

The TOASTMASTER®

AUGUST 1999

Dare to Follow Your Dreams

ALSO INSIDE:

Are You Painting with
the Wrong Brush?

Mark Twain:
The Orator's Icon

"Don't part with
your illusions. When
they are gone you still
exist, but you have
ceased to live."

— MARK TWAIN

UPDATE:

Joint Kiwanis-Toastmasters Club
Breaks New Ground



VIEWPOINT

Focus on Your Dreams

I attended my first Toastmasters meeting more than 15 years ago. It was a frightening experience that will be etched in my mind forever. If you had told me, after that first meeting, that I would one day serve as International President, I would have laughed. And if you had told my club members the same thing, after hearing my Ice Breaker speech, they would have said, "It is an impossible dream!"

Well, sometimes miracles do happen. It has been an honor and a privilege to serve as your International President this past year. I have traveled thousands of miles and have found incredibly dedicated and caring members throughout the world. They are making dreams come true for themselves and for others. Fellow Toastmasters, we have so much to be proud of. Here is a partial list:

Our members – This year I have seen more Toastmasters than ever work through the education and leadership tracks. Members are setting goals (dreams) for themselves and then focusing on those dreams to achieve success. Thank you, members, for your love of Toastmasters.

Our accomplishments – Today we have more clubs than ever; membership is increasing; and Dr. Smedley's dream of "making effective oral communications a worldwide reality" is moving closer to being fulfilled.

Our club officers – Club leaders are concentrating on quality meetings and delivering outstanding member service. Thank you, club officers, for your hard work and dedicated service.

Our district officers – During my visits, I have met many strong volunteer leaders who have left me with an overwhelming sense of pride. I know many who have overcome speech impediments and physical disabilities to achieve success, and I have heard outstanding motivational speeches by leaders who, by their own admission, thought they could never speak in front of a group. Thank you, district officers, for your commitment and dedication to Toastmasters.

Our international officers and directors – These 22 volunteers have given their time and energy to help Toastmasters move forward. They are visionary in their thinking, strong in their desire to protect our organization and focused in their effort to help every district achieve success. Thank you, international officers and directors, for your hard work and enthusiasm.

Our Headquarters staff – Toastmasters International has fewer than 60 employees serving more than 175,000 members. Thank you, staff, for your professional, customer-oriented service to our members.

We have so much to be proud of. My year as International President has been truly rewarding. My wife, Judy, and son, Taylor, join me in thanking you for the opportunity to serve this great organization. May you always focus on your dreams, and may all your dreams come true.

Terry R. Daily

Terry R. Daily, DTM
International President

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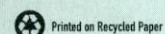
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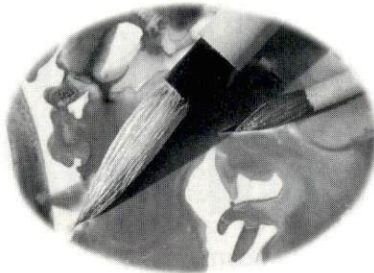
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The Toastmasters Vision:

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, giving them the courage to change.

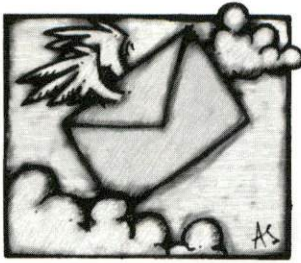
The Toastmasters Mission:

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.





LETTERS

WAY TO GO, TERRY!!

What fun to watch our International President Terry Daily on *Good Morning America* on June 15.

The Toastmaster message came through loud and clear. America heard once again that we provide the cure for the "I can't do *that!*" mentality.

Leona Kowalske, ATM
Toastmasters II Club 3577-35
Fond du Lac, Wisconsin

LOWERING LANGUAGE BARRIERS

I enjoyed Patrick Donadio's article "Speaking Through an Interpreter" in the June issue. Over the last 15 years I have attended a number of technical meetings overseas. Since the papers are given simultaneous translation in English, German and Russian, I have learned to speak in "chunks" and avoid local jargon.

Through these meetings, I have become aware of the various versions of the English language. Many terms in American English are different from those used in British, European and Asian versions of English.

Thanks to Toastmasters, I have learned to feel comfortable enough to present someone else's paper or serve as session chair on short notice at these meetings.

Carl Vender, ATM
Energizers Club 8727-20
Bismarck, ND

ARTICLES MAKE POWERFUL POINTS

I found Frederick Gilbert's article "The Secret to World-Class Presentations" in the June issue to be extremely relevant and timely. As a data processing professional, I've sat through too many PowerPoint presentations where the speaker does nothing more than read off the

screen. At least with the "old-tech" overhead projectors, speakers flipped the switch and turned the image off between slides. But this magic trick seems to have escaped most PowerPoint presenters.

The New York Times recently published a fine article by Laurence Zuckerman describing what Martin Luther King's great "I Have a Dream" speech could have been like as a PowerPoint program, and his article would have been hysterically funny if it weren't so true.

But, as Gilbert's article points out, passion, good content and well-honed delivery skills will always be more important than visual aids when it comes to making a really effective presentation. Fortunately, practice in this fading art is exactly what Toastmasters provides.

Frank L. Palmeri
Patroon Club 3863-53
Albany, New York

REALITY CHECK

I loved the June issue, which administered a few doses of reality on professional speaking! It was discouraging to anyone who thinks the life of a professional speaker is carefree or easy. But for Toastmasters seriously interested in making the transition from self-improvement speaking to professional speaking, the articles offered practical information.

Paula Syptak Price
Reston-Herndon Club 3550-27
Reston, Virginia

WELCOME TO THE DESERT

Have you longed to experience the magic and mystique of the Arabian desert? Well, you now have a won-

derful opportunity to enjoy the desert – and also to listen to the Voices from the Desert: the Arabian Gulf Toastmasters!

The Gulf Toastmasters Annual Conference will be held Oct. 14-15, 1999, at the Renaissance Hotel in Dubai (United Arab Emirates). Three UAE clubs will jointly host the event. Toastmasters who want to attend should contact me for further information or registration. My e-mail address is safinter@emirates.net.ae or fax me at +971-4-686060.

We would consider it a pleasure to have you with us. The United Arab Emirates is renowned for wonderful hospitality, family entertainment, shopping bargains, desert safaris and other tourist attractions, so make a note in your calendar to join us!

Lakhi Sawlani, Chief Coordinator, GTAC'99
Toastmasters Dubai Club 7492-U

SPEAK OUT TO PROTECT SIGHT

The Glaucoma Research Foundation is seeking experienced speakers to join our volunteer Speakers Bureau program. Nearly half of the three million Americans with glaucoma don't know they have this sight-stealing disease. Early diagnosis and treatment are key to protecting sight. You can help by educating people in your community about glaucoma and how to get their eyes tested. Call Lisa Perreault at 800-826-6693 for more information.

Volunteers usually speak five times in six months. The Foundation provides training and informational materials and arranges presentations.

Lisa Perreault
The Glaucoma Foundation
San Francisco, California



By Cindy Podurgal Chambers, DTM

Failure deserves respect.

Anything Worth Doing Is Worth Doing Badly

THE PHONE CALL WAS FAMILIAR. "HELLO?" THE CALLER SAID, SO softly I had to strain to hear. "I saw your ad in the paper. Um, about Toastmasters? And – well, I'm awful at public speaking. Does Toastmasters help people like me?"

"Sure!" I assured her. "We'll make a good speaker out of you in no time." I didn't mean to lie to her. Really. I didn't know she would burst into nervous tears during her first speech. I didn't know her second speech would be delivered so haltingly that those five minutes would stretch to 10. I didn't know her third speech, no better than her first, would also be her last.

But now I know, and I'm willing to accept part of the blame. After all, I promised we'd make her a good speaker, and we didn't. But you know what? I'm putting the rest of the blame exactly where it belongs: on our victory-obsessed society. It's a society that has declared that being bad at something is, well, bad. And that's not good.

The new member probably concluded after giving three speeches that becoming a good speaker would be difficult – maybe even impossible. And so she quit. She never realized that she was a greater success than the multitudes of men and women who, fearing themselves incompetent, never make that phone call to Toastmasters in the first place.

Yet doing something poorly is really just the first step to doing something well. Almost every great effort begins with lousy results. It's okay to be crummy, and downright normal to be average. Failure deserves nothing less than our respect. Of course, that's hard to remember when you've just delivered a speech that might well be titled, "Why I Should Never Speak in Public." But the real winners in life are comfortable with failure and the agony it can produce.

"The real winners in life are comfortable with failure and the agony it can produce."

Entrepreneur Dan Carney, who founded the Pizza Hut empire, says anyone can taste success – if they are first willing to lose. "I've been involved in about 50 different business ventures," he says. "About 15 of those worked. That means I have about a 30-percent average. You never learn when you're winning. You need to learn to lose."

So what if your Table Topics response fell flatter than a thin-crust pizza? Remember that you're in Toastmasters to learn. Then tell yourself that you're a winner because you were in there doing it...badly perhaps, but you were doing it.

What if you embarrass yourself at the lectern, or in a speech contest? Go easy on yourself. Take time out for a little self-deprecating humor. Remember: "Blessed are they who can laugh at themselves, for they shall never cease to be amused."

What if you receive a less-than-wonderful evaluation of your not-so-perfect speech? Keep in mind that it's the speech that's being evaluated, not you. Then try to view your evaluation as the self-improvement tool it is. W. S. Gilbert, one-half of the successful composing duo of Gilbert and Sullivan, said he only remembered his bad reviews – and the worse they were, the better he liked them. Asked why, he replied that he knew very well how good he was, but he had no idea how bad he was.

Don't wait until you can do something well to do something. If a thing is worth doing, it's worth doing badly. And some day, if you hang in there, you just may become an outstanding speaker. But you know what? This time, I'm not making any promises. **T**

Cindy Podurgal Chambers, DTM, is a member of Heartline Toastmasters Club 7409-63 in Clarksville, Tennessee.



HOW TO

By Sindi E. Henneman, ATM-B, CL

Avoid these common leadership mistakes.

10 Pitfalls of New Officers

As a new club officer, you have some very important responsibilities. However, without the help of your fellow club members, this new position can be a tough road.

Let's face it. Every member of your Toastmasters club is a volunteer. Volunteers don't have to do anything. It's going to be up to you and your fellow officers to pull your club members together into a team in order to reach the goals your club has set.

You can do this by putting the right foot forward and avoiding these 10 most common mistakes new leaders make:

1 Misunderstanding change. Even though you may have been in your club for some time, there is still an element of fear involved when a new leader takes charge. You probably have great aspirations for your term in office. However, helping others to see changes as opportunities rather than obstacles can make the changes easier to handle. You can start by making small changes you know your club can adjust to.

One good way to implement change is by having a goal-setting meeting. This can help your club decide together what is going to happen. You can use this information at your club officers' meeting to fill out your plan for the Distinguished Club Program at the beginning of your term.

