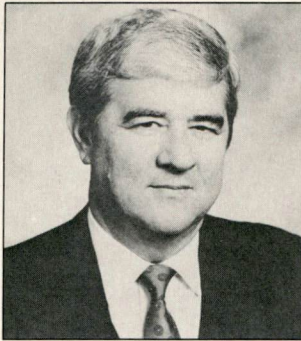


THE Toastmaster

F E B R U A R Y 1 9 8 9

**BRIDGES FOR
AN ATTITUDE GAP**





Winning = Courage, Discipline, Dedication

Try as one might, it's hard to keep a poker face when winning a contest, lottery or game—and equally as difficult to suppress the urge to attack the slot machine or hide the remorse when losing.

Whether it was in Las Vegas or at the local civic club's fund raiser, most of you have experienced the thrill of victory and the agony of defeat. If I could tell you about a situation in which you could always come out a winner, would you be willing to try it?

Permit me to share a personal experience. In 1974 I entered the International Speech Contest in my club, Checkered Flag Club 2007-11 in Indianapolis, Indiana. It was my first contest and I was filled with the same nervousness, fears and anxieties experienced by anyone who enters such a contest. I competed at all levels, culminating with the World Championship of Public Speaking at the International Convention in Anaheim, California. My personal growth accelerated tremendously during the time of competition. And even though I didn't win the "big one," fourteen years later I still see it as one of the most valuable experiences of my life.

I believe everyone who enters a speech contest is a winner. But if this is true, why don't we have more participants? Following are some reasons I see for why people fail to get involved.

It takes courage.

You have to be willing to get out of your comfort zone and overcome fear of losing. You have to be able to say, "I can do this and I am going to give it a try." Many even worry about winning, since that means they'll have to compete again and perhaps write another speech.

It takes discipline.

Every word counts in a speech contest. Research has to be done, practice has to be thorough and timing has to be perfect.

It takes dedication.

You must be committed to the club and desire to see it well represented. You also have to prepare and set aside time, not only for the contest at hand, but for future contests, should you be successful and move up to higher levels.

I believe speech contestants at every level are winners for these reasons:

- They develop as speakers.
- They grow in confidence.
- They make new friends.
- They expand their horizons.

Painter Washington Allston once said, "The only competition worthy of a wise man is with himself." With this in mind, plus the other fringe benefits mentioned, I hope you will be ready for the next speech contest.

TOM B. RICHARDSON, DTM
International President

THE Toastmaster

EDITOR Suzanne Frey
ART DIRECTOR Bob Payne
ASSOCIATE EDITOR Susan Messner
TYPOGRAPHER Melanie Monros
To Place Advertising Contact:
Toastmasters International
Publications Department
2200 N. Grand Ave., P.O. Box 10400
Santa Ana, CA 92711
(714) 542-6793
FAX: (714) 543-7801

TI OFFICERS AND DIRECTORS

Founder

Dr. Ralph C. Smedley (1878-1965)

OFFICERS

President

Tom B. Richardson, DTM
2704 Sleepy Hollow Drive, Lafayette, IN 47904

Senior Vice-President

John F. Noonan, DTM
2536 Derbyshire Way, N. Vancouver, B.C., Canada V7H 1P8

Second Vice-President

A. Edward Bick, DTM
2712 W. 24th St., Sioux Falls, SD 57105

Third Vice-President

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

Immediate Past President

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

Executive Director

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

Secretary-Treasurer

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

DIRECTORS

Lydia D. Boyd, DTM
19009 Laurel Park Rd., #93, Dominguez Hills, CA 90220

Earl Chinn, DTM
13745 Rostrata Rd., Poway, CA 92064

Renate E. Daniels, DTM
907 S. Thompson St., Carson City, NV 89703-4930

Beverly Perl Davis, DTM
555 Pierce Street, #1305, Albany, CA 94706

Ian B. Edwards, DTM
4017 Stonebridge Rd., W. Des Moines, IA 50265

Margaret Flory, DTM
4 Tower Lane, Morristown, NJ 07960

Ray Floyd, DTM
1306 9th Ave., N.W., Conover, NC 28613

William (Bill) Gardner, DTM
34 Ivy Green Crescent,
Scarborough, Ontario, Canada M1G 2Z3

Evan A. Hass, DTM
198 Woodcrest Dr. N., Fargo, ND 58102

Muriel A. How, DTM
Box 7066, Vanier, Ont., Canada K1L 8E2

Scott W. Long, DTM
3708 Casady Court, Midland, TX 79707

Doris Anne Martin, DTM
409 N Street, S.W., Washington, D.C. 20024

Clare Murphy, DTM
172 Lutzow St., Tarragindi, Brisbane, Qld., Australia 4121

Jay R. Nodine, DTM
1316 N. Juniper Ave., Kannapolis, NC 28081

Pauline Shirley, DTM
2220 Stirrup Iron Lane, Herndon, VA 22071

Patricia Van Noy, DTM
3138 Welch Dr., Indianapolis, IN 46224

Francis A. Weaver, DTM
5824 Greenleaf Blvd., Racine, WI 53406

Cover Illustration
by Jeff Koegel



PAGE 4



PAGE 16

4 UNLEASH YOUR EMOTIONS!

Give of yourself and make a good speech great.
by Sue Binder

6 EYE CONTACT – A POWERFUL TOOL

Your eyes express feelings your words cannot convey.
by Marjorie Žiskovsky, CTM

8 BRIDGES FOR AN ATTITUDE GAP

As a communicator, what are your attitudes toward disabled people?
by Casey Kerns

12 THE MENTOR PROGRAM SAVED OUR CLUB

Two deaf Toastmasters spark revival in a prison club.
by Rex R. Moore, Jr., ATM

14 THE JOY OF COACHING

Helping another person offers real satisfaction.
by Mica Sunday Deerfield

15 GREET THE STRANGER WARMLY

Caring members are your club's greatest asset.
by Don Vieweg

16 PUBLIC SPEAKING PHOBIAS

That which doesn't kill you makes you stronger.
by Gloria Westheimer

19 TOASTMASTERS WIZARDRY

Is your imagination a dragon?
by Gigi Lambrecht

22 OUR OBLIGATION TO OUR AUDIENCE

We owe our listeners preparation, respect and responsibility.
by Gene Perret

24 CHECKLIST FOR SPEAKERS

Formal contracts and letters can help keep Murphy's Law at bay.
by Susan Sizer Bogue

D E P A R T M E N T S

20 IDEA CORNER

21 LETTERS

27 HALL OF FAME



PAGE 24

THE TOASTMASTER Magazine (ISSN 0040-8263) is published monthly by Toastmasters International, Inc., 2200 North Grand Avenue, Santa Ana, CA 92711. Second-class postage paid at Santa Ana, CA, and additional mailing office. POSTMASTER: Send address changes to THE TOASTMASTER Magazine, P.O. Box 10400, Santa Ana, CA 92711.



Published to promote the ideals and goals of Toastmasters International, an organization dedicated to helping its members improve their ability to express themselves clearly and concisely, develop and strengthen their leadership and executive potential and achieve whatever self-development goals they may have set for themselves. Toastmasters International is a non-profit, educational organization of Toastmasters clubs throughout the world. The first Toastmasters club was established by Dr. Ralph C. Smedley on October 22, 1924. Toastmasters International was organized October 4, 1930 and incorporated December 19, 1932. This official publication of Toastmasters International carries authorized notices and articles regarding the activities and interests of the organization, but responsibility is not assumed for the opinions of authors of other articles. Copyright 1988 by Toastmasters International, Inc. All rights reserved. The name "Toastmasters" and the Toastmasters emblem are registered trademarks of Toastmasters International, Inc. Marca registrada en Mexico. PRINTED IN U.S.A. All correspondence relating to editorial content and circulation should be addressed to THE TOASTMASTER Magazine, P.O. Box 10400, Santa Ana, California 92711. Phone (714) 542-6793 Non-member price: \$12.00 per year. Single copy \$1.25.

Unleash Your Emotions!

The one ingredient which can convert a good speech into a great speech is emotion.



BY SUE BINDER

Illustration by Ron Mazellan

We've all heard the speech—the one we wish we had given. As the speaker utters her final remarks and leaves the lectern, we are left with a lump in our throats and a resolution in our hearts.

A second speaker on the program also demonstrates excellent oral skills. He gets attention quickly. His speech is well-organized, contains appropriate humor and ends by issuing a challenge to the audience. He uses excellent eye contact and gestures as well as vocal inflection.

Days later we find ourselves recalling a quote from the first speaker. We repeat it to a friend, perhaps even write it down for future reference. On the other hand, the message delivered by speaker number two diffuses as the days pass. Like spring snow, it melts and leaves no trace of its existence.

What made the difference? What can we as speakers learn from these two messengers, which will enable us to make memorable speeches—speeches which reflect the excellence that is a part of our Toastmasters heritage?

Recall those speeches that have made the greatest impact on you. Phrases and lines stick out, demanding your attention. For example: "Ask not what your country can do for you. Ask what you can do for your country. My fellow citizens of the world, ask not what America

will do for you, but what together we can do for the freedom of man."

"I have a dream that one day this nation will rise up and live out the true meaning of its creed: 'We hold these truths to be self-evident; that all men are created equal...'"

John Kennedy and Martin Luther King Jr. were great men who left great words as a legacy. And from these words we have the keys to better communication, to reaching one step closer to the great speech. If we examine their words and, in particular, the total content of their speeches, we find that both embody vivid emotion in the form of personal examples and/or feelings of the orator. The audience participates vicariously through the appeal to universal emotions.

Men like Kennedy and Dr. King were not afraid to bare their souls—to share personal illustrations with their audiences. King spoke profoundly of the black experience and the dream that his children someday will live in a different America. Yet, how often do we hold

In return for giving the audience a part of myself, I not only experienced a successful speech but I touched someone with my message. I had the knowledge that perhaps someone might think more deeply before attempting suicide. I also realized that the audience respected and understood my reasoning and myself as never before.

Emotionalize your speeches. Often our new members rise to the occasion of an icebreaker by reciting dry, unimaginative facts about themselves. We overlook this, because they are new Toastmasters, and they are learning. But how much more rewarding if they understood from the beginning that it is okay to share their loves and hates, their strengths and weaknesses with the audience.

Almost any speech we deliver can touch the emotions of the audience. Subjects listed in our Speakers' Bureau include: teen suicide, domestic abuse, women's issues, teen pregnancy, drug and alcohol abuse, parenting, stress, motivation and business management.

Too often, when selecting a topic for a speech, we revert to cold facts and broad generalizations.

back in our speeches? How often do we hesitate to call upon our feelings and personal experiences?

Recently a young person in our community took his life. As a result, my next club speech dealt with the problem of teen suicide. Because I planned to give the talk later before a high school group, it was crucial in order to reach this special audience that each phrase conveyed my exact meaning.

Finally I realized that there was no way I could avoid inserting myself into it—not if the speech of a 45-year-old woman was to have any impact on youth. The audience had to know that once I, too, had attempted suicide—that I had shared the depression, loneliness and low self-esteem commonly experienced by teenagers.

Telling this audience about an incident that was buried in my past was one of the most difficult things I've ever done. I didn't have to do this, but it added credibility and strength to my talk. Afterward, a 17-year-old girl approached me, her eyes brimming with tears. She said, "Every student should hear your message."

These subjects are steeped in emotion, and many of them have touched our lives deeply. Yet too often, when selecting a topic for a speech, we revert to cold facts and broad generalizations.

Be specific. Tell the audience by example why you have a right to talk on this subject. Add strong, colorful verbs and language to your speech. Instead of "I was scared," say "I trembled." Or in place of "I walked," substitute "I bounced, leaped, sauntered, raced..." Convey your exact meaning in terms that are powerful and full of feeling.

Many components go into a speech. Some of them are almost intangible, difficult to evaluate. But the one ingredient which can convert a good speech into a great speech is emotion. Bring it with you to the lectern each time you speak. Then perhaps you, too, will leave your audience with a lump in their throats and a resolution in their hearts. □

Sue Binder is a member of Lamar Sunrise Club 6586-26 in Lamar, Colorado. She is editor/reporter for the Lamar Daily News and public relations director for Independent Stars of Wrestling.



MOVING?

Please give us your old address as well as your new one by attaching an address label from a recent issue of THE TOASTMASTER in the space shown.

ATTACH YOUR ADDRESS LABEL OR
PRINT YOUR OLD ADDRESS HERE:

(INCLUDE CLUB AND DISTRICT NUMBER)

Name (print) _____
Club No. _____ District No. _____
New Address _____ Apt. _____
City _____ State _____ Zip _____
Province/Country _____

Would you like a list of clubs in your new area? YES NO
Please circle your TM recognition: CTM ATM ATMB ATMS DTM
If you are a club, area, division, or district officer, indicate complete title:

Mail to: Toastmasters International
P.O. Box 10400, Santa Ana, CA 92711

A Top Ten Tool For Your Club's Personal Computer



Version 3.6
with over 20
significant
new features

Meeting schedules and agendas, Education planning, Club Management Plan, Member interest, Progress charts, Reminder letters, Guest Status, Guest letters, Mailing list, Promotional letters,

Year end status, Checkbook, Dozens of reports, Club History, much more...and easy to use.

Requires: IBM/PC/XT/AT or workalike with 512K RAM.

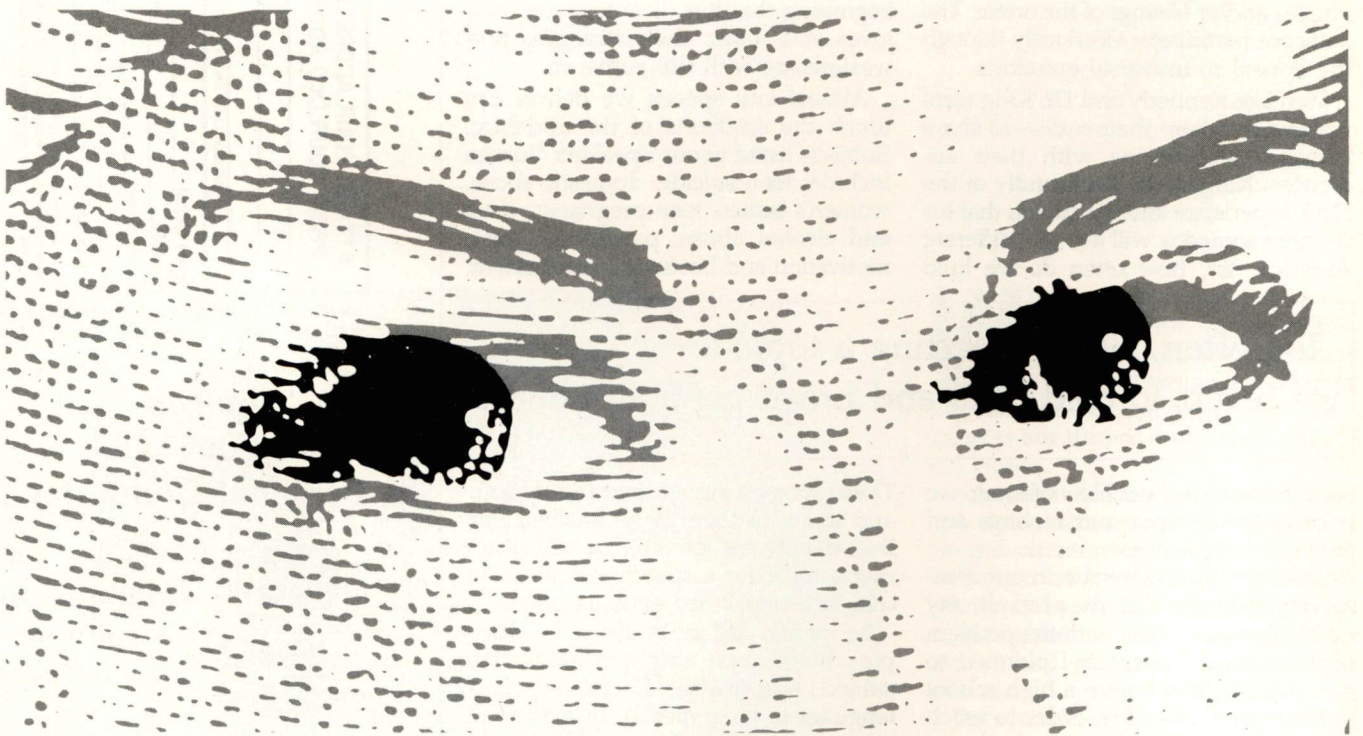
Proven success in Top Ten Clubs
Inquire about upgrades and versions for other Personal Computers

Send \$42.00 for four disk set to
ATC, 804 Jordan Lane,
Huntsville, Alabama 35816
Satisfaction Guaranteed.

