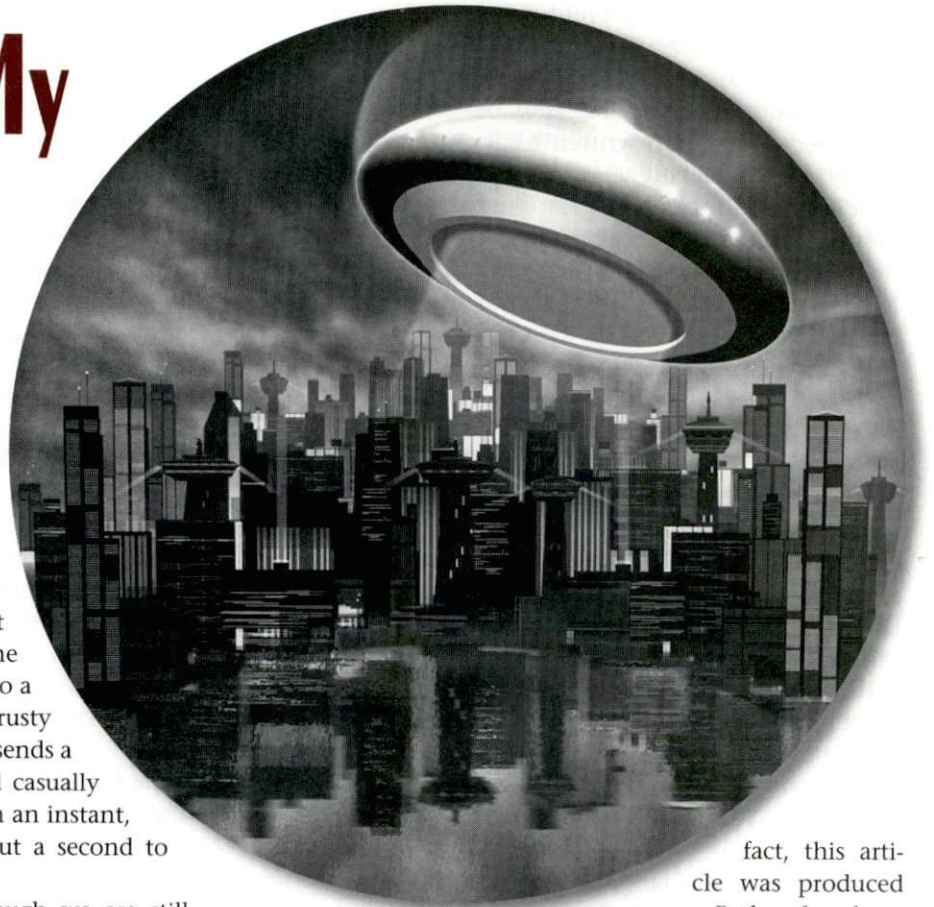
The many uses for handheld computers.

# Beam Me My Notes Please

It's 10 o'clock on a Friday morning and you're about to give a very important speech in front of your colleagues. You've practiced – you're primed – you're in the zone! You step up to the lectern to an explosion of applause, only to realize that the last speaker moved your notes! Although the audience doesn't see it, you break out into a cold sweat. Suddenly, help arrives: Your trusty assistant (who has seen that look before) sends a smile your way from the front row and casually raises her handheld computing device. In an instant, your notes are "beamed" to you without a second to spare! The day is saved!

Science fiction or science fact? Although we are still many years away from "beaming" up to starships, today's technology does offer us some enabling tools that can help energize speechmaking to a new level. I'm talking about those little handheld computing devices people carry with them everywhere. Since their debut in the mid-1990s, handheld computers have worked their way into nearly every aspect of daily life. With them you can do everything from composing electronic mail and managing your personal schedule to faxing documents and surfing the Internet. You can even read books on these nifty little devices. Their potential is awesome, but a tool is only as good as the task you set for it. Here are some ways you can use handheld computers as a tool to improve your speeches:

■ **Compose Your Speech:** I've used my handheld computer to create every prepared speech I've given to date. In



fact, this article was produced on one. Rather than keep my notes on endless Post-Its and sheets of paper that get shuffled and lost, I carry my handheld with me everywhere and write notes on the go. When I return home, I perform a "Hotsynch" with my computer, thus automatically synchronizing my files and saving myself the "paper-to-computer" transition time (I also have an automatic backup in case my computer takes an "ILOVEU" hit!)

■ **Practice Speeches:** As illustrated in the opening paragraph, you can read your speech off of your handheld device. Although we practice speaking without them, notes *are* acceptable in some instances. Just turn on the device and scroll away. Additionally, if you receive evaluations you want to capture or need to make quick changes to your speech (heaven forbid!), you can immediately jot them down without the worry of messy scribbles on paper.

■ **Share Information:** Let's say you're attending a club meeting and you like someone's speech, but you see room for improvement. You can write your notes down on your handheld and – if the speaker has one, too – “beam” your comments directly into his hand! You also can exchange copies of speeches in less than two seconds! No more rushing to find a copier or having to say “I’ll have to send it to you later.” Additionally, you can exchange contact information with other handheld computer users. For example, on many occasions, I’ve exchanged business cards with Toastmasters. Unfortunately, when I arrived home, I had lost the card or inadvertently destroyed it in the laundry. Not anymore! With my trusty handheld computing device, I just point, click, and voila: We exchange cards electronically via infrared beaming. Once I synchronize my handheld with my home PC, the contact information will be backed up on my desktop computer.

■ **Read Books:** Although I have yet to find Toastmasters manuals in an electronic format, I do carry several speech improvement “e-books” found online in my device. Now when I travel, I seldom carry a laptop or books that take up space. I simply load up my handheld and away I go.

■ **E-mail Your Mentor (from the airport):** Let's say you are traveling and suddenly inspiration hits. You take out your pad and start furiously writing the International

Speech Contest's winning speech! You want to share it with your mentor and get some pointers, but you'll have to wait until you can either A) transfer it to e-mail and send it to her, or B) hand it over in person. Having to wait so long (since you are flying back to Virginia from California and won't land until 1 am), inspiration – that fleeting companion – abandons you. Deflated and tired, you leave your speech on the Road to Would-Have, Could-Have. Now imagine the same situation, but now you have your handheld with wireless modem. In seconds your e-mail is away and your mentor (whom inspiration hit at the same time) sees it immediately and sends back the evaluation you use to win the World Championship of Public Speaking!