2 Expecting too much. As a new club officer, the natural tendency is to say to yourself, "I'm going to make some changes right now. At the end of my term, I want these people to know I was here."

What often happens is that we set ourselves up to fail by expecting too much too soon. As leaders of volunteers, it is extremely important to understand that we may not always be able to get what we want. We should have goals, but we also should be willing to take a different approach and adapt to the situation if necessary.

You may not be able to make a huge impact, and that's okay. And don't count on being recognized for any great accomplishments. If you

don't expect too much, you will not set yourself up for disappointment.

3 Being too gung-ho. Trying to move too fast is one major reason officers fail. Members can feel alienated when you try to run over them with your ideas. Instead, try to build alliances with your fellow officers. Support them in the ideas you feel are good. Set goals you think your club can realistically accomplish. If your plans don't work out, have plan B ready and don't be afraid to go to plan C.

4 Not knowing your club members. Your fellow club members can make or break you. If you don't know who they are, they know it. If you have to look at their name tags every time you see them, they'll notice that too. Pay attention to their speeches. People talk about what interests them. If you listen carefully, you'll get to know the person speaking. People support others who are interested in them. Don't talk about yourself; rather listen to what they are saying. You'll be surprised by how much you can learn by keeping your mouth shut.

5 Not sharing your goals and ideas. You are not helping anyone if you don't share your goals. You cannot get help if no one knows what you want. After you've established a rapport with your fellow officers, you can begin to build a commitment that will help you reach your goals. Use the advanced manual titled *The Professional Sales-*



person to sell your ideas. You will be surprised how sharing and getting others involved in what you want spreads ownership of your ideas and helps the club reach new boundaries. Giving recognition and allowing others to feel good about accomplishing your goals is a great way to create loyalty. So what if it was your idea. Everyone knows it and will be even more impressed when you let others take some of the credit.

6 Inaccessibility. Becoming a club officer does not make you royalty. If you have an attitude of service to the members, your term as an officer will be satisfying. Making it easy for people to speak to you and helping out will generate respect and appreciation. When I became a club officer, my number one goal was to make it to every meeting and speak to as many people as possible. If you can't be reached, how can you serve?

7 Being a wimp or a steamroller. Arriving at a happy medium is the best position. There are times when decisions have to be made. You should be able to make them

with confidence. However, running over people to push your ideas through is not the way to get cooperation. When making a decision, especially in the face of opposition, it is important to explain your reasons and then stand behind your choice. In most situations, if you have a logical reason and you've established a good rapport with your fellow officers, you will be supported.

8 Acting like a know-it-all. No one likes someone who knows everything. You may know everything or think you do. But, if you have someone in the meeting who can answer the question, let that person do it. It is not necessary to dazzle people with your overwhelming knowledge. Listening to others is more important than knowing it all. You will gain respect from fellow club members if you show your human side. The best policy is: If you don't know, say so. Then try to follow up on finding the answer and quickly get back to the person who asked the question.

9 Forgetting the club's needs. Sometimes we set personal goals

and try to use the club as a vehicle to get what we want. In order to serve the club well, it may become necessary to put your own goals aside for the good of the club. You were elected to fulfill a job and the club expects you to do your best. I am learning lessons that can only be acquired through leadership practice. Therefore, the lessons I am learning are still valuable – whether or not they lead to the original goals I set at the beginning of my term.

***“You’ll be surprised
by how much you
can learn by keeping
your mouth shut.”***

10 Misunderstanding your club. Taking the time to understand how your club functions can be very beneficial – especially if you want to make changes. Each club is unique and functions differently. If you know how your club works, you'll be able to get support for your ideas when you need it.

Once you understand these dangerous pitfalls, you will find that getting volunteers to move on your ideas really isn't as hard as it seems. Making small changes, remembering your club's needs and considering your role as a servant can help create loyalty.

As you grow in your leadership skills, you will begin seeing changes in yourself. Being a leader is not about power; it's about getting club members to move together in a direction that will benefit the club.

T

Sindi E. Henneman, ATM-B, CL. is a member of the Wizards of Ahs Club 2800-26 in Colorado Springs, Colorado.



Are You *Painting* With the

- ✓ "I'd give anything to be able to ..."
- ✓ "If I had a million dollars . . ."
- ✓ "If I weren't so shy . . ."
- ✓ "Someday, after the kids are gone . . ."
- ✓ "If I were 10 years younger . . ."

Have you ever heard words like these coming out of your mouth? If you have, you've said a mouthful every time. These are only pieces of statements, but in each one you are dreaming and doubting in the same breath.

You picture yourself doing whatever it is you've always longed to do, being the kind of person you've always wanted to be. That's **dreaming**.

But for each dream, you see insurmountable obstacles clouding the picture. You don't have the skills. The time isn't right. You lack boldness, courage. There are kids to raise, bills to pay. It's too late now to think about pursuing dreams. That's **doubting**.

What's wrong with this picture? Maybe you're painting with the wrong brush.

Winston Churchill recalled a frightening moment when he had to stand up to his fears. The "enemy" wasn't a tyrant backed by menacing military might. It was a blank canvas mounted on an easel.

Churchill took up painting when he was in his 40s. In the decades that followed, his art was a source of consolation and joy. But he never forgot his nervousness at his

first encounter with an empty canvas. He stepped up to the easel with the intention of painting a landscape, starting with the sky. Ever so cautiously he mixed a little blue paint on the palette and made a mark "about as big as a bean" on the clean, white canvas.

About that time, a friend who knew something of art dropped by. She wanted to know what Winston was doing. When he answered with the obvious, she said, with a touch of good-natured scorn, "Painting! What are you hesitating about? Let me have the brush – the big one." As an astonished Churchill looked on, her big brush splashed into the turpentine, slurped up a gob of blue and white paint, and smeared a bold swatch across the waiting canvas. That was all Churchill needed. From that day on, he took hold of the big brush himself and never feared an empty canvas again.

As you stand looking at the next scene in your life, are your doubts getting in the way of your dreams? Do you hesitate to make a move because you may make a mistake? Are you resigned to accept everything as it is because you're afraid you don't have what it takes to try anything new? Maybe you're painting with the wrong brush. Maybe it's time to reach for the Big Brush and splash some color across the landscape of your life.

1 You're painting with the wrong brush when you say, "I don't know how." Every day you're remind-

Wrong Brush?

Don't Let Doubts Get in the Way of Your Dreams

ed of how much you don't know. All our lives we hear about somebody's high I.Q. and wonder where we fit into that numbers game. But it's not our Intelligence Quotient that worries us. It's that other I.Q., our Ignorance Quotient, that scares the life out of us. The fear of letting anybody see how much we don't know or can't do keeps us from ever exploring new territory with our minds or our hands. We cling to the safe zone of small talk; we never learn a new manual skill. All because we keep telling ourselves, "I don't know how."

Reach for the Big Brush by learning something new every day. Do you feel ignorant about "all that business"

in the middle East? Do something about it. For 14 days, clip every item you read in the newspaper about the issues and events in the Middle East. Find out where the West Bank and Gaza Strip are and who lives in those places. Get all the names of the political leaders – and their rivals – down. Gather opinions from the editorial page.

In two weeks you won't feel ignorant anymore. And you'll find that you're hooked on the story. You'll be on your way to becoming a Middle East expert. Not only will you know what's happening in that part of the world; you'll care. You'll be eager to take on other issues and events swirling about you every day like autumn leaves in the wind.

Get the inside stories on them all: education, social security, global economics, human rights – you name it. You'll be surprised how quickly you can erase much of that ignorance you fear once you set your sights on learning about things you don't know.

What about helping troubled people? Once you decide to stop running away from them and instead walk with them through their difficulties, your own life will take on new significance. All you need are the skills. You can learn them. Read books and collect magazine articles that teach you how to talk with people hurting from losses and disappointments. In doing your research, think with your heart as well as with your brain. Your heart can teach you many things.

While you're checking out bookstores, look for beginner's instructions on how to build bookcases. It's all there for the taking. The world takes on a new look the moment you stop saying, "I don't know how" and start learning new things every day.

2 You're painting with the wrong brush when you say, "I'm a basket case around people." Does it give you the jitters to walk into a room-

ful of people? Whether it's a meeting you must attend or a reception you should attend, your entry can be filled with terror. Everybody else seems securely settled in safe clusters of three or four. Then there's you – by yourself, desperately searching for somebody you know who isn't already attached to a cluster. But you can't find a familiar face. Even if you do, how do you break into a conversation already going strong? Whatever modest self-esteem you brought with you crumbles as you wonder why you can't comfortably mingle with people the way others do. The only bright spot is that exit sign above the door, a beacon pointing the way to escape.

Reach for the Big Brush by becoming the shy person's champion and friend. There are things you can do to ease the desperation you feel when you wander about lonely in a crowd. Start with yourself. Practice getting comfortable with yourself. Tell yourself you're some of the best company anyone will find in that room. Walk around, smile, nod to people – whether they reciprocate or not. Study the pictures on the wall. Notice and greet the person serving refreshments.

Remember, many people in those clusters feel unsure of themselves too. Be a role model for them. Let them

"Somewhere on the road to adulthood we stop playing and wondering and exploring. Then we spend the rest of our lives lamenting all the things we wish we had learned to do when we were children."

see that it's

O.K. to go solo. Most of all, turn your fear into strength. Stop worrying about how you look and feel, and go on the prowl for somebody else who is alone. Loosen your tongue (you can do it!) and open a conversation with that person. Make eye contact, pose an inviting question to get things started, and be ready to share a piece of somebody else's life for a little while. Wherever you go, your specialty can be helping overlooked people to feel more at home. Even if you're snugly placed in a group of people you're comfortable with, there's nothing better you can do than to excuse yourself to wander about and become a shy person's champion and friend.

3 You're painting with the wrong brush when you say, "I'm too old for that." You would love to take piano lessons. But you can't because you're afraid of looking silly. You visualize yourself practicing one-finger exercises and maybe even performing at a group recital with lots of children who play like little Chopins.

You trained to be a police officer. Now, after two years of active duty, you discover a hunger inside to teach third grade. But isn't it too late? Changing careers now means more time, more training, more expense. And you're not getting any younger.

Your heart dances when you spot an ad for a correspondence course designed to teach you writing skills. Those notebooks you've been scribbling in for years contain some pretty good stuff, you think, as you cut the ad out of the magazine. But with a heavy sigh, you crumple

it up and toss it in the wastebasket. What were you thinking? After all, you're deep into middle age.

The list goes on. You wish you could learn to draw, but isn't that kid stuff? You never learned to swim. But you can't be seen in a public pool doing the doggie paddle. You never learned to ride a bike. But training wheels at your age?

Reach for the Big Brush by being a kid again, with no apologies. Somewhere on the road to adulthood we stop playing and wondering and exploring. Then we spend the rest of our lives lamenting all the things we wish we had learned to do when we were children. Throw that kind of thinking out with this week's trash. Get acquainted with that child who's still in you.

