

THE Toastmaster

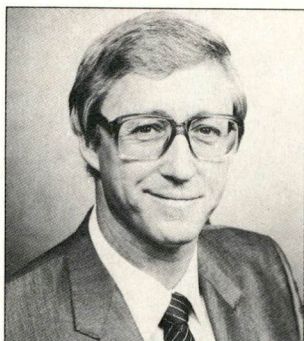
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Keys to Successful Club Meetings

Part of the Toastmasters educational program is learning how to conduct good meetings. Every club meeting should serve as an example of a good meeting. That is, it should start and end on time, and be well-planned, productive, well-run and efficient. Our club meetings should serve as examples of meetings for other organizations to follow.

Of course, we have other reasons for conducting good club meetings. What happens during a club meeting often determines whether old and new members will participate in or drop out of the club. Dull, repetitious meetings drive members away. Lively, productive and interesting meetings create enthusiastic, active members and will attract even more new members.

You can put variety into your meetings. Instead of following the same program format every week, draw on your imagination and creativity for your programs. Have theme meetings, debates and guest speakers. Develop new topics for your speeches. Meet in different or unusual places.

Even an interesting program can lose its punch if it continues for more than a reasonable amount of time. If you want to retain everyone's attention, establish time limits for each portion of the program in advance and stick to them. Your meeting will remain lively and fast-paced.

Allow members to actively participate in meetings. When members feel that they are an important part of the meeting, they'll pay more attention and show more interest. Involvement increases commitment and encourages learning.

A club meeting should be fun, too. Make your club meeting enjoyable. Everyone likes and needs to laugh. Humor creates a sharing experience that makes members feel close. Humor also establishes a comfortable environment for members.

Your meeting should be productive. This means every speech given in your club should be based on a project from the Communication and Leadership Program manuals. If members speak with no specific objective, they—and others—will soon become bored and leave the club.

It takes only a little extra time and effort to integrate these suggestions into your club's programs. Yet by doing so, your club's meetings can become enjoyable, meaningful learning experiences and will stimulate new ideas and personal growth.

"A good discussion increases the dimensions of everyone who takes part."

Randolph Silliman Bourne

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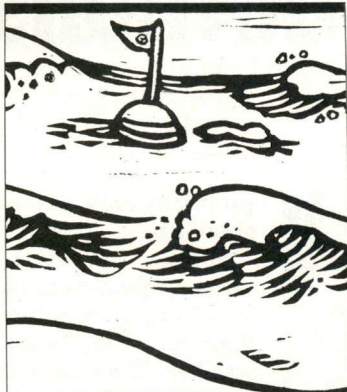
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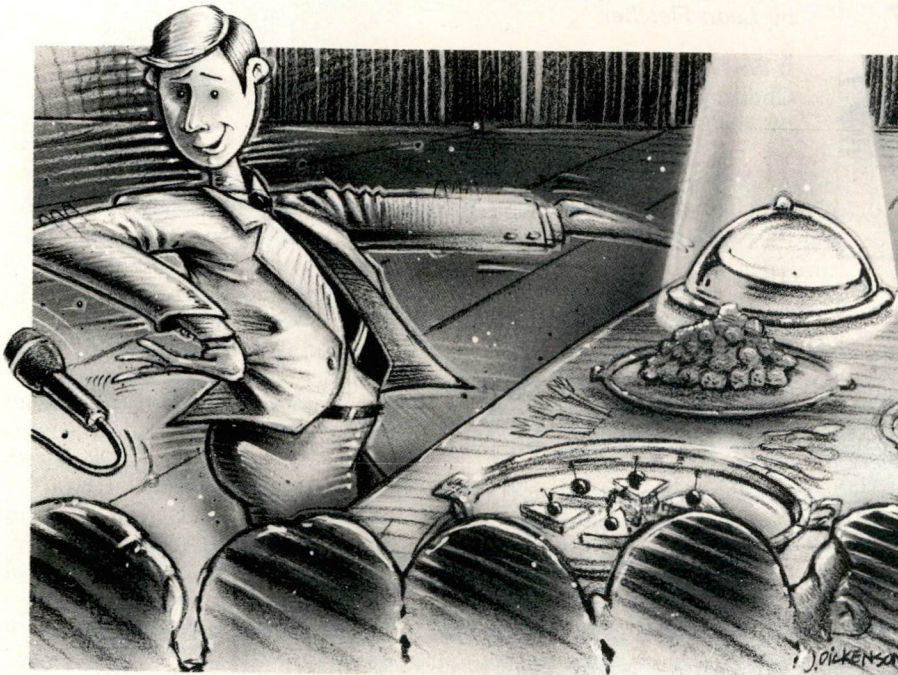
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The Art of Introductions

BY SUSAN B. SANDS, ATM



The introduction should lead us into the topic sufficiently so that we want to hear it discussed. It should be an appetizer to the main course.

"Only a fraction of a man's virtues should be enumerated in his presence."

The Talmud

They say there are three hard things to do in life: climb a fence leaning toward you, kiss someone leaning away from you and live up to an introduction.

As a frequent speaker, I'll add a fourth: gracefully overcoming a bad introduction.

Let's face it—many introductions are well-meaning, but dreadful. The introducers are not spiteful or stupid, just poorly educated in the fine art of introductions.

If your position requires you to make or arrange for introductions, keep in mind that introductions are more than mere formalities.

Unfortunately, many people tasked with introductions view them as necessary evils to be mumbled quickly or read word for word from a printed resume. They're tempted to say, "The next speaker needs no introduction;" a deadly introduction, ap-

propriate only if the speaker didn't show up.

Speaker introductions serve the same purpose as social introductions: they bring parties together. Introductions acquaint the audience with the speaker. They establish a friendly atmosphere and create a bond of interest.

The word itself provides some clues. In Latin, "intro" means "to the inside," and "ducere" means "to lead." The introduction should lead us into the topic sufficiently so that we want to hear it discussed. It should be an appetizer to the main course, providing just enough background on the speaker to demonstrate his or her fitness for speaking on this subject.

There are at least four identifiable purposes you should remember when planning introductions.

1. Set the mood

The audience expects a brief summary of the significance of the event. Try to tie in the reason for the meeting or, if nothing else, the events of the day. There are several excellent references which site historical or significant events for each day of the year. Many of those references also provide lead-ins from the historical event to your meeting. For example, on August 5, 1884, the cornerstone of the Statue of Liberty was laid. An introduction on that day could peg the idea of cornerstones, liberty, endurance, symbols and so on.

2. Make a transition

You have the responsibility to prepare the audience to smoothly make the transition from other events, such as dinner or a previous speaker. You help the audience shift gears mentally, emotionally and even physically. If half of the audience have their backs to the speaker, a good introducer would suggest that they immediately turn their chairs.

3. Explain expertise

You contribute significantly to the speaker's authority and credibility.

Don't follow the example of the introducer who, in an attempt at humor, said, "You may not recognize our next speaker, but American Express does. That's why he doesn't have one of their cards." Save that kind of humor for roasts. You want to concentrate on the elements in the speaker's background that contribute to expertise on that subject.

4. Build a bridge

The purpose of an introduction is to build a bridge between the audience and the speaker; not a monument. Some introducers can get carried away. One speaker, who gracefully recovered from an inordinately long and flowery introduction, said, "I'm so sorry my mother isn't here. She would have enjoyed the dinner and believed every word of the introduction."

What not to do

Speakers often have nightmares of being introduced by the following:

Don Rickles clones. These people use humor which patronizes or depreciates the speaker, or more commonly, the speaker's profession. The jabs are well intended, but seldom work. Lawyers and politicians must earn a special place in heaven for all the abusive introductions they must endure.

Old buddies. When a long-time personal friend (or would-be friend) is the introducer and the introduction gravitates toward self-aggrandizement. It's as if the friendship elevates the introducer's own status. Much introduction time is spent confirming what good friends they are. These introducers are also prone to inside jokes which leave the audience cold or yawning.

Praise heapers. These gushy, well-intentioned people recite every accomplishment listed on the biographical sheet. They need a quick lesson from the Talmud, which advises, "Only a fraction of a man's virtues should be enumerated in his presence." While it's vital to establish a speaker's credibility, it's also easy to overstate the case and lead the audience to false expectations. Don't say he's the funniest man in the world unless he really is. Don't say this will be the most dynamic presentation you'll ever hear unless you can prove it.

Ramblers. These people don't know when to quit. They take oratorical flights of fancy which often eclipse the

speaker or use up speaking time. They overdo their obligation to set a friendly mood for the speaker. The audience often is quite receptive to the speaker when the long-winded introduction is over, mostly from a sense of gratitude that the introducer finally sat down.

It "TISN" hard

A handy format for introductions is the acronym TISN. Use it to plan an introduction or to compose one on the placemat when the chairman taps you without notice.

T - Topic. Briefly mention the topic to be discussed without taking away from the material of the presenter. While it may be very tempting, you should not express your opinion on the speaker's views.

I - Interest. Explain why the audience should be interested in the subject. If you can't think of a reason and the speaker can't either, cancel the program. If you aren't familiar enough with the subject, ask the speaker what would be appropriate to say. Give your audience a reason to listen. Ask the presenter to tell you why the audience should want to know what the speaker knows.

S - Speaker. Describe the speaker's credentials and background. Explain why he or she is speaking on that subject. Also, include some personal information to make the speaker more human. Talk briefly on tidbits that tie the speaker to the audience's interests, such as hobbies, birthplace, family or affiliations.

N - Name. Always end your introduction with a repeat of the speaker's name. It's unforgivable to mispronounce the name. Get a phonetic spelling from the speaker if you're unsure. An effective way to end your introduction is to say something like this: "Please help me welcome our speaker, Mr. Joe Smith."

At this point, many otherwise excellent introducers invalidate what good they've done so far by bolting from the microphone. Part of your introduction duties include ensuring a smooth start for the speaker. You should remain at the lectern until the speaker arrives. Otherwise, there is an awkward gap while the speaker moves from a seat to the microphone. Many introducers shake the hand of the speaker or in some way symbolically welcome him or her, and turn control

of the meeting over the presenter. The lectern should never be empty. As you depart, be careful to walk behind, never in front of, the speaker.

The introducer is also responsible for leading the applause as the speaker moves to the lectern. Starting the clapping greatly relieves the audience since 99 percent of them expect someone else to begin the applause.

The introduction sets a mood, makes a transition and builds a bridge. It doesn't have to be a literary wonder; let that job fall on the shoulders of your speaker. Using the four-point TISN formula should make your future introductions a snap. □

Susan B. Sands, ATM, a member of Morning Glories Club 3788-7 in Portland, Oregon, is marketing director for the Oregon Credit Union League. She is a public affairs officer in the Oregon National Guard, and has done public speaking for business and pleasure for the last seven years.

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Make Meetings Meaningful

BY LEON FLETCHER

Statistics indicate that more than 11 million meetings are held every day in the United States, and that most Americans spend about one year of their lives attending meetings.

In order not to waste time and money, it's clearly wise to become a skilled meeting participant. Following are a few tips to help you maximize your efficiency at meetings.

Start by observing successful participants. What do they say? How do they speak? What can you learn from their strengths?

Toastmasters' Success/Leadership module "How to Conduct Productive Meetings" (Code 236) presents techniques on effectively leading and participating in meetings.

Prepare

When the founder of the Boy Scouts, Lord Baden-Powell, established the motto "Be Prepared," he set a guideline not only for every youngster going camping, but for every person going to a meeting.

Prepare for meetings by studying all relevant materials. Participants usually receive information prior to the meeting in order to familiarize themselves with the subjects to be discussed. Have you noticed how many spend the first few minutes frantically scanning such material? Those last minute cramblers are wasting time at the meeting.

Review your notes of the previous meeting. Formulate your solutions to the problems to be discussed.

Keep an open mind

An open mind keeps you alert to the potential of combining or unifying ideas; a closed mind makes you focus exclusively on your own views. One of the most productive ways to keep an open mind is to listen actively and concentrate on what's being said.

It's easy to become a lazy listener—to tune in only occasionally when the discussion is of direct concern to you. Lazy listening is especially easy at regularly held meetings and meetings

which repeatedly cover the same topics.

To avoid this pitfall, think of each topic as distinctive. Seek out some aspect of the topic that is fresh.

Take notes

The thirteenth century Italian poet Dante Alighieri wrote, "He listens well who notes it."

Even if a secretary takes the "official" notes, you'll be more alert if you take your own. This helps you focus your attention.

Another advantage of taking your own notes is that you'll have a record to help resolve conflicts which may develop later.

Most Americans spend about one year of their lives attending meetings.

Be sensitive to participants' needs

Be aware when the leader is pressed for time; in that case, restrict your comments and help guide others to agreements. Don't introduce a proposal when the leader is trying to close the meeting.

Consider other participants' personalities. Some people want to be invited to react to your suggestions while others respond instantly.

Use parliamentary procedure

The leader of a meeting usually sets the level of formality by using parliamentary procedure—the rules governing such acts as conducting discussion, making motions and voting on proposals. You can learn them through the Toastmasters Success/Leadership module "Parliamentary Procedure in Action" (Code 237).

Contribute

Present your ideas. Don't sit back and let others do all the work of contributing, defining and polishing pro-

posals. Successful meetings are team efforts.

Be positive

Negativism is one of the major problems of meetings.

I served as a member of a college planning group for several years. Most of us were newcomers, but one person had been on the committee for more than a decade. Virtually every proposal by the new members was immediately attacked by this person with comments such as, "We tried that back in '58 and it didn't work."

We had to spend far too much time explaining that "conditions are different today; we know more, we have better textbooks, better professors, different students and different goals."

The ancient Greek moralist Plutarch put it this way:

"It is a thing of no great difficulty to raise objections against another man's oration; no, it's a very easy matter. But to produce a better alternative is extremely troublesome work."

Unproductive meetings are usually caused by members who interfere in various ways. Some of the negative behaviors are as follows:

Blocking—talking about unrelated subjects or minor details. People who block meetings often ask "what if" questions; they're concerned, or at least claim to be, about "worst case scenarios." Blockers also tend to engage in private conversations during meetings.

Clowning—a constant stream of distracting, inappropriate or unrelated jokes or quips. Often the "humor" isn't very funny. Clowning doesn't include the occasional light comment that every group needs for relief from their deliberations.