(205) 895-9187

EYE CONTACT: A Powerful Tool

Your eyes express feelings
your words cannot convey.



BY MARJORIE ZISKOVSKY, CTM

Expressive eyes are significant when communicating. Good eye contact is among a speaker's most powerful tools.

Do you know how to use your eyes effectively when making a speech? When asking for a raise? If not, it can be learned.

Eye contact is maintaining a direct look between you and another person, whether your audience is one person or a group. Your words are the meat of your speech, but your eyes convey your feelings—they are the spark that ignites your words.

As you look at your listeners, you are indicating that you feel they are important and that your message is worth their time as well as yours. For exam-

ple, if you were to attend a reception and meet a friend, what kind of feeling will that person have if you keep looking beyond him or her to see who else has arrived? Or, if you are visiting with two persons and you maintain eye contact with only one of them, how do you suppose the second person will feel?

The same principle applies when speaking to two or 200; people feel important if you look at them. Do not look at a spot on their foreheads, or just above their heads, as some old-time preachers were taught, but look directly into their eyes—one pair at a time.

But maintaining eye contact can be unnerving. We may find that fear grips us when we stand before a group to speak, and that all those eyes send chills

up our spines and make our mouths dry. Nevertheless, we can learn to use those eyes to our advantage. When speaking to a group, look into the eyes of one person, then another. Maintaining eye contact not only makes listeners feel important, it also adds credibility to the speaker's message.

As all Toastmasters know, a speech is judged not only by what is said, but the way it's delivered. Honesty and sincerity is expressed through the eyes. If someone looks at you directly, you judge that person as being honest. If someone constantly shifts his/her eyes without really looking at you, you doubt if that person is telling the truth.

A Selling Point

When planning your speech, look closely at the sequence of your ideas, so that what you say becomes a real part of you. Notes are fine, but they should be a help—not a crutch. You can't read your text for very long and maintain any kind of meaningful eye contact. The better you know your material, the easier it is to "sell" it to your audience.

In a group situation, when talking to several persons around a table, you direct your eyes to one person at a time, eventually looking at each one. In this manner you draw them together into the conversation and everyone feels a part of the whole.

When speaking to a larger group, eye contact with each one may not be possible, but the technique is the same. You still look at and speak to one person at a time. Pick out a person in a section of the room—near the back, in the middle and in front. Speak directly to those persons, one at a time. Make eye contact with those who are especially receptive, wherever they may be sitting. (Ignore persons who are not attentive or are being distracted.)

As speakers come in all shapes and sizes, so do listeners. Some listeners have better "listening faces" than others. They are easy to spot. The look on his/her face will say, "I'm interested, tell me more!" They are the ones paying close attention, sitting in an open receptive manner.

However, if your eyes flit quickly from one person to the next, you are not establishing eye contact long enough to make a statement to that person.

Take time to say a complete phrase to one individual; then move your eyes to someone close by and say a complete

phrase to that person. If a sentence is short, address the complete sentence to one person before you move on. At a break in the thought, you can change your view to another segment of the room. If people are uncomfortable with your gaze, they will avert their eyes from yours. Good listeners will not do this; they will hold your eye contact.

Read the Audience

If looking at someone is difficult for you, you might try practicing your speech in front of the bathroom mirror. Observe your facial expressions and gestures. Notice how your hair looks. Do the veins in your neck show? Do your ear lobes move? Little things will catch your attention as you practice your speech. The distractions you notice in the mirror will help you when you stand before an audience and notice little things about them.

Ability to "read" an audience and receive its feedback builds confidence in speakers. If someone isn't grasping your message or if a listener's mind turns to other things, you can tell immediately by the look in their eyes and their facial expressions. Eyes become dull, glazed, —unseeing. Faces become blank. When this occurs, a change in your presentation is needed. Ask a question, share a personal experience, introduce a new thought or add a bit of humor. Usually, that's all it takes to recapture their attention.

By "reading" an audience you can modify your presentation.

Eyes Reveal Feelings

Eye contact makes a definite difference when communicating with a crowd, but also on a personal level.

I urge you to open up and be vulnerable—let your eyes speak what's in your heart and reveal your innermost feelings at special moments. Eyes can express feelings words cannot convey. They can sparkle with excitement, twinkle with humor and gleam with love.

Whether you are speaking to one person, a small group or a roomful, learn to let your eyes do the talking. Let them show that you are a confident, caring individual. Use your eyes to make your words come alive. □

Marjorie J. Ziskovsky, CTM, a member of Tama-Toledo Club 1263-19 in Iowa, has been a Toastmasters for 10 years. She is a homemaker and community volunteer.



SPEAK WITHOUT FEAR INTERNATIONAL, INC.

Announces . . .

an intensive readiness program for people too timid to join or fully participate in public speaking programs. We can increase your chapter's enrollment and maximize benefits to your members.

The *Speak Without Fear*™ system was designed by a speech pathologist with professional performing experience and training in neurophysiology and the behavioral sciences.

Do you know someone who can benefit from *Speak Without Fear*™?

Contact: Speak Without Fear Int'l., Inc.
328 West 86 Street, Suite 9B
New York, N.Y. 10024
Or call: 212-724-4880

*The specialists in overcoming
speaking anxiety.*

Ronnie Schor, Founder and President

**"Whenever I feel like exercise I
lie down until the feeling passes!"**

-Robert Maynard Hutchins

Quotemaster™

the indispensable writing tool

Fast - "ALL MY POSSESSIONS FOR A MOMENT OF TIME." -Queen Elizabeth I
Quotemaster has an average search and report time of less than 3 seconds on an IBM PC (even faster on a newer machine). Displaying and printing with Quotemaster are just as fast.

Concise - "NOBODY EVER FORGETS WHERE HE BURIED THE HATCHET" -Kin Hubbard
Quotemaster is a concise locator of the perfect quotes for your writing needs. Quotemaster will enhance and expand the capabilities of your existing word processor.

Broad - "A SHORT SAYING OFT CONTAINS MUCH WISDOM" -Sophocles
Quotemaster's entire quotebase resides completely on your computer (no massive volumes to obstruct your creativity), and it can be called up quickly and easily.

Quotemaster is a user-friendly quotebase that is all-inclusive. Its 3,000+ quotes were researched specifically for writers and public speakers. The entire Quotemaster system is designed for ease of use, with extensive on-line help and a simplified search approach. Search criterion can include any or all of the following: Subject (or topic), Era, or Author. Most of all, Quotemaster is Fast, Concise and Broad enough to meet your needs. Finally, Quotemaster is expandable. (additional quotebases available January 1989).

The Quotemaster package includes System disk, entire quotebase, and an easy-to-read manual for:

\$39 (includes shipping & handling)

Quotemaster™ VER. 2.1

by PennComp Software

Development
(713)-669-0965

4031 Villanova Street, Houston Texas 77005
(Requires: IBM PC/clone with 256k & Hard Drive)

BRIDGES For An Attitude Gap

As a communicator, what are your attitudes toward people with disabilities? Do you treat them "differently"?

BY CASEY KERNS

Way back then, in Sociology 101, we learned, or absorbed for testing purposes, that "laws change folkways." Perhaps so, though a great deal else is involved in crossing prejudice gaps.

Impetus must come through all our institutions: government, economics and business, education, religion, family. . . but the chief means by which undesirable folkways are altered is the initiative and sensible thoughtfulness of the folks. I am thinking of general behavior toward minorities and of specific attitudes toward one of which I am a member. I qualify for several minority groups. Most noticeable among them, because others insist on considering it so, is that I am handicapped. I have been blind since early childhood.

"The blind" seem greatly to trouble "the sighted" simply by their very presence. We seem to stir up, in too many others, feelings of guilt, embarrassment, pity, resentment and other such feelings which no one would want to have. There are a number of preconceptions about blindness which seem to become part of us with earliest consciousness. That's how all prejudices are. That's what makes them hard to change or eradicate, though progress is certainly being made, by fits and starts, which is the nature of all foregoings.

We use the word "blind" in so many common expressions—most of them derogatory. If we want to tell someone he's being stupid or dense, we rarely say, "Are you deaf?" or "You're an utter paraplegic." Phrases such as "blind faith," "blind trust," "blind spot" usually imply, at least, that the speaker feels the one spoken to is less intelligent than himself. We say that both love and justice are blind. Complimentary? Praiseful? If so, of what and whom? This sort of thing, a bit here,

a tad there, is how prejudice is built. It's the same in any situation. One is seen as different because he or she has red hair or black skin or a mole on the wrong elbow, and so everyone *knows* that everything else about that person follows, in certain ways, from that differentness.

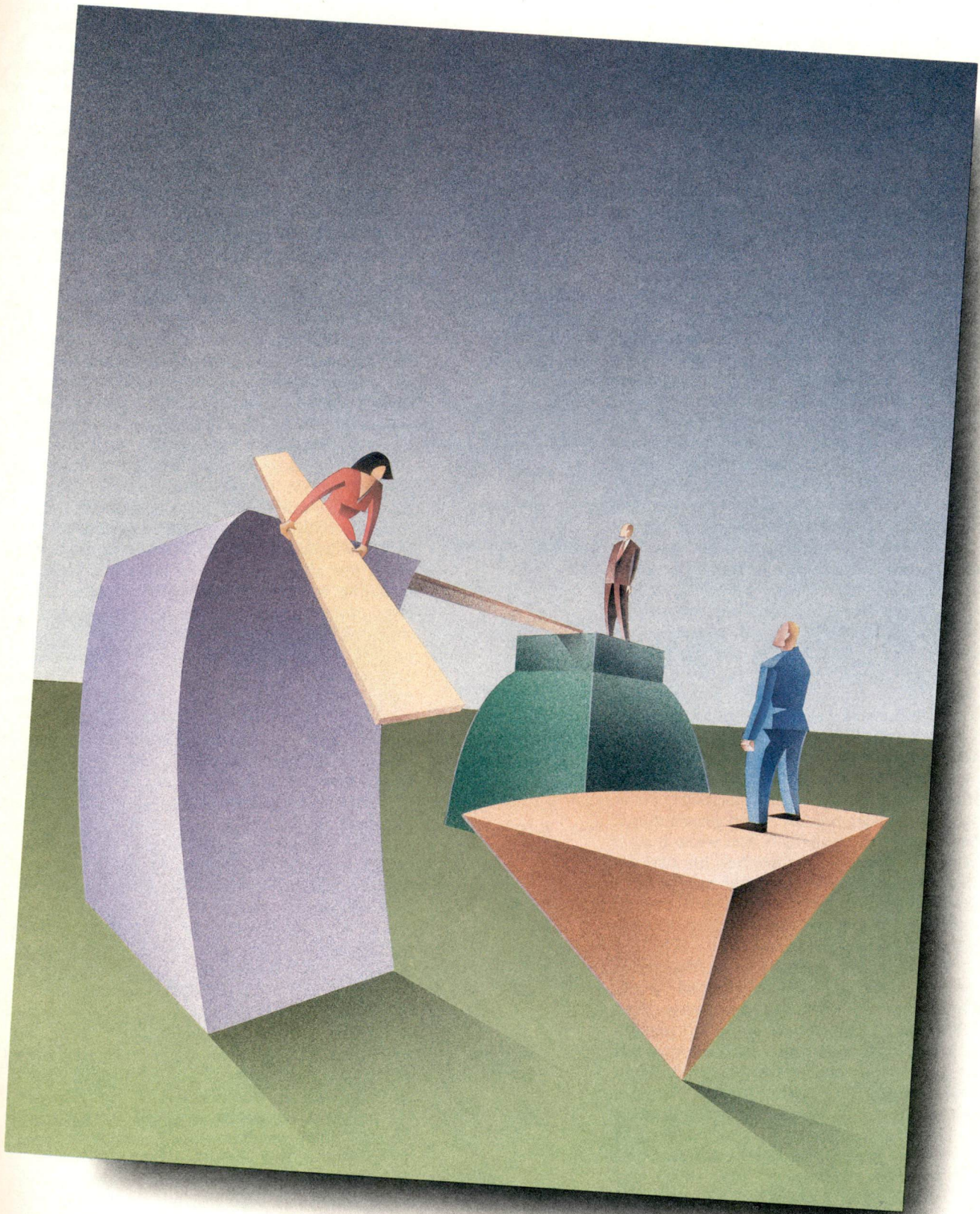
Too many laws specifically regarding blind people were made a long time ago when, because things like braille did not yet exist, we were more dependent. Our welfare system still categorizes the "needy blind" with the "aged" and the "mentally deficient." People with other handicaps generally fall into another classification which, by its wording, implies more hope and possible rehabilitation.

Twenty years ago, a rental agent claimed to be doing me a favor by accepting a lease I signed. The laws of that state, he said, would not hold blind people responsible for any agreement bearing their signature. Loans were not to be had, except at ruinous interest rates. When I became chief wage-earner for our household and had to seek health insurance for a self-employed person, I was rated a bad risk, not because of my type of work, not because my blindness entails added medical costs, not because I've ever been hospitalized as a result of any kind of accident—but "Because. . . well, you *are* blind and that's how we handle it."

Some time after I established a career in writing, my former husband was involved in a court case. He was asked, by an attorney, in open court and for the record, "Isn't the real truth that you actually do the writing and just put her name on it?" I consider this slander, libel, an insult to all parties, but we simply did not have the financing to discover what justice might have called it.

Recent laws do more for my ingrained belief in

Illustration by Jeff Koegel



general intelligence and common sense. Still, how they serve us depends upon individual acceptance. I am given equal opportunity at many jobs. Most employers will interview me readily enough, but all too many begin such sessions by asking something like, "Will you be able to sit down on this chair here?" If I get the job, it may be very hard, for a long time, simply to get sighted fellow workers to talk to me. In casual conversation, they are apt to complicate all our lives by trying miserably to avoid words such as "look, see, watch," as if they think they may somehow keep blindness a secret from me. Or they spend all our time wondering if I need help feeding myself or arranging my clothes in the ladies' room. In work-related discussions, they tend to shut me out, even when the talk is about work I've already done, "because, well, she *is* blind, and therefore. . ."

In a store or restaurant, I may greet a clerk or waitress and have the greeting returned, just as would be the case with any "normal" person, but as soon as the realization hits that I am not seeing, there is, all too often, the flustered assumption that I also can't be hearing, speaking clearly, and certainly I can have no idea in the world as to where I am, what I'm doing there or what it may be for which I wish to pay them.

Years ago, I went with a sighted friend to register my son for driving classes. The clerk, sorely bothered by my being there, did not give us the lengthy form. He filled it out himself—with translation.

"What is the student's name?" he asked loudly and very clearly, but he looked to my friend as we stood there, side by side. Dutifully, and on the point of bursting into laughter, she repeated to me, "What is the student's name?" I told her, she told him, and so we three soldiered on, through the whole application. The poor man, incredibly, never seemed to sense our ridicule. Blind assumptions?

When I was at the university and went to meet with a new professor to ask how he'd like his tests handled, this erudite educator told me I needn't take tests, worry about any written work or even come to class. "I'll just give you a B because you're registered." Now, I surely wonder why I didn't just take it. You don't come across that free B everyday.

I had a guide dog during those years and found that she made conversation beginnings easier than they often are when I'm with a sighted person. People could make eye contact with the dog, address a question or comment to her, then, when she deign to reply, they'd settle for my response. Some good friendships began that way, through Gretta. Others never got off the ground, such as in the instance when a graduate student asked me, in perfect seriousness, "How does this wonderful dog always know when class is almost over? I never notice when you hold your watch so he can see it."

Agencies, set up to help, can do their own share of handicapping. I wanted a journalism major in college, but was not allowed to apply because I

Our welfare system still categorizes the "needy blind" with the "aged" and the "mentally deficient."

could never "learn to set type." Actually, I'd planned on trying to write, but somehow things did work out. . . later. Rehabilitation and special education departments, along with the good things they do, set thoughtless and needless limitations. Preconceptions, slowly changing in society in general, may linger longest in the various bureaucracies where the most beneficial attitudes should be instituted.

The very early establishment of prejudgings was pointed out all too clearly by my own two children. There was a considerable age difference between them. With my son, I was the parent who was always around and he rarely gave mom's "differentness" a thought when he was little. One day, when he was about four, he observed casually, "Most people write with a pencil, but you do it another way." I thought it might be time for more discussion. When I began, he said impatiently, "Oh, I know, you're just not a looking kind of woman," and got to something more important, like a peanut butter sandwich.