Speechmaking is a craft. As such, there are many tools available to help you improve your skills. Remember: Toastmasters help set the pace that others follow. Use all the tools at your disposal to become a better speaker – let your reservoir overflow, then step out in front of the rest and shine! With that in mind, I look forward to trading e-cards (or speech notes) with you when next we meet at a conference. I have to go now – the person across the aisle is waiting for me to beam this article to him. **T**

K. DeLaine Johnson, CL, is the president of Poquoson Toastmasters Club 9038-66 in Poquoson, Virginia.

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## CAN WE TALK?

By Dianna Booher

Cautious comments ward off conflict.

# When the Problem Is Not the Problem

The problem is often not the problem. Instead it is often someone's attitude and communication style regarding the problem. Many negative situations we find ourselves in have less to do with power and position than with our communication skills. When you find yourself in such a conflict, try to discard any peripheral put-offs or posturing

- **Offer the other person face-saving comments.** If you expect the other person to take your side and come to agreement, make it easy on his or her pride. Say something like, "Your mistake is understandable. The map is confusing. Several people have gotten lost." Or, "The details are complex. Most people don't realize how overwhelming so much information can be. You've made excellent progress so far."
- **Let the other person exercise options.** People want to maintain a sense of power. That power may come from strong self-esteem, freedom of choice about how and when a job gets done, control over a project's success or failure, or freedom to interact or not interact with others.
- **Be cautious about taking away people's choices.** Deprived of choices, these people could sabotage your project or end your relationship altogether. Provide others with opportunities to choose and control. Shun sarcasm because sarcasm humiliates people. Avoid making remarks such as, "Thanks a lot. That was a big help to have these figures two days after the report was turned in." Or, "Thanks for ordering lunch for me while I was in the meeting. My husband makes all the decisions at home; why shouldn't you take over the responsibility here?" These are nasty no-nos that only drive wedges between people and intensify already-volatile situations.
- **Leave exaggerations for TV sitcoms.** When you exaggerate, the other person often ignores the bigger issue and proves your exaggeration incorrect. You'll wind up arguing over the misstatement rather than the issue. "These

exorbitant overnight-express shipping charges are putting us in the poorhouse." The other person's likely response: "I don't think \$68 a month for shipping is putting us in the poorhouse." Or "You always find fault with my suggestions." You may reply, "I don't always find fault. I liked your suggestions on flextime in last week's meeting." Statements like these move you off the subject and onto defending the exaggeration.

- **Don't act incredulous.** An incredulous person greets the other with a quizzical look of disbelief and shock at the "stupidity" of what has happened. Don't make statements like "So you left the manual in the prospect's office so everybody could copy it before we get it copyrighted?" Or "Why in the world would you believe that?" Or "What makes you think that would work?" Most people can tolerate disagreement, but they snap when it comes to humiliation. An amused grin, mocking raised eyebrows or outright laughter can cut a person to the quick even if the response seems deserved.
- **Don't "dismiss" people.** This "mood" pervades the atmosphere of conflict when one person makes it clear that talk will no longer help, that the details no longer matter and won't change things, or that what you're asking is out of the question and should not be entertained with a discussion. Dismissal can be conveyed through words, gestures or body language. We all know it when we see it.

Next time you're involved in a problem that won't seem to resolve itself, ask yourself if the problem is the problem or whether the communication regarding the problem is the problem. **T**

Dianna Booher is CEO of Booher Consultants, a communications firm in Dallas, Texas. She has published 39 books, including *Communicate With Confidence!* (McGraw-Hill), *Well Connected: Power Your Own Soul by Plugging Into Others* (Word), and *Mother's Gifts to Me* (Countryman). For more information visit [www.booherconsultants.com](http://www.booherconsultants.com).

Don't assume that others understand your words, actions or intentions.

# Know Their Circumstances

If you are like me, I'll bet you often find yourself frustrated by other people – family members, co-workers or club members – who do not behave as you wish them to despite your many explanations and exhortations. I often find myself – and others – haranguing or raising vocal volume in an attempt to communicate more clearly, as if the other person is hard of hearing or a different explanation will somehow solve the problem.

After a great deal of work in aiding organizations in their development, I have discovered that the fault for problems in human interaction lies not in the communication but in the assumptions from which the communication emanates. We assume others understand our words, actions and intentions when in fact nothing could be further from the truth. And we exacerbate this folly by attempting to force understanding.

We all know that pushing people fails more often than not. So our attempts to push understanding on them will most likely fail as well. We'll be accused of badgering, harassment, intolerance and the like.

The solution lies in a radical but simple shift of our intention. Why not start where the student is? If we intend to pass on information to people, shouldn't we be gravely concerned about their level of understanding? How do they learn? What are their aptitudes and tendencies? What attitudes or physical proficiencies might they possess that could either hinder or assist in understanding? To what forms of communication are they most receptive?

As a Toastmaster you may observe a startling similarity between these questions and the evaluation process commonly used in providing feedback for a speech. That is hardly surprising since all forms of effective communication share common traits.

In my work I have identified some of the more significant factors by observing and experimenting to determine their effectiveness. They are:

- Regardless of the skills of the person involved, remember that the goal is progress, not perfection. Start by

building on existing strengths. As skills grow and the communication continues, ample opportunity for additional advancement will occur.

- Do not shy from candor. Most of us want to hear the truth. But find ways to honestly encourage, rather than discourage. Self-deprecation, humor, simplicity and empathy are particularly effective.
- Everyone has preferences for receiving information. Find out what those are for the people in your life and use them faithfully. Be assured the preferred method will succeed when all else fails.
- Communicate the positive whenever possible. Strive to provide no less than 80 percent supportive material. For example, provide four encouraging comments for every suggestion for improvement.
- Try to communicate in a timely fashion, with frequency and variety. We all learn best from information and experiences that are fresh in our minds.
- Use examples. They readily illustrate points in the same way that a picture communicates much more than words.