Dominating—by insistent demands, long speeches and loud talking, for example.

Power playing—forming cliques within the group, thereby causing dissension and antagonism; e.g., using seniority with the company to claim authority, or limiting the openness of subordinates by implication or direction.

Recognition seeking—drawing attention to yourself by talking too much,

frequently adding comments to an already well-documented point, or

Profile of a Communicator

BY FRANK GRAZIAN

In his best-selling book, Donald Trump argues that people who are adept at making successful business deals are born with the ability. "It's in the genes," he contends.

Can the same be said of communication? Are effective communicators born or made?

I'm sure you know at least a few so-called professional communicators who are at best mediocre—even though they may have been trained in the subject. And you've probably met an occasional great communicator—one who stands above the crowd.

Obviously, the answer lies somewhere in between. A person needs a certain amount of ability, but that talent has to be nurtured and developed.

The question: What are the characteristics of super communicators? And how can we identify them?

I've put together this profile of top communicators based on personal research and observation. They:

Enjoy communicating. They work hard at it—not because of the promise of more money or a better job, but because they derive pleasure from using their talent.

Really care about how others will receive and react to their messages. They are sensitive to the nuances of feedback from their audiences and vary their communication accordingly. They are capable of seeing things through their audiences' eyes.

Possess high energy levels and communicate with enthusiasm. They have a compelling mission and realize that they can help shape events and things.

Communicate with people—not to mass audiences. They understand that audiences are made of individuals, and they want each person to feel as if the message is personally tailored.

Are pleasant to be with and make others feel important. They are usually likeable and easy to approach.

Have the ability to take complex ideas and present them in simple ways, often painting word pictures. They are skillful with words and communicate clearly both orally and in writing. They anticipate questions their audience may ask and often answer them *before* they are asked.

Use body language well. Their words and non-verbal signals work in harmony. Also: They read body language effectively and recognize the messages non-verbal signals convey.

Frank Grazian is executive editor of *Communication Briefings*, a monthly newsletter.

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reminding others of personal accomplishments.

Make a serious analysis of your own participation in meetings. A helpful method is to tape-record the meetings you attend, and then evaluate your performance by listening to the tape, or ask a trusted friend to evaluate you.

Accept consensus

Follow the advice of American diplomat James Russell Lowell:

"There is no good in arguing with the inevitable. The only argument available with an east wind is to put on your overcoat."

In summation, how important is it to be skilled in participating in meetings? Note these words by Lee Iacocca, chairman of Chrysler Corporation:

"It's always a shame when a guy with great talent can't tell the board or a committee what's in his head." □

Leon Fletcher, is Emeritus Professor of Speech at Monterey Peninsula College in California. He is the author of a Harper and Row textbook on speaking, *How To Design and Deliver a Speech*, and the Ballantine paperback, *How To Speak Like a Pro*.

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Shipshape Chairmanship

Chairing a meeting is like captaining a ship.

BY WILLIAM J. ASPDEN, DTM

A small boy was holding a leash pulled by a Great Dane. "Where are you going to take that dog?" asked a passer-by. "I'm going to see where he wants to go first," was the breathless reply.

Who's the boss of a meeting—the chairman? No. The chairman should lead the meeting the same way the little boy led the dog. The chairman's role is to serve as a pilot, referee, and sometimes as master of ceremonies. In a democratic society, the boss of a meeting is the collective will of the participants. It's the chairman's duty to ascertain where the meeting is heading and to lead the participants to their destination in the most efficient and enjoyable manner.

Chairing a meeting is like captaining a ship. The captain always takes the passengers to their scheduled destination. Only a fool would decide, in mid-ocean, to take the passengers to a different port simply to visit the captain's paramour. The shipping company would soon be sunk.

Let's say your ship has just come in and you've been called upon to chair a meeting in your club or district. Don't put off planning until the day of the meeting. Remember, if you fail to plan, you plan to fail.

Just like a shipping company planning a seafaring venture, you must determine the purpose of the trip. Is it primarily a pleasure cruise or a business trip? Perhaps the passengers expect the

best of both worlds.

The first step is to find out the purpose of the meeting and determine what items must be on the agenda.

Plan the Agenda

Having decided on the nature of the voyage, the shipping company would next set the time, date and port of departure.

If a meeting date and venue haven't already been chosen, contact the club or district officers. Start with the president or secretary, who probably already has the information you need. At the same time, find out about costs and if this is to be a dinner meeting. Cruise passengers always like to know about the hidden extras, and whether or not meals are included in the cost of their trip.

At this stage, the shipping company's public relations department would create and distribute a colorful brochure outlining the itinerary and ports of call. This is your meeting notice and preliminary agenda, which you may prepare yourself and send to club members and invited guests. The degree of preparation put into this notice depends upon the nature of the meeting. A phone call might be sufficient for regular club meetings, but for a special district conference an attractive registration brochure would probably be desired.

A wise captain is careful not to overload with





ILLUSTRATION BY DIRK HAGNER

cargo and passengers; he knows that overloading may slow the ship and delay it. He also knows that extra freeboard must be allowed in case of unexpected windstorms.

Similarly, be careful not to overload your program. You can only fit a certain amount into the time allotted. Some members will probably talk longer than scheduled, so allow for this in planning your agenda. Obtain copies of previous meeting programs and use them as a guide.

Before finalizing the itinerary, inform your crew of its responsibilities. The crew could consist of the club's executive officers, members who are to present reports and even guest speakers. Make sure they're all briefed thoroughly on their duties, then determine how much time they're to be allotted to complete their tasks.

Be Prepared

Now it's time for the captain to do some homework. If venturing into unfamiliar waters, it's important to study the charts to avoid hidden reefs. Are storms predicted? Are lifeboats in shipshape condition? A captain unprepared for emergencies will eventually go down with the ship.

Is there any unfinished business from the previous meeting? Have you familiarized yourself with the correspondence? Do you know who will present reports? If some members frequently cause trouble, what can you do to han-

A
smooth
sea
never
made a
skillful
sailor.

dle the situation? (No, using the gavel to beat members over the head is not an option.) Are you familiar with the correct methods for dealing with the various procedural motions? If not, study the parliamentary procedure reference book under which your club or district operates. Familiarity with its contents will give authority to your chairmanship and the book's presence on the table will reinforce this impression.

A good captain leaves nothing to chance, arriving early to make a thorough inspection of the entire ship before the passengers board. The captain knows that one never gets a second chance to make a first impression, and that personal reputation and the company's business depend on the customers' opinions.

The chairman should see that the room is set up properly. Are the tables and seats arranged to give the chairman eye contact with all members? Does the microphone work? Are pitchers of water and glasses placed on the tables? Are the ashtrays clean? Attention to detail makes a positive impression and meeting participants will show you the respect you deserve. Thanking your crew will motivate them to do an even better job next time.

If you ever saw the television program "Love Boat," you may have noticed the cheerful welcome given to arriving passengers by the cruise director. Similarly, having your sergeant-at-arms warmly greet members and guests on ar-

WHEN YOU CONDUCT A MEETING

If you're the leader at a meeting, you might want to use some of these ideas:

- **Make positive, reinforcing statements** about participants' ideas. Realize early in the meeting that establishing a climate that encourages disagreement can be healthy. *Caution:* Don't allow conflicts between participants over unrelated issues to subtract from the meeting. Be sure that conflicts are subject-related.

- **Insist on clarification of vague statements.** Persist until the meaning is clear to all.

- **Evaluate generalizations.** When someone makes a statement such as "It's an uncontested fact that—," you may need to challenge the generalization if it is unsupported.

- **Protect minority opinion.** Just because four people feel one way and one disagrees, it doesn't mean that the thinking of the four is better. Even if you agree with the four, make sure the viewpoint of the one person is heard.

- **Don't try to reach a consensus** on minor points. It takes too long.

Source: We've Got To Start Meeting Like This, by Roger K. Mosvick and Robert B. Nelson, published by Scott, Foresman and Company.

rival and arranging introductions will set the tone for a successful meeting.

The hour of the meeting has arrived; you're thoroughly prepared and confident enough to take on the world—right? Never mind, it's normal to be nervous in a public speaking situation, and if you're properly prepared your nervousness can be channeled into your performance as energy and enthusiasm.

A cruise ship must stay on schedule. At the announced starting time, have your sergeant-at-arms call the meeting to order and introduce you as chairman. Officially open the meeting, welcome all passengers aboard and introduce the guests. From here on, it's largely a matter of following your itinerary through the various ports of call to your destination. It's important to keep the ship moving along on course. Speak out confidently, unhesitatingly and with authority. Never let your nerves betray you.

Get down to business

A captain needs to follow rules for the smooth and safe operation of the vessel. Similarly, a chairman must follow the procedural rules laid down in the organization's constitution and bylaws. Careful attention should be given to correct wording of motions and the order of business.

You're in control of the meeting, so keep your ship on course. It is your duty to ensure not only that the majority rules, but that the minority is heard. Be firm in making decisions, but don't go overboard, or you may find yourself with a mutiny on your hands.

Always be on the lookout for pirates—those members who steal the meeting's time. Everyone has a right to be heard; don't allow one individual to dominate the discussion. Encourage quiet

If you fail to plan, you plan to fail.

members. Under the rules for debate of a motion, no one, other than the mover in his right of reply, is entitled to speak more than once. This takes the pressure off of you as a chairman, because *you* don't have to tell the person to be quiet, the *rules* do. However, if you're adept at leading group discussion, it ought to be possible to control a meeting without strict adherence to parliamentary procedure. The degree of formality required depends upon the type of meeting, the club's policies, and your skill as chairman or discussion leader.

Stay aware of the time when you reach various ports of call, and make adjustments for any unexpected currents or winds. Should you run into really rough weather, batten down the hatches, keep your cool, and ride out the storm as best you can. Just remember that a smooth sea never made a skillful sailor.

After the business session, it may be time to drop anchor and take a shore leave, so passengers and crew can rest and refresh themselves before continuing. Instruct your sergeant-at-arms to lift the anchor by promptly calling the meeting to order at the appointed time.

Master host

An important function of a ship's captain is master of ceremonies. Special guests should be invited to the captain's table and properly introduced. The captain should see that all guests are enjoying themselves and will want a return booking.

A captain must provide a smooth ride from one port of call to the next. It's your duty to ensure that the meeting is enjoyable and well-balanced. Some lighthearted quotes or jokes may set the scene, but try to make them relevant to the agenda. If a serious speech follows an uproarious entertainment session, it's your job to ease the audience into the appropriate mood. Well-prepared introductions for guest speakers are essential to build a bridge between speaker and audience.

Into port

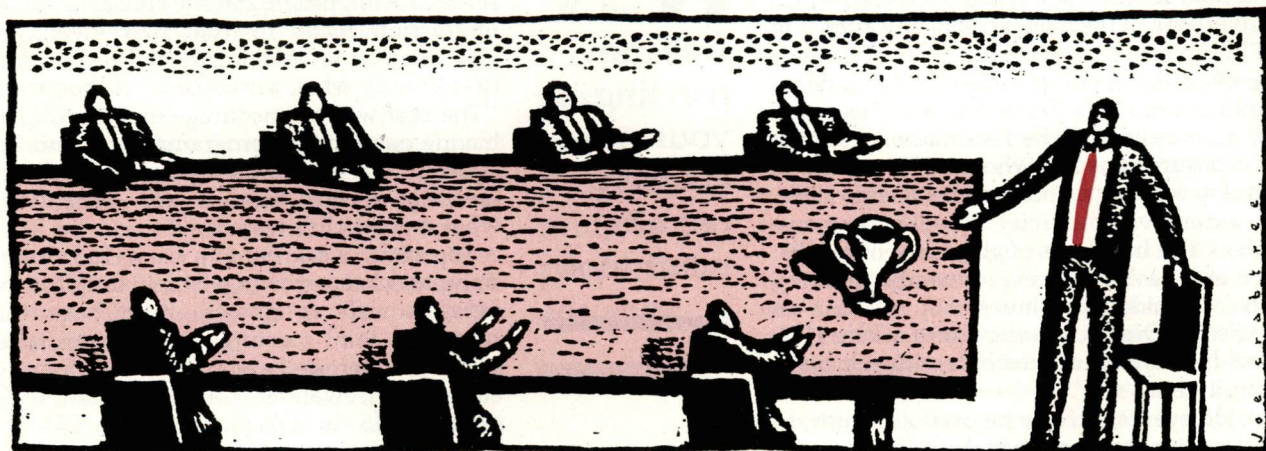
The cruise has ended and you've guided your ship into the harbor. Thank your crew and passengers for their support and encourage them to come again. You may wish to invite participants to stay for refreshments and fellowship before formally closing the meeting.

Success at chairing the meeting can be both highly satisfying and profitable, and success results from thorough practice and perseverance. If things go awry in the learning stages, take heart. At least you're on dry land. □

William J. Aspden, DTM, a member of Rockhampton Club 3732-69 in Rockhampton, Queensland, Australia, is a past Division Governor, has convened and chaired a District 69 Convention, and has won the International Speech Contest at Division level. He has written several books on communications. This article is based on his forthcoming book, *How To Speak in Public without Being Trying*.

MEETINGS OF CHAMPIONS

Top Ten clubs reveal their secrets for winning meetings.



ILLUSTRATIONS BY JOE CRABTREE

BY KEITH BUSH

The Top Ten Clubs of 1987 will be announced at the International Convention Hall of Fame ceremony in Washington, D.C., on August 19. A number of factors must come together to place these clubs in the top one-sixth of one percent of all Toastmasters clubs. If one wanted to find the keys to successful club programming, the Top Ten clubs would be good places to begin the search.

Dr. Ralph C. Smedley, the founder of Toastmasters International, felt that the regular meeting was "the mainspring of the club's progress and success." It follows that winning clubs have winning meetings. That's why we contacted leaders of the Top Ten clubs announced at last year's convention and asked for their advice on this very important topic.