Remember how you, as a kid, had to try everything at least once. How you took things apart to see what made them work without worrying whether the pieces ever got back together again. How you climbed anything that went up and snooped into every corner. Remember that lively imagination that let you roam an open range of exotic adventures, risk life-threatening perils and bask in triumphant glories every day. In short, remember whatever made your childhood a daily discovery zone and recall those things to active duty.

So what if you're the only gray head on the bench at a piano recital, following an 8-year-old who plays rings around you? Grownups in that audience will yearn for big helpings of your courage and zest. The idea for career change won't go away? Don't dismiss it until you've given the idea a chance. If it seems impulsive, remember that impulsiveness got you through childhood.

Learn to write. Take those drawing lessons. Sign up for that beginner's swimming class. Laugh along with your friends and neighbors as they watch you pedal that bike down the street, training wheels and all. You're declaring war on the notion that you're too old for such things.

4 You're reaching for the wrong brush when you say, "some day." Swimming inside your head are wonderful ideas of things you want to do "some day" – when the kids are grown, when the mortgage is paid, when you retire, when the time is right. Meanwhile, all dreams are on hold indefinitely.

Reach for the Big Brush by acting on some of your dreams now. Make a list of everything you want to do some day. Then, for each one ask yourself, "Why wait? Why not now?" While you may come up with sound reasons for some delays, don't settle for less with everything on that list. Take action on at least one of those dreams now. Next year, act on another one. Stop saying wistfully, "Some day."

Are you painting with the wrong brush? When you take the Big Brush in hand, ready to make some bold strokes across the landscape of your life, doubts fade. When your doubts fade, your dreams have a chance to show your true colors. **T**

Ernest R. Stair is a writer living in Evansville, Indiana.

"Life is what happens while we are making other plans."

— JOHN LENNON

Seven Ways to Waste Your Time

By Michael J. Davis, CTM

Most people would agree that wasting time is a significant barrier to success. However, not everyone would agree on exactly which activities are time wasters. Some people may include daydreaming. Others denounce television watching. However, it can be argued that both of these activities can bring about relaxation, which is an important and necessary part of the human experience.

Here is my list of top time wasters. These futile activities actually damage while serving no apparent purpose. What's more, they frequently go unnoticed, prolonging the time they have to create havoc on the lives of their unsuspecting victims. Exposing these usurpers of time may result in insight that will lead to increased productivity and more professional and personal success:

1 Looking for things – Researchers estimate that the average person spends two hours every day looking for things. We're all familiar with the frustration caused by having to locate misplaced keys, files or phone numbers. Forgetting where we parked the car or looking for unfamiliar locations can be even more aggravating. When you think about all the things for which we can spend time looking, two hours a day begins to sound like a conservative figure. The saying, "It takes time to save time" makes sense. It may be possible to add up to 15 hours or more to one's week by devoting a few minutes each day to planning and space management.

2 Perfectionism – Sometimes perfection is required, but not usually. It's important to know when to settle for excellence instead. Spending extra time to strive for perfection can lead to having less time for everything else.

3 Sloppy first effort – This is the opposite of perfectionism. Poor work is seldom satisfactory. A popular adage asks, "If you don't have to do it well, when will you have time to do it over?"

4 Not understanding assignments – It's easy to see that we waste time if we tell our boss or teacher that we understand what needs to be done and then spend 45

minutes at our desk or at home trying to figure out what the assignment requires. It's been said that "pride goeth before a fall." It also wastes time.

5 Assuming others' responsibilities – Doing work that other people are responsible for may include any number of tasks, ranging from washing a roommate's dishes to doing our secretary's work. Helping people is never a waste of time. However, allowing ourselves to be used is.

6 Not consolidating tasks – If the grocery store is next to the gym, it makes sense to shop right after we exercise, or vice versa. Going home or anywhere else between these activities obviously wastes both time and gasoline.

7 Anything that doesn't advance us toward our goals – We don't necessarily waste time when we watch television or daydream, but when we continue these activities past the point of being recharged, they can become time wasters. One of our goals should be to take care of our health, which means taking time to relax. But once our brain functions start to slow down, it's time to move on to other goals.

My list of top time wasters, of course, is not the last word on the subject. Since you've got the idea, I encourage you to think of a few on your own. One young woman suggested that "not feeding parking meters" was a waste of time because it resulted in a lot of time being spent at City Hall. Once you identify what is wasting your time, you will get more control over your schedule and subsequently your life. **T**

Michael J. Davis, CTM, holds a Doctor of Education degree from Columbia University. He teaches Professional Development and Investment in Excellence at National American University in Saint Paul, Minnesota, where he has been a member of Sterling Speakers Toastmasters Club 5770-6 since 1995.



CAN WE TALK?

By Phillip J. Stella

Should your presentation or meeting be a memo instead?

Alternatives to Presentations

For many club members, Toastmasters is an excellent means to an end – to increasing their skills and comfort in delivering presentations at work. As you grow in your speaking ability, fear and anxiety about presentations turn into enthusiasm and excitement. Eager to show off your newfound competencies, you may jump head first into speaking opportunities at work. Great. That's why you joined Toastmasters in the first place.

However, such unbridled enthusiasm often can get in the way of sound business judgment. So let's temper that enthusiasm with a cold dose of reality. As you have learned, a presentation is an excellent tool for accomplishing communication goals. It is not, however, the only tool or even the best tool for every situation. The only thing worse than a bad presentation is a good presentation that didn't need to be a presentation – it should have been a memo instead.

That said, your goal should be to conclude that a presentation makes sense as a result of a brief but focused-needs analysis, not in the absence of one. Avoid the temptation to take the "fire - ready - aim" approach to presentation planning.

■ **Start with the end in mind.** Ask yourself – or the person who assigned

the presentation to you – why am I doing this presentation? What is my communication goal? If you're trying to solve a problem, ask: How seri-



ous is it? What is the problem costing us? What if we don't solve it?

■ **Analyze the audience.** Next, analyze the potential audience thoroughly. What do you know about them – number, age, gender, job level, educational level and so on. Go beyond the demographics to the "psychographics." Determine what the audience feels or believes about the issue and about the organization doing the communicating. Are there some political issues, hidden agendas or "hot buttons" involved? What is your relationship to the audience now and what do you want it to be after you've accomplished your goal?

■ **Find the smartest solution.** You have several tools in your Communication Took Kit. No particular tool works best all the time and some tools work better than others in specific situations. Often, the best solution is a combination of several tools working in synch with each other. Your challenge is to find the best solution you can think of – not the first solution you think of or the one you usually think of. Given the nature of the situation at hand, identify a tool or tools with the appropriate amount of speed, impact, cost-effectiveness and convenience.

■ **Choose wisely.** Depending on the communications resources available to you, consider:

- One-on-one conversations with audience members – either in person or by phone. Depending on circumstances and the need for speed, a broadcast voice mail message may even make sense.
- A written message – either to each individual in the audience or to a group as a whole. The message can be in hard copy or e-mail.
- Doing nothing may be a smart decision. The problem may not be worth the time, effort or money to fix it. We must avoid "spending dollars to chase dimes."
- And, of course, a presentation to the audience as a whole or in smaller groups may be the best

solution. But should you do it in person or by teleconference?

Having analyzed your options, you may still choose to conduct a presentation most of the time. But you'll conclude that a presentation is the smartest solution on a case by case basis. You won't start out automatically presuming it to be.

ns – Choose Wisely

And even if you choose alternatives only 10 or 15 percent of the time, this means you're still improving your communication effectiveness.

■ **The role of the presentation.** Don't depend on a presentation to deliver all of the information the audience will need for you to accomplish your communication goal. Consider the three phases of the presentation process:

1 Pre-presentation phase. Determine what information, if any, you'll give the audience before the presentation and how you'll deliver it. People may need differing amounts of time to understand the basic concepts or deal with issues involved.

2 Presentation phase. Determine how you'll visually reinforce the

message. Will you use a handout or other print support? A presentation is time-consuming and expensive, so use the time wisely.

3 Post-presentation phase. Determine what additional information you'll give the audience after the presentation. Some people may need more time to deal with the information or need specific examples before they can fully understand it or make a decision.

In this way, you won't expect the presentation to deliver the "A to Z" of information to accomplish your goal. For instance, you might deliver the "A to G" before the presentation and the "R to Z" afterward, allowing your presentation to focus on the critical "H to Q."

■ **Ready... Aim... Fire.** Now, you're ready to prepare a focused, audience-centered and dynamic presentation like you've learned how to do in Toastmasters. Rehearse it thoroughly. Then, go and create magic on the platform, accomplish your objectives, solve the problem and be a hero at work.

Sound like a lot of work? Yes, but the results are absolutely worth the effort – helping to accomplish communication goals in the smartest way possible and displaying your newfound competencies as a dynamic and effective presenter. **T**

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Phillip J. Stella, a former Toastmaster, is a professional speaker, freelance writer and consultant specializing in presentation skill training.

NOTICE OF ACCEPTANCE OF NOMINATIONS FOR INTERNATIONAL OFFICE

Following are the qualifications needed to hold International Office:

FOR INTERNATIONAL OFFICER:

- active member of a Toastmasters Club during the entire 12-month period immediately preceding nomination.
- served a two-year term on the Board of Directors.

FOR INTERNATIONAL DIRECTOR:

(DISTRICTS WITHIN REGIONS)

- active member of a Toastmasters Club during the entire 12-month period immediately preceding nomination.
- served an entire term as District Governor at the time of election.
- not more than one of the elected Directors may be from one Club or any one District.

FOR INTERNATIONAL DIRECTOR FROM OUTSIDE THE UNITED STATES AND CANADA:

(DISTRICTS OUTSIDE REGIONS)

- active member of a Toastmasters Club during the entire 12-month period immediately preceding nomination.
- served an entire term as District Governor at the time of election; or Chairman or Chief Officer of a non-District administrative unit during the entire administrative year immediately before the unit became a District or Provisional District; or as District Governor during the entire administrative year in which the unit became a District or Provisional District.
- not more than one of the elected Directors may be from one Club or any one District.

If you are interested in running for International Office at the Year 2000 International Convention, and you meet the qualifications stated above, please write or call the Policy Administration Department at World Headquarters for a handbook called *Information for Candidates to the Board of Directors of Toastmasters International*. This handbook contains a "Letter of Intent" to be sent to the International President **by December 31, 1999.**



MANNER OF SPEAKING

By Shelia Spencer, ATM-S

Randomly mixing speaking styles
results in bland, forgettable delivery.



Are You a Donkey, a Horse or a Mule?

Mules are generally thought to be stupid and stubborn. Most people would feel insulted if compared to this farm animal. In this article, you will find insight into how to avoid being a “speaking mule” – whether at a Toastmasters lectern or in everyday life.