*"In every form of communication, there is no substitute for listening, understanding and consideration."*

Most of these ideas are intuitively accurate. We know them and, in some instances, we use them. But we forget that the goal of communication is to ensure that the information is received. We neglect the often painstaking effort required to learn everything we can about the receiver of information. We inadvertently overlook the fact that it is in our best interest to explore the other person's circumstances. In doing so, we will be more successful in our communication. We can achieve what we aim for by exercising these simple (but not always easy) practices.

In every form of communication, there is no substitute for listening, understanding and consideration. Use them freely and watch your successes multiply. **T**

Ron Chapman, DTM, is a member of Midday Madness Club 6220-23 and Mutually Speaking 593-23 in Albuquerque, New Mexico. He is a seminar leader and a commentator for public radio.

Be sure everyone in the audience can hear you.

# CONSIDER Acoustics

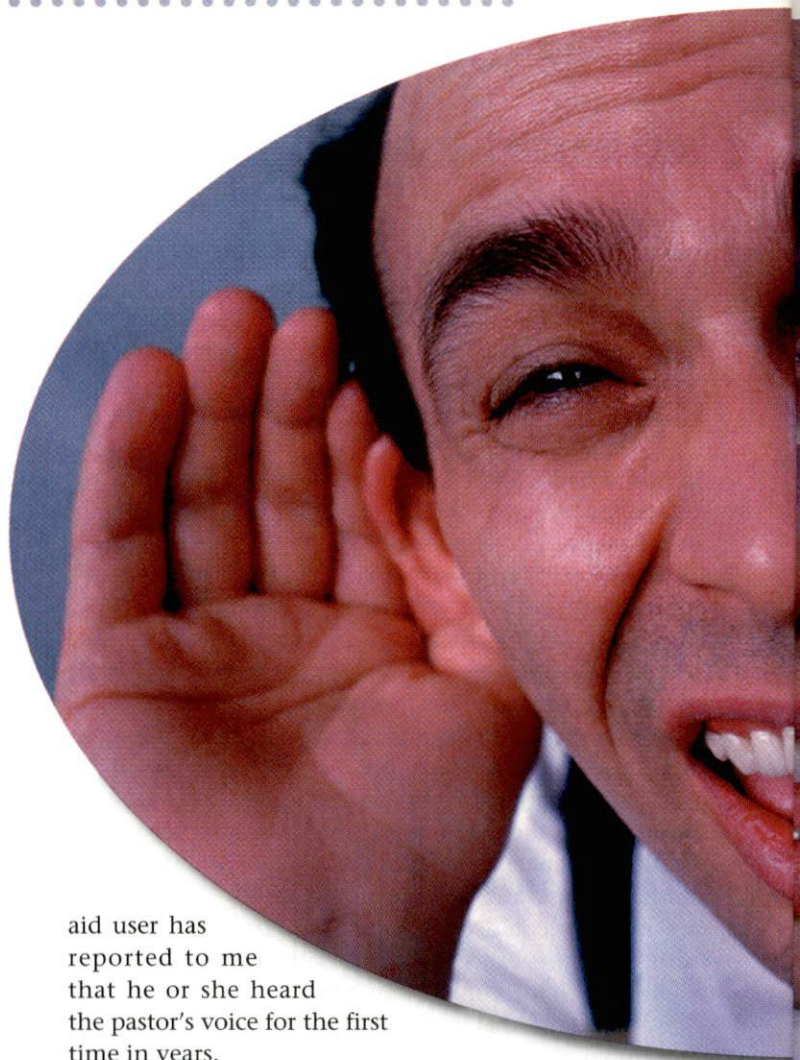
How can you tell if anyone in your audience is hard of hearing? The answer is simple: you can't tell. Hearing loss is invisible. But you can – and should – prepare for every presentation as though hearing loss exists in the audience. Consider that 13 percent of Americans between the ages of 45 and 64 years have a hearing loss. That means that even in a small group of 30 middle-aged people, about four of them may have significant difficulty understanding your presentation – unless you use some strategies to improve your communication.

I am an audiologist with 10 years of experience working with hearing-impaired people. My hearing-impaired clients ask me, "How come I hear you just fine?" I respond that I have a lot of experience talking to hearing-impaired people and I am in the habit of using simple strategies to ensure good communication. My clients benefit from these strategies – and so can your audience. Four mistakes frequently hinder public speakers in delivering their messages. By understanding the following concepts and being mindful of them during presentations, you can avoid these mistakes and become a more effective speaker.

#### MISTAKE NO. 1:

**Not knowing if your audience can hear you.**

Care about your message and take responsibility for its audibility. In public speaking situations, many people won't call attention to themselves by asking you to speak up. To smile and nod without understanding a word is a common strategy the hearing-impaired use to avoid embarrassment. More than one satisfied new hearing-



aid user has reported to me that he or she heard the pastor's voice for the first time in years.

So just because audience members nod and appear to hear you, don't assume they are getting your message. Make sure they are! An audience member won't be aware that he or she can't hear you until after you begin talking. Then, it's often too late for that person to stand up and move closer. Give the audience an opportunity to alert you to a problem at the outset of your presentation. Then correct any problem by raising your voice or turning up the volume on your public-address system.

No one wants to announce in front of a group that he or she can't hear well, so ask your audience to give you a signal (cupping your hand behind your ear). Watch for this signal throughout your presentation.

#### MISTAKE NO. 2:

**Having too much distance between you – or your public-address speaker system – and the audience.**

The distance between you, the speaker, and your audience is critical. Try to arrange seating so that you don't

BY JOY JACOBSON COLLE ■ PHT





have people scattered throughout a large room. Limit seating to those seats closest to you and your public-address sound source. Minimizing speaker-to-listener distance is especially important for people using hearing aids and for others with hearing loss. A hearing aid will amplify only the energy that reaches its microphone. A long distance between speaker and hearing-aid user will result in little energy reaching the hearing-aid microphone, and hence, little benefit. I recommend that anyone with a hearing impairment sit within 12 feet of you or your public-address sound source.