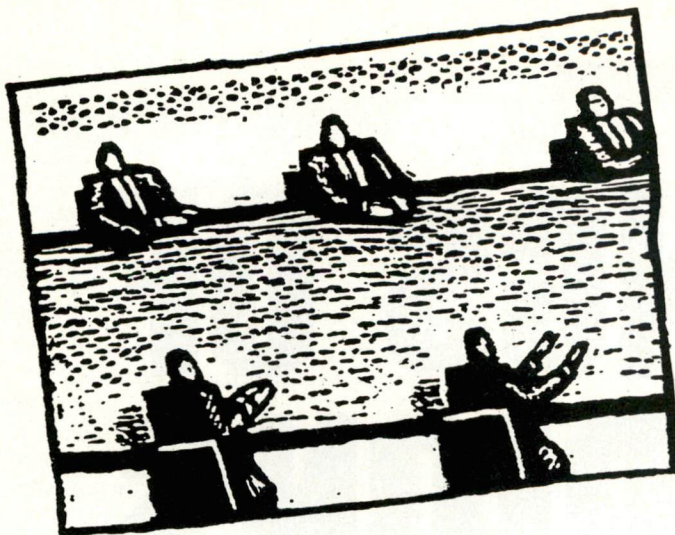
To an outsider, a meeting may seem to start when the Toastmaster brings down the gavel and calls the assembly to order. The beginnings of

a great meeting actually occur long before that.

"The most important part in programming is to prepare *in advance*," according to Donna J. Rioux, president of Olympus Club 4785-32 in Olympia, Washington. "We have a year's schedule planned out. We try to have one unusual meeting—theme, module, et cetera—each month." Rioux also explains that individual assignments are given three months in advance.

"The secret to success is follow up. The president follows up with the chairman; the chairman follows up with the main participants. Coaches call the speakers two or three weeks in advance to talk about their speeches and any concerns they may have."

Another important part of the groundwork is publicizing your club meeting. A well-run meeting is your most effective recruitment tool, but only if you get guests to attend in the first place. Guests provide a larger audience and bring fresh perspectives to the regular



proceedings.

Some of the champion clubs have found that Speechcraft participants often are eager to attend Toastmasters meetings.

"We hold several Speechcraft programs, which are advertised in the biggest daily newspaper in the Philippines," says Benedicto D. Trinidad, ATM, educational vice-president and founder of Bayanihan Club 2844-75 in Manila. "This publicity gives our club and the Toastmasters program great exposure to people who need Toastmasters to develop communication and leadership skills. This extensive publicity generates many members and hundreds of guests for our clubs.

"We also have asked every member to bring guests," Trinidad continues. "A seminar on 'Help People Discover Toastmasters' (Code 1178) was held to familiarize members with principles of recruitment."

Outside events can also be used as forums to publicize your club meetings. Fred D. Long, Jr., president of West Rowan Club 2225-37 in Cleveland, North Carolina, says that his members judge speech contests for 4-H, Optimist, American Legion and Girl Scout Clubs.

Long also says that all of West Rowans Club's meetings receive local radio coverage. Dianne M. Haycock, president of Vancouver Club 59-21 in Vancouver, British Columbia, Canada, says their meetings are publicized on community TV. Leaders of most clubs indicated that they rely heavily on local print media and, most of all, word of mouth.

Once you've persuaded guests to attend, you're job is to make them glad they came. "We shake hands with each guest before the meeting, fill out a guest badge and seat them next to a 'host' who explains the meeting to the guest," says Rioux.

Haycock says their guests receive a special guest name tag with the phone number of the administrative vice president on the back. She and the administrative vice president talk to all the guests during the recess and invite them to the social hour following the meeting.

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ment tool.

Each guest of Durian Club 4933-75 in Davao City, the Philippines, is formally introduced to the members and asked for comments at the end of the meeting, according to club president Rufino S. Ferraris, Jr., CTM. Rioux says that visitors to Olympus Club receive a 'Reach out for Success' brochure (Code 99). First-time visitors to Bayanihan Club are shown the benefits outlined in "Your Membership Provides" (Code 400), and are asked to sign a guest book and fill out visitor cards (Code 904).

Of course, clubs should keep in contact with guests after the meeting and encourage them to return. Most clubs follow up with a personal phone call. Trinidad says that Bayanihan Club's president sends the guest a thank-you letter with an invitation to join the club. International City Club 1377-1 in Long Beach, California, sends the club bulletin to all potential members, according to immediate past president, Joe Nicassio, CTM. Long says that guests of West Rowan Club are invited to special occasions, such as a Fourth of July picnic or a Christmas party.

All of these methods of encouraging guests to return are important, but the crucial factor is the impression made by that first meeting. As Haycock puts it, "Making them feel welcome the first time is what works best." Nicassio says, "The best way to encourage membership is by having outstanding programming," and Rioux agrees: "We have exciting and very organized meetings—guests want to join when they see what a great club we have."

Top clubs work hard to vary club programming and keep meetings stimulating for members as well as guests. "We have theme meetings, joint meetings and debates to keep members interested and coming back for more," says Bill Nicewander, CTM, president of Conoma 454-16 in Oklahoma City, Oklahoma. "Debates between clubs are very popular."

Trinidad says that Bayanihan Club has found articles such as "Putting Variety in Programming" by Thomas Montalbo, DTM (*The Toastmaster*, August 1983), "Planning Effective Programs" by Joe Marino (*Tips*, July/August 1980) and "Table Topics that Titillate" (*Tips*, March/April 1987) to be particularly useful. Although frequent use of guest speakers can defeat the purpose of giving members a forum to hone their speaking skills, the Bayanihan club uses guest speakers occasionally. "Speakers may be experts on particular subjects in the field of self-development," Trinidad says.

The Table Topics segment of the meeting was frequently cited as one of the most enjoyable for members and guests alike. "Everybody becomes tense and yet everybody is 'itching' to participate," says Ferraris. "We keep it lively and fast-paced with fun, challenging topics," says Haycock.

"For Table Topics, we use ideas from 'Patterns in Programming (Code 1314),' *Tips* and *The Toastmaster*, says Trinidad. "Also, we have not only one Topicmaster but three or four, in order

to choose a variety of ideas for discussion and give more participation to members."

Table Topics may often be the most amusing portion of the program, but the heart and soul of a Toastmasters meeting, according to our respondents, are the members' scheduled speeches and evaluations.

"The speech portion not only helps the speaker, it helps the audience," says Rioux. "They are encouraged to add the positive elements and styles that they enjoy to their own presentations and to look for the problems other speakers may have and try to eliminate those from their own speaking."

In Bayanihan Club, "evaluations are given in a positive and supportive manner, to build the self-esteem of the speakers. Club members sincerely care about each other's development and view evaluation as a chance to help others," Trinidad says.

Nicewander says that evaluations are the part of the meeting most important to Conoma Club's mission "because this is where we learn how we can become better." Nicassio tells us that International City Club has expanded evaluations to cover more than the scheduled speakers. "Our club has Table Topics evaluations," he says, "which results in more feedback on a regular basis."

Another important function of the meeting is to encourage individual members to greater achievements. "We have a level of excellence that all members try to reach," Rioux says.

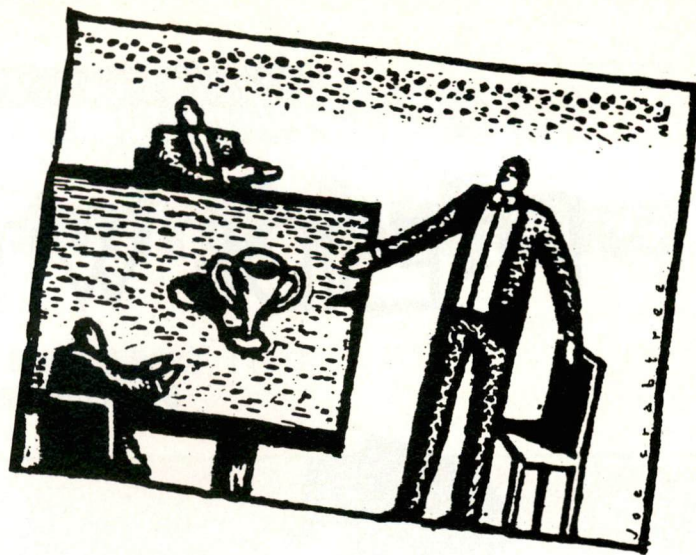
"Our concern is not if you are the 'best' speaker in the club; it's how much time and effort you put into your speech or your part of the program.

"We can all tell when someone was really prepared and really excited about their presentation. We congratulate someone who has put forth that extra effort. When members really outdo themselves, I call them personally and tell them what a wonderful experience it was and how much the club enjoyed their efforts. They also get 'achievement certificates' at our parties."

"In Bayanihan Club," Trinidad says, "members are highly supportive and take pride in each other's accomplishments. Mentors work with members until they complete their basic manuals. Those who are more proficient freely give assistance to those who aren't. We want members to feel good about themselves so that they will grow and achieve more."

Most of the clubs have special ceremonies to recognize member achievements such as CTM, ATM, club sponsorship or conducting Speechcraft courses. In Olympus Club, formal ceremonies are held during which members' achievements are spelled out and members are rewarded with certificates and gifts.

Induction of new members also is a formal affair, according to Rioux. "We try to show that membership is a very important step in their careers and personal lives. The club members state their pledge to the new members and give



The most important part in programming is to prepare in advance.

them a pin and a certificate. It's a special time for the new member and the club." Nicewander says induction ceremonies in Conoma Club are usually conducted by one of the club's DTMs.

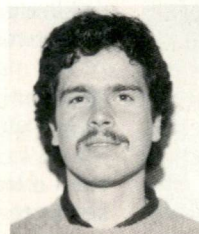
In International City Club, the new member is told what it means to be a Toastmaster, presented with a pin and a Communication and Leadership manual, and assigned a coach/mentor, according to Nicassio.

Officers are inducted in similar ceremonies in most of the Top Ten clubs. An area governor or district officer often presides, and many clubs issue news releases.

With everything that happens in a Toastmasters meeting, keeping on schedule can sometimes present quite a challenge. Most of the clubs indicated that they adhere strictly to predetermined schedules. "The Timer is instructed to commence applause when the red light signifies that the allotted time is used up," Haycock says.

Our search has revealed many ways in which Top Ten clubs make their meetings more efficient, entertaining and worthwhile. So, what's the secret of their success? Just this: there is no secret.

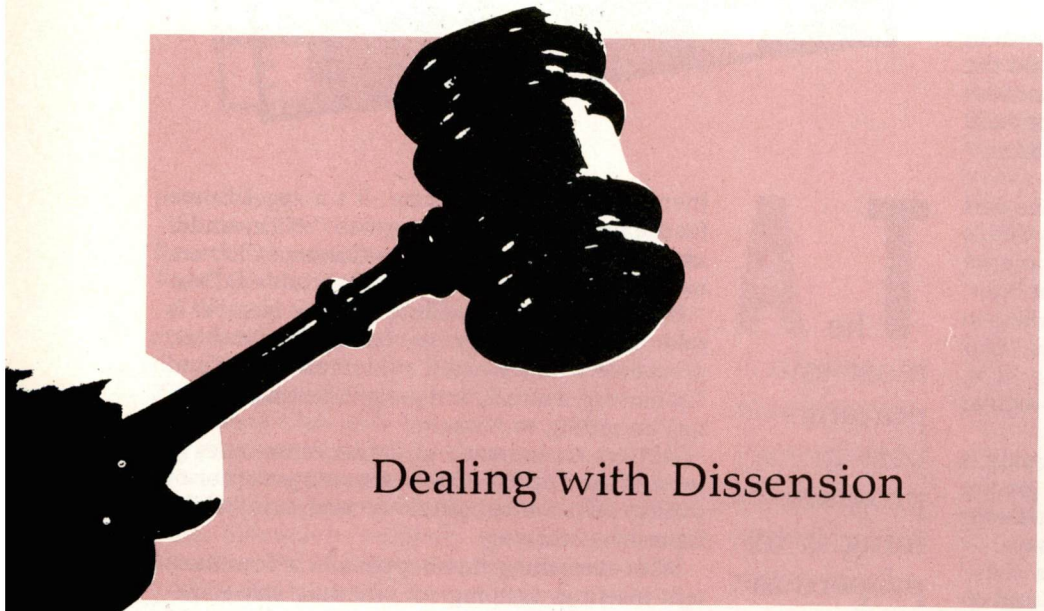
Most of what these clubs have done is spelled out in the Club Management Handbook (Code 1310), articles in this magazine and other Toastmasters International publications. It basically consists of adhering to the Toastmasters International program and applying it with energy and dedication. If your club follows their examples, it will be well on its way toward having winning meetings and becoming a champion club. T



Keith Bush is the Associate Editor for the Publications and Communications Department at World Headquarters.

PRESIDE WITH PRIDE

BY ED BLISS



Dealing with Dissension

To paraphrase President Lincoln, you can please some of your members all of the time, and all of your members some of the time, but you can't please all of your members all of the time.

Dissension is sure to rear its ugly head sooner or later in any organization, because difference of opinion is a fact of human nature. The goal is to keep it to a manageable level.

Correct parliamentary procedure can be a big help. In fact, that's why it was developed.

If you examine the origin of a feud within an association, in many cases you will find that it began—or got out of hand—because somebody violated the rules of parliamentary procedure. None of us like to lose a battle, but if we are convinced it was a fair fight, and that our views were thoroughly heard and considered, we can usually accept it. What we cannot accept is a defeat which we think came about because we weren't allowed to present our case, or because proper procedure wasn't followed, or because the presiding officer railroaded something through.

That's why a skilled presiding officer, who may be rather relaxed about running a meeting when everything is going smoothly, will follow the rules quite strictly when a controversial or potentially controversial matter is being discussed. Here are some rules which should be kept in mind.

Rules to Consider

Always be fair. No matter how strongly you feel about the matter being discussed, lean over backwards to make sure that the opposition is given a chance to present its case fully. Don't refuse to accept a motion just because you consider it ill-advised. If it's a dumb idea it will probably be voted down. In any case, it's the job of the assembly, not yours as presiding officer, to make that decision.

Alternate the floor as much as possible between proponents and opponents of the measure. Don't permit several consecutive speeches on the same side of the question.

Don't cut off discussion arbitrarily, even if tempers are rising and debate seems to be going nowhere. Nothing causes more resentment than for the

chairperson to end discussion before people feel they have had their say. If it is necessary to end debate, let it be done by the assembly, not by you as presiding officer. (Of course, the chair can always inquire of the assembly whether it wishes to close debate, and can accept a motion to that effect.)

Remember, if the presiding officer arbitrarily cuts off debate, as is often done, it's an abuse of the power of the chair. It makes people angry—and rightly so.