Donkeys are donkeys, and horses are horses. Each is genetically pure and unique. Each serves valuable functions and should be respected for unique natural strengths and abilities. The mule, however, is a sterile hybrid that occurs when people genetically cross the two pure species. Since he can't reproduce, he's the “odd” animal on the farm and doesn't fit naturally anywhere.

When we speak, we often have important factual information to convey. In that respect, we may be the speaking equivalent of the don-

key – not picturesque or versatile but strong and practical. Airline attendants fall into this category when they advise us of safety procedures before takeoff. When information needs to be relayed efficiently, flowery delivery gets in the way. When we are confirming our dental

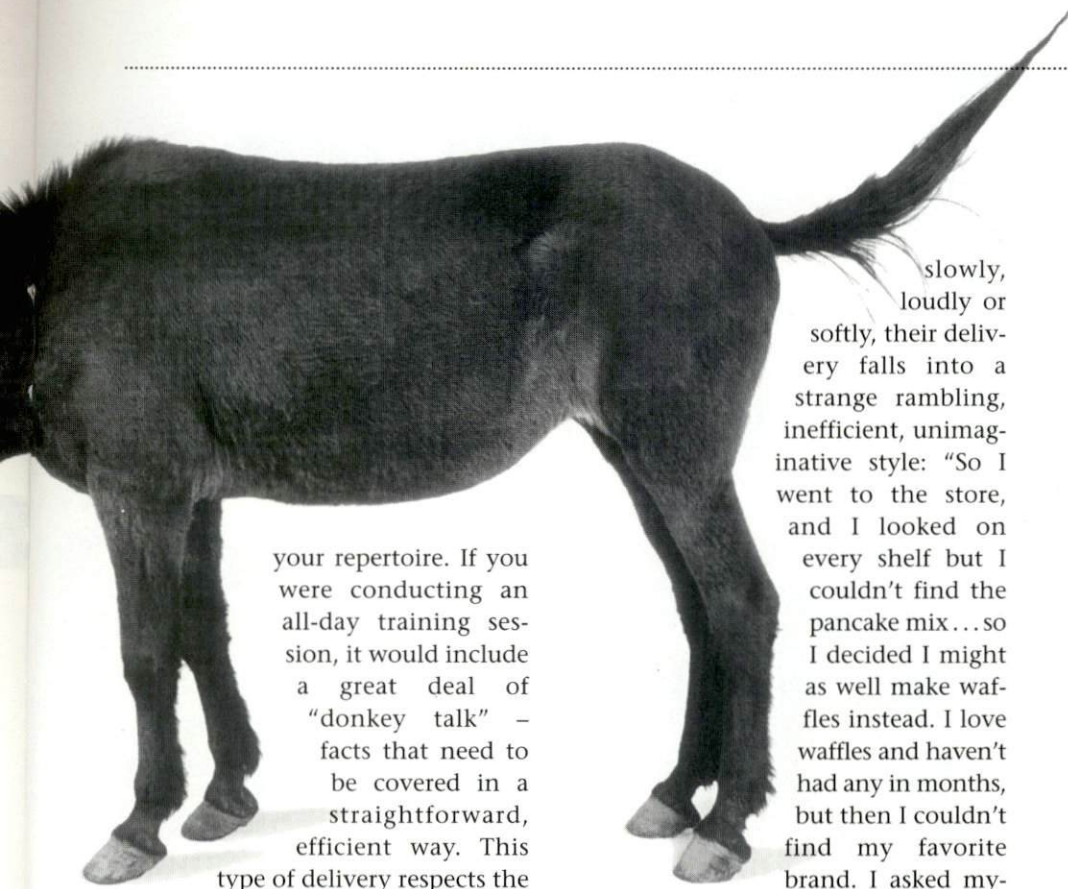
“When you are at the lectern, consider which of your points you can best present by precise donkey talk and which will triumph astride eloquent horse talk. Keep the mule back on the farm – and out of your speech.”

appointments or giving weekly status reports, being succinct and precise is an asset. Developing our ability to speak in a clear, straightforward manner makes business meetings more bearable and travel directions less confusing. Having this ability

could literally become a matter of life or death when we need to dial 911. There are many reasons to respect and admire the “speaking donkey.”

The “speaking horse” is different and more versatile. Although horses are usually strong, these animals, which come in many colors, are frequently admired even more for their grace and beauty. Thus, the “speaking horse” is likely to be something of an elocutionist and story weaver. He or she steps inside the speech material and breathes life into it. The “horse” speaking style effortlessly transports audiences to other places and times where listeners experience the story along with the teller.

You are probably a little of both horse and donkey when you speak. As you stretch your speaking abilities, you will find that each style serves a valuable function within



your repertoire. If you were conducting an all-day training session, it would include a great deal of "donkey talk" – facts that need to be covered in a straightforward, efficient way. This type of delivery respects the audience's time and attention.

Listeners will appreciate your desire to move them quickly and smoothly through the mass of material.

But too much "donkey talk" at one time can become overwhelming. So, at regular intervals, you should refresh and refocus everyone by shifting to "horse talk." Pause to insert a meaningful, vivid anecdote that neatly crystallizes the idea you want to convey. While telling the anecdote, try to keep everyone "inside" the story with you by relying on your most riveting presentation skills, including vocal variety, gestures and facial expressions. The pause allows the audience to step back from the facts and share a pleasant, refreshing ride on the lovely horse. After entertaining listeners with your wisely chosen, memorable anecdote, both you and your audience will be ready to get back to business, and you can resume your efficient, factual delivery.

So who is the mule? You probably know a few. Speaking mules are easy to recognize. Whether they talk with high or low energy, fast or

slowly, loudly or softly, their delivery falls into a strange rambling, inefficient, unimaginative style: "So I went to the store, and I looked on every shelf but I couldn't find the pancake mix... so I decided I might as well make waffles instead. I love waffles and haven't had any in months, but then I couldn't find my favorite brand. I asked myself whether maybe I

should just go to the diner and order some." Chances are you know a few people who speak like that, but you try to stay away from them. They are trying to communicate in a meaningful way, but fall woefully short.

How did this person become a mule? He or she doesn't intend to be boring. The instinct is habitual and unconscious. These people see themselves as effective communicators and don't pause to wonder why so few people stick around for the end of the story. They want to be more expressive than donkeys, but they haven't yet learned speaking skills that would allow them to become horses. They are suspended in the middle. Their communication is neither succinct nor vivid, and in that respect, their delivery is sterile.

When vital information is delivered clearly, we listen with our full attention. When a speaker maintains a colorful visceral delivery style that includes references to sights, smells, sounds and emotions, the audience is pulled into the story

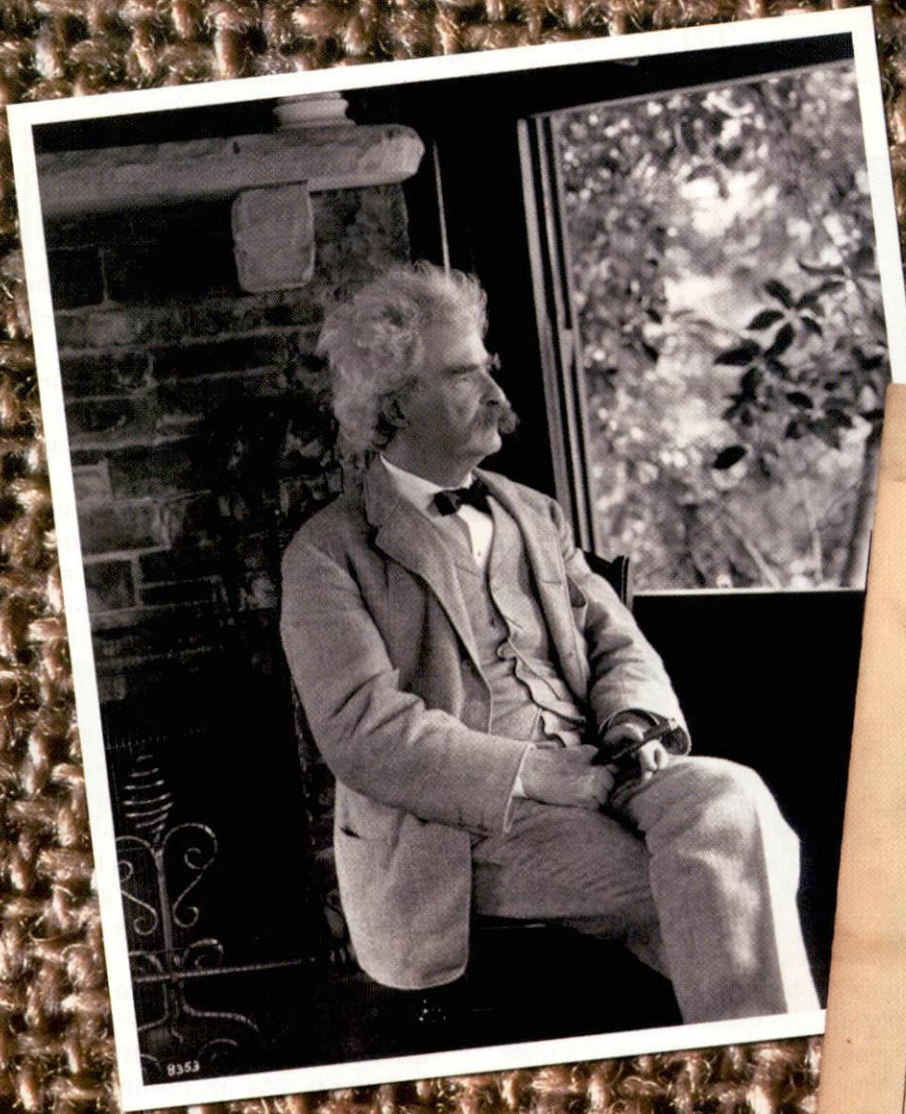
and hangs on to every word. The journey becomes valid in itself rather than merely being a means of justifying the conclusion. When you listen to such a speaker, part of you doesn't want the story to end – the journey is too enjoyable.

One of the best speeches I've ever heard was given by a competitor in our district Humorous Speech contest. His title was clever, and he began by talking about his childhood dream of being able to fly. His language was clear and concise as he summarized events that led to his recent participation in a one-day parachute class. He then vividly recreated those electrifying moments between realizing it was his turn to jump until landing on the ground. The audience "lived" every second with him.

As he drew his speech to a close, he returned to a more factual, informative delivery. His final statements, like his opening, were witty, confident and succinct. The opening and closing complemented each other in style and reference and perfectly "bookended" his vivid reenactment of the jump itself. No one in that audience will ever forget his speech.

When we make rock-solid decisions about our speech deliveries, we can be equally powerful and memorable. So, when you are at the lectern, consider which of your points you can best present by precise donkey talk and which will triumph astride eloquent horse talk. Keep the mule back on the farm – and out of your speech. **1**

Shelia Spencer, ATM-S. was District 46's 1998-99 Public Relations Officer and serves as President of Synchronicity Club 4221-46 in Elmhurst, New York.