When my daughter came along, her father was primary parent, while I tried to earn money. My family does not discriminate against me—much more than I deserve—still, I had to realize one day that this little girl, with no basis we could understand, was showing some of the same biases as someone who was coming into contact with a blind person for the first time. She knew I worked, most of the time, in my office, with the door closed. She found me fun or bossy or interesting or bothersome, just as all mothers are, but she was truly frightened when, for the first time in her memory, her father was to be away for several weeks. She automatically assumed somehow that his absence meant she must take on all adult responsibility. Old mom wouldn't be able to handle household problems, shopping forays and the like, because she. . . well. . . As with all prejudices, once they are recognized, they only needed time, experience and the use of common sense to understand and make all our lives more comprehensible and pleasant.

When my third novel was to be released, the publishing house insisted that we make known, as part of the jacket information, that I am blind. I warned them of the reaction; they were dismayed. Every review the book had began something like this: "Kerns, though blind, has written. . ." Readers, let in on the secret, seem literally blinded to everything but questions such as, "How can she describe scenes, say what people look like, understand about facial expressions?" Such reactions are tiresome for me, denigrating of my overall efforts and sometimes very discouraging. How could I have lived, for these many years, read very widely, listened, talked, experienced, thought, sought to broaden all my horizons, and *not* be able to describe my world?

I have noticed a veritable rash of common sense treatment of handicapped people by the media

lately. It refreshes my faith that people can and are changing. A journalist, commenting on public radio, says that minority representation in commercials and programming is very important because it helps us all get used to each other. What I value most is the change I feel in the quality of attitudes. Handicapped folks, in fiction and non-fiction, are being shown more and more for the worth—or lack of it—of the people they are, rather than because of the curiosity of their disability. We all have problems enough and no group wants the additional handicap of being thought of as some kind of twisted saints or magic wand wavers because they are otherwise “not normal.”

A British thalidomide victim, interviewed on “60 Minutes,” said that if someone comes up to him on the street, offering a five pound bill out of pity for his having no arms, he takes the money, “the pity being the other person’s problem.” A few years back, I think that every normal expression of feeling might have been cut from the interview.

No blind person—nor anyone—is “just like everybody else.” No one would wish to be that. It is the little variations among us all that make us worthwhile, interesting individuals. Handicapped people are not happier, sadder, smarter,

We use the word “blind” in so many common expressions—most of them derogatory.

stupid, more or less sensitive, more or less entitled, than any other random group. Blind people do not have more or better senses of hearing and touch. We develop those senses because we need to rely on them more and are so simply more aware that they exist. We are not given clairvoyance or made into musicians by lack of sight. I could go on for pages, trying to shoot down similar myths, but you can do that for yourself.

Be aware that such things *are* mythical. Throw them out and you’ll see, just as quickly, that realistic thought about any others is what bridges any gap of prejudice. It can’t be that much different where an attitude gap interferes with the beginnings of understanding of and empathy for another race, religion, sex, ethnic group, social class, educator, office worker. A bit of common sense leads to bridging, then eliminating unreasonable divisiveness. That can help bring us all to improved, enriched lives. □

Casey Kerns has published eight novels. She resides in Florence, Montana.

Reprinted with permission from the November 1988 issue of *The Lion* magazine.



Toastmasters T-Shirts

SPEAKING POWER

Available in two colors. 100% pre-shrunk cotton “Fruit of the Loom”®

Light Blue
with dark blue and gold imprint

Quantity
 _____ 7001-A Small
 _____ 7001-B Medium
 _____ 7001-C Large
 _____ 7001-D X-Large

\$12 Each

White
with gold and blue imprint

Quantity
 _____ 7002-A Small
 _____ 7002-B Medium
 _____ 7002-C Large
 _____ 7002-D X-Large

\$12 Each

ALSO AVAILABLE

_____ TI Cap (7000) @ \$5.00
 _____ Bolo Tie (5811) @ \$6.00
 _____ “Learn, Grow, Achieve” Mug (365) @ \$5.50

Add \$1.00 postage and handling per item. California residents add 6% sales tax.

PAYMENT MUST ACCOMPANY ORDER

- Enclosed is my check or money order for \$____(U.S.)
 Charge my MasterCard / VISA (circle one)

Card No. _____

Expiration Date _____

Signature _____

Name _____

Club _____ District _____

Address _____

City _____

State/Province _____

Country _____ Zip _____

Send to: Toastmasters International, P.O. Box 10400, Santa Ana, CA 92711 U.S.A.

The Mentor Program Saved Our Club

Two deaf Toastmasters spark revival in prison club.

BY REX R. MOORE, JR., ATM



From left: Billy Phillips gives a speech in sign language, interpreted by Educational Vice President Rex Moore, ATM.

The changes that took place in our Toastmasters club were cataclysmic! A little prison club in an out-of-the-way rural area in Oklahoma, going nowhere fast, turned around in an 180-degree arc the night two young inmates came for a visit.

These men were totally deaf, and we had no idea what to do with them. A club dedicated to speaking and communication—what were we supposed to do? Perform miracles? Well, that is exactly what we did, and Billy Phillips and Roger White showed us the way.

Billy and Roger were enthusiastic from the start. This might have been the catalyst. In spite of their handicap, these men were not the kind to hold back. They were imbued with enthusiasm! Before the meeting, they introduced themselves to those they didn't know. When the meeting started they were the epitome of attentive Toastmasters. They couldn't hear, could not speak a word, but they listened with their eyes better than the rest of us with perfect hearing. It quickly became obvious that these young men had come to learn, and to

become members of our New Dawn Toastmasters club. It also quickly became evident that we had something to learn from them.

New Dawn Club 4101-16 was organized a few years ago with much fanfare in the prison at Lexington, Oklahoma. It was to be a new approach to rehabilitation, and it seemed to work. The club grew in members, and the skills of communication and speaking were quickly accepted as the key to changing, to becoming citizens ready for society. And these skills were practiced with a hint of zealotry.

Unfortunately, with attrition and with time, the club had begun to sag. Membership was down, and even that small group was divided into three cliques. The distress with three cliques trying to carry on business was heavy, and Roberts Rules of Order was taking a beating in the process. The club had sadly lost its way. A new direction, a new beginning was definitely needed.

Billy and Roger and the change in our club became the focus of discussion at a recent executive meeting. Our club president asked the question, "Were those two guys actually the cause of the change in our club?" One of the club's older members, who had been present during the change, said, "Well, they were the cause, but the one thing that really started the ball rolling was the speech about being brothers. The club wasn't the same after that night."

The reference was to an impromptu speech one night by a member who had been moved by the two new men, who in spite of their deafness were showing the club members what communication

was all about. The speech was a call to action. It was titled, "You're Not Heavy, You're My Brother." It was a challenge to the club to meet the enthusiasm of the new members with help and friendship. The challenge didn't go unanswered.

The change in direction came almost immediately. That night someone suggested that the club arrange for a class in sign language to be taught under the auspices of Toastmasters. This was started the very next week and it was actively attended by club members and other inmates. It wasn't long before signing was common during meetings and even around the facilities.

One evening as the Toastmaster was introducing the functionaries for the program, he stopped suddenly and asked the gathering why our two deaf members were never included in the program. The question went unanswered but no answer was needed. On the next program our deaf members were to give their icebreakers and the Toastmaster who had asked the question volunteered to be their mentor.

After a week of work and practice with the mentor, Billy and Roger both gave credible speeches. They both "signed" the words while the mentor interpreted verbally. The elation and joy of these two deaf men, communicating with their new group, was catching; their high spirits were taken on by the whole club.

The educational vice-president purposely had not listed evaluators for the two. He had the general evaluator ask for a volunteer. One of the graduates of the sign language class rose with a flourish and said, "Mr. General Evaluator, I would be happy to evaluate the speeches of these two men." The ear-to-ear smiles on the faces of Billy and Roger made it evident they understood.

The speech evaluator proceeded with this function by speaking aloud to the membership while facing each man in turn and "talking" in sign language to them. It was perfect. He spoke with honesty, earnestness and humor.

With the initial success of the single mentor in the club, the club president organized our first Coach/Mentor program. Every new member was assigned an experienced member to help him get started. The program was an immediate success.

According to the Toastmasters International information sheet on the role

Every new member
was assigned an
experienced member
to help him get
started and the
program was an
immediate success.

of the coach/mentor, a "coach" is an instructor or trainer, while a "mentor" is a wise, loyal advisor. So the role should be a combination of these functions.

With this in mind, much effort was made to pick the right men as advisors for the incoming new members. Mistakes were made and some potential members were lost, but in time, all problems were rectified. The program was found to be most helpful through the first few speeches, when explanations about the club were necessary, and when down-to-earth practical advice was desperately needed. The

greatest benefit was the reassurance it gave the new members.

Being the first benefactors of New Dawn's mentor program, Billy and Roger led the way for other new members. After thorough evaluations of their icebreakers, they came back with their "Speak with Enthusiasm" and "Organize Your Speech" efforts in only a few weeks. After all three of the speeches, the evaluator stressed the importance of eye contact with the audience and speech construction.

The two deaf men presented their fourth speeches with a flourish that astonished the club. Perfect openings, "bodies" that flowed with precision beyond their experience, and endings that perfectly summed up the speeches. But what surprised all club members was the sudden eye contact exhibited by these men. Instead of looking at the sheet of paper their interpreter was reading from, as in their previous efforts, they glanced briefly at the written speech, and with confidence slowly looked around the room with direct eye-to-eye contact.

This little success in the growing pro-

Continued on page 31

The Role of a Club Mentor

BY JOE SAMORA, ATM

Purpose: To assist new members with their speaking and meeting assignments by matching them with experienced Toastmasters. The coach/new member relationship provides a network on which to build a stronger sense of "community" and encourages the new Toastmaster to do his or her best.

Procedure: The educational vice president asks an experienced Toastmaster to "coach" a new member. The educational vice president introduces the new member to the appointed coach and announces the coach's name during the new member's induction ceremony.

The coach should assist the new member with his/her icebreaker speech (if requested) and explain each new meeting assignment. The coach's responsibility ceases when the new member has performed all the club meeting assignments, including that of Toastmaster of the meeting. If a new member misses

two consecutive meetings, the coach should contact him/her.

Benefits: The coaching assignment has dual benefits: the new member has a Toastmaster "friend" to talk to for assistance and or advice, and the experienced Toastmaster (coach) feels important and vital to the organization because his or her expertise is being shared with someone who needs it.

Note: A sponsor is the person who invites a guest to a club meeting who subsequently joins the club. Sponsors should make sure the new member's application includes their names so they will receive credit. Both the international and district levels of Toastmasters have membership contests for which members and clubs are eligible to receive prizes.

For details, contact the Membership and Club Extension department at World Headquarters.

The Joy of Coaching

Helping another person offers real satisfaction.

BY MICA SUNDAY DEERFIELD

It is one thing to be a good speaker. It is quite another to successfully pass on your knowledge to someone else.

But I gave it a try, and learned the joy of coaching when my young friend, Vicky Cardona, came to a Toastmasters meeting as a guest. Vicky is a high school student and a member of the Future Homemakers of America (FHA). FHA has public speaking contests each year for its members in both junior and senior high school. When Vicky first came to Toastmasters for help, she had already won the high school and district contests. She longed for more input because she strongly wanted to win the state competition on April 23, 1988. She had just ten days to prepare.

Vicky is blind. The Toastmasters at the meeting that evening were all impressed with Vicky's composure, her mellifluous speaking voice and her ambition. After the meeting, I spoke with Vicky and her mother in the parking lot. As we talked, I realized that 90 percent of the problem with Vicky's speech came from the fact that because she couldn't see, she had no idea what she looked like as she spoke. She had no idea how to use facial expressions, gestures, body language, or even a tilt of the head.

I tried a simple experiment. "Vicky," I said. "Try tilting your head as though you were listening to something far away and faint. Now say that line in your speech about waiting for your name to be called..."

In one simple experiment I found the key to coaching Vicky. She was so eager to learn and to improve. Now my challenge was to explain visual effects

in a way she could understand. I had to explain, then move her hands for her, and cement the kinetic memory of the movement by thinking of some gesture or motion she would recognize and remember.

"Hold your hands as though there was a giant beach ball resting on your palms," I tried at one point. No, that wouldn't work; she didn't play ball. "Let's see, how about a really big watermelon, but not that heavy..."

We spent four hours working on the speech — both the words and the intonations, along with gestures, props, body language, eye contact, smiling. I bullied, cajoled, hugged and hassled, but it was worth it—for both of us. I was

exhausted but thrilled with the experience. And Vicky—well she won her state competition, as well as a gold medal in the national finals.

Those of you who have never seen another person's performance improve because of the help you gave are missing out on some real satisfaction. Your club, community and public school system offer many opportunities to both give and receive coaching. I promise you'll be glad if you try it. □

Mica Sunday Deerfield, a member of Club 3274-47 in Florida, works in ITT's Defense Communication Division. She enjoys coaching in the areas of drama, singing, dance and public speaking.

Coaching Tips

- Do it in private.
- Don't expect miracles the first time.
- Don't try to coach someone you really don't like—at least, not until you are an experienced coach.
- Allow a minimum of 90 minutes and a maximum of 3 hours per session.
- Start by having the coachee give a speech he or she has given before.
- As in evaluations, emphasize what the coachee does right. Suggest improvements in a positive manner. Have the person write down your suggestions, or—as in Vicky's case—either tape-record or write your notes down for later transcription into Braille.
- Concentrate on one or two areas of improvement per session, e.g., vocal production and variety; body language and gestures; enunciation and word choices.
- Be personal. The coachee is a friend who needs a little help from a friend who is more experienced—not better than he or she is.
- Show what you mean. You will communicate better if you demonstrate than if you simply talk about an idea.
- If a first-timer, let the person write and practice the icebreaker before your session.

Greet the Stranger Warmly

Caring members are your club's greatest asset.

BY DON VIEWEG

The first time I attended a Toastmasters meeting I heard this joke: A Toastmaster was chatting with his wise and knowledgeable minister friend when a housefly flew into the minister's open mouth, startling him.

Smiling at his friend's temporary consternation, the Toastmaster said, "Reverend, I understand you can cite a Bible text for every occasion. What's your scripture for that?"

The minister thought a moment, then grinned. "I was a stranger, and you took me in" (Matthew 25:35).

On my first visit to a Toastmasters meeting, I was that stranger, and you took me in. You made me welcome. I felt wanted. I came back, joined, and am presently giving my fifth Communication and Leadership Manual speech.

Greet the stranger warmly. He is your next CTM. But only if you greet him, and help fulfill his needs. Fail, and he will not return.

The lifeblood of all organizations is caring people.

The first time I attended Ocean State Toastmasters club in Warwick, Rhode Island, I was nervous, concerned, even a bit fearful. One young man leaped up, pumped my hand warmly, smiled at me and introduced himself. He then introduced me to others at the table. During the meal and meeting, he sat with me and explained a few things. He didn't push or press, but was available, friendly and cordial. He encouraged me to return. I felt welcome and came back to the next meeting. That young man represented the entire Toastmasters

organization to me.

Never Be Too Busy To Care

First impressions last. The first four minutes you are with a new acquaintance can win a friendship or leave you both forever frozen. Never be too busy to greet the stranger, and show you care.

The first four minutes you are with a new acquaintance can win a friendship, or leave you both forever frozen.

Over the years, I have been a member of many different organizations. I have visited many states and attended numerous meetings as speaker or spectator. Far too often, I was ignored, embarrassed, and even hurt by people's unintentional rudeness. Numerous times in meetings I sat alone. Not one person spoke to me.

That empty feeling of rejection made me resolve that I would always remember how I felt and never allow myself to consciously ignore or reject another human being. Over the years, I have learned that others are very similar to me, regardless of their color, race, education or background. Everyone wants to be accepted and welcomed; feel important, special and precious. Everyone wants to love, and especially to be loved.

People attend and join a Toastmasters club because of an inner need. Most want to learn to speak more effectively before individuals or groups. Some want to overcome shyness or low self-esteem. Some want to be more polished and promising in their businesses. All want to gain something.