**MISTAKE NO. 3:**

**Allowing background noises to interfere.**

Even a slide projector fan can deteriorate the listening environment and diminish understanding. Background sounds can produce an effect called "masking." This phenomenon causes one sound to become inaudible by covering, or masking, it with another sound. Avoid noisy audiovisual aids whenever possible. Also situate audiovisual aids as far away from your audience as you can. You likely won't have control of outside noises, but be assertive if

you think you can quiet the group in the foyer – or ask the hotel staff to delay vacuuming adjoining rooms until after your meeting. Your audience will appreciate it. Likewise, stop talking and wait for that jet to go by.

Try to arrange to give your presentation in an "acoustically friendly" environment. Carpeting, acoustic ceiling tile and wall or window coverings are tremendously helpful to your message delivery. Hard surfaces tend to keep sounds reverberating, so the slide projector is more distracting, shuffling of feet sounds louder, and your voice may even echo. Vaulted ceilings have the effect of carrying your voice away. Use a public-address system if the room is large. If you know you will be speaking to an audience of hearing-impaired people, an "acoustically friendly" environment is critical.

**MISTAKE NO. 4:**

**Not giving visual cues to your audience.**

Fortunately, many of those critical speech sounds that may be lost by distance and background noises can be distinguished visually. Most hearing-impaired people lose their hearing gradually and develop lip-reading skills unconsciously as a compensation strategy. A lapel microphone is preferable to a microphone that obscures your facial features. Your audience can obtain information important for understanding by observing not only your lips, but your overall facial expressions and gestures. I don't advocate exaggerated motions, but be aware that you can augment your message with visual cues. Of course, when using visual material such as slides and overheads, be sure those materials feature key words to make it easier for your audience to follow along with your topic.

**In a nutshell, these are the key tips to remember:**

1. Tell the audience to give you a cue (cupping one's ear is a good one) if anyone is having trouble hearing. That way audience members can signal you without calling attention to themselves or interrupting you.
2. Take responsibility for being heard. Don't wait for the audience to rectify the situation. Most likely, no one will change seats to hear you better.
3. Be responsive to your audience. Ask if everyone can hear you. Ask again if anything changes (for example, if a slide projector fan comes on or the lights are dimmed). React appropriately by moving closer or projecting your voice.
4. Take advantage of a public-address system, especially in a large group or large room or if your voice isn't strong.
5. Plan ahead. Know your audience. Know that in any given audience, at least someone will have difficulty hearing you.

6. Know your own voice. Ask at a Toastmasters meeting if your voice is strong and carries well. Sometimes we don't gauge our own loudness very well. Practice projecting your voice.
7. Use a lapel microphone instead of one that obscures visibility of your face.
8. Condense seating so that your audience is as close to you as possible.
9. Make sure your supplemental visual materials display key words to augment your spoken message.

A small acoustic problem will have a profound negative impact on understanding, even for people lucky enough

to have good hearing. So everyone in your audience will benefit from the concepts covered in this article.

If you believe your presentation is important, your audience will too. Your audience will like your presentation, your subject and your ideas when you show listeners that you think your presentation is important enough to take some extra steps to make sure they hear you. Your audience's response will be your reward. **1**

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**Joy Jacobson Colle** has a master's degree in audiology. After eight years of clinical audiology service, she now is a writer living in Trenton, Florida.

# What Did You Say?

By Frank J. Felsburg Jr., ATM

**A**s speakers and communicators, we are sometimes challenged in ways that we may not even be aware of. For instance, approximately 33 million Americans have some degree of hearing loss. Some members in your home club could be among them. You – and they – may not even realize that they have this problem. Some of us have family members or other loved ones who are hard of hearing.

Here are some suggestions as to how to communicate more effectively with people with a hearing disability, keeping in mind that some of them may not admit that they have the problem.

**1 Be aware of the acoustics of the room in which you are speaking.** For example, where there is no carpeting to absorb sounds, words will rebound, creating a poor listening environment, especially for the hard-of-hearing. Being conscious of our environment should remind us to project our voices accordingly.

**2 Turn down – or off – radios or televisions that may be on in the room – or in an adjoining room.** It's best to do this before trying to communicate with anyone, even people with no hearing problems.

**3 Before talking with someone who has a hearing disability (whether or not he or she is wearing a hearing aid), get the person's attention.** You can do this by saying his name or perhaps

touching him; then use gestures. Position yourself directly in front of the person — at a comfortable distance.

**4 Don't talk louder – talk more slowly.** The auditory processing system slows down as we get older, and most hard-of-hearing people are elderly. Again, whether you are talking to people with hearing loss or to a young audience with normal hearing, the more animation and excitement you put into your speech, the more receptive to your message your audience is likely to be.

**5 When you have not been understood, it's often wise to rephrase your comment.** Since different words or phrases may be more easily understood, it's best not to parrot the same thing over and over. Take a tip from the Roman statesman and general Cato the Elder, who said, "Stick with the subject and the words will come."

**6 If your message isn't getting through, the problem may be due to something you could improve other than the words you're using.** Start by looking at your habits. How well do you enunciate? Is anything covering your mouth, such as for instance, a mustache? For women, it's sometimes helpful to wear darker lipstick. It also helps the audience if the light is shining on a speaker's face, rather than behind him or her.

**7 Be patient.** Your sincere support is important to people with hearing loss. You can encourage hearing-impaired people to use hearing aids by helping them realize the benefits.

Helen Keller, who was both deaf and blind, said, "Deafness is a worse misfortune, for it means the loss of the most vital stimulus – the sound of the voice which brings language, sets thoughts astir, and keeps us in the intellectual company of man." **1**

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**Frank J. Felsburg Jr., ATM,** is a member of Picket Post Toastmasters Club 1191-38 in Berwyn, Pennsylvania.

By Mark Majcher, ATM



Toastmasters Share Their Lessons Learned

# Set Your Sights on Excelling – Not Simply Surviving

**T**his month's Topical Tips theme is "surpassing survival." You as a Toastmaster have survived the Ice Breaker speech, Table Topics and numerous other challenges. Don't lose the momentum! Continue to attend club meetings and you will not only survive, but you'll flourish.