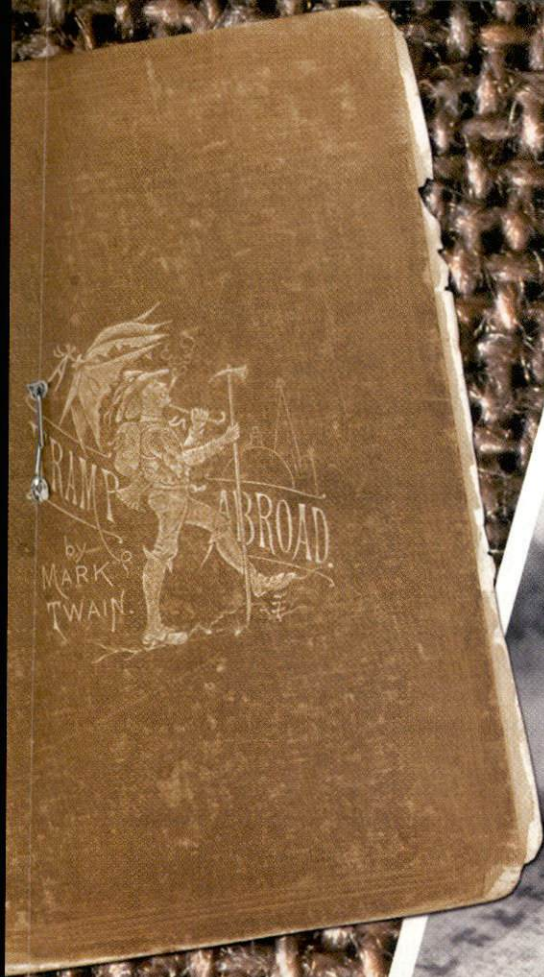
Mark Twain:

THE ORATOR'S ICON

“My heart goes out in sympathy to anyone who is making his first appearance before an audience of human beings,” Mark Twain said after his daughter’s musical recital in 1906. Thanking the audience for making her American debut a

little easier, he then shared his personal experiences with stage fright.

According to Twain, whose name at birth was Samuel Clemens, San Francisco was the site of his first invitation to lecture. “My knees were shaking so that I didn’t know whether I could stand up,” he recalled. Convinced that he would flee unless bound by a contract, Twain made sure the engagement was put in writing,



BY KIMBERLY A. PORRAZZO ■ PHOTOGRAPHS COURTESY OF THE MARK TWAIN MUSEUM

knowing "that nothing short of compulsion would get me to the theater."

In preparation for his debut, Twain planted friends in the audience who were instructed to cue the crowd to laugh and applaud in the right places. He had placed his manuscript out of sight, but within reach just in case he would need it. "After the first agonizing five minutes, my stage fright left me, never to return," he said, "but I shall never forget my feelings before the agony left me."

Years later, as one of America's most sought-after lecturers, Twain's confidence was apparent as he often took to introducing himself. "Ladies and gentlemen, the next lecture in this course will be delivered this evening by Samuel Clemens, a gentleman whose character and unimpeachable integrity are only equaled by his comeliness of person and grace of manner. And I am the man!"

One couldn't have predicted such success for the sickly child born two months premature in a tiny house in Florida, Missouri. The fifth child born to Jane and John Clemens in 1835, this weak and gangly boy was dubbed "Little Sam." His first accomplishment was simple survival in an era where cholera, dysentery and yellow fever thrived, taking the lives of 25 percent of all children of that time. His physical frailty was combated with continuous medications until he was seven years old. Hardly the makings for an American cultural icon. But, that is exactly what Samuel Clemens, a.k.a. Mark Twain, became.

Twain, who claimed his was "a foolish life made up of apprenticeships" worked as a journeyman printer, a "pilot" of steamships on the Mississippi River, and as a Civil War soldier before putting his pen to paper in the newspaper business. His early years as a freelance jour-

nalist prepared him for a career as a foreign correspondent. His travels became the heart of many of his later lectures. His first major book success, *The Innocents Abroad*, placed him firmly in company with other respected American authors.

It was in his later years that he wrote *Tom Sawyer* and *Huckleberry Finn*, based on his early childhood life spent along the banks of the Mississippi river.

As mentioned in a biography by John Lauer called *The Making of Mark Twain*, Twain initially had no interest in lecturing. In fact, he said of an early invitation to speak publicly, "I'm not going to rush headlong in and make a fiasco of the thing." To his dismay a friend of Twain's, while in a drunken state, had already booked a lecture hall for Twain and began promoting the appearance without even notifying him of the engagement. Feeling that it would have been more embarrassing to cancel, having to explain that his friend was drunk and he had nothing prepared, Twain hurriedly pulled together notes and letters from previous works and called his speech "The Frozen Truth." It was received as a great success.

This led to after-dinner speaking invitations. On one such occasion he was asked to respond to a toast to women at the Newspaper Correspondents' club dinner. He interjected fact with humor, love with jest and his career as an after-dinner speaker was born.

Any subject was fair game for Twain, depending on his audience. He spoke with humor and irreverence on topics ranging from cats to tobacco. At a Chicago banquet given by the U.S. Army, he spoke of babies and how they command adults as keenly as a general, simply by crying. "Yes, it's high time for a toastmaster to recognize the importance of the babies," he said.

At the New England Society's 71st Annual Dinner in New York, he spoke of the weather: "I reverently believe that the Maker who made us all makes everything in New England but the weather... I don't know who makes that but it must be raw apprentices in the weather-clerk's factory."

Early reviews of Twain's speaking engagements were mixed. One critic called him, "a miserably poor lecturer." But as he polished his presentations the critics were more kind: "Mark is a young man of very innocent appear-

ances. He doesn't mean to say anything funny but people laugh at what he says in spite of his embarrassed manner," one reviewer wrote. Another supporter described his appeal by saying, "The whole secret of Mark

Twain's platform art was its appearance of complete artlessness."

Twain's success was the result of relentless rehearsals. He practiced each syllable and the delivery of each

sentence. His gestures, volume and diction were all practiced in front of imagined audiences. While his lectures were memorized, they seemed spontaneous. The audience often felt he was sharing a thought he'd had at that very moment. He was noted for his low voice and slow drawl; some claim he talked at one-third the speed of the average person. As a veteran "actor," Twain increased the impact of his own words and was known for long pauses.

Before long it was not unusual for Twain to draw as many as 1,500 people to his lectures. Those who listened loved him. He became so comfortable, it's said that

"when he lost his place he'd ask the audience to find it for him."

His speeches, cataloged in *Mark Twain's Speeches* (New York, Harper and Brothers, 1910) are a wonder to read, but without Twain's delivery, lose much of their impact, according to the late editor of *The Atlantic Monthly*, William Dean Howell. Howell, who was Twain's friend and literary advisor, said of Twain, "He delighted in holding the audience in his hand and tickling it."

Still quoted 89 years after his death, Twain remains as popular as ever. Any speaker who introduces his subject with "As Mark

Twain said..." commands the audience's attention. Here are a few examples:

"All you need is ignorance and confidence, then success is sure."

"Don't part with your illusions. When they are gone you may still exist, but you have ceased to live."

"Let us endeavor so to live that when we come to die, even the undertaker will be sorry."

"Courage is resistance to fear - mastery of fear, not the absence of fear."

T

"'Mark is a young man of very innocent appearances. He doesn't mean to say anything funny but people laugh at what he says in spite of his embarrassed manner,' one reviewer wrote."

How Mark Twain Got His Name:

On the riverboats that Clemens piloted, crew members would stand close to the railing and reach long sticks into the water to test its depth. Red flags marked each fathom (6 foot length). As the first flag would disappear beneath the water's surface the crewman would yell, "Mark One!" As the second flag went under he'd shout, "Mark Twain," which meant everything is alright.

This happy thought appealed to Clemens, who then took Mark Twain as his name.

Kimberly Porrazzo is a writer living in Lake Forest, California.



By Mark Majcher, ATM

Toastmasters Share Their Lessons Learned

It's Not an "Impossible Dream"

We put in countless hours and endless energy working to become better speakers. We wonder when we will become as great as the polished speakers we admire. It's fine to try to reach what may now seem like unreachable stars, so long as those stars reflect standards based on our own talents and circumstances. But although we should learn from listening to other speakers, if we use others' accomplishments as criteria for measuring our own progress we could find ourselves, in effect, attacking windmills. Here, fellow Toastmasters offer ideas that have contributed to their public speaking development:

■ I am a frequent Table Topics winner at my club. I attribute my success to preparation. During a typical day, I prepare for Toastmasters meetings by reviewing interesting, inspiring and insightful ideas, including quotes and bits of knowledge I have recently gained through my readings and interactions with others. Thus, I am ready with ideas that excite me when I arrive at a Toastmasters meeting.

While Table Topics are being introduced, I am thinking, "How can I fit my idea or quote into the structure the Table Topics Master is setting up?" As a result, I am never at a loss for an opening or closing comment. I always have something meaningful to share.

MARY SIGMAN, CTM • AMES, IOWA

■ As soon as I complete a speech, I review what is needed for the next speech. Then, while I'm going to and from work, I think about different subjects and ideas that I might use. I may do this for several months. By the time I'm ready to "prepare" my speech, it has practically written itself.

CORINNE D. SMITH, CTM • NORFOLK, VIRGINIA

■ New Toastmasters often fear that when they are called upon during Table Topics they will be asked to discuss a subject they don't know anything about. I also experienced that fear as a new Toastmaster. I have learned that when Topicmasters call on members to speak, they usually encourage them to talk about what they do know that might be related to the assigned topic.

I suggest trying another approach occasionally: Fake it. However, our decisions as to what to say should always be based

on the primary goal in a Toastmasters setting – to practice communication skills.
HEIDI SNOPKO • BUFFALO GROVE, ILLINOIS

■ You can rid yourself of Table Topics jitters – both as participants and as Table Topics Masters. Although planned speeches have generally gone well for me, it has taken me five years to overcome Table Topics jitters and get through the required two minutes without stumbling. I find it helps to have a "speech-in-progress" in mind, if not partly on paper.

If you don't have time for that, fall back on current events or something that happened at work. I try to plan ahead the day before or on the way to our club meeting a transitional sentence to relate to my subject. It has been surprising to discover how many times Table Topics have been somehow related, which made what I had to say flow better.

I also find that acting out a part by pretending to be someone else (a child, animal or famous person) adds interest, humor or another perspective to the topics.

KAY HOUSUM, ATM-G • PARMA HEIGHTS, OHIO

■ Give credence to your communication by speaking with confidence so that people trust and believe your statements. Make a commitment to communicate responsibly. Your communication should be similar to a beautiful painting: full of color, with carefully chosen words that match your topic and audience. Give the quality delivery expected of you.