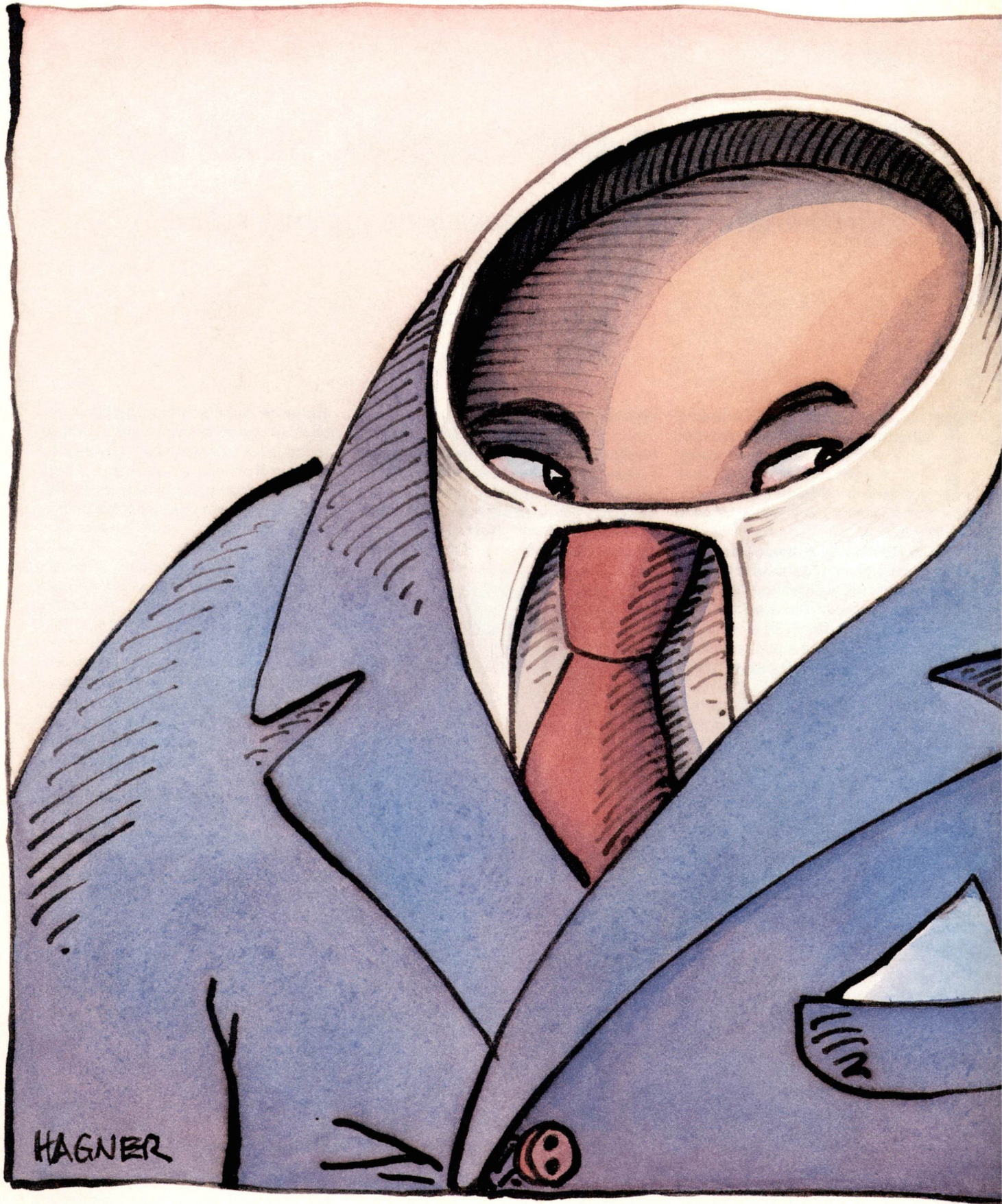
Past International President John A. Fauvel, DTM, in his *Viewpoint* editorial (Dec. 1987), superbly said, "We must keep it exciting to learn, participate and achieve...make the experience enjoyable...encourage members to set goals, and accomplish them...recognize accomplishments when they occur...and make everyone feel welcome... People will make special efforts to come to meetings when they know their friends are there."

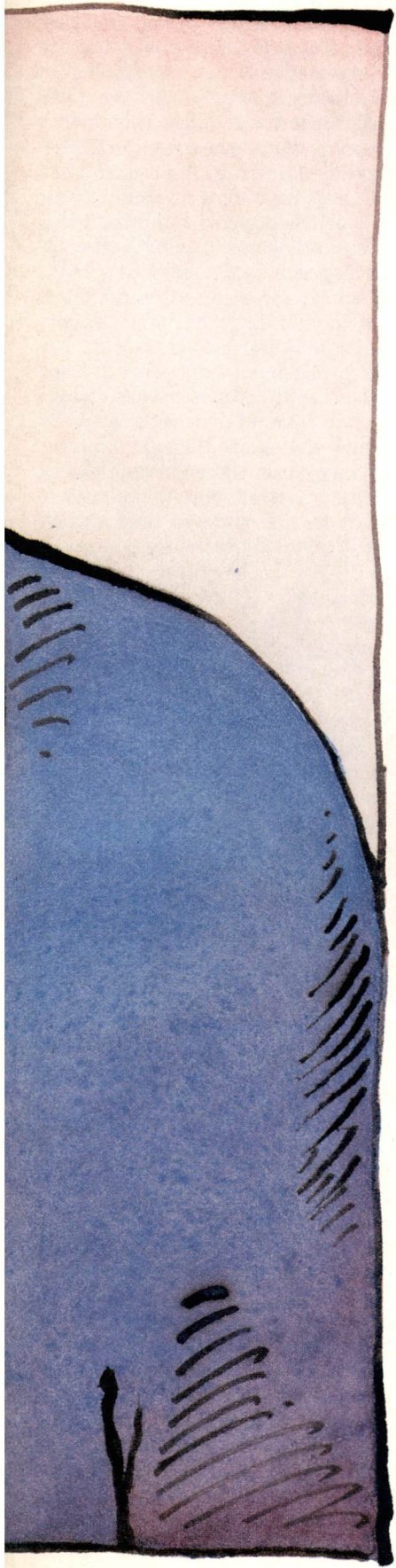
Today, I am deeply proud to be a member of Toastmasters International. I feel welcome and am learning to speak effectively, comfortably and persuasively. Through active hands-on participation, I am boldly accomplishing the thing I dreaded the most: speaking before groups! With joyous gratitude, I am learning to help other people as I am being helped.

I was a stranger, and *you* have invited me in. You made me feel welcome, and important. You showed me, as you helped me, that you cared.

Now, I am most eager to share those same warm, wonderful qualities with the next stranger at our meeting door. □

Don Vieweg, is a member of Ocean State 854-31 in Warwick, Rhode Island. He is a Christian evangelist, writer and speaker.





Public Speaking Phobias

That which doesn't kill you
makes you stronger.

BY GLORIA WESTHEIMER

Most people experience some anxiety before giving a talk, and feel the adrenalin rushing through their bodies as they approach the lectern. These sensations, while noticeable, are generally not debilitating. In fact, they often enhance their performances.

But for others, the symptoms of rapid heartbeat, racing pulse, excessive sweating, difficult breathing, and even dizziness develop into a phobia.

Clinically, a phobia is an irrational fear of an object or situation which is not inherently dangerous. If you are frightened at the thought of appearing live on national television, that is perfectly understandable. If, however, you become paralyzed at the prospect of standing up to state your opinion in a group setting, you probably have a phobia.

Far from obscure, phobias now affect 13 million Americans, according to a 1986 study conducted by the National Institute of Mental Health.

Although useful for providing insight and support, conventional techniques are not particularly helpful in curing phobias. Talking endlessly about the origin of the fear doesn't seem to make it vanish. It doesn't really matter what happened to you in third grade that keeps you from speaking in public at thirty.

So how can you overcome your fear

of public speaking? As a former staff member at the Center for Behavioral Medicine in Baltimore, I frequently met with therapists to try to answer this question for our clients. We were supplying education and reassurance in group sessions, but we were frequently frustrated in formulating a setting which accurately simulated the public speaking experience.

Speechcraft

Speechcraft was the ideal arena for reluctant speakers to test their emerging abilities, and we were eager to incorporate this course into our program. Designed to prepare people to join Toastmasters, it provided a structured and supportive environment in which to learn effective speaking skills.

On an unseasonably cool day in September of 1986, ten anxious people gathered to face their fears. I participated in that first class because my job required frequent community talks and media exposure. I knew that my confidence and competence both could use a boost.

For those of us participating in the Speechcraft program, the first goal was to present a 3- to 5-minute icebreaker speech to the group. How hard could it be to talk about myself? One week later I found out.

Illustration by Dirk Hagner

Facing the assembled group, I began to sweat. My heart pounded, my breath came too quickly or not at all, and my throat had all the moisture of the Arizona desert. Does this sound familiar? For those who fear speaking in public, these physical symptoms are readily recognizable.

So What?

Their inner voices are posing a series of "What if" questions. What if I say the wrong word? What if I lose my place? What if I have to stop in the middle? What if I faint and make a fool of myself?

The only way to handle these persistent concerns is to answer every "what if" with a "so what." Remember that in all likelihood, none of the eventualities you fear will ever occur. And if you do stumble over a word, or need a few seconds to compose yourself, rest assured that your audience will not only be tolerant, but quite empathetic.

So, when you do undertake your first talk, or question or comment, try not to be upset by or react too strongly to your body's responses. The key is to take a few breaths, a drink of water if necessary, continue and finish your thought. Your goal the first time is to complete the talk, not win a prize for oratorical excellence. That will come later.

You are already well on your way to overcoming the phobia. Having accomplished your first goal, your confidence will grow, and you will be motivated to continue the process. At the Phobia Program, people are encouraged to reward themselves at each point along the way. Regardless of how insignificant your progress may seem, don't minimize your efforts. They are important, and you deserve to be congratulated.

Be good to yourself. Eat a special meal, buy some flowers, or visit that antique shop you have always admired, and make a small purchase. Tangible rewards help to punctuate the performance and reinforce your success. Each time you look at the object or remember the special time, you'll think of your talk and how proud you felt.

A quote often used in the Phobia Program is, "That which doesn't kill you, makes you stronger."

Acceptance

Remember times in your life when you felt ill-equipped to handle situations. Maybe it was your first exam in college or facing the responsibility of caring for a sick child. For many adults, coping with the death of a parent may have seemed temporarily overwhelming.

Whatever the circumstances, you probably grew from living through the trauma, and developing new strategies for dealing with distress. That is the journey of life; positive change through successfully meeting challenges. Public speaking is just one more hurdle to clear.

The first step toward overcoming your phobia is acceptance of its existence. Of course, you would rather be a seasoned speaker, at ease in front of a large group, or ready to lead meetings or chair committees. But, right now, this image may just be a fantasy.

Tips for Public Speaking Phobics

- Avoid caffeine before speaking.
- Get plenty of rest the night before the speech.
- Have a glass of water and some mints near you.
- Write your notes clearly on index cards.
- Dress comfortably.
- Focus on a responsive face in the audience.
- Rehearse your speech, but don't be obsessive about it.
- Know your audience, and tailor the talk to their interests.
- Talk about what you know.
- Take advantage of every opportunity to speak.

Begin by accepting your feelings, and not labeling them as negative. Live with the fact of your phobia just as you have learned to live with your height, your eye color, or less than perfect body. Fighting the feelings only uses up energy which can be used more productively.

Goal Setting

Once you accept the fact that you have a phobia, you can begin to get better. Step two is to set a goal for yourself. Do you want to be able to speak at the next meeting of your division at work? Or would you like to make your feelings known at a community gathering?

Make this first goal manageable, yet challenging. For some people, it may be to comfortably ask a question, or offer a suggestion to the speaker. Another person may want to deliver a short speech. It is important that you choose the goal, and follow the suggested guidelines to make it a reality.

Continue to establish progressively challenging goals and use some of the following suggestions to reach them.

An obstacle which public speaking phobics face is the anticipatory anxiety they experience hours, days and even weeks before giving a talk. For some people, the terror and dread commence as soon as they schedule the speech and write it down in their calendars.

You don't have to be a victim of your own negative thoughts and projections. If your mind begins to focus on the upcoming speech, you need to find an activity which occupies your mind, but is not so demanding that your anxiety makes it impossible to carry out.

You can clean out a drawer or a closet, or tackle neglected paperwork. Take a walk, call a friend or write a letter. By breaking the scary thought patterns when they occur, you will eventually let them die of neglect. You do not need to feed the fear by giving it time and attention it doesn't deserve.

Visualization

Another technique to employ is changing the catastrophic images to pictures of comfort and ease. You may initially see yourself standing at the front of the room, looking foolish and sounding silly. But if your imagination is powerful enough to create that scenario, it can also project a different outcome.

Begin by achieving a deep state of relaxation through listening to peaceful music, or tapes designed for this purpose. Then move to deep breathing and progressive muscle relaxation. When you are feeling calm, see yourself standing and speaking to a group. Notice how confident and poised you look. Then be aware of the audience responding positively to your words, and make a mental note of how comfortable you feel giving the speech.

Your brain cannot always distinguish between reality and fantasy. If you use the creative power of your imagination frequently, when the day of the talk arrives, you will feel as if you are merely reliving a good experience. You already know your speech will be a success.

Rehearsal

Another constructive way to use the time available before the date of the talk is to rehearse. Toastmasters stress the importance of practice. But the frightened phobics in the Speechcraft course initially ignored this suggestion.

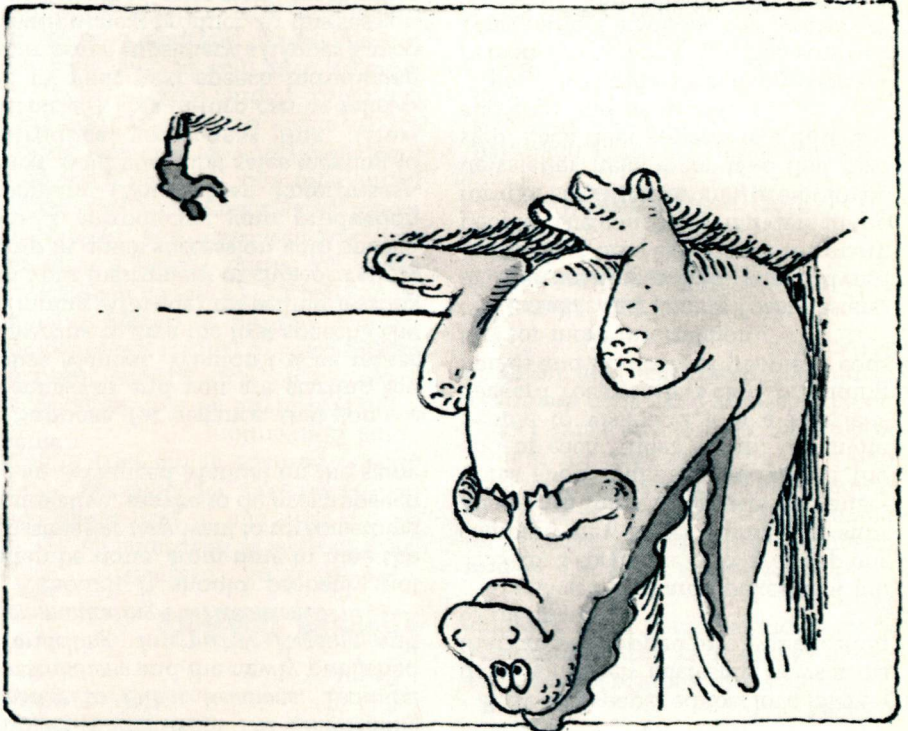
We assumed our talks would be bad, and we didn't want to experience the

Continued on page 30

Toastmasters Wizardry

How I slayed my dragon
and made her magic.

BY GIGI LAMBRECHT



Modern day dragons
are bigger and so
sophisticated that they
often go unrecognized.

When I first came to Toastmasters, I brought someone with me. My fellow Toastmasters may not have noticed her, since she always hides from strangers. And, true to form, she didn't pay her dues, even though she joined when I did. I gave her no choice about joining because I knew if I did, she'd talk me out of it. She had a feeling that Toastmasters would be the end of her, especially because I warned her I'd show her no mercy. After all, she's never shown me any; she's always insisted on going everywhere with me

even though we've forever been in conflict.

Who is this mysterious someone I've been dragging to our meetings, feet planted in resistance and nostrils flaring? Who is this reluctant new Toastmaster who refuses to disclose herself publicly? She's my dragon. That's right: a dragon. And I brought her to Toastmasters to slay her.

If you've ever seen a dragon, you probably know they're fearsome things, full of fire and fury. They are mind-monsters which feed on fear and exhale fiery tongues of fright which lap at whatever comes within range. They live in our minds, but they can grow much bigger than that when they start to devour. They can draw in, ignite and consume whole people, whole rooms full of people, and even whole countries in a single incendiary breath. Dragons are not confined to the olden days of castles and knights errant. Modern day dragons are bigger and so sophisticated that they often go unrecognized.

I've always managed to keep my own dragon somewhat under control, just by keeping her tucked away in the darkest, most airtight corners of my mind, never taking her to places where she could get loose, gain control and start to feed. My dragon's favorite food has always been the fear of speaking, and I've spent much of my life making sure that she would not get so much as whiff of its evocative scent. By staying away from situations where I might have to speak, I've usually managed to let sleeping dragons lie. But she's always been in

Continued on page 23

Take a Tip from These Toastmasters

When the profile on Northrop's Dr. Guner Robinson appeared in the December 1988 issue of *The Toastmaster*, it gave Toastmasters on two coasts the same idea.