One survival technique is to be prepared – for example, to always have a few topics in your "hip pocket" to fill conversational voids. Here are some tips from fellow Toastmasters to help keep you and your club on the fast track as you face new speaking and leadership challenges:

■ *What makes Toastmasters important to a 25-plus-year member? For me the answer is the Youth Leadership Program. This program helps young people develop communication and leadership skills so that they may become tomorrow's leaders in business, industry and the community. Local Toastmasters clubs sponsor the programs, frequently by working with other youth groups and supplementing activities those groups offer.*

*For the past 15 years I have coordinated two Toastmasters Youth Leadership programs annually for Upward Bound in the city of Lynn, Massachusetts, and other local areas. Upward Bound is a federally funded program that provides extra help for high school students who will be the first in their families to attend college.*

*I highly recommend the Youth Leadership Program. It's fun and rewarding – and you'll meet a great group of young people!*  
FRANK PELLETIER, CTM • SALEM, MASSACHUSETTS

■ *Rewriting key points of my speech several times during preparation helps "lock" them into memory. This extra practice helps eliminate fear of forgetting part of the content. That, in turn, encourages confidence and relaxation when speaking. I follow these steps:*

*(1) Jot down key thoughts by mind-mapping. (2) Sketch a brief outline. (3) Write out the entire speech with stories, quotes, jokes and other supporting material. (4) Read over for clarity, organization, gestures and timing. (5) Rehearse until I feel confident to present without notes. (6) Jot down from memory key*

*points of content, including stories and jokes. (7) Compare points I wrote from memory to original outline for accuracy. (8) Practice and time the speech however many times it takes to present it smoothly, but no fewer than two times.*

*This may seem like extra work, but anything worth doing requires work. We*

*all need to find a system that works well for us.*

KAY HOUSUM, ATM-G • PARMA HEIGHTS, OHIO

■ *Attend a "dress rehearsal." Regardless of how much time you spend practicing your speech, nothing compares to actually giving your speech – to an imaginary audience – in the setting in which you will present it. You can do this a few days, or even a few moments, before the meeting begins. Practice on the podium – and at the lectern, if you plan to use one.*

*A "dress rehearsal" can eliminate some of the jitters you may otherwise experience when speaking to an audience. Even if you are on your 10,000th speech, this may be the first time you give this speech in this room. Your extra effort will boost your speech's audience appeal.*

LISA BABBAGE • ALPHARETTA, GEORGIA

■ *When preparing to announce people's names from the lectern, the top priority should be to learn the proper pronunciation of their names. I recently served as co-chair of a speech contest and failed to follow that rule. I stumbled over both the first and last names of our district Lt. Governor Marketing. I was embarrassed.*

NELSON A. DELANO, ATM-S • SAN PEDRO, CALIFORNIA

■ *An article in The Toastmaster magazine inspired the Grand Pioneer Toastmasters Club of Amherst, New York, to develop a plan encouraging members to accept top leadership positions. The club created a miniature leadership track called "The Terrific Toastmaster" that recognized members signing up for all 12 club leadership roles. Before that, members had readily signed up for roles with the fewest responsibilities, leaving vacant positions requiring more complex leadership skills.*

*With initiation of the new plan, names of members successfully filling all 12 roles were engraved on a "Terrific*

Toastmaster" plaque. Our club newsletter tracked a race – in which several of our members competed – to become Grand Pioneer's first "Terrific Toastmaster." The race ended in a tie, with two members reaching the finish line at the same meeting.

The lesson learned: Rewarding members whose efforts benefit all the members in a club is important.

DICK CZARNECKI, DTM • NORTH TONAWANDA, NEW YORK

■ I learned a valuable lesson about closing during my first Toastmasters speech. To end my speech, I just stopped. Listeners didn't know whether I had completed the presentation or was just taking a long pause! After several seconds of silence, I nervously said, "Thank you very much for this opportunity to speak with you."

My evaluator taught me a key point about closing with this feedback: "Announce your close. Let the audience know you are done or almost done." Here are a few examples of how you can announce your close:

- "Let me leave you with this final thought..."
- "So in conclusion..."
- "It has been a pleasure speaking with you today; let me close by telling you the rest of the story..."
- "Before I close, let me illustrate what I mean by exceptional customer service..."

PATRICK DONADIO, ATM • COLUMBUS, OHIO

■ Here's a system our club uses to help Topicsmasters perform fairly and effectively:

List members scheduled on the program in a column on the left-hand side of a sheet of paper and members not scheduled in a column on the right-hand side. Place red dots beside the names of members scheduled to perform major roles and green dots for those assigned minor roles.

As members arrive at the meeting, enlarge the dots beside their names. Cross off names of absent members. Adjust the list in the column on the left to show replacements assigned by the Chairman or by the Vice President Education. Next to the section on Table Topics, fill in speakers' names, drawing from the list in the column on the right and, if needed, green-dot members.

This plan, especially useful for clubs with 25 or more members, enables Table Topicsmasters to have all speakers matched with appropriate topics by the meeting's starting time. It also prepares them to listen better and to bridge more smoothly.

FRANZISKA PLUMMER, ATM-S • VERNON, BRITISH COLUMBIA, CANADA

■ Our club, Siouxper Speakers, has created two new club duties. The first is that of "floater." Each month two persons act as floaters, prepared to fill in where needed, usually when other members are unable to perform their duties for a particular meeting or because of last-minute schedule changes. They are given no other assignments to carry out during that time.

The other new job title is "treatmaster," given to a Toastmaster responsible for bringing refreshments to club meetings.

LORIE BOSSMAN, ATM-S • SIOUX FALLS, SOUTH DAKOTA

■ To enliven the audience for a humorous speech contest, our club placed items such as hats, scarfs and lifejackets in plastic bags. Audience members were given numbers matching the mystery bags and were required to wear what was in their bags. A few hilarious combinations ensued.

VELMA KNIGHT, ATM • PORIRUA, NEW ZEALAND

■ Some Toastmasters – possibly including you – may not be aware of all the Meeting Procedure and Rules of Debate guides printed in "Robert's Rules of Order" (used in the United States and Canada) or "Guide For Meetings and Organisations" (used by Australian and New Zealand clubs).