AMANDA CHAN • TORONTO, 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

Good transitions can elevate your speech from coach to first class.



Meanwhile Back at the Ranch...

Like anxious passengers on an unfamiliar bus trip, your audience members welcome signposts so they don't lose their bearings when you shift from one thought highway to the next. Those junctures in a speech occur between main points, and the key to a smooth ride is transitions. Transitions elevate your speech from coach to first-class... and they're easy to write.

"Meanwhile back at the ranch..." now there's a nifty transition. You can use it in any conversation to signal a change of subject – any subject. Unfortunately, you'll probably never have an opportunity to use it in a speech unless you choose a subject like cattle rustling. So moving right along...

TRANSITIONS FOR ALL OCCASIONS

While there's no single transition you can pull out and plug into any speech, there is in a speech an all-purpose, one-sentence formula. Try this construction: "Now that we've (fill in the blank), let's (fill in the blank)." Since you're merely hinting at what's to come, the transition needs to be followed by the next main point, stated in a complete sentence. Here are some examples from three different speeches:

TRANSITION

MAIN POINT

- | | |
|---|---|
| 1. "Now that we've reviewed the findings of the Drug-Free School Team, let's talk about its recommendations." | "The team recommends creating three task forces: students, teachers and parents." |
| 2. "Now that we've looked at the history of cloning, let's look at its future." | "The future holds the dubious prospect of human cloning and the exciting prospect of medical breakthroughs from cell and tissue cloning." |
| 3. "Now that we've considered the perils of online investing, let's consider the benefits." | "Low-cost trades and 24-hour convenience are the principal benefits of online investing." |

This construction works efficiently to move your audience from one main point to the next. In fact, it's so good that in a speech with only three or four main points, you can use it every time. It may sound woefully repetitious to your ear, but to your audience, it's a helpful signpost.

For variety, there are many other ways to handle a one-sentence transition. Here are a few examples:

TRANSITION

MAIN POINT

- | | |
|--|--|
| 1. "In addition to placing demands on your time, owning a pet is costly." | "Consider that pets require food, routine and emergency veterinary care, and lodging when you're away." |
| 2. "While travel may satisfy some retirees, many others choose to work." | "Let me tell you the stories of three different people who found meaningful careers after retirement." |
| 3. "Once your work station has been modified, you're ready to learn some exercises." | "Simple exercises performed before work and at intervals throughout the day can prevent repetitive motion injuries." |

As you can see, the speaker in the first example is leaving the main point about the time needed to care for a pet and is introducing the next main point about the cost of owning one. You may well ask, if the transition is already introducing the next main point, why do you need to state it in a separate sentence?

The reason is that the transition merely gives the audience a label for the next main point, whereas a carefully worded main point previews the direction the speaker will take. In the pet example, after hearing the main point, the listener is prepared to hear about the cost of food, veterinary care and lodging, in that order. It's that old prescription for successful speechmaking: "Tell them what you're going to say, tell them and tell them what you've told them." It applies to the body of a speech as well as to the entire speech.

QUICK TRANSITIONS THAT DO THE TRICK

If you're in a hurry, you can blend the transition and main point into a single sentence. While it doesn't serve to remind your audience of the main point you're leaving, it does signal your turn. Here are a few of the transitional words and phrases you can insert at the beginning of a main point: "next...", "another...", "as a result...", "just as important...", "in addition...", "on the other hand..." and "in contrast to..."

Here are some examples:

- "Next I'm going to talk about four ways a safety committee can reduce accidents."
- "On the other hand, leasing a car can have several disadvantages."
- "Another way to improve your listening skills is to block out distractions."

Numbering main points is one more way to differentiate them. For example:

The first step is to select a pattern for your birdhouse.

The second step is to gather all materials before you begin. The third step is to transfer the pattern to your wood.

A caveat: If transition number one in your speech is first, be sure to continue with the second, third and so on. (That may sound elementary, but speakers have sometimes been known to set up expectations they fail to fulfill.)

PLACEMENT AND OUTLINING

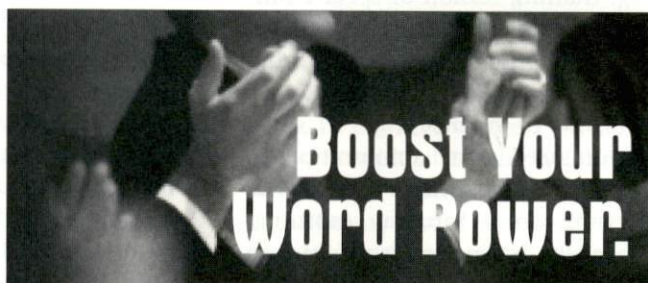
Very simply, insert transitions between main points. It's not wrong to put them after the introduction or before the conclusion, but it's usually unnecessary.

Here's one more suggestion: In your notes, use key words and phrases for everything in your speech except the central idea (thesis statement), transitions, main points and closing statement. They comprise your speech's critical infrastructure, and you should write them as complete sentences so you can deliver them exactly the way you planned.

A final word about transitions. Probably no one will ever approach you after you've given a speech and say, "Nice transitions." But when someone says, "I didn't have any trouble following you," or "Your speech really flowed," you can bet transitions played a part.

So remember your audience as you plan your speech, and treat them as though they're bewildered wayfarers trusting you to lead them to an unknown destination. Take them there in style. T

Leanna Skarnulis is a freelance writer and public speaking instructor in Omaha, Nebraska. A former presenter of CareerTrack seminars, she developed her speaking skills at Boulder Early Risers Club 3022-26 in Boulder, Colorado.



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FOR THE NOVICE

By Peter F. Jeff, ATM-B

10 reasons to feel comfortable in a suit.

Clothing Your Speech



It's Saturday morning. Do you know where your best suit is? You're probably wearing it if you are attending a Toastmasters meeting, training session or speech contest. And no doubt you have felt just a little self-conscious when waving to your casually clad neighbor on your way to the meeting.

You need some ammunition to feel less self-conscious about overdressing on a Saturday morning, especially when you run into so many of the jeans and T-shirt crowd at the grocery store, bank, dry cleaner or gas station on your way to or from a Toastmasters event.

Dressing properly can enhance your personal development, help project a professional image and boost your self-confidence in public speaking. Here are 10 reasons to feel more comfortable in your best suit:

1 Authority – David Brinkley, the long-time American network television news anchor, recalls that

announcers at NBC Radio were required to wear tuxedos after 6 p.m. even though the audience couldn't see them.

2 Credibility – Abraham Lincoln bought an expensive suit when he was first elected to the state Senate. It was a significant investment, costing Lincoln almost a month's wages. The suit proved to be a uniform of credibility that Lincoln perceived he needed to perform in the Senate. And his investment paid off. Consider the white-coated scientist, the aproned chef, the orange-vested traffic policeman or the black-belted karate expert: Their uniforms convey credibility.

3 Discipline – U.S. Gen. George S. Patton ordered his officers to wear ties, even in combat. Patton said, "It is absurd to believe that soldiers who cannot be made to wear the proper uniform can be induced to move forward in battle." In 1943,

Patton took command of American troops in Tunisia. They had just retreated from the Germans. Morale was low. Their uniforms were stained, their faces bearded. But the officers proudly wore their ties.

4 Self-Respect – Because of his dapper dress in high school, Edward Kennedy Ellington was called "the duke." We know him as the jazz great Duke Ellington.

5 Identity – A metropolitan daily newspaper began a feature story about U.S. Secretary of State Madeline Albright by contrasting her dress with that of her predecessor. "After four years of dour pin-striped Warren Christopher, Albright stepped up to the microphone in a dress that was fire-engine red."

6 Individuality – Talk show host Larry King stepped to the lectern

in front of 14,000 fans waiting to hear him give a 45-minute speech. Before beginning his speech King said, "First, let me prove to you that it is really me." He took off his blue sports coat to reveal his trademark suspenders.

7 Power – Spanish Explorer Vasco Nuñez de Balboa wore a full suit of armor when he waded into waist-deep water and claimed the Pacific Ocean for the King of Spain.

8 Creativity – Joseph Haydn always wore his best clothes when he composed music. And Richard Wagner wore historical costumes to get himself in the mood to compose music.

9 Comfort – Some people actually feel more comfortable in formal attire. Richard Nixon strolled on the beach in Key Biscayne in his winged tips. And Secretary of State Madeline Albright said her father learned to snow ski while wearing a top coat and a tie.

10 Visibility – Actor Steve Martin began wearing his trademark white suits early in his career to gain greater visibility and memorability from the audience. And pianist Liberace wore a \$60,000 robe – a replica of King George V's coronation robe – on stage.

You can let your clothes speak long before you speak at a Toastmasters meeting – even if you don't have 3,000 gowns in your closet as did Queen Elizabeth I of England. Or 454 suits – one for each weekday and two for each Sunday and holiday – as did actor Douglas Fairbanks, Jr.

George Washington let his clothes speak for him even before he took the oath as President of the United States. He wore a simple

brown suit at his inauguration. Washington usually wore more elegant clothing made in London. But on his inauguration day, he chose a simple suit as symbol of "made in America." His suit was made in Hartford, Connecticut.

Washington's appearance mirrored his intended performance: America first. But Washington also noted that clothes do not make the person. He said, "Do not conceive that fine clothes make fine men any more than fine feathers make fine birds."

In a similar vein, Henry David Thoreau cautioned, "Beware of all enterprises that require new clothes and not rather a new wearer of clothes." Both Washington and Thoreau realized that there is no substitute for first performing at one's best and then dressing to support that performance.

But the way you dress can help you better address your audience. Your clothes can help you make a habit of performing well at the lectern. There's a strong link between habit and clothes. In fact, the word habit stems from the Latin word for clothing. Remember how your habits changed when you played dress-up as kids and wore your mom's and dad's clothes.

Our habits and ensuing feelings are indeed woven into the fabric of our clothes. That's why actress Betty Grable's nylons sold for \$40,000 at a World War II auction rally. And why pianist Vladimir de Pachmann, a Chopin fan, dressed in smelly, old-tattered clothes and told people he was wearing Chopin's clothes. And why the Beatles wore innovative collarless jackets and pegged pants on Feb. 9, 1964 – symbolizing the innovative music they brought to *The Ed Sullivan Show* that Sunday night.

Indeed, some Toastmasters advanced manuals call for the option of wearing period costumes in recognition of clothing's power to communicate. But costuming is much different from formal dress. Costuming can border on the absurd.

Consider Salvador Dali, the surrealist artist known for his penetrating and provocative palette. He once wore a diving helmet and a wet suit to a news conference. Dali donned the deep-sea outfit for the opening of his new art exhibit, saying that he could better "descend into the depths of unconsciousness."

Gimmickry aside, clothing can be a critical tool in gaining something more than attention. The next time you wear your best suit to a Toastmasters meeting you will gain authority, credibility, discipline, self-respect, identity, individuality, power, creativity, comfort and visibility.