Two Northrop employees, Mark Campbell, from club 5041-30 in Norwood, Massachusetts, and Don Stankovick, from club 4904-F in Huntington Beach, California, decided to promote Toastmasters International to Northrop's senior management by offering each manager a copy of the December issue, along with a letter describing the many benefits of Toastmasters membership.

"Toastmasters has given me so much," says Mark Campbell, CTM, manager of Human Resources and Development for Northrop. "I'm always looking for ways to 'sell' Toastmasters to others. The story on Dr. Robinson offered an opportunity to demonstrate to senior managers how Toastmasters membership benefited a Northrop employee and the corporation."

Take a tip from Mark Campbell and Don Stankovick: use issues of *The Toastmaster* that are relevant to your promotion efforts to sell the world on Toastmasters.

Contact the Publications Department at World Headquarters to request free additional copies of *The Toastmaster*.

Recruitment Tips

Chances are that many in your community may want to join a Toastmasters club but can't find one. This has happened to me—twice! The directory of clubs available through the Supply Catalog only helps those who already are members. The following suggestions will assist people wanting to join for the first time:

- Notify your local chamber of commerce.
- Put up an advertisement in your local library.
- List your club under "Public Speaking" in the Yellow Pages.
- Donate a subscription or back issues of *The Toastmaster* to the library. Mark

each issue with:

"For more information contact:
(name and phone number)

Mention these suggestions during the business session of your meeting. These ideas can help increase your club's active membership.

*Robert B. Moran, CTM
(Still in search of a club)
Piscataway, New Jersey*

Advanced Manual Exercises

One of the deepest satisfactions in Toastmasters is completing an advanced manual. The Advanced Manuals offer specialized speech training in a variety of areas, and many are career-oriented. The Advanced Manuals range in subject matter from *The Entertaining Speaker* to *Public Relations*, *Technical Presentations* and the newly published *Storytelling*, *Interpretive Reading* and *Communicating on Television*.

Although it should probably not often be done, from time to time the Toastmaster may want to try something innovative, maybe to do every speech in an Advanced Manual on the same theme.

Suppose, for instance, that you are a musician and you are starting the Sales Manual. Wouldn't it be rather diverting to give the first speech (The Winning Attitude) on selling lessons on your instrument of choice? Follow it up in quick succession with speech No. 2, introducing your production company (Music Man Enterprises). Next, hold your first sales meeting to introduce your next line. (Harmonicas?) This in turn can be followed by your next speech introducing your firm's subsidiary's (Upper Kazoo Division) next product. At this session you have the "sales staff" teach other members how to play the instrument. It can be amusingly and cheaply done with some form of inexpensive toy.

The fourth speech is a little more complicated, because you have to introduce yet another instrument or product of Music Man Enterprises, Inc. Or perhaps use the session as a follow-up to the previous sessions. At any rate (if you're still following) by the time you get to the fifth and last speech, (The Team Sales Approach), you have a full-blown company with several subsidiary divisions. You can either use it to introduce yet another product

(wind chimes?) or as a complete recapitulation of all that has preceded.

Now what's the point? Well, if as is the case with most of us, you are *not* a sales person, you can still demonstrate your sales abilities and perhaps your speeches will be voted best of the evening because of their delightful content and presentation.

So consider this an open invitation to be innovative. Take those as-yet-untouched advanced manuals, plot some sort of design or theme, and go for it!

*David R. Stepsay
Libertine Club 4369-11
Lakewood, California*

Free Publicity From Fillers

Busy newspaper editors love fillers—those non-timely interesting news items that can be dropped into a publication to fill space.

At Hewlett-Packard Spokesters Club 3539-26, a corporate club, we keep our company newsletter editor well supplied with interesting facts and anecdotes about public speaking. At the end of each "filler" item, we invite people to visit and join a Hewlett-Packard Toastmasters club, providing names and numbers of people to contact for more information.

We realize that joining Toastmasters, or even visiting a club, is an adventurous first-time experience for many people. The constant reminders in the form of short articles in the employee newsletter help them take that first step. Each filler appeals to a different audience and its needs.

Story ideas come from many sources: personal experience (the best source), Toastmasters manuals, *The Toastmaster* magazine and others. Always start each item on a new page and include a source name and phone number for the editor to contact if there are any questions. Items must be typed and double-spaced, and preferably kept to a single page in length. Each item should have a brief, to-the-point headline.

Make it a club project. Collect those fillers, reap your free publicity and watch your club grow.

*Jim Scheetz
Hewlett-Packard Spokesters Club 3539-26
Colorado Springs, Colorado*

Supreme Being

After reading the November article, "Why an Invocation?" by Michael Ruckel, some comments came to mind. I realize that Toastmasters has not published any official position with regard to the basis of an invocation or procedures for its delivery. I agree with Ruckel that an invocation should set the tone for the meeting; I also agree that it should "unify, welcome..." the people attending.

However, let's not forget that an invocation primarily recognizes the Creator and credits Him for the meeting and its purpose. Therefore, the invocation is for the benefit of the Creator, rather than for the meeting. This is a great spiritual principle and applies to all of life, including Toastmasters.

I disagree with Ruckel's idea of wanting to refrain from any references to specific philosophies or a Supreme Being.

Everyone knows there is a God of this universe and that He is directly involved in the affairs of this world, of individuals and of Toastmasters. Why don't we recognize Him for this involvement, control and care? I can't imagine issuing forth such disrespect by refusing to recognize Him during an invocation.

L.A. Mullan, Jr.

Tyler Morning Toastmasters Club 4154-25
Tyler, Texas

No "Infinite Presence"

It was good to see that a neglected, yet important portion of a Toastmasters meeting received some well-deserved attention in Michael Ruckel's article, "Why an Invocation?"

Mr. Ruckel's intention to make everyone feel welcome is laudable, but I suspect he failed with the atheist and agnostic readers, as well as with those who don't practice prayer. His invocation would be more generally acceptable—and no less effective—if all references to an "infinite presence" were eliminated.

Isn't it time that Toastmasters International welcomes the small portion of the population that does not believe in an "infinite presence"?

Jay Johnson
Kashim Club 3243-U
Anchorage, Alaska

Repeat the Question, Please

I sharply disagree with a point made by Karen Berg in her November article, "Handling the Question and Answer Session."

In my experience, the only times I can consistently hear questions asked by the audience is when the group is seated around a conference table. Hence, I strongly recommend either repeating the question or including the question in the answer, especially in these cases: when the audience is seated in rows (so the questioner is not facing other listeners) and when the speaker has a microphone (the questioner often does not speak loud enough for everyone in the room to hear).

Glenn A. Hansen, CTM
Synergist Club 4162
Los Altos, California

Attention Debators

We invite all Toastmasters debate clubs to write or telephone us. We offer our help and in turn solicit your help. Moreover, we challenge you to debate, perhaps at the next International Convention.

We also invite all individual Toastmasters who want to form specialty debate clubs to contact us. Presently, we are writing a debate manual, modeled after TI's speech manuals and based on Austin Freeley's respected text, *Argumentation and Debate*. We would gladly share the finished assignments with you. You can reach us at Manhattan Chowder & Debate Society, 417 Riverside Drive, 9A1, New York, NY 10025. Phone: 212/864-4572

Surely, there must be other Toastmasters engaged in this most exciting and challenging area of public speaking.

Larry R. Yates, ATM
Manhattan Chowder & Debate Society
Club 5076-46
New York City, New York

Certified Toastmasters

In response to Mike Harris' letter printed in the October issue regarding a name change for the CTM award:

Whenever someone asks me what CTM stands for, I reply, "It means you have completed 10 speeches in front of the club and have become a certified Toastmaster."

This is an effective way to enhance the first level of achievement. Club level activity is increased by the many guests who stay and listen as they are captivated by our speakers.

Arthur Naud, CTM
Twin Ports Club 5850-06
Duluth, Minnesota

A Better Apology

I must comment on Dr. Grassell's seminar example of a revised letter which concluded by saying, "Please accept our apologies for the error." ("Write Business Letters that Get Results," Oct. '88.)

The wording of the apology places the responsibility on the wronged party to accept the apology that has been offered. Instead, a genuine apology should target the responsibility for the mistake on the apologizer. "We apologize for our error," is not only proper, but more concise.

Christine Stockham, CTM
Voyagers Club 5315-5
San Diego, California

Advanced Manuals Require Too Much Work?

David Lee Miner really struck home when he wrote that the average length of Toastmasters membership is less than two years. ("Have You Stopped Growing?" August, 1988.) It almost happened to me!

I had completed my CTM and my first advanced speech. Suddenly, I had other time-consuming commitments.

The Advanced Manuals are well designed. They can lead to directed growth. They also require too much work! I hereby submit that pressure to complete Advanced Manuals drives people out of Toastmasters.

At the Capitol Club, our approach is more "laid back." We have 30- and 40-year members who never give Advanced Manual speeches. We have a physician with a CTM who gives excellent speeches, without Advanced Manual constraints.

Have these people stopped growing? No!

Toastmasters International wants to grow. Members are "programmed" for
Continued on page 31

Our Obligation to Our Audience

We owe our listeners preparation, respect and responsibility.

BY GENE PERRET

All performers love audiences, especially comedians and humorists. They're the reason we step onto the podium in the first place: to hear their laughter and soak up their applause.

However, we pay a price for all that attention. We have an obligation to our audiences. We owe them our professionalism. That's our responsibility, whether or not we're collecting fees or are full-time professionals.

Responsibility

First, professionalism means honoring your agreement. It means being *where* you're expected to be *when* you're supposed to be there. It means being dressed the way the client would reasonably expect you to be dressed. It means being ready to do whatever you promised to do.

I did a show a few years ago for the Navy's Sixth Fleet off the coast of Beirut. It was a war zone and getting from one ship to another was an interesting experience. When we arrived to do our last performance on an aircraft carrier, we discovered that our wardrobe hadn't made the trip with us. All of the women's gowns were "lost at sea."

Naturally, they didn't want to appear without the sequined gowns, but they knew they had a show to do. One woman suggested that they design costumes from what was available. They borrowed officers' jackets, belted them, and wore them over their leotards. They looked so stunning and so sexy that no one in the audience missed the designer gowns.

Innovating those costumes was professionalism.

Preparation

Second, we owe our listeners preparation. We have to do our homework. We can't get to an auditorium and be surprised because the seating arrangement is not the way we expected it to be. It's the speaker's responsibility to find out what the hall is like, who the audience will be, what kind of microphone will be available. At the very least, it's our job to let the organizers know what arrangements we prefer.

Professionalism means honoring your agreement.

If we're going to tell a joke, we should rehearse it. If we're going to present slides, we should be certain they're in the correct order with the right side up.

Bob Hope kiddingly tells his writers, "Keep thinking. I need more ad-libs." He's joking, of course, but there's a little moral in the joke—even spontaneous humor needs preparation.

I worked with Sammy Davis Jr. once on a benefit show. The producer was concerned about every detail and he kept asking Sammy what songs he would do and what his lighting should be like. Finally, Sammy said, "I've been doing this work for over 60 years. Just bring me onstage. I'll think of something."

That may sound like Sammy Davis is going out there unprepared, but the key phrase is "I've been doing this work for 60 years." This performer knew that he was prepared. As much as the producer

fretted, Sammy Davis knew that nothing would happen that would surprise him; nothing that he couldn't handle.

We may not be blessed with the same talent and versatility of a Sammy Davis, but we can stand behind the lectern with the same confidence. We can and should know that we will do what we promised to do. We can know that because we've done our homework, we've prepared ourselves.

Respect

Third, we owe our audiences respect. We're there only because they've invited us. They've asked us to entertain them, but that's an implied contract. You should provide the type of entertainment they're expecting.

In a restaurant once, a waitress brought me a meal that was different than what I ordered. She'd made a mistake—no real harm in that—but then she tried to talk me into accepting the dish. Naturally, I refused; anybody would.

You have to give the customer what he bought. Speakers have to respect an audience's wishes, too. We can't go to a church banquet and do off-color material. We shouldn't go to an awards banquet and offer controversial political speeches. We must respect the audience's wishes: it's their party.

Jack Benny once gave me a humbling but priceless lesson in professionalism. Mr. Benny was scheduled for a brief performance on a show, and my partner and I wrote the small piece of material that he would do.

Jack Benny's manager called me and asked us if we would meet with the comedian to discuss a rewrite of the

material. He said, "Jack loves the piece, but he'd just like to polish it with the writers."

When we met, it became obvious that Jack Benny didn't love the material. He disliked it because it wasn't honest, it wasn't real. He was right; the premise was unbelievable.

We sat for several hours with Jack Benny and his manager trying to change the sketch so that it would be more realistic, more acceptable. Nothing seemed to work.

Jack's manager finally suggested, "Jack, it's just a small piece—two or three minutes on stage at the most. Why don't you just do it the way it's written?"

Jack Benny said, "How many times do I have to tell you—when I'm doing a joke about my Stradivarius, I have to be holding my Stradivarius."

Jack was saying, "I have my fans, my audience. I've built this following over the years because I'm a professional. I owe these people my best. I can't sacrifice that trust just to cut this meeting short. I can't do a piece of comedy that I don't believe in just to avoid hurting these writers' feelings."

Benny was the consummate performer. Her respected his profession and his audience. He was funnier that way.

We, too, as humorists should give each audience our best. We wind up enjoying our performances more that way, too. □

Gene Perret, a comedy writer for such performers as Bob Hope, Phyllis Diller and Carol Burnett, spoke at Toastmasters 1986 International Convention. Mr. Perret's column on humor and speaking appears bimonthly in The Toastmaster.

Toastmasters Wizardry

Continued from page 19

there, and whenever I've found myself in a spot where my speaking was unavoidable, she's been quick to leap forth, snorting with a vengeance, filling my bosom with her icy hot flames and my head with her heavy, numbing smoke screen.

Needless to say, it's very difficult to speak with one's dragon acting up that way. And every time she's manged to keep me quiet, she's gotten bigger, stronger and uglier.

When I told her we were going to Toastmasters, by my choice and with

great clarity of purpose, she didn't exactly lick her chops in anticipation, as I thought she might. She cringed. She shrunk a little, and backed up. Instinctively she knew it was a battle of being and that Toastmasters is a mighty ally against her very essence: fear.

Now, a funny thing has started to happen between my dragon and me since we've joined Toastmasters. It started, in fact, the minute I resolutely announced my intention to her. Some of the heat and some of the menace went out of her that moment, and she obligingly gets less monstrous and just a bit tamer with each meeting we attend. Now I've begun to see her differently.

Peeking through her soot-blackened exterior, there's a glimpse of glimmering, iridescent scales. When she stops exuding her sulfurous stench, I sense a light, fresh air about her. When she stops flashing her smoke-reddened eyes, there's a little twinkle in them, and the other day she winked at me rather winsomely. She's not bellowing with that deafening roar anymore, either. She sometimes barely whispers.

And now she's been telling me that she's only been behaving so badly all these years because that's the image in which I created her, and because I locked her into those dark scary places in my mind and force-fed her a diet of all my fears. So, that's her side of the story. Funny, I always thought I was the victim.

Now when I look straight at her, as she peers earnestly through the smoky little wisps, she reminds me of Puff, the Magic Dragon. And standing face-to-face, eye-to-eye with her, lo and behold, the old terror just kind of goes "puff."

Amazing. My dragon is being transformed. I think I'll let her stay and see if she can polish up her act. I'll just keep bringing her strings, sealing wax, speeches and other fancy stuff, and see what she does with them. Maybe she'll learn to frolic through public speaking like so many other Toastmasters are doing, and I'll find a wonderful new friend in my mind.

Because, now that the smoke is clearing, I can see that my dragon is my imagination, and she's magic. □

Gigi Lambrecht is a member of King Boreas Club 208-6 in St. Paul, Minnesota. She is a full-time student at the University of Minnesota, majoring in English and planning to become a high school English teacher.

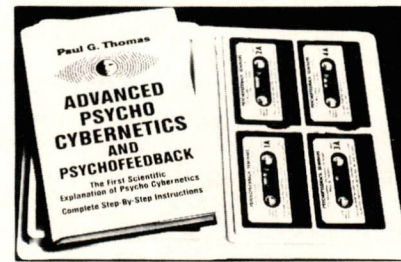
ENERGIZE YOUR LIFE

GET THE WINNING EDGE WITH ADVANCED PSYCHO CYBERNETICS

SURELY YOU WANT TO ENJOY GREATER CAREER SUCCESS, DON'T YOU?

THAT'S SELF-IMPROVEMENT!