Clarify arguments. Without participating in debate, and even without hinting as to personal opinions, the presiding officer often can facilitate resolution of a problem by helping members express their opinions. The best way of doing this is to paraphrase: "In other words, Mrs. Jones, your feeling is that although the problem is serious, this particular approach isn't the best solution. Is that what you're saying?"

Stifle personal accusations firmly and promptly. Remember that discussion in an assembly is supposed to be limited to the pending motion, not to the character or motivation of the person proposing it. Nothing is more conducive to bad feeling than for the chair to permit discussion to degenerate into a name-calling session. But the chair must act quickly, at the first hint of personal accusation, or matters will soon be out of hand.

Resolving Sticky Situations

When discussion gets sticky, consider suggesting that the matter be referred to a committee. One of the most common causes of difficulty in organizations is trying to work out details in an assembly, instead of the more informal give-and-take of a small committee.

And remember, when a committee is established to consider a controversial matter, don't try to stack the com-

Continued on page 22

A Speaker's Nightmare: The Out-of-Control Audience

BY FREDERICK GILBERT, PH.D.

The audience was loud and boisterous. In fact, they were roaring drunk. It was 8:45 p.m.—after a long dinner—and I was the “motivational” speaker.

It was the first day of a week-long conference for this small, strife-ridden, high-tech company. The day's meetings had ended at 4 p.m. and people adjourned to the bar. Then there was a social hour from 6 to 7 p.m. Afterwards, four different kinds of wine were served with dinner.

By the time I came on, the group was hurling insults at each other, at their competition and at me. It was just short of a food fight. What did I do? Opened with my serious, thought-provoking Oliver Wendell Holmes quote, of course. One of the ring-leaders at the back of the room slid down in his chair, rolled his eyes skyward and let out a loud groan. It went downhill from there.

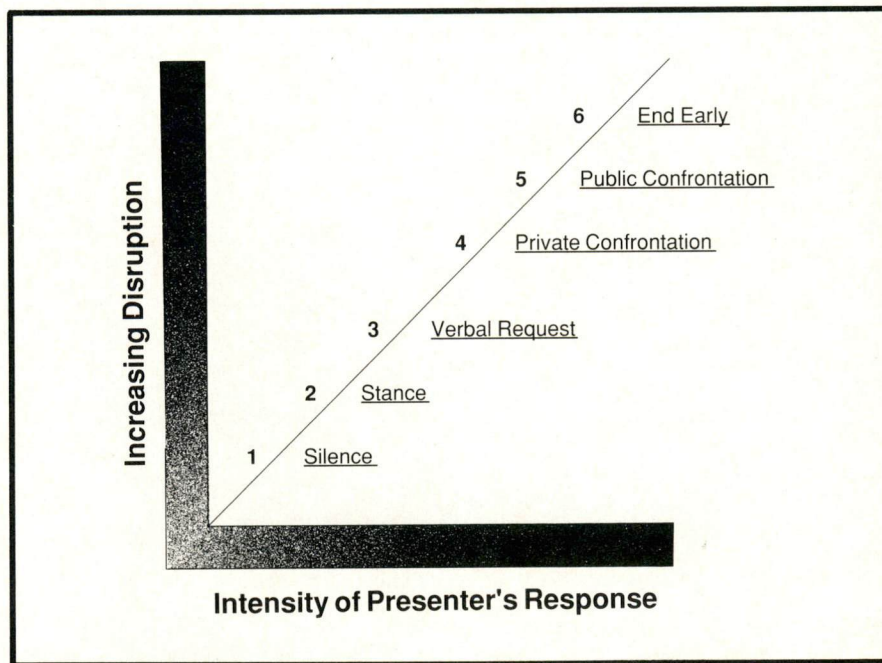
How does a presenter control disruptive audience behavior? What would you have done?

While most speakers rarely have to deal with such outrageous audience behavior, you can expect minor disruptions often. Keep these facts in mind:

1. You do not have to put up with rude audience behavior.
2. Your audience wants you to take charge of inappropriate behavior and disruptive individuals.
3. You can use a series of graduated responses to gain control.

The graph shows how the intensity of your responses should increase as the disruption gets worse. Let's take the example of people talking during your presentation. Your increasingly stronger responses might look like this:

1. Stop talking. The unexpected silence from the front of the room will almost always bring attention back to you.
2. Walk over and stand physically near the talkers.



3. Stop the program briefly and ask the talkers to be quiet.
4. Confront the disruptive people privately during a break and enlist their cooperation.
5. Confront them publicly during the program and ask them to stop or to leave.
6. End the program early.

Remember, you always have the final option of ending early if things get too far out of control. Even pros use this strategy. When Art Linkletter, recipient of Toastmasters' Golden Gavel Award in 1986, recently faced a drunken and indifferent audience, he asked himself these questions: 1) Am I being paid? No. 2) Do I ever want to come back? No. 3) Do I care about anybody here? No.

At this point he shortened his talk to about “35 words” and ended early. According to Linkletter, “You do not owe anything to an audience who won't give you the courtesy and respect of their attention.” Amen.

So, what would I do today if faced with the same drunken and disorderly audience? First, I would not attempt to give a serious, “motivational” presentation after dinner. After-dinner talks need to be short and funny. Failing that, I would follow Art Linkletter's advice and leave early.

Next time you face a disruptive audience, remember not to let them spoil the show. You have a wide range of strategies for dealing with out-of-control audiences. These tactics will keep *you* in control. Your listeners will applaud you for it and you'll be one step closer to a more confident attitude toward speaking—even in the worst of conditions.



Frederick Gilbert, Ph.D., is president of Frederick Gilbert Associates, Inc., a speech training and consulting firm in Redwood City, California. He is a member of Lee Emerson Bassett Club 33-4 in Palo Alto.

Experience A Capital Adv



**It's time to register for the
57th Annual Toastmasters
International Convention,
August 16—20, 1988,
at the
Washington Hilton and Towers**

Register now for the most exciting Toastmasters Convention ever. Join Toastmasters from around the world for a wonderful week of pageantry, education, friendship and fun. It's a monumental event in a city of monuments. Be a part of history!

TUESDAY AUGUST 16

Registration - 10 a.m. to 6 p.m.

Ticket Sales - 12 noon to 6 p.m.

If you're preregistered, pick up your ticket packet at 10 a.m. and select your seats for great events such as American Graffiti Night with **Chubby Checker** and the World Championship of Public

Speaking. Remaining event tickets can be purchased at noon, but these are subject to availability. So it's a good idea to buy your tickets ahead of time.

Visit District 36's Information Desk. Our hosts want your "Capital Adventure" to be an electric experience. The Candidates' Corner and Credentials Desk will also be open Tuesday afternoon.

Education Bookstore and More

The popular Education Bookstore opens at 1 p.m. It's stocked with great items. Browsers welcome!

Presidential Welcome for FIRST-TIMERS

International President John A. Fauvel, DTM, personally welcomes you to your first International Convention.

Board of Directors Meeting

See your elected representatives in action. Attend an open meeting of Toastmasters International's Board of Directors.

Proxy Prowl

You're invited to a party! Meet this year's Officer and Director candidates.

ature In Washington, D.C.

WEDNESDAY AUGUST 17

Opening Ceremonies

The thrilling Parade of Flags kicks off this spectacular event. Dynamic keynote speaker and published author **Brian Tracy** talks with you about "The Computer Between Your Ears." International President **John A. Fauvel, DTM**, and Executive Director **Terry McCann** give us their reports.

Your Capital Adventure: The Journey Begins

Education is your companion and excitement is your guide. Venture through afternoon sessions on personal growth, club development and professional success.

Early Afternoon

- "The Zen of Leadership"
Donn Le Vie, Jr., ATM
Identify your leadership capacity and propel yourself up the ladder of success.
- "WII-FM: Tune into the Secrets of Club Success"
Jim Smith, DTM
Lou Kiriazis, DTM
Ed Nygaard, DTM
What's in it for me? Find out how you can make your club exciting.
- "Get to the Heart of It: Meeting Your Members' Needs"
Richard W. Fath, DTM
Dick and Toastmasters from District 36 want you to participate in this fun-filled, practical session.
- "Marketing Toastmasters"
Elias E. Ezra, DTM
Elly takes you "Over the Rainbow" and shows you the magic of marketing a great organization.

Late Afternoon

- "Man Speak, Woman Speak, Power Speak"
Joan Graham, ATM
What can men and women learn

from each other? Gain new insights through this unique session.

- "How to Jump Start a Speech"
Dawn Miller
Are your batteries drained? Can't seem to get your speech hitting on all eight cylinders? You'll get a charge out of Dawn.
- "Promoting Yourself"
Jeffrey Davidson, CMC
Learn how to promote your most important asset - YOU!
- Speaker's Showcase
Non-stop excitement with:
Michael Ditkoff, ATM
Allan Kaufman, DTM
Lou Mandel, DTM
Allan Misch, DTM
John Sleigh, DTM
Jane Wahlgren

Candidates' Forum

Hear International Officer and Direc-

tor candidates as they address Convention delegates.

Open Evening

See the "Capital by Night" as part of an evening tour. Check the "See the Sights" section of this article for details. If you want to see Washington on your own, stop by the District 36 Information Desk for ideas.

THURSDAY AUGUST 18

Annual Business Meeting

Delegates will elect international officers and directors and vote on other important issues.

Toastmasters and Guests Luncheon

This popular event is open to every-

See the Sights of the Federal City

See Washington, D.C., like you've never seen it before. **T S & R Services, Inc.** (the Greylane Company), will be your guide. Look for a tour registration form when you receive confirmation of your Convention registration. The tour company is located in the hotel, and all tours depart from the Washington Hilton. Call (202) 232-2391 for more information about tours for Toastmasters and guests.

Afternoon Delight

Tuesday, August 16, 1988
2:00 p.m. to 5:00 p.m.
\$18.00 per person

Come aboard and get acquainted with Washington, D.C. Stops are planned at the Capitol, Supreme Court and Arlington Cemetery. This is a great tour for first time visitors to the federal city.

The Capital by Night

Wednesday, August 17, 1988
7:00 p.m. to 10:00 p.m.
\$23.00 per person

Take advantage of the interesting perspective night offers. View the Library of Congress, Kennedy Center and Lincoln Memorial. Picture stops are planned, so bring your camera. Champagne and hors d'oeuvres make this a magical evening.



Rear Admiral Grace Hopper



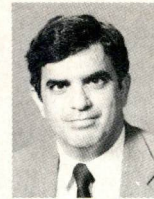
John A. Fauvel, DTM



Ed Nygaard, DTM



Richard W. Fath, DTM



Elias E. Ezra, DTM



Joan Graham, ATM

one, so be sure to purchase your ticket in advance. Speaker **Arabella Bengson** entertains with "Midlife: Crisis or Opportunity?"

DTM Luncheon

If you're a DTM, don't miss this special luncheon. Featured speaker and past International Director **Margaret Hope, DTM**, tells you "It's All Because of an Orange Mini-skirt." Speakers from districts representing Australia, England, Ireland, New Zealand, the Philippines and South Africa compete for a final spot in Saturday's World Championship of Public Speaking.

Hall of Fame

Experience the pageantry and see the best in Toastmasters for 1987-88.

Your Capital Adventure Showcases the Best

- "Being Funny for Money"
Larry Wilde

Learn about using the humor that suits you best from a man the *New York Times* called "America's best-selling humorist." A 30-year veteran of stand-up comedy, he's here to talk with you about "Being Funny for Money."

American Graffiti Night with Chubby Checker

Twist the night away with the legendary **Chubby Checker**! Pony tails, duck

tails, letterman sweaters, poodle skirts and Levi's jeans are the rage. At this party, guests are part of the excitement. Come dressed in the styles that made the '50s and '60s Rock & Roll! Twistin' time is here!

FRIDAY AUGUST 19

Your Capital Adventure - All Day

Opening Session

- "Beyond Words"
Arnold G. Abrams, Ph.D., President of Image Plus
Start the day with this enriching session and venture beyond the power of the spoken word.

Morning Sessions

- "Nine Steps to Building Winning Speeches"
Rick Phillips, DTM
Get set for an idea-packed program. Pick up some practical, effective ideas and create a better presentation.
- "Act Like You Know What You're Doing!"
David E. Wolford, Director of the Oral Communication Program, The Wharton School - University of Pennsylvania
Even America's "best and brightest" are scared stiff of speaking in public. What do tomorrow's corporate leaders learn from Toastmasters?
- "The Information Age, Toastmasters and You."
Fred Ludwick, Jr., DTM
P. Gregory McCarthy, DTM
Deanna Brown, ATM
The information age is here and the twenty-first century is around the corner. Explore the power of computers and Toastmasters.
- "Look Into Your Listener's Eyes: Understanding Your Audience"
Margaret Bedrosian
The Synergy Group



Brian Tracy



Donn Le Vie, Jr., ATM



Jim Smith, DTM



Lou Kiriazis, DTM



Arabella Bengson



Chubby Checker

It's explosive. It's T.N.T. It's Toastmasters 'n' Twistin' with the King of the Twist, Chubby Checker! Star of the Super Bowl XXII extravaganza, Chubby electrifies an American Graffiti Night to remember. Don't miss it. Order your tickets now! (Thursday, August 18, 1988, at 7:30 p.m.)



Dawn Miller



Jeffrey Davidson, CMC



John Sleigh, DTM



Jane Wahlgren



Lou Mandle, DTM



Michael Dittkoff, ATM



Allan Kaufman, DTM

The author of *Speak Like A Pro* shares insights on the key to success as a speaker—your audience.

You've got nothing to fear but fear itself. Take a chance on this exciting session.

Golden Gavel Luncheon

See and hear Rear Admiral Grace Hopper, computer pioneer and grande dame of modern software. She will be presented with Toastmasters' highest award, the **Golden Gavel**. Governors of the 1987-88 Distinguished Districts will be honored guests at this luncheon.

Afternoon Sessions

- "The Road Less Traveled"
William P. Johnson, DTM
The road to personal success and fulfillment is elusive and it's easy to lose your way. Will Johnson guides you down a different path.
- "Getting to Your Future Before It Gets to You"
Gail C. Lee, DTM
Take control! Manage stress in your personal and professional life.
- "The Magic of Vocal Inflection"
G.L. "Joe" Guilford.
Laugh and learn from a former radio announcer about the art of voice control and inflection.
- "Risk It! Fear as an Obstacle to Success"
Mark J. Campbell, ATM

President's Dinner Dance

Dine and dance in elegance at this magnificent event. Past International President Theodore C. Wood, DTM, is the Toastmaster of the evening. He presides over the installation of our newly elected officers and directors.