And if you can't make a meeting in person, you might consider sending your clothes on your behalf. Mark Twain once visited a neighbor and was scolded by the neighbor's wife for not wearing a tie. When he came home, Twain wrapped his tie and had it delivered by messenger to the neighbor he had just visited. He wedged his tongue firmly in his cheek and enclosed this note: "A little while ago I visited you without my tie for about a half hour. The missing tie is enclosed. Kindly gaze at it for 30 minutes and then return it to me." **T**

Peter F. Jeff, ATM-B, is a member of three Toastmasters clubs in Grand Rapids, Michigan: Steelcase 4172-62, Grand Rapids 404-62 and West Michigan Advanced 6180-62.

*"Clothing can be
a critical tool in
gaining something
more than attention."*

Dare to Follow

We must challenge our assumptions in order to rise above them.

Do you really like to play basketball?" That question was posed in the 1970s at a postgame reception in Chicago to Bill Bradley, who then was a star player with the New York Knicks. (He later became a U.S. senator from New Jersey and is currently seeking the Democratic nomination in the year 2000 presidential race.)

"Yes, more than anything else I could be doing now," Bradley replied. The man then explained the reason behind his question: "I once played the trumpet. I think I know how you feel. I played in a little band. We were good. We'd play on weekends at colleges. In my last year, we had an offer to tour and make records. Everyone wanted to except me," he told Bradley.

When Bradley asked why the man chose not to continue playing with the band, he replied: "My father thought it wasn't secure enough. I guess I agreed. A musician's life is so transient. You're always on the road. No sureness that you'll get your next job. It just doesn't fit into a life plan. So I went to law school and I quit playing the trumpet, except for every once in a while. Now I don't have time."

"Do you like the law?" Bradley asked.

"It's okay. But it's nothing like playing the trumpet," the man replied.

How sad it is that the man, and many like him, choose to shortchange themselves by engaging in occupations and activities that may be safe and conventional but do not deliver satisfaction, fulfillment and joy in living.

"The only real failure in life is failing to move in the direction of your dreams," observes author Katina Kefalos.

Growing up we all have dreams, hopes and aspirations for ourselves. Unfortunately, various social, emotional and practical pressures conspire to create fear, uncertainty and self-doubt. The result: our glorious dreams and hopes for ourselves are forced into the background. Here are some ways to fend off fear, tap into inner passion and follow your dreams.

■ **Let your intuition lead you.** Intuition is a valid source of information. Learn to listen and trust your inner voice when it calls you to act. Explore the possibilities and take appropriate steps. An intuitive sense led Suzanne Kind to become a member of the U.S. Olympic cross-country ski team in 1994. "I started training and ski racing when I was 22, almost a decade later than most Olympic athletes," Kind recalls. Newly married and living in Marquette, Michigan, she began cross-country skiing and racing. At the end of the first season, she placed fourth at one of the national collegiate championships in the women's 10K. Then she began winning even larger competitions. The following year Kind felt she was within realistic reach of making the 1994 Olympic team. "But I also questioned the legitimacy of my goals. I thought, 'I'm just a ski bum; what's going to come of it?'"

"Yet all the while, my tuition told me that this was okay, and over time, I began to accept my decision as valid and worthwhile," she says. Kind made the U.S. Olympic team in both 1994 and 1998. "Now I teach, so I've turned my passion into an ongoing pursuit."

■ **Practice the art of creative visualization.** Here's how Shakti Gawain, author of *Creative Visualization* explains this simple but powerful process: "In creative visualization you use your imagination to create a clear image of something you wish to manifest. Then you continue to focus on the idea or picture regularly, giving

BY VICTOR M. PARACHIN ■ PHOTOGRAPHY BY CORBIS

Your Dreams



“Don’t part with
your illusions. When
they are gone you still
exist, but you have
ceased to live.”

— MARK TWAIN

it positive energy until it becomes objective reality... in other words, until you actually achieve what you have been visualizing."

One who knew how to use such visualization was legendary hotelier Conrad Hilton. The Great Depression was exceptionally hard for Hilton. After the economic crash of 1929, people did not travel much and, when they did, they were not staying in the hotels Hilton had acquired during the roaring 1920s. Business at his hotels was so poor that by 1931 his creditors were threatening to foreclose. Hilton was so financially destitute that even his laundry was in hock and

he was borrowing money from a bellboy in order to eat. Conrad Hilton came upon a photograph of the Waldorf Hotel with its six kitchens, 200 cooks, 500 waiters, 2,000 rooms, its private hospital and private railroad siding in the basement. Hilton clipped that photograph out of the magazine and scribbled across it, "The Greatest of Them All."

The year 1931 was "a presumptuous, an outrageous time to dream," Hilton later wrote. Nevertheless, he put the photo of the Waldorf in his wallet, and when he had a desk again, slipped the picture under the glass top. That magazine photo was always in front of him. As he worked his way back up, he slipped the cherished photo under the glass of each new, larger desk. Eighteen years later, in October 1949, Conrad Hilton acquired the Waldorf.

The lesson to be learned from Conrad Hilton is: Conceive in order to achieve the life you want. Develop a mental picture of what you hope to accomplish. Have something for your mind to focus on, and it will become a cue for your behavior.

■ **Challenge your assumptions.** Many of us operate on flawed assumptions. We mistakenly assume that we cannot do more, be more or enjoy more. Challenge your assumptions in order to rise above them. A good example is Marilyn Rousso who suffers from cerebral palsy. While growing up she had no experience with other disabled people. "I just didn't know anyone else who was disabled, and disability then was shrouded in secrecy and stigma. So it never occurred to me that there could be interesting, smart, attractive, witty and successful disabled people."

Then at 22, Rousso went to work for a woman economist who also had cerebral palsy. "That association had a profound effect on me" she recalls. "I saw that she could make it in a man's field. But I was even more impressed that she was married. My parents and I had believed that a person with cerebral palsy could not date, marry or have children. That woman made me challenge my assumptions about myself."

"The only real failure in life is failing to move in the direction of your dreams."

— KATINA KEFALOS

■ **Dare to go where no one else has gone.** Be challenged by the impossible. Be the nonconformist in your group. Take a chance. Embrace a risky task. One who has gone where others have not ventured is 81-year-old Paul Reese. Eleven years ago he was diagnosed with prostate cancer and endured radiation treatments. Three years after the treatments ended, at 73, he decided to make a statement about aging and activity. He made that statement in a big way by running 3,192 miles across the United States in 124 consecutive days. Then, from 1992 through 1997, Reese made runs across the individual U.S. states until he had run across all 50. Today he

encourages others to try "something big," but he says "you'll have to do it bit by bit, one step at a time."

■ **Tell yourself "I can remake my life."** You have the power to shape your destiny because destiny is more a matter of choice than of chance. Choose to remake your life if you are feeling unfulfilled or unhappy. Consider the example set by Sheryl Draker. As an attorney in a Dallas law firm, she felt uneasy about leaving work early to see a doctor about a persistent stomach problem. After a medical exam, Draker was alarmed to hear she had a pancreatic tumor. Three days later she arrived at a hospital for surgery only to learn doctors could not find the tumor. "I don't know whether it was a medical error or a miracle, but I took it as a wake-up call," she says. "The message was clear to me that I wasn't living a life I loved."

Draker quit her job with the corporate law firm and began working as a contract lawyer, similar to being a temp. That allowed her to study for a master's degree in psychology, becoming a jury consultant. This was an ideal job, combining her background in law with her interest in psychology. Today Draker is self-employed as a legal and communications consultant in Austin, Texas. Typically, she works no more than 80 hours a month, yet earns triple what she did as a lawyer working 60-hour weeks. The extra time allows her to do volunteer work such as cooking dinners for families of pediatric cancer patients at Ronald McDonald House.

Finally, when working to making your dreams come true, always maintain an optimistic attitude. If the going gets a little tough, keep in mind this wisdom from American philosopher William James: "It is our attitude at the beginning of a difficult undertaking which, more than anything else, will determine its outcome." **I**

Victor M. Parachin is an ordained minister and freelance journalist and author living in Claremont, California.



By Dean Brandhagen. CTM

Want change? Do something about it.

And Suddenly I'm a Club Officer

A SHORT TIME AGO, SOME MEMBERS AT OUR EARLY MORNING Toastmasters club – appropriately named Daybreakers – were airing concerns about sagging attendance at meetings. As the Toastmaster, I was at the lectern during this impromptu business meeting. The comments from around

the floor were all real and genuine, and I'd heard them before: "We have not seen these members for a while"; "Three speakers canceled last week"; "We have not been able to recruit any new members," and so on.

When hearing these comments, I immediately began to think of solutions. No longer was I waiting for the more experienced members to rectify the situation. I was ready for the challenge myself! I could take the initiative to start the ball rolling again. I had a plan; I knew what to do!

My first task was to fill the void left by our Vice President of Public Relations, who had been absent most of the year. To a chorus of yeses, I asked if I could write the newsletter. Since everyone in our club was pretty busy, I decided to trim the newsletter just enough to keep members informed and maintain their interests. So I decided on a one-page format with "club news only." It was short and easy to write and read.

To be effective it should be entertaining, so why not add some monthly awards? I created club "Speech of the Month," "Quote of the Month," "Joke of the Month," and "Coolest Tie of the Month" awards – and any other award that I could think of during the current month.

This month we have the "License Plate Idea of the Month" award, and it goes to a member of French descent, who spells his last name with a small "d." He was annoyed with people always misspelling his name with a capital "D," so he told our club that he was considering getting a license plate that said "Small d." Well, that statement is guaranteed to stick around for some time, but he is a good sport and takes it in true Toastmasters stride.

So I took the challenge. I wrote and distributed the first

issue and waited for reactions. The members who were present loved it, mostly because it was short and almost everyone got some sort of recognition. Then I mailed or faxed it to our members who weren't at that meeting. Next week, several absentee members showed up, curious to hear

the Joke of the Month. (I don't publish the whole joke – to add to the interest level.)

Shortly after this, we started giving more speeches and signing up new members. Our group is cookin' again! I also placed meeting notices in the public announcement section in local newspapers. I promoted our club as a good place to learn and practice communication and leadership skills.

Today I went to my first officer training session as the new Vice President Public Relations. No one can predict what will happen next, now that, suddenly, I'm a Toastmaster longtimer. Who knows, maybe someday I'll even write an article for *The Toastmaster* magazine. **T**

"No longer was I waiting for the more experienced members to rectify the situation. I was ready for the challenge myself!"

Dean Brandhagen. CTM, is a member of Daybreakers Club 6131-42 in Regina, Saskatchewan, Canada.

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MEMBERSHIP BUILDING

By Craig Harrison, DTM

16 Seconds to Success:

Your Elevator Speech

Perhaps the most critical skill that members can develop for club building, as well as for their own professional and personal advancement, is a 16-second "elevator" speech.