THE GREATEST SELF-IMPROVEMENT PROGRAM EVER CREATED IS THE ADVANCED PSYCHO CYBERNETICS PROGRAM BY THE WORLD'S LEADING EXPERT ON THE DYNAMICS OF PSYCHO CYBERNETICS, PAUL G. THOMAS.



"This program is a must for all who seriously want to achieve their potential." Human Potential Magazine.

The program will show you the **EASY WAY** to initiate positive action in your life. Positive action that will mean **GREAT SUCCESS** for you immediately. It will turn your dreams into realities as you **EFFORTLESSLY** use it. Whatever your present circumstances, regardless of your sex or ethnic background **IT IS IMPOSSIBLE** for you not to be more successful in every way.

THAT IS GUARANTEED

Thousands have become far, FAR MORE SUCCESSFUL

YOU WILL TOO!

DO YOURSELF A FAVOR
PREVIEW THIS FANTASTIC PROGRAM FOR ONLY

\$1

85¢ 1st class post., 15¢ handling—Total \$1

CLASSIC PUBLISHERS

150 S. Barrington Ave., #3, Los Angeles, CA 90049

UNDER NO OBLIGATION, I WANT TO PREVIEW THE PROGRAM. HERE IS \$1.00 FOR POSTAGE & HANDLING FOR ONE FREE CASSETTE & AN 8 PAGE BOOKLET "AN INTRODUCTION TO ADVANCED PSYCHO CYBERNETICS"

(NO REQUEST ANSWERED WITHOUT \$1)
(FOREIGN COUNTRIES - SEND U.S. \$4 FOR AIRMAIL)

PRINT Name _____

Street _____

City _____

State _____ Zip _____

Checklist For Speakers

Formal contracts and letters of confirmation can help keep "Murphy's Law" at bay.

BY SUSAN SIZER BOGUE

In last fall's presidential debates, the height of the lectern was crucial to both candidates. A lectern too tall would have dwarfed Dukakis. One too short would have caused Bush to awkwardly hunch over his notes. The issue nearly cancelled the debates. In the end, the candidates solved the problem by using tall lecterns, while permitting Dukakis to stand on a small riser.

The height of the speaker's lectern is just one of 62 issues that should be resolved in advance of any program, meeting, seminar or other speaking event. These 62 issues are incorporated in a checklist for speakers. The checklist was developed during a year when I was presenting seminars for nurses, and at the same time was dealing with speakers as an officer in two organizations. It seemed that "Murphy's Law" was out in full force that year. The following incidents show what can go wrong if all pertinent issues are not discussed and resolved in advance of a program. The suggested solutions refer to items on the checklist.

Problem: As program chair, I arranged for a well-respected speaker from New York to give the keynote address at a conference in Vail, Colorado, sponsored by my organization. At first, I considered it a coup to have obtained a speaker with a national reputation. During the next two

months, however, I came to consider it a curse. I tracked him by telephone to various meetings and speaking engagements throughout the U.S. and Canada. He repeatedly promised to send his speech outline to me so I could furnish it to the local panelists who were to comment on his speech. The speaker delivered his outline the night before he delivered his talk. The panelists were livid. They were forced to prepare their comments while others at the conference were socializing.

Solution: The speaker should furnish the outline or text of his speech to the sponsoring organization prior to the organization's entering into an agreement for the speaker's services. Or, at a minimum, the deadline for the submission of the speaker's outline should be far enough in advance of the speech so that a replacement speaker could be obtained if the speaker does not meet the deadline. (See Checklist, numbers 29, 30 and 31.)

Problem: Several weeks after the conference, the same speaker submitted a request for reimbursement of lavish travel expenses that far exceeded the modest honorarium our organization had paid to him. According to his secretary, the speaker always travels "first class." Our organization had



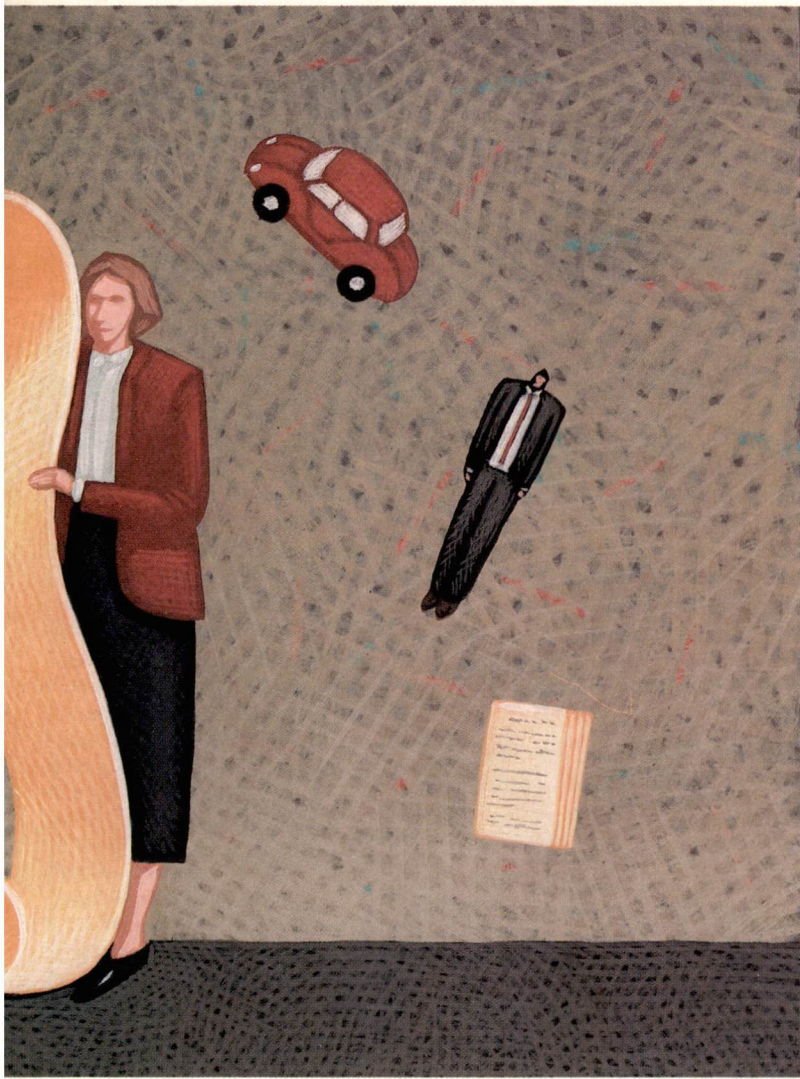


Illustration by Joe Crabtree

agreed to pay "travel expenses."

Solution: All details of travel arrangements and reimbursement, including class and mode of travel, should be spelled out in a formal contract or confirming letter. (See Check List, numbers 17, 18, 19 and 22.)

Problem: I agreed to "work within the budget" of the non-profit organization sponsoring the seminar. I contracted to present a half-day seminar for \$300 so that the seminar could be held with even a smaller number of registrants. As it turned out, the topic was very popular. The non-profit organization netted \$5,000. I netted \$300. Besides being paid only \$300, my plans for small group discussions, informal question and answer sessions, and cartoons on the overhead projector had to be revised because my presentation was geared for 35 people instead of 200.

Solution: The speaker can negotiate a sliding fee scale or bonus arrangement, based on the number of registrants. There should be a clear understanding as to minimum and maximum attendance numbers. (See Checklist, numbers 16, 40, 41, 42 and 43.)

Problem: Far in advance of the seminar, I prepared handouts for the sponsoring organiza-

If the speaker is being paid an honorarium, it is recommended that a formal contract be drawn.

tion to duplicate. When I arrived at this seminar, I found that my handouts were copied and bound into a 32-page booklet in the wrong order, with no page numbers, and no tabulations to mark the individual topics.

Solution: The speaker should reserve the right in writing to proof all handout materials duplicated by the sponsoring organization. If the time constraints prevent proofing, the speaker should spell out the specifications for the handouts in writing as part of the formal contract or confirming letter. (See Checklist, numbers 35 and 36.)

Problem: As president of an organization, I was to introduce the luncheon speaker. Because she donated her time to speak to our organization, I wanted to give her a nice introduction detailing her many accomplishments. Instead, my introduction was fairly general. The few details of her accomplishments that I presented were gleaned during the salad course of the luncheon. The speaker's complete resume was in the mail somewhere between the program chair's office and mine.

Solution: At the time arrangements for the speaker are made, let the speaker know who will make the introduction and to whom he or she is to furnish a resume or biographical information. (See Checklist, numbers 10 and 11.)

All of the above incidents happened because important details were overlooked or issues were unresolved before a speaking event. While none of these occurrences prevented a speech or seminar from taking place, they added stress to an already stressful situation, irritated the participants, made the seminar look less than professional, or created resentment in the speaker or among members of the sponsoring organization.

The following checklist (see next page) is designed to prevent problems at speaking events. It can be used whether a person is speaking to an organization, making a seminar presentation, or scheduling a speaker for a business organization. It is applicable to paid and unpaid speakers alike. All of the issues should be considered by the speaker and by the sponsoring organization during discussion and negotiations. Those issues that are relevant to a particular event should be resolved through a formal or informal agreement with the speaker.

If the speaker is being paid an honorarium, it is recommended that a formal contract be drawn. In all other situations, a confirming letter should be sent, detailing the arrangements for the speaking event and listing the obligations of the speaker and the organization. Use of the checklist will not stamp out "Murphy's Law" altogether, but it may keep it at bay until after the speech. □

Susan Sizer Bogue is a health care risk management consultant and free-lance writer. She is a member of Colorado and Nebraska Bar Associations.



Checklist

Speech

1. What is the topic of the speech?
2. What is the title?
3. What is the primary focus?
4. How much time is allotted?
5. Will the program be accredited for continuing education?
6. If so, who is responsible for obtaining the accreditation?
7. Will there be time for questions?
8. Will questions be taken during the speech or after the speech?
9. Will certain persons or a panel be designated to ask questions after the speech?
10. Who will introduce the speaker?
11. Who will furnish the speaker's resume to the person who will perform the introduction?
12. Are other speakers in the same program?
13. If so, will they speak on the same or different subjects?

Financial and Travel Matters

14. What is the amount of the honorarium or speaker's fee?
15. When will it be paid?
16. For seminars, is it appropriate to have a sliding fee scale based on the number of enrollees?
17. How many meals will be paid or reimbursed to the speaker?
18. How many nights' lodging will be provided for the speaker and who will make the reservations?
19. Is the reimbursement for meals and lodging based on actual expenses or on a flat-rate, per diem basis?
20. Are transportation expenses paid?
21. What is the mileage reimbursement rate?
22. What class of airline tickets will be paid?
23. Who will make the reservations?

Cancellation Policy

24. For seminars, what is the minimum number of enrollees?
25. For seminars, how many days' notice will be provided to the speaker if the seminar is cancelled due to low enrollment?

26. Does the sponsoring organization owe a speaker's fee or partial fee if the seminar or conference is cancelled due to low enrollment?
27. If the seminar or meeting is cancelled due to bad weather, is any speaker's fee owed?
28. Where can the sponsoring organization reach the speaker on the day(s) prior to the program in case of cancellation for any reason?

Outlines, Brochures and Other Handouts

29. Will the speaker prepare an outline of his/her talk for approval by the sponsoring organization?
30. If the organization is to approve the outline, what is the deadline for submission by the speaker?
31. What if the speaker fails to meet the deadline?
32. Will the sponsoring organization prepare brochures or any other handout material?
33. If so, what is the deadline for the speaker to submit materials to the sponsoring organization?
34. What if the speaker fails to meet the submission deadline?
35. Will the speaker be permitted to proof and hand out materials prepared by the sponsoring organization?
36. What are the guidelines or specifications for the handout materials?
37. Is it permissible for the speaker to prepare handouts on his or her firm's letterhead?
38. Will the sponsoring organization allow the speaker to hand out materials other than those related to the program (such as the location or topic of his or her company's other products or services)?
39. May the speaker have available audio or video tapes for sale to the audience after the program?
40. What is the maximum number of people that will be permitted to register for or attend the event?

41. What is the minimum number of attendees required to hold the event?
42. Approximately how many people are expected?
43. Is there any provision for a second seminar or program for persons turned away from the event?
44. What types of brochures or advertisements were published for the event (and can copies be furnished to the speaker)?
45. What are the occupations/professions of the attendees?
46. Will the audience be seated in chairs, at tables or desks?
47. Will writing materials be furnished to participants?
48. Will the audience be eating during the presentation?

Facility

49. Will there be a lectern?
50. What is the height of the lectern?
51. Is the lectern on the same level as the audience?
52. What is the size and shape of the room?
53. What kind of lighting is available for the room and how is it controlled?

Audi-Visual Equipment

54. Will a microphone be available for the speaker?
55. If so, what type of microphone will it be?
56. Will the audience ask questions from a separate microphone?
57. What audio-visual equipment does the speaker need?
58. Who will furnish it?
59. Where will the audio-visual equipment be placed?
60. Will the organization provide someone to set up and adjust the equipment?
61. If an overhead projector, slides, or movies are used, what size screen will be available?
62. Will the speaker permit audio or video taping of the speech by the sponsoring organization and/or by the audience?

DTM

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

Jim Dinsmore, 602-F
Sharon Knowles, 4401-2
Glenn Pike, 4770-3
Vincent Alaimo Jr., 3400-4
Richard Bazner, 4417-4
Mary Ellen Newett, 47-5
Frank E. Parzych, 4405-5
Joy M. Pirkl, 2748-6
Dottie J. Carlson, 4492-8
Kathryn A. Hudson, 2851-18
Bernice McNair, 2894-18
Diane Rose, 3421-21
Max Bodenhausen, 527-22
Mary-Beth Inglis, 696-23
Julian T. Stone, 6977-31
Mary J. Cartwright, 33-32
Harold C.P. Goetsch, 1638-38
Don Bergman, 1440-42
Carol Blair, 1440-42
R.W. Hastings, 2321-42
William O. Spiller, 211-44
Deanna M. Brown, 863-46
Steven A. Bard, 2582-47
William J. Barksdale, 3963-48
Lynne Standing, 1617-60
Eric Niemela, 6859-60
John D. Patton, 3834-63
F.W. Greune, 2993-65
Robert L. Bimrose, 2572-69
Joe Prendergast, 5462-71
Henrietta Gibson, 4835-74

ATM SILVER

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

Roberta Perry, 638-1
Mary M. Dockendorff, 68-3
Victor A. Leslie, 1401-4
Robert Howenstine, 1636-10
Zenobia Jones, 1384-16
Richard E. Smith, 4101-16
Jerry Coen, 1470-25
J.W. Wharton, 2984-25
Betty Krause, 1608-30
Carol Hartland, 2208-56
Joseph E. Camp, 6270-58
Dick Culverwell, 2848-65

"The most valuable of all talents is that of never using two words when one will do."