SATURDAY AUGUST 20

"The World Championship of Public Speaking" - International Speech Contest

Witness the world's best speakers. Nine finalists compete for the title "World Champion of Public Speaking." See the intensity, experience the emotion, and feel the suspense when you hear the words, "And the winner is..." This is a popular event, so **order your tickets now**. Please note this is no longer a meal event, but continental breakfast items will be available for purchase prior to the contest. **T**



Allan Misch, DTM



Margaret F. Hope, DTM



Larry Wilde



Arnold G. Abrams, Ph.D.



Rick Phillips, DTM



David E. Wolford



Gail C. Lee, DTM



P. Gregory McCarthy, DTM



Deanna Brown, ATM



Fred Ludwick, Jr., DTM



Margaret Bedrosian



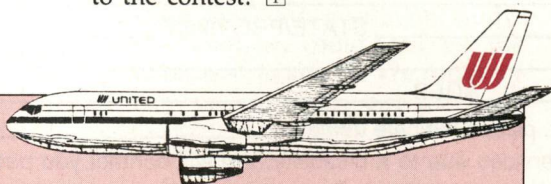
William P. Johnson, DTM



G.L. "Joe" Guilford



Mark J. Campbell, ATM



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TOASTMASTERS 57th ANNUAL CONVENTION

August 16-20, 1988
Washington Hilton and Towers
Washington, D.C.

MAIL THIS PART TO: Toastmasters International, P.O. Box 10400, Santa Ana, CA 92711 (This form is not to be used by International Officers, Directors, Past International Presidents or District Governors elected for 1988-89.)

To attend general sessions on Wednesday, Thursday and Friday, a registration badge will be required. Preregister and order event tickets now! ATTENDANCE AT ALL MEAL EVENTS AND THE SPEECH CONTEST WILL BE BY TICKET ONLY. Advance registrants will receive a receipt by mail. Tickets can be claimed at the registration desk beginning Tuesday, August 16.

ALL ADVANCE REGISTRATIONS MUST REACH WORLD HEADQUARTERS BY JULY 15.

- _____ Member Registrations @ \$40.00 \$ _____
- _____ Joint Registration: Husband/Wife (both Toastmasters) @ \$55.00 \$ _____
- _____ Spouse/Guest Registrations (each) @ \$15.00 \$ _____
- _____ Tickets: **Toastmasters & Guests Luncheon** (Thursday, August 18) @ \$16.00 \$ _____
- _____ Tickets: **DTM Luncheon** (Thurs., August 18) (Note DTM# _____) @ \$16.00 \$ _____
- _____ Tickets: **"American Graffiti" Fun Night** (Thurs., August 18, Dinner, Show) @ \$32.00 _____
- _____ Tickets: **Golden Gavel Luncheon** (Friday, August 19) @ \$19.00 \$ _____
- (PLEASE NOTE: The Golden Gavel Luncheon will be held on FRIDAY, August 19.
This is a change from previous convention schedules).
- _____ Tickets: **President's Dinner Dance** (Fri., Aug. 19, Dinner, Dancing, Program) @ \$32.00 \$ _____
- _____ Tickets: **International Speech Contest** (Sat., August 20) @ \$7.00 \$ _____
- (PLEASE NOTE: The International Speech Contest is no longer a meal event.
However, continental breakfast items will be available for purchase prior to the contest).

TOTAL \$ _____

Check enclosed for \$ _____ (U.S.) payable to Toastmasters International. **Cancellation reimbursement requests not accepted after July 31. Cancellations not accepted on site.**

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Club No. _____ District _____

NAME _____
SPOUSE/GUEST NAME _____
ADDRESS _____
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COUNTRY _____ ZIP CODE _____
NO. CHILDREN ATTENDING _____ AGES _____

If you are an incoming club or district officer, please indicate office: _____

- Please check here if you need special services due to a disability. We will contact you before the Convention.
- Please check here if this is your first TI Convention.

**MAIL THIS PART TO: Washington Hilton and Towers, Attn: Reservations Dept., 1919 Connecticut Avenue, N.W., Washington, D.C. 20009
RESERVATIONS MUST BE RECEIVED NO LATER THAN JULY 17, 1988.**

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**TOASTMASTERS INTERNATIONAL
57th ANNUAL CONVENTION
August 16-20, 1988**

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Spice Your Meetings With Comic Relief

BY GENE PERRET

I recently participated in a marathon editing session for a TV special. Because of the show's nearly impossible deadline, about six of us began working on the project at 9 a.m. on a Tuesday and continued non-stop until 11 p.m. the following Thursday. Counting cat-naps and moments when we just dozed off, none of us had more than four hours of sleep during that span.

Normally, the editing of a television show is fascinating to watch. They have machines that do wonders with the picture; they can change the speed, the color, the sound. They can take a beautiful daylight shot and turn it magically into a sunset. It can be fun to watch, but not after three days and two nights with practically no sleep.

Our tempers got a little short as our editorial judgment surrendered to fatigue. At one point, when the room was getting dangerously tense, I took a risk. I asked the tape operator if he could go back to a point in the show which had some footage of me. The whole room reacted because this was a piece that we had already completed. If we went back, we would have to spend hours 'rebuilding' the master tape again. Someone screamed at me, "That's finished. Why do you want to go back to that?" I said innocently, "Because there's a good shot of me in there. I was just wondering with these machines if they could put more hair on it."

The purpose of my joke was to create a tension that didn't exist, and then relieve it. In relieving it, perhaps I might also relieve the tension that did exist. It worked. My colleagues laughed and the anger that was building up dissolved. We went back to work.

Take a humor break

Conventions, seminars and meet-

Humor does more than bring a few laughs to a part of the proceedings; it flavors the entire affair.

ings are usually designed to be intensive educational assemblies. There is a great deal of information to be exchanged in a limited amount of time.

Fortunately, the mind and the body are wiser than we are. If we overextend either one, it shuts down. We all remember from our student days how impossible it was to cram a semester's learning into one evening's study. After a point, we could read, but the mind refused to absorb. We could try to stay up all night, but the body would refuse and doze off, with the textbook as a pillow.

Such intensive work needs a recess. It demands time off to allow the mind or the body to refresh and revitalize itself. A well-planned seminar or meeting needs the same sort of break. That break can be in the form of humor.

I've always recommended to meeting planners that they should include a humorist in their speaking programs. Most good speakers and seminar leaders do include a touch of whimsy. There's an old saying among professional speakers that goes:

"Do I have to include humor in my presentation?"

"No, only if you want to get paid."

Even aside from that, I suggest that some comic relief, preferably around

the midpoint, benefits the meeting in several other ways.

Humor Revitalizes

Comedy is passive for the audience. Oh, sure, they have to think about a particular joke or story, but they don't have to take notes. They don't have to digest the material and remember it so they can present it to their superiors when they get back to the office. They simply listen and enjoy.

Most good humorists will also have a worthwhile message, but it's a message that is absorbed easily and painlessly.

Humor is a diversion. Learning is work. It's sometimes frustrating to try to determine which points are important and which aren't, to remember the most beneficial suggestions and to dissect the lecturer's premise. A good, funny speaker takes your mind off the real problems. The audience probably needs that break. They're revitalized by it and get back to work with more concentration because of the comic relief.

Humor, by definition, is fun. Some people I know are opposed to fun at "serious" meetings. "Fun is reserved for the cocktail party and the golf tournament," they say. They're wrong. An atmosphere of good humor enhances work and aids learning. A spirit of fun should pervade every meeting because it helps people participate and learn.

Picture yourself walking into a party where all the people in the room are grim. When you enter, their eyes all turn to you, glaring—challenging you to make one social mistake. No one is friendly or courteous. They don't initiate conversation.

Are you going to enjoy that evening? I doubt it. You probably won't

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Toastmasters Make International Impact

Salme Nasi, a native of Finland and the newest member of Starkville Toastmasters Club 5469-43 in Starkville, Mississippi, gave her "ice breaker" speech last week, using anecdotes to compare life in Finland with that in the United States. Nasi and her husband, both associated with Mississippi State University, and their three children have recently moved to the United States.

Jesus Ortegon, a native of Mexico, gave his second Toastmasters talk, using "Spanish in America" as his topic. Noting the heavy use of Spanish in California, Texas and Florida, Ortegon gave typical words or expressions used in Latin American countries and compared them to their usage in the United States.

Nasi and Ortegon are two of many students and facul-



Jesus Ortegon of Mexico explains Spanish expressions to fellow Toastmasters Renato Paivo of Brazil and Salme Nasi of Finland.

ty members who have participated in Toastmasters activities. Paulo Magalhaes of Brazil, a Mississippi State University doctoral student in agronomy, first attended the club as a guest less than a year ago.

Magalhaes could read and write English fairly well but had some difficulty thinking in English and expressing himself orally before a

group. He joined Toastmasters in order to gain experience in using English "on his feet." Nine months later, Magalhaes successfully defended his doctoral dissertation at his first attempt, which is unusual even for American students.

Observing the increase in Magalhaes' language fluency and confidence, club members invited other graduate

students to join. The Starkville Club has members from Brazil, Paraguay, Mexico, Dominican Republic, Argentina and Finland.

Toastmasters District Governor Betty White notes that benefits of having international members are mutual: while those from other countries have increased their fluency in English, club members have learned much of culture, food, education and other aspects of life in countries other than their own.

Editor's Note: This article, published in Starkville Daily News last October, was sent to us by District 43 Governor Betty White, ATM-B, who says that graduate students from foreign countries are a great source of new club members.

She says the Starkville Club grew from fifteen to twenty-five members within a few months as a result of foreign students and their professors noticing the benefits of Toastmasters training.

Preside with Pride

Continued from page 14

mittee. Make sure that every point of view is represented, and if possible appoint a chairman who is neutral. If the subject is one on which many members want to express their views, the committee may be instructed to hold hearings on the subject, so that all points of view can be fully aired. This is much better than having endless discussion in an assembly.

A tangled parliamentary situation is frequently a cause of strife, with members arguing about subsidiary motions and procedure rather than substance. When this happens, the chair might consider entertaining a motion to suspend the rules in order to wipe the slate clean and begin over again. (This is sometimes referred to as "the Gordian Knot motion.")

Remember also that a procedural error by the chair is often the cause of the problem. If you are presiding, make sure that you know the rules. Or, if you are the executive secretary, make sure that the president of your association understands the basics of

parliamentary procedure.

Educating Your Members

Finally, consider the possibilities of a brief session on meeting procedures at your regular meeting, conducted by a knowledgeable parliamentarian. I've seen some dramatic improvements in organizations as a result of such a session. Nobody would think of playing a game without everyone understanding ahead of time what the rules were—yet many people go into a meeting confused about the rules, and then wonder why controversy results.

Ed Bliss, a former Toastmaster, is president of Edwin C. Bliss & Associates, a time management firm headquartered in Mountain Ranch, California. He is a registered and certified parliamentarian. His six-cassette album, "Please Come to Order!" can be obtained through the American Institute of Parliamentarians, P.O. 12452, Fort Wayne, Indiana 46863.

Editor's Note: Please check the Supply Catalog for material on parliamentary procedure.

Spice Your Meetings

Continued from page 21

make new friends, you won't have sparkling conversations, you won't exchange any information.

Seminars and conventions can be the same way. If they're grim, they discourage the exchange of ideas. If they're outgoing and friendly, they encourage the participants to communicate, to exchange ideas.

Humor does more than bring a few laughs to a part of the proceedings; it flavors the entire affair. I like this quote by William Zinnser:

"What I want to do is make people laugh so they'll see things seriously."



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*.

appears bimonthly in *The Toastmaster*.

Visiting World Headquarters

This summer, I visited the United States on business.

During my trip, I also had the opportunity to visit Toastmasters' World Headquarters in Santa Ana, California, and meet with Executive Director Terrence J. McCann, who is responsible for the operation of the entire organization.

During a tour of the World Headquarters building, I saw the very first textbook written by Toastmasters' founder Dr. Ralph C. Smedley, and other valuable historical materials.

Mr. McCann was kind enough to greet me in front of his office. He was very busy, but welcomed me with great enthusiasm. He generously shared with me his precious time for about two hours, and we talked about the various activities of the Kanto Toastmasters club and the organization's progress in Japan.

At the end of the meeting, Mr. McCann repeatedly asked me if he could do anything else for me. I presume that this is one of the manifestations of the great spirit of Toastmasters. I believe that we members should do something, no matter how trivial, to contribute to our club's development and growth. Since we receive so many benefits from our Toastmasters membership, it's appropriate that we ask ourselves what we can give in return.

*Hisataro Nagahara
Kanto Club 2320-U
Tokyo, Japan*

A Work of Art

In addition to the content, I have enjoyed the eye appeal of recent magazine issues. The use of color and headings have been excellent. The January issue is a work of art.

There were two small things missing, however, and I thought I would mention them for consideration in future issues.

The Toastmasters emblem was not included on the contents page as it had been in past issues. Perhaps it was inadvertently overlooked. Our members relate strongly to it, so, if there is no reason to eliminate it, I suggest it again be shown.

Also, I, for one, would like to see the staff listed in each issue. You deserve recognition for the contributions you make.

*Patrick A. Panfile, DTM
International President 1980-81
Postprandial Club 3259-65
Rochester, New York*

Editor's Note: *Thanks! We much appreciate your comments. Starting with the March issue, The Toastmasters logo has returned to page 3. The staff box is permanently on page 2.*

Leadership: An Important Theme

I wanted to let you know how much I enjoyed and profited from the February issue of *The Toastmaster*. The theme "leadership" is, of course, a most important one and much needed. I loved the article titled "Spirited Sisters," and I found the information about Roger Ailes most interesting because I had just read about him for the first time in U.S. News and World Report.

I want to congratulate you on the good magazine and especially on the current issue.

*Irma Oleson
Antlers Club 725-6
Minneapolis, Minnesota*

'Spirited Sisters': Confusing

I have enjoyed getting and using *The Toastmaster* magazine over the last three years and I have found it to be very balanced and informative.