So when you are chairman of a meeting, try opening the business section by saying, "For those members who are not fully aware of meeting procedure, I have decided in your favor at this meeting and have reduced those hundreds of sections in our guide to two. They are:

Rule 1. The chairman is always right.

Rule 2. If anyone disagrees with the chairman, then rule 1 applies.

This humorous introduction should help ensure that the meeting will close at a reasonable time and save you from referring to another club member who may know the rules better than you do!

JOHN GRAHAM, DTM • NAMBOUR, AUSTRALIA

■ When preparing to enter speech competition, I analyze tapes of the evaluation contest to give me insights into how to deliver better speeches.

RAY WOLKEN, DTM • PORIRUA, NEW ZEALAND

■ Keeping a list of strong, colorful words, especially verbs, on my office desk and at home near the telephone helps me expand my vocabulary and communication skills both in using the telephone and in writing e-mail messages. Because people use different speaking styles in business communications and in conversations with friends and family, I'm developing separate lists for office and home. Since starting my lists, I've been surprised at how many people comment that they appreciate speaking with me and receiving my e-mail.

A. HELENE CHAN, CTM • ONTARIO, CANADA

Share with us that favorite tip, strategy or action that has made you a more effective communicator. Entries may be edited for clarity and length.

Send to: Mark Majcher

"Topical Tips"

1255 Walnut Court

Rockledge, FL 32955

or e-mail: majcher@spacey.net



# Hall of Fame

## President's Distinguished Districts

- District 51\***  
Maimunah Natasha, DTM
- District 25**  
Jennifer Johnson, DTM
- District 44**  
Patricia Ann Singletary, ATM
- District 46\***  
Amelia L. Abad, DTM
- District 66**  
Charles Smith III, ATM
- District 45**  
Olivette Aviso, ATM-S

\* District receives "Excellence in Leadership Award" for completing 1999-2000 with three or more consecutive years as a Distinguished District.

## Select Distinguished Districts

- District 22**  
Alston B. Voorhees, ATM-S
- District 9**  
Susie Walters, DTM
- District 14**  
Jan A. Samuels, DTM
- District 63\***  
Ronald DeVera Barredo, DTM
- District 61\***  
John Gupta, DTM

**District 50**  
Carla Ranger, DTM

\* District receives "Excellence in Leadership Award" for completing 1999-2000 with three or more consecutive years as a Distinguished District.

## Distinguished Districts

- District 16**  
Thomas L. Bach, DTM
- District 8**  
Carole S. Breckner, DTM
- District 32**  
Mary Jo Manzanares, ATM-S
- District 73\***  
Thomas Boon, DTM
- District 28\***  
Ellwyn Albee, DTM
- District 18**  
Len Roberts, DTM
- District 15**  
Victor R. Hernandez, DTM
- District 3\***  
Kelli Jo McDoulett, DTM
- District 53**  
Debra Welch Grehn, DTM
- District 74**  
Anella Grimbeek, DTM
- District 24**  
Connie Wanek, ATM-S
- District 5**  
Kenneth R. Garber, DTM

**District 40**  
Jerry B. Young, DTM

\* District receives "Excellence in Leadership Award" for completing 1999-2000 with three or more consecutive years as a Distinguished District.