Thomas Jefferson

Rick Phillips, 4123-68
Neil McIntosh, 6175-70

ATM BRONZE

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

Robert Camareno, 2610-F
Mic Lowther, 4960-U
Ronald Roque, 2214-1
Donald R. Philips, 5634-1
Wil Passow, 2083-3
John W. Fenwick, 3988-4
Dale A. Schrumpe, 4802-4
William P. Freeman, 4152-5
Mavis Vitums, 185-6
Duane J. Rivard, 447-6
Norman Webb, 1262-7
Teris Nolem, 3339-9
Diane Bellas, 143-10
Ronald Field, 7045-10
Tommy Powell, 4684-14
Ron Tomlinson, 2361-16
Glenn E. Beidel, 2045-18
Carol Smith, 1337-19
Marcia Frank, 3288-19
Jesse W. Tennison, 5999-19
Sister Angela Marie, 6443-19
Dennis West, 273-20
Joanne Connelly-Wahler, 759-20
Virgil Gunnarson, 272-20
Christine Carpino, 3010-24
Jerry Coen, 1470-25
Louis Mikow, 2909-26
Joseph M. Barrows, 4071-26
Jo Anna McWilliams, 4533-25
Terence W. Linkletter, 3986-32
Toni J. Chesser, 2012-33
Dick Hawley, 4596-35
Dewey R. Preslar Jr., 2380-37

Randall Edge, 6131-42
James Robinson, 763-44
Barbara Rosenstroch, 4764-46
William McLeod, 1958-47
Steven Bard, 2582-47
Robbie Young, 2582-47
Donna Brock, 2186-48
Grace Santantonio, 2200-56
David Short, 4027-57
L. Fischer, 2150-64
Brian B. Rowley, 2776-70
Margaret Favell, 1821-72

ATM

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

Hannah S. Crump, 105-F
Rosemarie Boll, 513-F
Say Armendariz, 417-F
William M. Thompson, 479-F
Dennis E. Bucher, 615-F
Anne E. Sharp, 1255-F
Carole E. Dawes, 1348-F
James E. Holmes, 1348-F
Leo Schwab, 2400-F
Ernest W. Klechka, 4860-U
Donna O'Connell, 280-1
Darold Westbrook, 328-1
Larry Bates, 1398-1
John Morrison, 1398-1
Frank Nakamura, 1398-1
Frank H. Ramogida, 1398-1
Henry Hawthorne, 2596-1
Leonard Smith, 5983-1
Troy Postlethwaite, 92-2
Philip Fluvog, 277-2
Nancy Hurmence, 1018-2
Gwendolyn R. Campbell, 1531-2
Lois Watford Beals, 1531-2
Ann M. Piraino, 2577-2
Frank Jongema, 5134-2

Darlene Curtis, 1772-3
A. Sarg Magyar, 1839-3
Weldon M. Dube, 1853-3
Jodie Kay, 2961-3
Michael Sands, 3198-3
Ronald McCollor, 5152-3
Nancy Sober, 5526-3
Darlene T. Sherwood, 1435-4
Mary S. McClelland, 1577-4
Robert Welker, 1577-4
Doroteo Atienza, 2369-4
Elizabeth R. Blades, 2369-4
Lorraine G. Jackson, 3572-4
Carol Fenwick, 3983-4
Estelle Kadis, 4417-4
Christian A. Soderlund, 545-5
Iona B. Loughner, 2372-5
John W. Lloyd, 5529-5
Janice M. Black, 6296-5
Joel E. Meyer, 447-6
Richard Merrill, 1789-6
Renate Vick, 2140-6
Randall Pabst, 2312-6
Robert J. Chalmers, 2491-6
Judy McGray, 2919-6
Jeffrey A. Bry, 4619-6
John M. Hanenburg, 5300-6
David Jackson, 5517-6
George Mills, 5517-6
Robin Earl Dodd, 3091-7
Doris Davids, 3964-7
William L. Haines, 525-8
Clarence Stanley, 1354-8
Carl Hendrickson, 1957-8
Keith Woodman, 1957-8
Ernestine Ledbetter, 3287-8
Ralph E. Kreigh, 4492-8
Dolores Y. Dollar, 5001-8
Robert Maeger, 5571-8
Louis Field, 1760-9
Eric M. Dickinson, 659-10
Frances M. Blair, 3628-10
Kathleen Olenik, 485-11
David Whicker, 2332-11
Dorothy Bryan, 3212-11
John Hartstern, 3212-11
Frederick G. Rader, 3212-11
M.G. Huntington, 833-14
George R. Chavis Jr., 4144-14
Bernestine McGhee, 5901-14
Mary E. Leberknight, 548-15
Roger B. White Jr., 719-15
Victor Hernandez, 3791-15
Bill R. Nicewander, 454-16
Patrick McKinnon, 1367-16
Ron Tomlinson, 2361-16
Mary Anne Cummins, 2585-16
John W. Boyland, 4101-16
Adele Treis, 5427-17
Ruth Connor, 5544-17
Stephen Fine, 2562-18

Liz Summerfield, 4328-21
 Earl O. Caryl, 2719-22
 Jonathan P. Melin, 3990-22
 Pamela Turner, 6197-22
 Pat T. Eatherly, 349-25
 Jan K. Hacke, 713-25
 Mickey Lewis, 1190-25
 Jane W. Williamson,
 2348-25
 Althia Hawthorne, 6437-25
 Tim Larison, 899-26
 Darla Meier, 2429-26
 Tim Culbertson, 5512-26
 Hazel Langendoerfer,
 5587-26
 Fred R. Glidden, 3371-28
 Roger M. Wakins, 5886-28
 David W. Cook, 1871-29
 Henry Schuck, 3229-29
 Jimmy W. Norwood,
 5625-29
 Kathie Orr, 5625-29
 Imogene Montgomery,
 2709-30
 Linda L. Braggs, 2766-30
 Lawrence Jakus, 3559-30
 Gregory P. Stupek, 3848-30
 Donald Cameron, 2201-31
 Charleen L. Johnson,
 5700-31
 Lyn Damschen, 1174-32
 Kathryn Fellows, 1553-33
 Howard Hwang, 3533-33
 Norma Lally, 4670-33
 Barbara L. Wood, 4670-33
 Amy E. McDaniel, 5203-33
 Jacqueline V. Harris,
 5353-33
 Paricia Matula, 3587-35
 Leone Schnetz, 5010-35
 Merrell C. Cashion Jr.,
 2540-36
 Bernice Carter, 3594-36
 Claryce Nelson, 3630-36
 Paul Lamb, 3776-36
 Allena L. Wesley, 4127-36
 Lauren Corbin, 4390-36
 Barbara Kach, 5437-36
 Dennis Kevitt, 1193-37
 F. Warren Sing, 2669-37
 Richard Langston, 5620-37
 Ronie York, 6391-37
 Susan G. Clarke, 1189-38
 Daniel McAuliffe, 2264-38
 J. Marlene White, 985-39
 Dori Childress, 2695-39
 Alan H. Swanson, 3359-39
 Michael Newman, 1318-42
 William Ashby, 1319-42
 Dorecean Zales, 2448-42
 Mona Chappell, 2882-42
 Jeanne Byron, 4840-42
 Roger King, 5820-42
 Joan McAulay, 6883-42
 Karen Massey, 4699-42

Mary Ore, 6372-42
 Joan Freeman, 3111-43
 Carolyn Brannon, 3735-43
 Katherine Keener, 5666-43
 Mary L. Korona, 1551-44
 Jeanne Shaltry, 2424-44
 Clarisse Bartel, 4340-44
 Louise Dietrich, 5011-44
 Mary A. Koester, 5011-44
 William Spiller, 6385-44
 Gail E. Wellner, 2738-45
 Kaireem Chaytor, 3978-45
 Elsie F. Rist, 344-46
 Elliot Essmna, 1949-46
 Richard Monahan, 2608-46
 John Z. Lena, 2768-46
 William H. Snedakerm Jr.,
 4764-46
 Frank Grasso, 5867-46
 Diane J. Olden, 892-47
 Barbara K. Bishop, 1178-47
 Estella Calloway, 1178-47
 Mary E. Kysor, 1667-47
 Jean F. Linder, 1702-47
 Harold Rogers, 2840-47
 Thomas Young, 3001-47
 W.C. Van Engelenburg,
 3631-47
 Will Craig, 3674-47
 Troy F. Fletcher, 3674-47
 Dale Howard, 4051-47
 Robert Spencer, 4051-47
 Marjorie Moeser, 5486-47
 Michael Scott, 5758-47
 James G. Fitzgerald, 6193-47
 D.C. Stultz, 6860-47
 Harry Gatzke, 1932-48
 Clifford Jones, 2165-48
 Patricia A. Veazey, 2459-48
 Bernice Snider, 3235-48
 Michael Patterson, 3874-48
 Susan Lee Douglass,
 6157-48
 Donna J. Clayton, 910-49
 Thomas P. Carras, 2950-49
 Peter H. Spencer, 8-52
 Emma H. Grimm, 251-52
 Maurice L. LaRose, 1256-52
 Mary L. Coon, 5515-52
 Thomas J. Johnson, 5515-52
 Donald Logie Jr., 803-53
 Barbara Garro, 1138-53
 Thomas Maloney, 2089-53
 Doris R. Hallee, 5614-53
 Anastasios A. Katsetos,
 5614-53
 Joseph Carney, 5642-53
 Nicholas E. Lucente,
 5642-53
 Joan D. Von Hardenberg,
 5642-53
 William Bartley, 1711-54
 Kenneth J. Miller, 1752-54
 Rita Friestad, 3479-54
 Richard Keethers, 3479-54

Larry Shipman, 5765-54
 Gerald Tupper Jr., 5765-54
 Sandra K. Suty, 1722-56
 Marian Crouch, 2208-56
 William Crouch, 2208-56
 Vinod Gulati, 2386-56
 Charles A. Ingram, 2982-56
 Lucie Robillard, 3996-56
 Janet Murray, 4948-56
 Mahmood N.A. Jaward,
 4973-56
 Joel Zarate, 5629-56
 Linda Clements, 6058-56
 William E. Dunn, 6260-56
 Karl Englebrecht, 182-57
 Michael Lajoie, 207-57
 Evan Sanchez, 998-57
 Alice L. McKeon, 1785-57
 Charles Rogers Jr., 2056-57
 Lou Anne Dibble, 4027-57
 Colleen M. McKay, 4916-57
 B.F. Benton, 4639-58
 Margaret C. Rouble, 5833-61
 Gene Stemm, 1410-62
 Diana N.C. Javor, 2050-62
 Jim Tanis, 3581-62
 Chalmers Wilson III,
 4703-63
 George Koreluk, 940-64
 Kyle Webb, 940-64
 Richard Wharf, 1385-64
 Gary L. Schnellert, 4454-64
 Betty Mosher, 1574-65
 Yoshiro Nakai, 2848-65
 Kenneth Knieter, 2993-65
 Paula Mitchell, 5460-65
 Terence J. Bilancio, 5473-65
 Earl W. Timmons, 3267-66
 Dorothy Wiggins, 3423-66
 Terry Jenkins, 3636-66
 Steve Leblanc, 2455-68
 Wayne D. Lewis, 4914-68
 Harold Cramer, 6324-68
 Tim Rich, 6342-68
 Dirk B. Wohlauf, 6342-68
 Marie T. Langton, 3899-69
 M.J. Lightfoot, 3944-69
 Margaret Wright, 4412-69
 Jessie E. Bartos, 413-70
 Chris Adams, 494-70
 Jim Gibson, 494-70
 Glenda Short, 494-70
 Roger F. Hocking, 3543-70
 John F. Cleland, 5070-70
 Allen Bills, 5483-70
 Lorna A. Crossley, 5974-70
 Barry J. Fisher, 5974-70
 Roger G. Lord, 762-71
 Paula Culleton, 6467-71
 Paul E. Watkins, 1076-72
 Priscilla Peach, 1996-72
 John Phillis, 4594-72
 John S. Veitch, 4978-72
 Richard O. Waren, 5605-72
 Kevin C. Penny, 4788-73

Geoffrey London, 2232-74
 John E. McGrillen, 2902-74
 Gilbert U. Flores, 4503-75

NEW CLUBS

Silver Syllables 320-F
 Irvine, CA-Thur., 11:45
 a.m., Colonial Penn Group
 Inc., 18201 Von Karman
 Ave., (1-800) 554-3292
The Silver Tongues 7187-F
 Tustin, CA-Thur., 4:05
 p.m., Dynachem, 2631
 Michelle Dr., (714) 730-4349
Ejecutivos De Vanquardia
2911-U
 Monterrey, Nuevo Leon,
 Mexico-Thur., 8:30 p.m.,
 Circulo Mercantil Mutualista
 (83) 33-03-94
Confident Communicators
5030-2
 Mountlake Terrace, WA-
 Wed., 7 p.m., Mountlake
 Terrace Library, 23300 58th
 Ave. West, (206) 546-8467
AMA Speakers 7178-3
 Phoenix, AZ-Thur., 7:30
 p.m., Arizona Multihousing
 Assoc., 4531 N. 16th St.
Wry 4270-4
 Cupertino, CA-Wed., 6:05
 p.m., Hewlett-Packard Co.,
 19490 Homestead Ave.,
 (408) 447-2714
HyperTalkers 6112-4
 Campbell, CA-Tues., 11:45
 a.m., Apple Computers, 600
 E. Hamilton Ave.
Mission Valley Masters
2604-5
 San Diego, CA-Wed., 6
 p.m., CORE, 1233 Camino
 Del Rio South, #279, (619)
 275-3168
YPG 7184-5
 Yuma, AZ-11:30 a.m., U.S.
 Army—YPG Palm Gardens,
 (602) 328-3175
The Remarkables 7181-6
 Minneapolis, MN-Wed.,
 noon, Sons of Norway Int.,
 1455 W. Lake St., (612)
 827-3611
Progressive 7176-10
 Mayfield Village, OH-Wed.,
 noon, Progressive Corp.,
 6671 Beta Dr., (216) 261-8000
Orators Anonymous 3415-11
 Bloomington, IN-Fri., 11
 a.m., Indiana University,
 (812) 337-3477

Carroll Creek 7174-18
Frederick, MD-1st & 3rd
Tues., 7:15 a.m., Court
Street Grill, 30 W. Patrick
St., (301) 663-1600

Speakers Advantage 7173-21
New Westminster, B.C.,
Canada-(604) 530-1793

E & W 5656-22
Kansas City, MO-1st & 3rd
Wed., noon, (816) 474-8050

Alamogordo 171-23
Alamogordo, NM-Tues., 7
p.m., School for the Visual-
ly Handicapped, (505)
437-5419

Eastside Senior 7183-23
El Paso, TX-Mon., 1:30
p.m., Eastside Senior
Citizens Ctr., 3200 Fierro
Dr., (915) 565-8557

Two Rivers 5856-26
Grand Junction, CO-Wed.,
11:30 a.m., Grand Junction
Projects Office, (303)
245-9458

Trologue 7186-26
Thornton, CO-Thur., noon,
Auto-trol Tech. Corp., 12500
N. Washington St., (303)
252-2623

Unity 7175-30
Evanston, IL-1st & 3rd
Thur., 7:30 p.m., Unity on
the Northshore, 3434 Cen-
tral St., (312) 679-1613

Fidelity 4692-31
Boston, MA-1st & 3rd
Thur., 5:30 p.m., Fidelity
Investments, One Boston
Pl., 7th Fl., (617) 570-4835

John Deere 7180-35
Horicon, WI-2nd & 4th
Tues., 3:45 p.m., John
Deere, 400 N. Vine St.,
(414) 485-5439

Catawba College 7185-37
Salisbury, NC-2nd & 4th
Mon., 4 p.m., 2400 W.
Innes St., (704) 637-4405

Sunrise 2949-40
Lexington KY-Tues., 6:30
a.m., Shoney's Restaurant,
Nicholasville Road

Marsh & McLennan 2641-46
New York, NY-1st & 3rd
Wed., 1221 Ave. of the
Americas, (212) 997-7919

Toastbusters 4929-46
Roseland, NJ-Mon./Tues.,
6:30 p.m., Eagle Rock Club,
4 Becker Farm Rd., (201)
226-2580

Healthmasters 1884-47
Pembroke Pines, FL-Wed.,

11:30 a.m., Pembroke Pines
General Hospital, (305)
962-9650

Calhoun County 7177-48
Anniston, AL-Mon., 6:30
p.m., Western Sizzlin
Steakhouse, 1430 Quinlard
Ave., (205) 848-4876

Postal Toasties 5019-53
Springfield, MA-190
Fiberloid Street, (413)
731-0227

**Connecticut National Bank
7172-53**
Hartford, CT-Tues., 3:30
p.m., Connecticut National
Bank, 777 Main St., (203)
728-2171

Peoria Downtowner's 904-54
Peoria, IL-Tues., 7 a.m., 456
Fulton St., (309) 686-3925

Tiger's Roar 1699-56
Houston, TX-1st & 3rd
Wed., 11 a.m., Greenspoint
IV, Rm 1261, 16945 Nor-
thchase Dr., (713) 775-6144

Arboretum 2179-56
Austin, TX-Wed., noon,
Digital Equip. Corp., (512)
266-1559

The Round Rock 3809-56
Round Rock, TX-Wed., 6
p.m., Radisson Inn, 2004 N.
IH 35

Trendsetters 7179-62
Jackson, MI-City Hall, 161
W. Michigan Ave., (517)
788-4167

Ladies N' Gents 7182-62
Flint, MI-1st & 3rd Thur.,
12:15 p.m., Windmill Pl.,
877 E. Fifth Ave., (313)
789-4718

Algerster 516-69
Brisbane, Queensland,
Australia-Mon., 7 p.m., So.
Acacia Leagues' Club, (07)
277-6489

**Telecom Workshops
Brisbane 749-69**
Brisbane, Queensland,
Australia-Tues., 4:10 p.m.,
Telecom Workshops, 80
Kenbury St., (07) 3990387

**Capital Breakfast Club
3183-72**
Wellington, New Zealand-
Thur., 7:05 a.m., Bank of
New Zealand, Willis St.,
(04) 746999

City of Glenorchy 1050-73
Glenorchy, Tasmania,
Australia-1st & 3rd Wed.,
7:30 p.m., Race Course
Hotel, (002) 721930

Nillumbik 6079-73
Greensborough, Victoria,
Australia-2nd & 4th Wed.,
7:45 p.m., Greensborough
R.S.L., 111 Main St., (03)
435-1922

Sarimanok 5171-75
Davao City, Philippines-
Mon., noon, CM Recto
Ave., 62085

**South Central/State
Farm Insurance, 2409-63**

10 Years

Borealis, 522-U
SCE Short Circuits, 1391-1
Green River, 92-2
Speakeasies, 1401-4
Peninsula, 2697-4
Excelsior, 699-5
Salmon Arm, 2861-21
0630, 1756-24
Longmont, 2642-26
Five Flags, 3229-29
**Quaker Toastmasters of
Chicago, 3911-30**
Attleboro, 1625-31
W L Bishop Sr. Memorial,
3126-36
ICC, 3652-36
OCLC, 478-40
Montala, 2482-48
F U N, 3317-57
Power, 1080-62
V I P, 3036-64
Carillon, 3406-64
Acadiana, 2458-68
National, 1117-70
Molave, 1592-75

ANNIVERSARIES

40 Years

Torrance, 695-1
Norfolk, 686-66

35 Years

Ogden, 140-15
Gilcrease, 1384-16
Phoenix, 1357-26
Homewood-Flossmoor,
1451-30
El Dorado, 1390-39
Hub City, 1431-43
Action For Achievement,
1095-47

30 Years

Communicators, 1129-11
Pacific Missile, 2930-33
Cape Fear, 2879-37
A-R, 1481-39

25 Years

Nanabijou, 2090-6
Oregon State, 3722-7
Bergen, 2581-46
Pali, 3699-49
Sarnia, 3700-62

20 Years

Sioux Sayers, 430-6
Euphasia, 1209-19
Eye-Opener, 1675-33
Good Morning, 2096-47
Towns of York, 1609-60
RAAP, 3633-66

15 Years

Brea, 2757-F
Edison Loquacious, 3364-F
Ri Konono, 1687-U
Bilingue, 3052-5
Talkstar, 428-11
A U Repiteurs, 3487-14
ESP, 2633-24
Honeywell, 3773-31
Rooster Rousers, 1774-42
Golden Spreaders, 2424-44
Steel Centre, 3285-45

RALPH C. SMEDLEY MEMORIAL FUND

The Dr. Ralph C. Smedley Memorial Fund provides the opportunity to contribute to research and development of new communication and leadership programs for the benefit of our membership and the people served by our organization. Donations will regularly be acknowledged in the Hall of Fame.