However, I was confused by your February article "Spirited Sisters," for it is not in character with the rest of the magazine. It was more of an editorial on women's rights than information that would help a woman Toastmaster become a more effective speaker.

The article was fuzzy on application and did not give specific help other than indirect encouragement to introverted women to be more spirited. By the way, the best speakers in our club are the introverted women who are able to put a lot of thought and variety into their speeches.

Examples of how modern female Toastmasters are making their voices heard would have been more informative. There are many to choose from.

We all learn best from role models with whom we can easily identify.

The last statement of the article, ("We can credit Fanny Wright and others like her, who dared to defy convention and speak out in public, for the very fact that today women are accepted into Toastmasters."), is not supported by any specific data in the article.

The defying of convention does not reflect my experience with Toastmasters. Our club starts out with the pledge of allegiance to the flag and follows very conventional methods using manuals and parliamentary procedure. Is this article suggesting that female Toastmasters should defy convention to be heard? I hope not, because our educational vice president would get upset.

*Lowell L. Sneller, CTM
Statesmen Club 1937-19
Des Moines, Iowa*

Looking for Former Members

Our club has been going strong for thirty years now! The anniversary of our charter is in April, and we're planning a major social bash to mark the event.

We want to invite as many former members as possible to our celebration. For more information, please contact Jim Petrich at (206) 525-0750 (home) or (206) 623-4646 (work).

*Nancy Wilkes
Club Secretary
Downtowners Club 2713-2
Seattle, Washington*

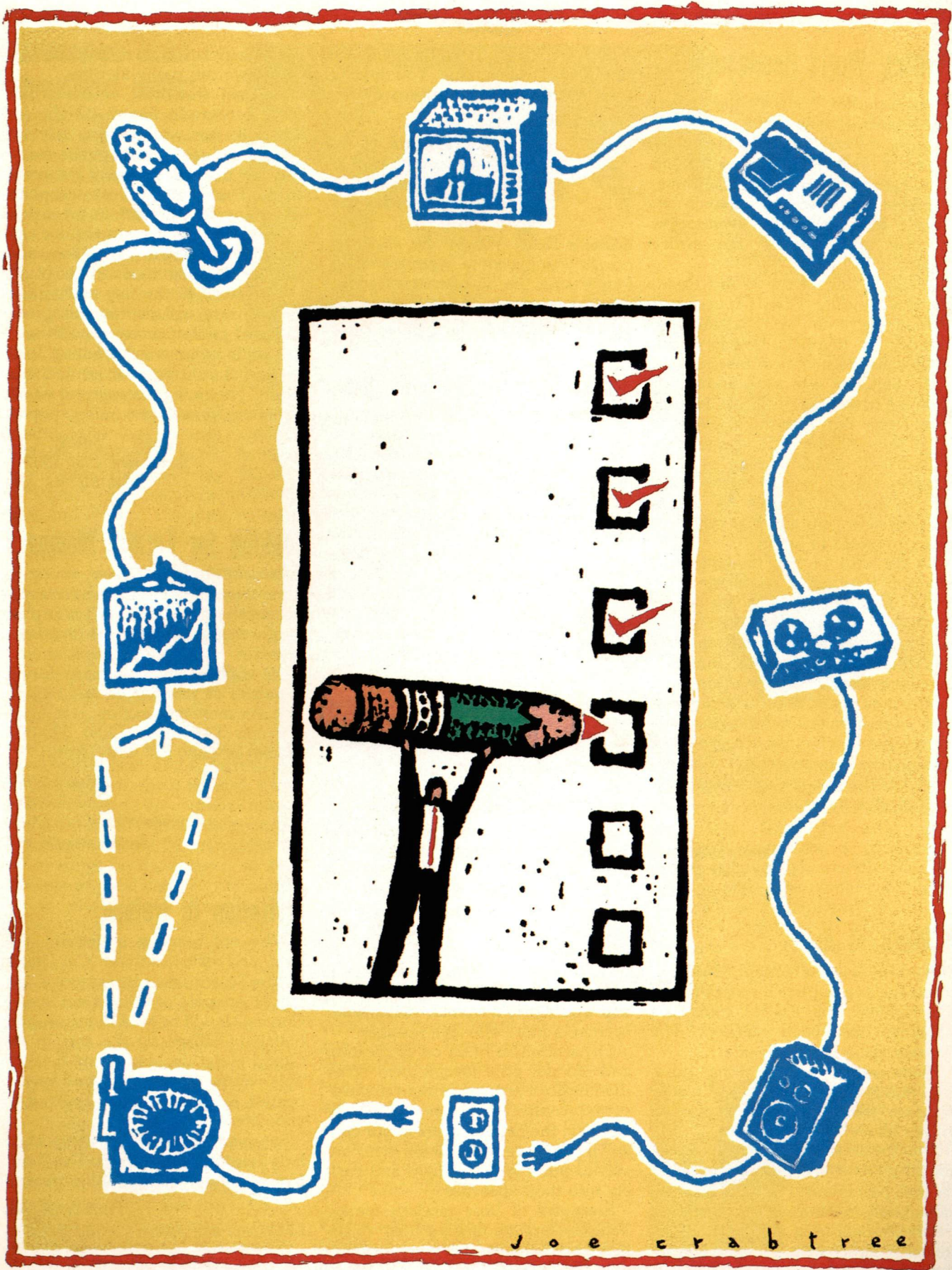
Invitation to Ireland

Why not vacation in Ireland next year, and visit Malahide, Co. Dublin for the Toastmasters International District 71 Annual Conference and Speech Contest? It will be held in picturesque Malahide village by the sea, in the Grand Hotel on May 5 and 6, 1989. This will be a conference and speech contest to remember for the rest of your life.

For more information, write to Malahide Toastmasters Club, c/o The Grand Hotel, Malahide, Co. Dublin, Ireland.

*Patricia Higgins
Conference and Speech Contest Secretary
Malahide Club 2360-71
Malahide, Co. Dublin, Ireland*

ILLUSTRATION BY JOE CRABTREE



j o e c r a b t r e e

AUDIOVISUAL CHECKLIST

Guidelines for dynamic presentations.

BY LAUREL T. GRIFFITH

Dr. Stephen Porter made his presentation on cardiovascular disease at least fifty times to audiences nationwide. He varied his speech and occasionally told new jokes and anecdotes. But no matter where he was, one part of the program never changed: about fifteen minutes into the speech, at least three people in the audience were sound asleep.

Dr. Porter blamed his subject—too many statistics, too many technical terms to maintain the interest of most people. He explained the problem to his colleagues, "I certainly try to be stimulating, but sooner or later the difficult material has to be covered."

Porter's content might be exceptional, but it's obvious that his presentation needs improvement. A careful evaluation would reveal that the doctor should add a few slides or charts to his speech. Audiovisuals could give emphasis and drama to his complicated topic and, despite a multitude of numbers and unfamiliar terms, keep his audience awake for the entire presentation.

Whether the subject is by-pass surgery, a quarterly sales report or a history lecture, audiovisuals can make a difference. It's important to remember, however, that the effective use of audiovisuals involves more than creating the graphics or recordings; precautionary steps must be taken to use complicated equipment or even a simple flip chart. Follow these guidelines the next time you add audiovisuals to your presentation.

Synchronize materials with your speech.

Unless you practice with your audiovisuals in advance, the timing of your speech will probably be affected.

It's smart to make sure that you'll be talking about the same thing that your audience is viewing. You may need to slow down at certain points or pause between complicated slides. On the other hand, visuals may make your topic easier to understand, so you'll be able to move more quickly through the presentation.

Rehearse with a rough draft. Delay creating time-consuming and expensive audiovisuals until you know exactly what you need. Last minute changes will occur from time to time, but your audiovisuals will likely be of higher quality if they aren't rushed through a re-make.

More is not always better. You can overload an audience with too much sight and sound. The audiovisuals may become so distracting that attention shifts from your message to how you juggle posters, slides and the overhead projector.

Dr. Porter was advised by his colleagues to use slides during his presentation. He agreed to give audiovisuals a try and created a slide for every point he usually covered. A few weeks passed and Porter again was asked to speak about cardiovascular disease for a non-medical audience. He accepted enthusiastically, certain that no one would fall asleep this time.

He was right. The audience was too busy watching the knowledgeable man jump back and forth from slides to overhead projector and back to slides again. Instead of making cardiovascular disease and its treatment easier to understand, he took a complex topic and made it more confusing by using too many audio-visual aids. His audience left the auditorium feeling over-

whelmed by the multitude of pictures and diagrams he had loaded into a relatively short presentation.

Visual aids are more effective if they contain a limited amount of information. A few, well-chosen words or pictures will usually have more impact on your audience than complete sentences or detailed drawings.

Accuracy counts. Carefully proof your visuals for errors. Misspelled words are distracting and it's easy to duplicate or omit needed information. A thorough, character by character proofreading is necessary when you add any printed material to your presentation.

Check all equipment at least 24 hours ahead of your presentation, including screens and easels.

Sometimes your equipment may be complicated and tricky to operate. At other times, you may use a simple overhead projector, but if the paper isn't positioned properly or your marker's dry, you'll still lose valuable time and the audience's attention. If possible, position all your audiovisuals in advance to eliminate last minute problems.

Study the room where you'll be making the speech. Can your visuals be seen from all directions? Will everyone be able to hear your voice? Is the sound of the movie projector or tape recorder loud and clear?

Everyone has probably experienced the frustration of sitting in the back of a crowded classroom or auditorium, desperately trying to figure out what the speaker just wrote in tiny, fuzzy letters on the board. Make sure your slides have enough contrast and that any writing or graphics can be read from the back row. One of the surest ways to lose your audience is to have them strain to hear or see what's going on.

Make certain that the room has enough electrical outlets for your equipment, and don't forget simple but critical things such as extension cords and easels. You also may consider taping all the cords and cables to the floor or to the bottom of the projection-stand leg, so that the projector won't tip over if someone pulls on the cord.

Lighting can be an ever-changing condition. In the daytime, a room may be too bright even after you dim the lights. You might need to cover a few windows to create the darkness your presentation requires. But if people will take notes during a film or slide presentation, remember to allow sufficient light.

If you'll be dimming the lights, consider bringing your own small flashlight. Even if the rest of the room is dark, you'll be able to read and refresh your memory.

Distribute materials in a professional manner. If you'll refer to printed material during your presentation, make sure that the page number appears on every page in an obvious place.



Visual aids are more effective if they contain a limited amount of information.

Dr. Porter had prepared an extensive handout for the members of his audience. The information was placed in each person's seat before the program began. Although the handout was a good idea, Porter had to compete with his own written material for the first fifteen minutes of his speech. His audience was busily thumbing through the pages while he delivered his opening remarks.

If you decide to interrupt your speech to give out material, make sure that you have the papers organized and conveniently placed. It's a good idea to enlist others to distribute the information; this makes the interruption less obtrusive.

Some speakers prefer to place printed material under the audience's chairs. During the introductory remarks, they call attention to the material and request that the audience ignore it until later in the program.

No matter how you choose to distribute handouts, concentrate on minimizing the interruption of your speech. You'll lose valuable time, as well as your audience's attention, if the process is confusing.

Plan for the audio-visual emergency. Back-up equipment could include a spare bulb for the overhead projector or extra markers. Before any presentation, ask yourself what you'll do if your equipment fails. If your speech can't continue or if your words will be less effective, it's important to make contingency plans.

Evaluate your presentation. The key to improvement and professionalism is your willingness to scrutinize the flow of your speech and the way you blend audiovisuals with your delivery. Did the audiovisuals enhance or detract from your speech? Should you add a few more slides, or perhaps skip the charts? Did the equipment make you nervous or frustrate your audience? Make careful notes, then incorporate the improvements into your next speech.

Loren J. Kallsen, creator of motivational and marketing films, emphasizes the value of audiovisuals in his article, "Sponsored Motion Pictures and Other Audio/Visual Media." He states, "Tests made on oral communications by the University of Minnesota have shown that, on the average, 75 percent of the things we say escape the listener's mind. With only 25 percent being retained, it is important to consider the use of visuals with an oral presentation."

Mr. Kallsen's words confirm what most Toastmasters already know; that audiovisuals are an important communication tool. As speakers or audience members, we've experienced the drama and color of an excellent presentation. So, whether you're staging a multi-media event or using a simple flip chart, plan ahead and coordinate the details. □

Laurel T. Griffith, a management consultant in Birmingham, Alabama, frequently incorporates audiovisuals into her presentations on public relations.