Sixteen seconds is the average time one spends riding in an elevator. It also is all the time you need to tell a stranger about the wonders of club membership. Within 16 seconds you can explain what Toastmasters is, what it has done for you, and by extension, what it can do for them. Invite your conversational partner to visit your club. It's that simple, and so effective!

Your enthusiasm is contagious, your own presentation skills are an endorsement, and your accessibility establishes a stronger bond than any handout, Web site or toll-free phone number. Don't misunderstand me: There is nothing wrong with the latter methods, but nothing beats the word-of-mouth salesmanship of an excited member.

Imagine yourself alone in an elevator when it stops on the second floor. A stranger enters and you smile. You're wearing your Toastmasters

pin, and the stranger asks you about it. That's your opening:

"I received this pin from Toastmasters, the public speaking organization."

"Oh, public speaking... that scares me to death," the stranger replies.

"That's how I used to feel. In fact, that's why I joined Toastmasters. They've helped me improve my ability to think, listen and speak on my feet, and in a supportive environment too. It's actually fun! Guests are always welcome and there's no pressure to speak. Won't you come and visit? Here's our club's card."

Congratulations! You've just given your first elevator speech. You smiled, gave good eye contact, and were personable – all of which are skills you've fine-tuned in your club. You also shared your success with others. And we know from experi-

How a few prepared comments to a stranger can open the door to club membership.

ence that success is contagious. Lastly, you've planted the seed with this stranger, offering him or her your visual aid – in this case a club business card. In closing, you've left the door open for him to follow suit into your club.

The beauty of elevator speeches is that they can be given anywhere: at conferences and conventions, on sidewalks, in hallways, at parties or on public transit. I've even delivered one on an escalator!

Elevator speeches are not only valuable for membership building, but for professional and social networking as well. My elevator speech for my home club comes out differently each time, but that's actually more effective since it sounds more natural and off-the-cuff. Suppose someone sees me hurrying along on the sidewalk and comments on my sense of urgency.

"Oh, I'm headed to my weekly Toastmasters meeting! It's where professionals meet to improve their communication skills in a fun-filled format. We practice giving prepared speeches as well as speaking extemporaneously. And we sharpen our evaluation skills too. Come visit next week as my guest and experience the magic. Here's our card."

Walk your talk! Use short interchanges to introduce others to your Toastmasters club. You'll be amazed how many people have heard of us, been curious, or even been looking for the impetus to finally visit a

club. You're that spark. You're going up and they can too. As Toastmasters, we pride ourselves on time management. We are skilled at giving five- to seven-minute speeches, fluent at presenting two- to three-minute evaluations, and adept at speaking extemporaneously for one to two minutes. Yet in the real world, sometimes all you get is 16 seconds to capture someone's attention and get your message across. As skilled Toastmasters, 16 seconds is all the time you need to deliver your "elevator" speech.

I encourage you to practice yours with fellow club members, friends and even on your own

"The beauty of elevator speeches is that they can be given anywhere: at conferences and conventions, on sidewalks, in hallways, at parties or on public transit. I've even delivered one on an escalator!"

answering machine and in front of a mirror, where you can study how you sound and look. Soon you'll master this "short form" of public speaking.

When you push the right buttons with your elevator speech, your club's membership will be going up. All it takes is 16 seconds! **T**

Craig Harrison, DTM. is a professional speaker and corporate trainer from Berkeley, California. A member of Pro-Toasties Club 7146-57, he will present an educational session on this article's topic at the International Convention in Chicago this month.

In Memory of John W. Haynes 1904-1999

At the age of 95, John W. Haynes, who served as the 25th president of Toastmasters International, has died. His 30 years of service and dedication to Toastmasters International will long be remembered by all who knew him.

Always one to keep challenging and striving to improve himself, Haynes served in many positions before being elected International President in 1955. Haynes' son, Tony Haynes, a third generation Toastmaster who served as president of his father's Toastmasters club, says his dad "was always quoting Dr. Ralph Smedley's motto, 'keep it simple.' His other favorite quotation was 'There is only one person with whom you can profitably compare yourself, and this person is your yesterday's self.'"

John Haynes joined Toastmasters at the urging of a friend in 1943 and was a member of Jewel City Club 29-1 in Glendale, California. He also served as Area Governor and District 1 Governor.



Left to right – Governor of California Goodwin Knight, Toastmasters President John W. Haynes and Founder Ralph Smedley participate in proclaiming August 17, 1955, as Toastmasters' Day in California.

After serving on the Board of Directors for two years, Haynes was elected Second Vice President in 1953 at the Denver, Colorado, International Convention. In 1954 he was elected First Vice President at the Washington, D.C., convention.

He was elected International President the following year during the 1955 International Convention in his home town of Los Angeles, California.

Haynes was chairman of the editorial committee for *The Toastmaster* magazine for 12 years. He served on the Program Committee for the San Francisco Convention in 1948 and on the Local Activities Committee at the Los Angeles Convention in 1955. He also was involved with program planning with the home office in Santa Ana, California, during the 1960s.

Haynes remained active in Toastmasters for about 15 years after his tenure as International President.

Haynes is survived by two sons, Tony Haynes Sr. of La Canada, California, and Robert Haynes of Renton, Washington, as well as many future Toastmasters: four grandsons, one granddaughter and six great-grandchildren. His beloved wife of more than 60 years, Florence, passed away in 1992.



Club combines purposes for optimum benefit.

Joint Kiwanis-Toastmasters Club Breaks New Ground

The Kiwanis Club of Rosemead, California, has initiated a new benefit to its members by chartering an internal Toastmasters club. "Our objective is to attract young professional leaders into Kiwanis, and to provide personal enrichment and greater community service. This can best be accomplished by combining the aims and purposes of both Kiwanis and Toastmasters," says Kiwanis Past International President Frank DiNoto, who was instrumental in chartering the club.

Toastmasters International President Terry Daily, DTM, says he is "thrilled" about Rosemead Kiwanis-Toastmasters Club 9549-F. "We are confident that its members will benefit from participation in the Toastmasters program. We look forward to the formation of similar clubs in the future... Together, we will build a better world with young executives developing communication and leadership skills as well as providing needed volunteer services."

With community service being the primary focus in Kiwanis clubs, DiNoto says Toastmasters training is the perfect way for Kiwanis members to optimize their outreach. "Toastmasters leads the way for practical and increased communication skills," he notes, adding that according to surveys of what employers look for in

their executives, communication and leadership skills, as well as community involvement, top the list.

In presenting the Toastmasters club charter, Toastmasters Third Vice Presi-

dent Alfred Herzing, DTM, said, "The Rosemead Kiwanis-Toastmasters Club has embarked on a new, groundbreaking path. We hope that this will be the first of many new affiliated clubs that will increase the membership of both Toastmasters and Kiwanis."

The formula seems a proven success, as club President Anthony Robles reports: "All members of both clubs have improved their communication skills, and our Toastmasters meetings have been very interesting and enjoyable. We are attracting new members and our affiliation is most beneficial."

In fact, during the Kiwanis International Convention held in June in Denver, Colorado, Toastmasters District 26 Governor Bob Case and Kiwanis Governor Bob Gibbons held a Toastmasters demonstration meeting complete with speeches, Table Topics and evaluations, which "attracted a great deal of interest," according to DiNoto, and "should lead to the formation of additional [joint] clubs." **T**



Kiwanis Past International President Frank DiNoto receives the club charter from Toastmasters Third Vice President Alfred Herzing, DTM.



From left: Kiwanis District Governor Bob Gibbons, Kiwanis Past International President Frank DiNoto and Toastmasters District 26 Governor Bob Case at Kiwanis International Convention in Denver, Colorado.

If you're interested in forming a new Toastmasters club in your community, company, or another organization, you can request a New Cub Information Kit by calling Toastmasters International at (949) 858-8255 or sending an e-mail to clubs@toastmasters.org.

HALL OF FAME



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

DTM

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

A. M. Sam Sarem, 3327-F
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 Edward Leong, 9567-U
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 Cheryl Inouye, 4014-4
 Mark E. Haugh, 560-6
 Kerry Shroy, 5633-7
 Roy G. Brown, 443-10
 Violet G. Stancik, 1424-10
 Keith H. Thomerson, 5104-11
 David M. Mezzacappa, 1299-13
 Margie Woodhurst, 4865-14
 Linda Vogt, 663-19

Ernest Moore, 3049-19
 Barbara J. Serr, 3171-20
 Aliena Sit, 6456-21
 Kevin P. Cloney, 4357-23
 Leo L. Allen, 403-24
 Beatrice Squire, 3231-27
 Paula A. Emerick, 3294-27
 Victoria E. Kinsman, 5160-27
 Linda L. Burn, 6801-28
 Robert W. Shelley, 6150-33
 Sandra W. Arnette, 1835-37
 W. Morris Dean, 2294-37
 Marcia Smith, 985-39
 Kathy Glick, 3943-39
 Shiraz M. Kanji, 294-42
 Ken Tanner, 6372-42
 Lorraine Casey, 5382-45
 Paula Horwitz, 2081-46
 Fern Rashkover, 2286-46
 Joan R. Lewis, 2508-47
 Scott S. Louis, 2862-47
 John Ratcliff, 5264-47
 Shirley McKenzie, 8345-47
 Wenchie R. Leobrerer, 2229-50
 Lee Yat Kong, 4595-51
 Paul Yang Yin Seng, 5573-51
 Sheila C.K. Wong, 7315-51
 Vicki Barrett, 599-53
 Joel Garcia, 7139-53
 Donald E. Grace, 966-55

Robert N. Oliver Jr., 6379-55
 Vincent D. Balli, 6486-55
 Les Steubing, 7676-55
 Elizabeth Stevens, 2097-59
 Marian Lamanna, 7549-65
 Christine B. Jordan, 1397-66
 Diane King, 6342-68
 Lorraine M. Walker, 2477-69
 Patrick Sexton, 9298-71
 Graham Hawkes, 7524-72
 Leo Baxendale, 8994-72
 Heather Whittingham, 3062-73
 Tania J. Park, 5839-73
 Ian G. E. Cumming, 7535-74
 Carole Ann Toft, 7535-74
 Alan S. Olmilla, 7149-75

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 Navy Brunswick, 2156-45
 Northern Brookhaven, 2413-46

35 years

Hemet-San Jacinto, 3806-12

30 years

Kashim, 3243-U
 TRW, 990-1
 Success/Leadership, 1952-4
 Corona, 1976-12
 Cinnamon, 2438-26

25 years

Early Risers, 213-3
 Hampton Roads, 1471-66
 Balgowlah R.S.L., 2618-70
 Banyandah, 1285-73

20 years

Loquacious Nooners, 3121-5
 Fremont, 2981-24
 Presidents, 3751-64
 Port Hunter, 2776-70

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50 years

Taku, 724-U

45 years

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| — 394-MIT | — 601-MIS | |
| — 394-MIE | — 601-MIE | |
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