Contributors

Peter Garland, In Memory
of Robert Howard
Tom and Ursula McEvoy,
In Memory of Bernice Ann
Randleman
Redwood City Orators Club
5707-4
William E. Smedley
Frank Spangler

Associates

G.C. Brown, DTM
Mary Margaret Dockendorff,
DTM
Raymond L. Picl
Seattle International Club
10-2
Randall E. Winters
Matthew B. Winthrop

Public Speaking Phobias

Continued from page 18

humiliation one more time than was necessary. Just facing the mirror with a shaking body, or talking into a tape recorder with a halting voice, wasn't a pleasant prospect.

But several weeks into the program, I gathered the courage to look at myself in the privacy of my bedroom mirror, and face the fear. I was the speaker and the audience, defendant and jury. Surprisingly, I was as nervous alone as I was in front of a crowd. But that fact made the practice even more helpful. The undeniable truth is, the more you do something, the more comfortable you become.

Practice your speech so often that you become bored with your words. Your enthusiasm will return on the big day,

but your familiarity with the words will enhance your comfort. Musicians, actors and athletes all know the value of rehearsal before a performance. It works for everyone.

The Side Benefits

You may be surprised at the unforeseen benefits you'll reap in the course of facing your phobia. One of these bonuses is an improvement in the quality of your writing.

Initially you may be uncomfortable putting your thoughts on paper. But by writing your speeches, you'll find that writing is an ideal way to make chaotic thoughts orderly. Once your thoughts are logical and meaningful on paper, they'll flow easily when spoken.

Several participants in the Speechcraft program used their assignments as opportunities to spend time on work-

related projects.

For example, a fund raiser from Baltimore pleaded the case he would later present to the state legislature. In pursuing his goal of improving his public speaking, he also accomplished the task of writing a convincing presentation which ultimately secured a portion of the money needed for his company's expansion plans.

Another Speechcraft member spoke about her ideas and experiences as an amateur archaeologist. The response from the others was so enthusiastic that she submitted the speech as an article to a local newspaper.

One more subject to be examined before giving up your public speaking phobia is the benefit gained from avoiding this activity. Perhaps you fear a job promotion or change, and feel secure that your fear and avoidance will eliminate these prospects.

Or, your reluctance to share your feelings publicly may protect you from exposing your true thoughts and risking the possibility of disagreement or rejection from others. Whatever the payoff, you need to deal with this reality before trying to relinquish your phobia. Remember, you can always choose not to take the new job or promotion, or not to speak in a group. But make the decision based on choice, not fear.

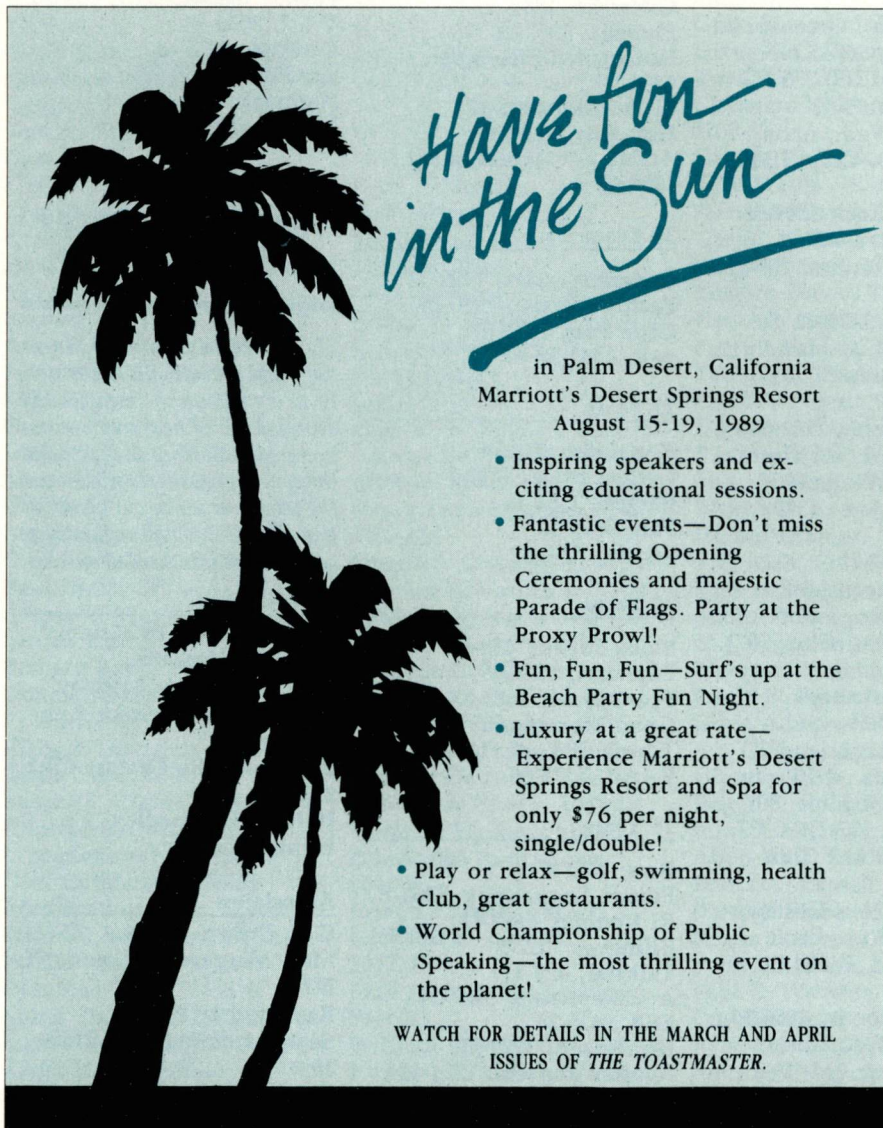
Now that you have set your goals, written and practiced your talk, used positive imagery and relaxation, and eliminated the need to hold on to your phobia, you are ready to proceed.

When the time arrives, you will probably feel excited. That is natural. Try not to label the butterflies in your stomach as fear. Harness the energy generated to make the speech lively and enjoyable.

If you find yourself feeling frightened shortly before you are introduced, stay in touch with reality and don't succumb to projected fears of what might happen. Observe the decor of the room, count the tiles on the floor or ceiling blocks, or look at the audience.

These simple suggestions will help you to break the primary fear. By the time you begin your talk, you will be smiling, proud of yourself, and ready to experience success. □

Gloria Westheimer, a former community education specialist with the Center for Behavioral Medicine in Baltimore, Maryland, is a freelance writer, speaker and stand-up comedian.



*Have fun
in the Sun*

in Palm Desert, California
Marriott's Desert Springs Resort
August 15-19, 1989

- Inspiring speakers and exciting educational sessions.
- Fantastic events—Don't miss the thrilling Opening Ceremonies and majestic Parade of Flags. Party at the Proxy Prowl!
- Fun, Fun, Fun—Surf's up at the Beach Party Fun Night.
- Luxury at a great rate—Experience Marriott's Desert Springs Resort and Spa for only \$76 per night, single/double!
- Play or relax—golf, swimming, health club, great restaurants.
- World Championship of Public Speaking—the most thrilling event on the planet!

WATCH FOR DETAILS IN THE MARCH AND APRIL ISSUES OF *THE TOASTMASTER*.



From Left: Educational Vice President Rex Moore, ATM, congratulates Roger White and Billy Phillips for winning Most Improved and Best Speaker awards at a club meeting.

The Mentor Program

Continued from page 13

cess of two Toastmasters was evident in the audience, but it was most easily seen in the wide smiles of Billy and Roger. They were doing it right, and they knew it. Their mentors and evaluators had the biggest smiles of all.

With renewed confidence, Billy and Roger soon, at their own instigation, began serving as timers at the club meetings. Their pride in doing this function every meeting impressed everyone. They would always be early with the stop watch cord around their necks and notepaper in hand making sure they had the time requirements in mind. Their eagerness was catching; it wasn't long before all functions were being taken more seriously by other members.

New Dawn was once more becoming an "alive" club. The educational vice-president couldn't schedule all the demands for speech slots, and attendance at meetings and Speechcraft programs was at an all-time high. Outside club speeches were being presented every week. Something phenomenal had happened. New Dawn had extended friendship and a helping hand to some young men in need, and in return, friendship, helpfulness and growth were returned to the club. Rehabilitation was in action in New Dawn.

Recently John Perry, District 16's Institutional Coordinator, was interviewed

after a club ceremony. He said, "These two deaf members are typical of what Toastmasters can do for young people, even men in prison. Billy and Roger have grown in their communication skills, even without speaking aloud, and this is what it is all about."

Billy Phillips and Roger White are due to be released from prison soon, and they will be taking their CTMs with them.

In a recent interview Billy said, "Toastmasters has done so much for me, but confidence is the main thing. I now know that I can make it on the streets and I never felt that before. I really feel good about myself." He added, "I want to return it all someday, give it back to someone else."

Roger signed, "Billy and I are going to get together on the streets, and try to get more deaf people involved in Toastmasters. They don't even know it is possible. We might even start a new club, just for deaf people. We are determined now."

These two men grew in Toastmasters, but the greatest growth was in New Dawn. The speech two years ago by a perceptive member: "You're Not Heavy, You're My Brother," was truly a "new dawn" for our club. □

Rex R. Moore, Jr., ATM, has been a member of New Dawn Club 4101-16 since January 1985. He originated and chaired a statewide prison poetry contest, sponsored by seven institutional Toastmasters clubs in District 16.

Letters

Continued from page 21

growth with the DTM requirements. New members and new clubs are an important part of growth. But membership retention is equally important.

We need ways to recognize and award members who give non-manual speeches. We need participation without pressure. If we want to pressure ourselves, that's fine. External pressure can drive away good members.

Toastmasters is great! We are constantly growing, changing and helping each other.

Toastmasters is fun. Let's keep it that way.

Frank Rycyk Jr., CTM
Capitol Club 503-8
Jefferson City, Missouri

Editor's Note:

Each project in the 12 *Advanced Communication and Leadership Program manuals* (and the basic *Communication and Leadership Program manual*) is designed to help members fully develop their speaking skills. They also provide practice in handling a variety of speaking situations that members may encounter in their personal and professional lives.

For example, in the manual "The Entertaining Speaker," members learn how to add humor to their speeches. Humor is a valuable asset to almost any speech. In the "Public Relations" manual, members learn how to persuade an audience. Who has not had to persuade someone at some point in life?

Manual speeches result in better prepared, more effective speeches. They also benefit the club as a whole. Better speeches mean better speaking programs, and good speaking programs attract and retain members. Better speeches also help all club members build their speaking skills through example.

It's easy for members who stop giving manual speeches to stop striving to improve and challenge themselves. Not only are these members hurting themselves, they're hurting their fellow club members. They are depriving those members working in the manuals the opportunity to present manual speeches and grow closer to their goals of becoming Able Toastmaster, Able Toastmaster Bronze or Able Toastmaster Silver.

True, the *Advanced Communication and Leadership Program manuals* are not easy. They're challenging. And when we stop challenging ourselves, we stop growing.

Recognize Your Achievers in Style

These handsome, versatile trophies and plaques are designed for use for all occasions.



See the 1989 Supply Catalog for a special four-color insert introducing these and other elegant awards in Toastmasters' line of trophies and plaques. *Engraving is 20 cents per letter (please print copy as it is to appear on separate sheet of paper and attach to coupon; allow 4 weeks.*

INTERNATIONAL CUP COLLECTION

Goldtone figure and blue cup on a walnut base.

1993	19"	\$33 plus \$5 S&H
1994	17"	\$30 plus \$5 S&H
1995	14"	\$26 plus \$5 S&H

PRESTIGE COLLECTION

Beautiful TI figure and logo on a handsome walnut base.

1984	12"	\$26 plus \$5 S&H
1985	10½"	\$24 plus \$5 S&H
1986	9¾"	\$22 plus \$5 S&H

GEOMETRIC BEAUTY AND DIGNITY

Modern TI speaker figure stands in goldtone backdropped by a striking walnut triangle. Walnut base.

1987	12"	\$22 plus \$5 S&H
1988	10½"	\$21 plus \$5 S&H
1989	9¾"	\$20 plus \$5 S&H

HUMOR AND TALL TALES

Bullthrower.

1813	16"	\$29 plus \$5 S&H
1812	14"	\$25 plus \$5 S&H
1811	12"	\$22 plus \$5 S&H
1840	6½"	\$12 plus \$3 S&H

Ear of Corn.

1841	6"	\$12 plus \$3 S&H
------	----	-------------------

FOR THE DESKTOP AND BOOKSHELF

New! Desk Award.

1960 6"x5½"x1½" \$24 plus \$4 S&H
Male, female and TI goldtone speaker figures (respectively).

1842	7"	\$12 plus \$3 S&H
1843	7"	\$12 plus \$3 S&H
1844	7"	\$12 plus \$3 S&H

Solid Walnut Lectern Trophy and Medallion Award (respectively).

1810	5½"	\$11 plus \$3 S&H
1917	6"	\$10 plus \$3 S&H

ALL PURPOSE PLAQUES

1978	7¾" x 11"	\$24 plus \$5 S&H
1977	7" x 9"	\$23 plus \$5 S&H
1976	7" x 10½"	\$25 plus \$5 S&H
1974	14½" x 12½"	\$28 plus \$5 S&H
1973	10¾" x 9⅝"	\$24 plus \$5 S&H

NEW! CHAMPION PLAQUE

Brass and walnut plaque ideal for recognizing "champions." Available with either TI emblem (1997-A) or Classic Public Speaking (1997-B).

1997-A or 1997-B 9"x11" \$26 plus \$5 S&H

Toastmasters International, P.O. Box 10400, Santa Ana, CA 92711, U.S.A.

Club No. _____ District _____

Name _____

Address _____

City _____ State/Province _____

Country _____ Postal Zip _____

— 1993 — 1813 — 1810

— 1994 — 1812 — 1917

— 1995 — 1811 — 1978

— 1984 — 1840 — 1977

— 1985 — 1841 — 1976

— 1986 — 1960 — 1974

— 1987 — 1842 — 1973

— 1988 — 1843 — 1997-A

— 1989 — 1844 — 1997-B

Add shipping and handling as indicated. California residents add 6% sales tax. Where postage exceeds shipping and handling charges, customer will be billed for the excess.

PAYMENT MUST ACCOMPANY ORDER.

Enclosed is my check in the amount of \$ _____ (U.S)

Charge my MasterCard / VISA (circle one)

Card No. _____

Expiration Date _____

Signature _____