Morning 329-32, Auburn, WA
Sharon Williams, Simcoe 3339-9, Goldendale, WA

ATM

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

Fred Adame, Downtown 1145-44, Lubbock, TX
Robert Garber Adler, Downtowners 2696-15, Salt Lake City, UT
Robert M. Allen, Single Reno Orators 6047-39, Reno, NV
Irwin F. Altrows, 3500 Foot 1319-42, Calgary, Alta., Canada
Eugene Frank Anderly, Lyoth 215-39, Tracy, CA
J. Richard Andresen, Russell H. Conwell 82-6, Minneapolis, MN
Eugene Annis, RCA Speechcrafters 4291-31, Burlington, MA
Elaine Armstrong, MINY 1012-46, New York, NY
Ruth N. Armstrong, Bay Cities 3645-1, Torrance, CA
Elaine M. Arneson, The Talking Chips 3088-4, Santa Clara, CA
Junious J. Arrant, Jr., MHMR 4952-56, Austin, TX
Brian W. Ashurst, CTB/McGraw Hill 4547-4, Monterey, CA
Stephen W. Atkins, Tempe 1715-3, Tempe, AZ
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Ronald Barker, Port Hunter 2776-70, Newcastle, NSW, Australia
Robert E. Barnhill, III, Lubbock, 884-44, Lubbock, TX
Laura Bayne, Singles by the Sea 743-1, Santa Monica, CA
Joy Becker, Edmond 170-16, Edmond, OK
Sandra Beckman, Fairview 939-42, Fairview, Alta., Canada
Hazel E. Bell, Twin Cities 5509-25, Texarkana, TX
Alma M. Bennett, South Center 4072-2, Tukwila, WA
David A. Bentley, Professional Men's 624-5, San Diego, CA
Arden Bryan Bercovitz,

Adventurers 2538-5, San Diego, CA
Duane L. Bergeson, Job Service 3171-20, Bismarck, ND
John Bernstein, Speakers Forum 371-30, Chicago, IL
K. Colin Betts, First Expressions 4753-42, St. Paul, Alta., Canada
Patricia M. Bishop, Portland 31-7, Portland, OR
Robert W. Black, Tallyho 4889-36, Potomac, MD
Monte B. Bollar, HP Speakeasies 4427-15, Boise, ID
Tom Bollenbacher, Professionally Speaking 321-10, Willoughby, OH
Donald A. Boucher, Meridian 1220-60, Toronto, Ont., Canada
William M. Boychuk, Delta 1924-21, Delta, BC, Canada
Lois V. Boyd, Athens, 4714-25, Athens, TX
Thomas S. Brachko, City of Angels 251-52, Los Angeles, CA
Gillian Laura Bradshaw, McGaw Solutions 4407-F, Irvine, CA
Fay Lorraine Brown, Newcastle 1121-70, Newcastle, NSW, Australia
Marian J. Buettner, Wapiti Valley 3724-42, Nipawin, Sask., Canada
R. Paul Bullard, New Bern 2812-37, New Bern, NC
Kalah Renwick Bumba, Sunrise 1829-4, Salinas, CA
Edward C. Burkett, Montgomery 1334-48, Montgomery, AL
John Bennett Burnham, McKeesport 901-13, McKeesport, PA
Jerry Burnett, High Noon 2028-43, Jackson, MS
Bill Burton, Auckland 3593-72, Auckland, New Zealand
Albert G. Butters, Georgetown 2687-U, Georgetown, Guyana
Alena S. Caldwell, Warner Mountain 5273-39, Alturas, CA
Brent Caldwell, Easy Riders 109-56, Houston, TX
Bernard R. Carneau, Downtowners 294-42, Edmonton, Alta., Canada
Harry E. Carpenter, III, Catawba Valley 1193-37, Hickory, NC
Mary Jane Cartwright, Evergreen 333 333-32,

Tacoma, WA
William R. Chambers, Chirp 'n' Choke 5027-3, Phoenix, AZ
Bill Chappus, Ambassador 936-28, Windsor, Ont., Canada
James M. Chesser, Heavenly 2012-33, Las Vegas, NV
Toni J. Chesser, Heavenly 2012-33, Las Vegas, NV
Raymond Leslie Clark, Tuggeranong 5071-70, Canberra, ACT, Australia
Jeanne L. Collier, Northeast 1878-52, Eagle Rock, CA
Glenda Collins, Speaking Singles 3816-16, Tulsa, OK
Steven M. Collins, Daybreakers 1327-44, San Angelo, TX
Norman L. Cook, Downey Space 513-F, Downey, CA
Jennifer J. Coolen, Strathcona 1611-21, Campbell River, BC, Canada
James Cournoyer, High Tech Talkers 1487-6, Brooklyn Center, MN
Joan A. Cotter, First St. Paul 167-6, St. Paul, MN
Oswald R. Cundall, Yorba Linda-Placentia 3425-F, Placentia, CA
Richard James Curtis, Santa Barbara 5-33, Santa Barbara, CA
Renate E. Daniels, Capital Nevada, Carson City, NV
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Leslie K. Davis, Strait Talkers 6061-57, Martinez, CA
Pieter De Beer, CIS-Johannesburg TMC 1150-74, Johannesburg, South Africa
Rodolfo A. De Los Reyes, Executive 4086-75, Makati, Philippines
E.A. De Paola, Caltrans 2900-52, Los Angeles, CA
Richard S. Detar, Sunrise Center 3359-39, Citrus Heights, CA
Betty M. Dietsch, Marion 2020-10, Marion, OH
Rona Mann Djeddah, Adventurers 2538-5, San Diego, CA
Richard Norbert Doolittle, LSC 6076-26, Littleton, CO
Carol Snyder DuFort, Reveillers 985-39, Sacramento, CA
Diane Duhaime, Big Country 3418-42, Moose Jaw, Sask., Canada
Don Dussault, Lake City

748-2, Seattle, WA
Thor J. Eakes, 624-5, San Diego, CA
Jeanne Eisenbarth, Zumbro Valley 1013-6, Rochester, MN
Vickie Elliott, South Georgia 5852-14, Valdosta, GA
Joy Ellis, Independence 1907-38, Philadelphia, PA
Edward M. Elvejord, Totem 1322-32, Sub Base Bangor, WA
Richard Emery, Vehicle City 4120-62, Flint, MI
Donald W. Evans, Seven Seas 3296-42, Saskatoon, Sask., Canada
Gloria Evans-Young, Richmond Breakfast 635-57, Richmond, CA
Simon Fehn, Sunrisers 2140-6, Robbinsdale, MN
Joe Fengler, University Club 2250-F, La Verne, CA
Lee A. Fenstermaker, III, Chino Valley 3957-F, Chino, CA
Marshan E. Fields, Downtown 99-22, Kansas City, MO
Lucinda S. Filler, Earlyrisers 4299-39, Stockton, CA
Tom Fincher, Fireside 851-5, San Diego, CA
Laurence B. Fischer, Broadway Speakers Forum 2150-64, Winnipeg, Man., Canada
Karin M. Ford, Graybar, 1436-46, New York, NY
Warren Reed Foster, Professional Men's 624-5, San Diego, CA
Lucille G. Fox, Voices of Prince Georges 3459-36, Camp Springs, MD
George Gabarep, Professional Men's 624-5, San Diego, CA
John D. Gardner, Valley Speakers 269-F, Hacienda Heights, CA
Gladys E. Garner-Smith, East Coast Bays 2071-72, Auckland, New Zealand
Harold L. Garrison, Lexington 2391-40, Lexington, KY
Thomas J. Gates, Encouraging Words 4777-7, Longview, WA
Julie Giedd, Sodak 224-41, Sioux Falls, SD
Mary Holly Genthon, Clifton 2664-46, Clifton, NJ
Marshall D. Gibson, III, Broad Ripple 517-11, In-

dianapolis, IN
Tony Gilliam, Alamo City 1855-56, San Antonio, TX
Frankie Gladden, DC Office of Personnel 5898-36, Washington, DC
Edwin J. (Jim) Gleason, Plano Frontier 4721-25, Plano, TX
Patricia M. Glenn, Speak Easies 2001-1, Long Beach, CA
Edward L. Goldberg, LSC 6076-26, Littleton, CO
Eugene K. Goodban, Moving On 223-F, Westminster, CA
Curt P. Gottlieb, The Oral Majority 3748-28, Plymouth, MI
John R. Gourdin, WEC Spectrum 2605-18, Hanover, MD
Frances B. Green, DC Department of Recreation 3682-36, Washington, DC
Joyce Green, Eaton 1419-64, Winnipeg, Man., Canada
Stephan A. Greene, Dynamics Research Corporation 3638-31, Wilmington, MA
Michael Gregerson, Russell H. Conwell 82-6, Minneapolis, MN
F.W. Bud Greune, Downtown, 4350-65, Buffalo, NY
Pauline Benn Groneman, Bois de Sioux 376-20, Breckenridge, MN
Steven. C. Gross, Harris Malabar 4170-47, Malabar, FL
Charles Kenneth Guilbeau, Cajun 4481-68, New Orleans, LA
Virgil Gunnarson, Pioneer 272-20, Moorehead, MN
Frank J. Guyer, Town Criers 1743-30, Lombard, IL
Hazel Hagans, Albemarle 1811-37, Albemarle, SC
John M. Haller, Columbian 708-9, Coulee Dam, WA
Ronald Halston, Delta 1924-21, Delta, BC, Canada
Norman E. Hackford, Los Habladores 1952-4, Sunnysvale, CA
Mary Hamilton, Texas Talkers, 3731-56, Houston, TX
Allen D. Hannaford, Uncle Sam 1138-53, Troy, NY
Webster W. Hansen, Superior 2670-6, Superior, WI
Robert F. Happel, Town Criers 1743-30, Lombard, IL
Jini Harisingany, Mohawk 3597-60, Hamilton, Ont., Canada
Lionel Harmon, Peachbox Dawnbreakers 1819-39, Carson City, NV
Shiela Harrison, Sunrise 2468-56, Houston, TX
William W. Harrison, Cascade 993-9, Yakima, WA
George Joe Hartman, Morning Tour 2503-26, Casper, WY
Frank B. Hawkinson, Morristown 3540-46, Morristown, NY
Marjorie Hayden, Quay Speakers 6155-21, North Vancouver, BC, Canada
James L. Haynes, Seven Hills 2300-47, Tallahassee, FL
Art Hays, "Libertines" 4369-1, Lakewood, CA
Elizabeth P. Losa, Knockerbocker 137-46, New York, NY
Philip W. Lovings, Electric Toasters 3964-7, Portland, OR
Mic Lowther, Alyeska 4960-U, Anchorage, AK
Kris R. Ludwigsen, Oakland 88 88-57, Oakland, CA
Francis W. Lambert, Farm Bureau 2836-62, Lansing, MI
Gregory Paul Lussier, Maui 910-49, Wailuku, HI
Kenneth MacCallum, Palmetto 2070-58, Greenville, SC
Alvin J. Macedo, Telstar 1913-4, Sunnysvale, CA
R.W. Maches, Professional Men's 624-5, San Diego, CA
Kenneth Bernard Maguiet, Beatrice 5329-24, Beatrice, NE
Judi Main, Encore 1339-19, Ames, IA
Kenneth L. Manoff, Federal Center SW 651-36, Washington, DC
Dana Marmion, Rhetoracles 5092-2, Kirkland, WA
James Douglas Marr, Communicators 4562-48, Huntsville, AL
Darlene A. Martens, Prairie Winds 4591-6, Litchfield, MN
Norma M. Martof, Voices of Prince Georges 3459-36, Camp Springs, MD
Bill Martin, Schooner 3978-45, Halifax, NS, Canada
Cheryl P. Mason, Catawba Valley 1193-37, Hickory, NC
William F. Morton, Double-Nickle Communicators 6591-8, Litchfield, IL
Joyce Mossinger, Horizon 4465-14, Norcross, GA
Martin W. Murphy, Good Evening 3164-47, Hollywood, FL
Robert E. Myers, Ozark Orators 1056-8, Rolla, MO
Robert W. Nelson, Midland, 776-6, Minneapolis, MN
Jens Norgaard, Monday Nitters 736-33, Las Vegas, NV
Robert Norris, San Leandro 452-57, San Leandro, CA
Norma Pankratz, Carousel 5587-26, Burlington, CO
Ernie P. Panza, Cavalier 596-66, Hampton VA
Frankie Patterson, Campbelltown 880-70, Campbelltown, NSW, Australia
Anna G. Oates, Timberline 2496-39, Grass Valley, CA
David Orr, Sydney 1117-70, Sydney, NSW, Australia
Gerald D. Peterson, Wrip City 1597-7, Beaverton, OR
Hugh C. Phillips, Downtowners 294-42, Edmonton, Alta., Canada
Chester Glyn Pickering, Tauranga 3089-72, Tauranga, New Zealand
Roy T. Poole, Get Up and Go 1869-56, Austin, TX
Ted Poovey, Catawba Valley 1193-37, Hickory, NC
Clare V. Pylman, Global Communicators 5660-57, Pleasanton, CA
Joseph P. Raho, Communicats 4816-31, Milford, MA
Donald W. Ramler, Honeywell Plaza 1847-6, Minneapolis, MN
Ruth M. Raskin, Blue Flame 2717-F, Santa Ana, CA
Lester R. Reekers, Simi Valley 3533-33, Simi Valley, CA
Shirley L. Renfro, Tiger 5087-56, Houston, TX
Ruth Rinot, National 1117-70, Sydney, NSW, Australia
Alberta A. Roberts, Metro 6054-56, Houston, TX
Chester W. Roberts, Queen City Founders 1619-40, Cincinnati, OH
Janice V. Robertson, River City Champion 465-11, Evansville, IN
Frank Ross, NADL Early Risers 3595-19, Ames, IA
Arthur E. Rowe, Jr., Paoli Express 2774-38, Paoli, PA
Kenneth D. Rowey, Ferguson 525-8, Ferguson, MO
R. Michael Ruckel, Edmond 170-16, Edmond, OK
Stephen A. Ruoff, Ithaca 4913-65, Ithaca, NY
Iris R. Sage, Mineral Area 5571-8, Farmington, MO
Laurel Salt, Weston Creek 5483-70, Canberra, ACT, Australia
Edith Schoening, Earlyrisers 4299-39, Stockton, CA
C. Joe Schwartz, Mun-E-Men 2732-2, Everett, WA
Robert Lee Schricker, Frederick 1082-18, Frederick, MD
Edward H. Seely, Noonshiners 5314-26, Ft. Collins, CO
Kathryn L. Sellars, Daybreak 5754-47, Miami, FL
Ralph N. Sellars, Daybreak 5754-47, Miami, FL
Carl Jay Skeath, Crescent City 3506-11, Evansville, IN
Jeanette Sluder, Totem Pole 610-7, Vancouver, WA
Gilbert W. Smith, Victory Lane 44-11, Indianapolis, IN
Glen E. Snogren, I-5 3091-7, Vancouver, WA
Eleanor B. Sotelo, Southern Marin 1441-57, Mill Valley, CA
Olga Stevens, Cronulla 3034-70, Cronulla, NSW, Australia
Mary Sullivan, Ventura Sunrise 5575-33, Ventura, CA
Harry Sunblad, Fireside 851-5, San Diego, CA
Margy M. Swartfager, Rise and Shiners 5341-F, Huntington Beach, CA
Rick Sydor, Reveilliers 985-39, Sacramento, CA
Victor Taylor, Oak Brook 3951-30, Oak Brook, IL
Edward Roy Terrill, Goodyear Chemical Division 2809-10, Akron, OH
Van K. Tharp, Glendale Speakeasy 2692-52, Glendale, CA
Martha L. Thomas, High Nooners 5442-7, Bend, OR
Ralph J. Tomasone, Nordonia Gaveliers 912-10, Northfield, OH
Jerry Tucker, Alamo City 1855-56, San Antonio, TX
Thomas N. Tufts, El Dorado 1390-39, Sacramento, CA
Alan Turof, Postprandial 3259-65, Rochester, NY
Eric J. Veistrup, Cowichan 950-21, Duncan, BC, Canada
John W. Vettel, Jr., Tahoe 2307-39, Lake Tahoe, CA

DTM

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

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Blair Farish, Cranbrook Phoenix 1911-21, Cranbrook, BC, Canada
Deloris "Dee" Fiedler, Richfield Legion 232-6, Richfield, MN
Lawrence E. Geisler, Salty Tongues 5396-15, Salt Lake City, UT
Bessie Gerstenberger, Statesmen 1937-19, Des Moines, IA
David J. Guyot, AC Earlyrisers 3646-6, Robbinsdale, MN
Anita Hayes, Venetian 952-47, Ft. Lauderdale, FL
William Hayes, Venetian 952-47, Ft. Lauderdale, FL
Arthur M. Hays, "Libertines" 4369-1, Lakewood, CA
Virginia Hedding, Venetian 952-47, Ft. Lauderdale, FL
Dick Henderson, Sunrise Center 3359-39, Citrus Heights, CA
Marvin W. Lawley, III, Hi Noon 3963-48, Huntsville, AL
Dilbon Mobley, Executive 266-14, Marietta, GA
Donald L. Mohs, Richfield Legion 232-6, Richfield, MN
Anthony P. Moschetti, Jr., Bear Hill 3923-31, Waltham, MA
William G. Nuessle, Garden Grove Toasters 550-F, Garden Grove, CA
Jane M. Partington, Oconomowoc 834-35, Oconomowoc, WI
Louis B. Pierce, State Health 2973-57, Berkeley, CA
Julie French Roy, Fireside 851-5, San Diego, CA
Grant Sandeman-Allen, Hub City 1591-21, Nancimo, BC, Canada
Roger N. Stemen, East

"Education is the knowledge of how to use the whole of oneself."