## International Speech Contestants

**Region I**  
Robert Opple  
Club 2211-2

**Region II**  
Roy J. Nichols  
Club 9501-12

**Region III**  
Ed Tate  
Club 2977-26

**Region IV**  
Mark Haugh  
Club 560-6

**Region V**  
Steve Tandy  
Club 4989-22

**Region VI**  
Kendall Isaac  
Club 2718-40

**Region VII**  
David Romanchick  
Club 5265-46

**Region VIII**  
Larry Tucker  
Club 1811-37

**Overseas**  
Brendan Toale  
Club 5658-71

## International Taped Speech Contest Winners

**1st Place**  
Kathiravan Muthuselvan Pethi,  
9015-U,  
Bangalore, Karnataka, India

**2nd Place**  
Ramesh Skandan Mahalingam,  
2916-U,  
Manama, Bahrain

**3rd Place**  
Janaki Prasad Pattanaik,  
6897-U,  
Riyadh, Saudi Arabia

## Top Ten Club Newsletters

**The Sound Blaster**  
Club 8722-3  
Editor: Jeanne Maggiore

**Bits and Pieces**  
Club 5087-38  
Editor: Mary Lou Hairston, CL

**UC Bearcat Toastmasters**  
Club 8020-40  
Editors: Jo Diamantes  
Donna S. Gering

**The Arrow**  
Club 2161-42  
Editor: Rhys Davies, CTM

**Toastmaster Talk**  
Club 6661-50  
Editor: John Dvorak, ATM

**Topics**  
Club 1364-51  
Editors: Heather Cheung  
Bernard Yue, ATM-B

**The Toast**  
Club 8406-51  
Editor: Toh Khye Tat, CTM

**Kapi Mana Toastmasters  
Newsletter**  
Club 1679-72  
Editor: Kim Chamberlain, CTM

**Shoreline Voice**  
Club 9360-72  
Editor: Helen Peate, DTM

**The Singing Swan**  
Club 5839-73  
Editor: Dennis Talbot, CTM

## Top Ten District Newsletters

**The Founder**  
Founder's District  
Editor: Ron Maroko, DTM

**District 6 Digest**  
District 6  
Editor: Bonnie L. Johnson, DTM

**The Spokesman**  
District 11  
Editor: Jim Green, ATM-G

**The Plain Speaker**  
District 22  
Editor: Annette Rude, CL

**Success Times**  
District 40  
Editor: Rick Davis, ATM-S

**Prairie Horizons**  
District 42  
Editors: Ron Pidskalny, ATM-S  
Sandy Arndt, CTM

**HOTline**  
District 50  
Editor: John Dvorak, ATM

**Dream Chasers**  
District 51  
Editor: Lakhmichand M.A.,  
ATM-B

**Corroboree**  
District 69  
Editor: Judith Hill, CL

**The Octopus**  
District 74  
Editor: David L. Sutcliffe, DTM

## Top Five Membership Campaigns

**Capitol Square Toastmasters**  
Club 6042-6

**FAA Toastmasters**  
Club 7727-31

**Mitre/Esc Toastmasters**  
Club 2779-31

**Talking Rain Toastmasters**  
Club 1446-32

**Treasure Chest Toastmasters**  
Club 1245-42

## President's 20+ Awards

**District 51**  
Maimunah Natasha, DTM,  
*Governor*

**District 61**  
John Gupta, DTM, *Governor*

**District 71**  
David MacLeod, ATM,  
*Governor*

## President's Extension Awards

**District 25**  
Jennifer Johnson, DTM,  
*Governor*

**District 46**  
Amelia L. Abad, DTM,  
*Governor*

**District 51**  
Maimunah Natasha, DTM,  
*Governor*

## Outstanding Toastmasters of the Year

Ron Jung, ATM-S • D-F  
Eva Marie Vargo, ATM-B • D-1  
Steven Kennedy, ATM-B • D-2  
Nancy Starr, DTM • D-3  
Pamela Tablak • D-4  
Frank Acosta Jr., ATM-S • D-5  
Helen Grothe • D-6  
Wayne Potter • D-7  
Ansell Chisholm, DTM • D-8  
Judy Arington, ATM-B • D-9  
Carolyn Horner, ATM-B • D-10  
John Luther, ATM • D-11  
Richard Danzey Jr., DTM •  
D-12  
William "Bill" Mueller,  
ATM-B • D-13  
Trudie Nacin, ATM-S • D-14  
George E. Rausch, ATM-B •  
D-15

Mike Dobbs, ATM-B • D-16  
Alea Lohr, DTM • D-17  
Carmen Lee-Pow, DTM • D-18  
Brian Tanner, ATM-G • D-19  
Rosanne Schudar • D-20  
Susan Niven, DTM • D-21  
Cozetta Moore • D-23  
Mark Hjelle • D-24  
Joseph Nicholson • D-25  
Edward D. Cox, DTM • D-26  
Carl Sabath, ATM-G • D-27  
Carol Buchanan, ATM-B •  
D-28

Joan Weldy, DTM • D-29  
Grace Rinner, ATM • D-30  
Victor Carbone, DTM • D-31  
Diana Volker, DTM • D-33  
Helen Beale, DTM • D-35  
Rose Troia • D-36  
Keith E. Ostergard • D-37  
Ana Ronda, CTM • D-38  
Dan Blaney, DTM • D-40  
Jon Merchant, DTM • D-41

Pushparajah Thavarajah •  
D-42  
Ron Foster, ATM-B • D-43  
William D. Tighe • D-45  
Mark LaVergne, DTM • D-46  
Nick LoBue, ATM-B • D-46  
Barbara Bergstrom • D-47  
William A. Kirkland II • D-48  
Don Glover, CTM • D-49  
Sandhya Seshadri, DTM •  
D-50  
Dustan Chan, DTM • D-51  
Debbie Ellish, ATM-B • D-52  
Arnold S. Grot, DTM • D-53  
Pete Taraboletti, DTM • D-54  
Steve Sigrest • D-55  
Shari Frisinger, DTM • D-56  
Louis Stifter • D-57  
William J. Arnold • D-58  
Roy Robinson • D-60  
Pierre Desrochers, ATM-B •  
D-61  
Tom Popma • D-62  
Wayne Goodman, DTM •  
D-63  
Susan Kotello • D-64  
Carol Stafford, ATM-G • D-65  
Douglas M. Moore, ATM-B •  
D-66  
Lynne Cobette • D-68  
Kate Ayres, DTM • D-69  
Lorraine Barwick, DTM • D-70  
Norman Lingwood • D-73  
Carolann Louw, DTM • D-74  
Gail-Anne Northard, CTM •  
D-74  
Philip Oliver C. Rubi • D-75

## Division Governors of the Year

Dr. R. Kent Jones, DTM • D-F  
Ann J. Hastings, ATM-S • D-1  
Kanakano Iwata-Eng, ATM-B •  
D-2  
Dixie Humphreys, ATM-B •  
D-3  
Steven Dellaporta, DTM •  
D-4  
Tony Lipka, DTM • D-5  
Steve Lockwood • D-6  
Tom Hogan • D-7  
Kelly J. Stohl, DTM • D-8  
Jeff Wykoff, ATM-S • D-9

Marguerite Parries, DTM • D-10  
 Tim Swearingen, ATM-B • D-11  
 Gene Marchu, AL • D-12  
 Brian Sibenac, ATM-B • D-13  
 John Lewallen, DTM • D-14  
 Rose W. Johnson, DTM • D-15  
 Charlotte Howard, ATM-B • D-16  
 Jane Biss, DTM • D-18  
 Pam French, ATM-G • D-19  
 Craig Vigen • D-20  
 Darrel Peregryn • D-21  
 Lois Harger, DTM • D-22  
 Jeff Kemp • D-23  
 Sheila Hoffert • D-24  
 Leonard Malley • D-25  
 Gloria Aragon, CL • D-26  
 Mike Schultz • D-27  
 Judith M. Ebner, DTM • D-28  
 William M. Hahn, CTM • D-30  
 Gisele Magnusson, ATM-B • D-31  
 Bob Dobson, DTM • D-33  
 Beth Southworth, CTM • D-35  
 Annette M. Caron, DTM • D-36  
 Reate Rose • D-37  
 V. Sundar, ATM-B • D-38  
 John R. Hayes, CTM • D-40  
 Virginia Lowary, ATM-B • D-41  
 Connie Paus, DTM • D-42  
 Pat Wilkerson, ATM • D-43  
 Fred Jacques, ATM-B • D-46  
 Larry Hyman • D-47  
 Marcia Wilcox • D-48  
 Flo Johnsen, ATM • D-49  
 Becky Hilkert, ATM-S • D-50  
 Michael Wee, ATM-S • D-51  
 Mike Devine, CTM • D-52  
 Thomas C. Corrigan, ATM-G • D-53  
 Lorraine Smith, ATM-G • D-54  
 Norris Yates, DTM • D-55  
 Linda Goldberg, CL • D-56  
 Joyceland Myers Farrow • D-57  
 Terry Shriner, ATM-B • D-58  
 James Scollick • D-60  
 Nick Waldteufel, DTM • D-61

Rita Kohrman Vandermeer • D-62  
 Kelly McKeethan • D-63  
 Lionel Guerard • D-64  
 Rich Franke, ATM-B • D-65  
 Michael Shepherd, ATM-B • D-66  
 John Shipman • D-68  
 Suzanne Spottiswood, DTM • D-69  
 Kim Malcolm, ATM-G • D-70  
 Alison Turrell, DTM • D-71  
 Trish Gray, ATM-S • D-72  
 Lesley Amm, DTM • D-73  
 Larna Anderson, CL • D-74  
 Nelson C. Yuste, CTM • D-75

## Area Governors of the Year

Mary-Elizabeth Ohde, CTM • D-F  
 Scottie Gray, ATM-B • D-1  
 Tom Zimmer, ATM-B • D-2  
 Art Nieto, DTM • D-3  
 Neil Shapiro, ATM-B • D-4  
 Ruth Soklow, ATM-B • D-5  
 Lori Spangler • D-6  
 Mary Swanson • D-6  
 Frank Erickson • D-7  
 Richard Chadwick, DTM • D-8  
 Pam Novak • D-9  
 Linda Harvey, CTM • D-10  
 Wil Hyde, ATM-S • D-11  
 John "Jack" Nelson • D-12  
 Christine Bahr, ATM-B • D-13  
 John Plunkett, ATM-S • D-14  
 Roxanne S. Hinds, CTM • D-15  
 Glenda Kilmer, DTM • D-16  
 Stan Beck, ATM-B • D-16  
 Greg Redekopp, ATM • D-17  
 Steve Roberts, CL • D-18  
 Coleen Myers, ATM-S • D-19  
 Fred Evans • D-20  
 Wendy Clay • D-21  
 Darlene Hazen, ATM-S • D-22  
 Beverly Briggs • D-23  
 Paula Peters • D-24  
 Leo Besser, ATM-G • D-25  
 Arthur G. Whyte, ATM-B • D-26

Viki Kinsman • D-27  
 Geraldine Johnson, DTM • D-28  
 Derrick Kimbrough, CL • D-30  
 Maynard Rinker, ATM-B • D-31  
 Bob Zimmerman, ATM-S • D-33  
 Claude Schilling, ATM • D-35  
 Kristin Nicholson, ATM-G • D-36  
 Robin Currie • D-37  
 Cynthia Huber, CTM • D-38  
 Rhonda Frum, ATM-B • D-40  
 Doug Freidel, ATM-B • D-41  
 Dave Rodwell, CTM • D-42  
 Joyce Maxwell • D-43  
 Wayne Geilhausen • D-44  
 Carl J. Duivenvoorden • D-45  
 Deanna-Marie Smith, ATM-B • D-46  
 Jane Gray Ford • D-47  
 Brad Huhlein • D-48  
 Jo Ann Moyers, ATM • D-49  
 Laurel D. Coutts, CL • D-50  
 Betty Wong, ATM-G • D-51

Chuck Erickson, CTM • D-52  
 Donald E. Smith, CTM • D-53  
 Michael L. Schoen, CL • D-54  
 Tonia Ramirez, ATM-S • D-55  
 Kim Thomen, DTM • D-56  
 Tevis Thompson • D-57  
 Patricia Gann, ATM-S • D-58  
 Jean McAllister • D-60  
 Andrew Bochenek, ATM-B • D-61  
 Frank Weikel • D-62  
 Peggy Campbell • D-63  
 Oddny Craner • D-64  
 Bev Richardson • D-64  
 Raymond Bartholomew, CTM • D-65  
 Marion A. Haskell, ATM-S • D-66  
 Ray Jones • D-68  
 Coleen Todd, ATM-B • D-69  
 Mari-Ann Roberts, ATM-G • D-70  
 Mary Murtagh, ATM • D-71  
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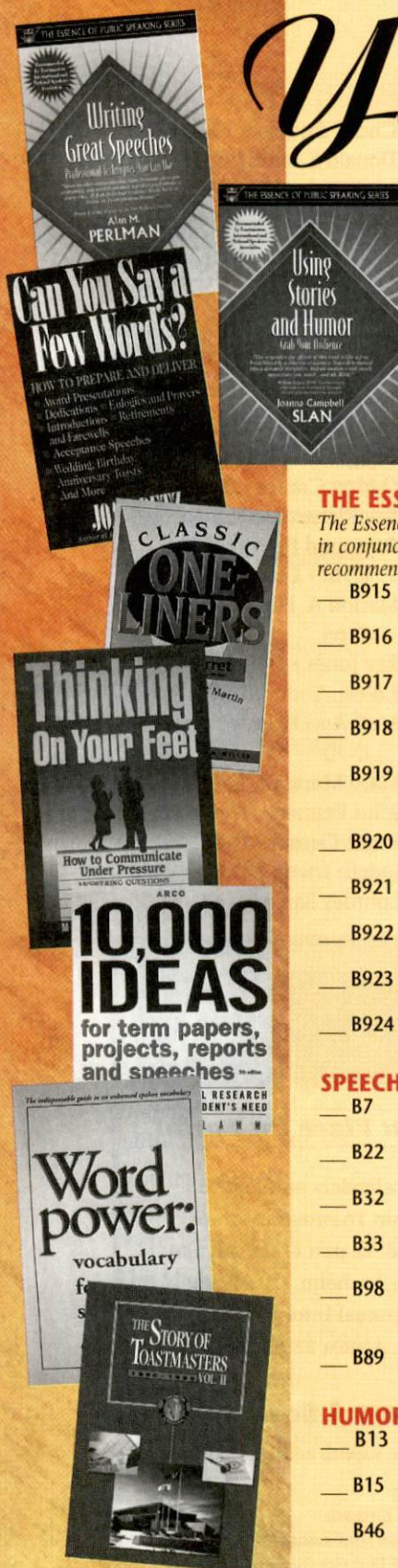
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