HENRY WARD BEECHER

Texas 6600-25, Commerce, TX
Carl G. Von Elm, China Lake 853-33, China Lake, CA

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

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Bill Benton, Sunrise 2124-58, Greenville, SC
Elise Dee Beraru, Sand & Sea Speakers 5983-1, Santa Monica, CA
Edward Bick, Marquette 509-41, Sioux Falls, SD
Harry E. Carpenter, III, Catawba Valley 1193-37, Hickory, NC
Thomas A. Clark, Bellevue Breakfast 3369-24, Bellevue, NE
Fred J. Daniels, Jr., Kit Carson 2299-39, Carson City, NV
Art Hays, "Libertines" 4369-1, Lakewood, CA
Oliver J. Hazelton, Cochise 3198-3, Sierra Vista, AZ
Michael A. Moone, "Libertines" 4369-1, Lakewood, CA
Le Roy J. Nyquist, Janesville 1983-35, Janesville, WI

Del O'Shaughnessy, Delta 1924-21, Delta, BC, Canada
H.R. Dick Pennington, University Orators 4626-8, Rolla, MO
Patrick L. Pepe, 5394-46, Rego Park, NY
Ellsworth A. Rolfs, Kirtland MCS 4013-23, Albuquerque, NM
William A. Waldrop, Peachtree Center 2261-14, Atlanta, GA
Dennis West, RME 426-26, Broomfield, CO
Gene A. West, Thursday Noon Time 2669-37, Charlotte, NC

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

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Sharon Barraclough, Seven Seas 3296-42, Saskatoon, Sask., Canada
Thomas W. Bridges, Pomona Valley, 12-F, Pomona, CA
Thane W. Cornell, Sperry

4698-47, Clearwater, FL
John D. Fooks, Twin Cities 5509-25, Texarkana, TX
Jose "Joe" Geurrero, Square and Compass 4749-75, Manila, Philippines
Richard A. Haefs, U.S. Geological Survey 3078-36, Reston, VA
Theodora Hackenberg, Lake City 748-2, Seattle, WA
Richard D. Hamilton, Arrowood 4413-37, Charlotte, NC
Art Hays, "Libertines" 4369-1, Lakewood, CA
Dick Henderson, Sunrise Center 3359-39, Citrus Heights, CA
Mary Ellen Hudson, Toastburners 997-7, Salem, OR
Marvin James Johnson, Challenger 5301-16, Lexington, OK
Darlene Dell Lightfuss, Northwest 4283-35, Milwaukee, WI
Florence F. Mawson, Seven Seas 3296-42, Saskatoon, Sask., Canada
Sue Meehan, Stafford Heights 2589-69, Brisbane, Qld., Australia
Michael A. Moone, "Libertines" 4369-1, Lakewood, CA
Venita McLaughlin, Single Reno Orators 6047-39, Reno, NV
Patrick L. Pepe, True Potential 5394-46, Rego Park, NY
Omni Perala, Cascade 993-9, Yakima, WA
Ellsworth A. Rolfs, Kirtland MCS 4013-23, Albuquerque, NM
Martin D. Rubenstein, Professional Men's 624-5, San Diego, CA
Terry G. Schutt, PDG 1264-65, Rochester, NY
Alfred E. Smith, TNT 1831-65, Rochester, NY
Robert W. Tauber, Professional Men's 624-5, San Diego, CA
Clarence E. Thornton, D.C. Department of Recreation 3682-36, Washington, DC
John C. Wakefield, Falkland 6574-21, Falkland, BC, Canada
Paul C. Webb, Auburn

TOASTMASTERS INTERNATIONAL

CONFERENCE/CONVENTION
CALENDAR

1988 REGIONAL CONFERENCES

► REGION I/June 17-18

SEATTLE AIRPORT HILTON, Seattle, Washington
Contact: Linda Smith, ATM, 7399 126th Place S.E.
Redmond, WA 98056

► REGION II/June 10-11

TROPICANA, Las Vegas, Nevada
Contact: Judy Clinton, DTM, The Vista Group,
2295-A Renaissance Drive, Las Vegas, NV 89119

► REGION III/June 17-18

MARRIOTT EL PASO, El Paso, Texas
Contact: Louise Perkins, DTM, 4508 R.T. Cassidy, El
Paso, TX 79924

► REGION IV/June 3-4

SIOUX CITY HILTON INN, Sioux City, Iowa
Contact: Kevin Heinrichs, ATM, 6008 Four Seasons
Drive, Sioux City, IA 51106

► REGION V/June 24-25

BRECKENRIDGE FRONTENAC, St. Louis, Missouri
Contact: Jack Rardin, DTM, 617 18th Street, Charleston,
IL 61920

► REGION VI/June 10-11

HYATT REGENCY, Flint, Michigan
Contact: Bill Anderson, DTM, P.O. Box 2493,
Kalamazoo, MI 49003

► REGION VII/June 3-4

SHERATON TARA HOTEL, Framingham, Massachusetts
Contact: Lew Muttly, DTM, 129 Nimrod Drive, Concord,
MA 01742

► REGION VIII/June 24-25

AIRPORT SHERATON-I77, Charlotte, North Carolina
Contact: Bucky Sutton, DTM, 1313 Pinecrest Drive,
Rockhill, SC 29730

INTERNATIONAL CONVENTIONS:

1988 WASHINGTON HILTON AND TOWERS
August 16-20, Washington, D.C.

1989 MARRIOTT'S DESERT SPRINGS
August 15-19, Palm Desert, California

1990 LOEWS ANATOLE HOTEL
August 14-18, Dallas, Texas

1991 ATLANTA HILTON AND TOWERS
August 13-17, Atlanta, Georgia

1992 BALLY'S LAS VEGAS
August 18-22, Las Vegas, Nevada

Jose Villa, Pearl City
2805-49, Pearl City, HI
Robert L. Von Talge,
Western Groves 461-8, St.
Louis, MO

Mary Wardlow, Single
3331-47, Pinellas County, FL
Jean Watley, Achievers
4805-32, Tacoma, WA

Donna S. Watson, Conoma
454-16, Oklahoma City, OK
John H. Weaver, Reveilliers
985-39, Sacramento, CA
Annelie E. Weber, Capitol
Hill 1460-36, Washington, DC
Martin J. Weideman,
Chilliwack 3486-21,
Chilliwack, BC, Canada

David Ross Wellham, Drum-
moyne Rugby 2054-70,
Drummoyne, NSW, Australia
John Phillip West, Tur-
ramurra 5795-79, Turramurra,
NSW, Australia

Linda Wilke, Trinity Chris-
tian 2241-44, Lubbock, TX
Lynwood Neal Williams,
Liberty 1365-58, Greenville,
SC

Joseph A. Willis,
Daybreakers 1327-44, San
Angelo, TX

Linda Wilson, Douglas
Dodgers 4976-24, Omaha, NE
John H. Wissenberg, Kay
Cee 638-1, Santa Monica, CA
Frank M. Wolfe, Noon
5708-57, Santa Rosa, CA

Woody Woodbury, Seventy-
Sixers 1376-17, Billings, MT
John W. Yezza, Easy for You
to Say 2115-10, Willoughby,
OH

James H. Yoke, Daybreakers
115-11, Indianapolis, IN
D.G. Young, Eastside
1076-72, Hamilton, New
Zealand

Richard A. Young,
Aerospace 3368-14, Robins
AFB, GA

Emily Zapatynsky, Henjum
2994-64, Winnipeg, Man.,
Canada

Peggy Marie Ziegler, High
Nooners 5442-7, Bend, OR
Mary K. Zitzelberger, Har-
ford County 1914-18, Bel Air,
MD

Dublin, OH—2nd & 4th
Mon., noon, 5200 Blazer
Pkwy., rm. 1-A, (614)
263-5768

Asian Business League—
Silicon Valley 6794-4
San Jose, CA—2nd & 4th
Tues, 7:30 p.m., Bank of
America Bldg., 12 S. First
St., Ste. 207, (408) 267-3140
AT&T High Noon 6787-25
Irving, TX—Wed., noon
AT&T Comm., 545 E.
Carpenter Fwy., (214)
830-8351

Bell Helicopter 6810-25
Hurst, TX—Tues., 6:30
a.m., 600 Hurst Blvd., Tex-
tron Plant 1, (817) 280-3085
Carnation 2416-1
Los Angeles, CA—2nd &
4th Wed., noon, 5045
Wilshire Blvd., 7th fl.
auditorium, (213) 932-6858
City 3342-47

St. Petersburg, FL—Wed.,
noon, City Hall rm. 101, 175
5th St., N., (813) 822-6353
Coastmasters 6781-57
Alameda, CA—Tues., 11:30
a.m., Coast Guard Island,
bldg. 10, (415) 437-3802
Coffee Butler 6795-36
Alexander, VA—Mon., 6
p.m., Coffee Butler Serv.,
Inc., 3660 Wheeler Ave.,
(703) 823-6800

Coldwater, 6782-62
Coldwater, MI—Mon., 7
a.m., Chamber of Com-
merce, 20 Division St., (517)
278-2435
De Vry Institute 6789-14
Decatur, GA—Tues., 7
p.m., De Vry Inst., 250 N.
Arcadia, (404) 292-7900
Eastern Credit Union Staff
6808-U
Trinidad, West Indies—13
2nd St., San Juan, (809)
674-6248

E.R.E.B. 6791-42
Edmonton, Alta., Canada—
Wed., 12:05 p.m., Edmon-
ton Real Estate Board,
14220-112 Ave., (403)
451-6666

Festival City 5384-73
Adelaide, SA, Australia—1st
& 3rd Tues., 6:30 p.m.,
Bridgeway Hotel, Bridge
Road, (08) 344-5923
First Capitalists 6783-5
La Jolla, CA—Wed., 4:15
p.m., First Capital Life,
11011 N. Torrey Pines Rd.
FSR Executives 711-15
Salt Lake City, UT—irr.,

NEW CLUBS

Amador 49er 6786-39
Jackson, CA—Mon., 7 a.m.,
Board of Realtors, 557 S.
Hwy. 49, #6.
Ashland Chemical 6802-40

(208) 343-3055

**Graceful Communicators
6792-3**

Tempe, AZ—Mon., 7 p.m.,
Grace Community Church,
3201 S. Terrace, (602)
830-6218

Hill Speakers 4415-6

Arden Hills, MN—Wed.,
11:30 a.m., 4201 N. Lex-
ington Ave., (612) 482-6857

Irvine Yak Club 4942-F

Irvine, CA—Fri., 7:30 p.m.,
18251 McDermott, (714)
660-9094

**Land Barons #1 Sun Risers
6785-4**

San Francisco, CA—Wed., 7
a.m., Homestead S&L, 130
West Portal Ave., (415)
681-1040

L&N 6793-25

Dallas, TX—Lomas & Net-
tleton, 1600 Viceroy, (214)
879-4530

Mediamasters 6811-5

San Diego, CA—2nd Wed.,
6:30 p.m., 8601 Aero Dr.,
(619) 260-8007

Mesa Speak E-Z 4548-3

Mesa, AZ—Lower Level
Council Chambers, 57 E.
First St., (602) 834-2054

**New Providence Branch
6796-47**

Nassau, Bahamas—Wed., 7
p.m., Cable Beach Inn, W.
Bay St., (809) 322-2005

PATC 6798-46

New Jersey, NJ—Wed.,
noon, Port Authority Tech.
Ctr., 241 Erie St., (201)
963-2942

Philacor 6807-75

Paranaque, Metro Manila,
Philippines—2nd & 4th
Wed., 4:30 p.m., Dr. A.
Santos Ave., 8285551-59

Racal-Milgo 5225-47

Sunrise, FL—Tues., noon,
1601 N. Harrison Pkwy.

Randallstown Network

Randallstown, MD—Wed.,
7:30 p.m., Church Lane
Elementary School, 3820

Fernside Rd., (301) 655-0674

Roman Forum 6806-24

Omaha, NE—Wed., noon,
Denny's 8727 Maple St.,
(402) 895-3974

Rough and Ready 3202-39

Stockton, CA—1st & 3rd
Tues., 6 p.m., J.J. North
Restaurant, I-5 & March

Ln., (209) 478-9264

Royal 6784-27

Charlotte, NC—Wed., noon,

Royal Ins. Co., 9300 Arrow-

point Blvd., (704) 522-2887

Shelter Creek 6797-4

San Bruno, CA—Thurs.,
7:30 p.m., Shelter Creek
Condominiums, 701 Shelter

Creek Ln., (415) 873-4400

Speak Easy Singles 6788-33

Lancaster, CA—Thurs., 7
p.m., Amargosa Crk. Rec.
Rm., 43336 Gadsden Ave.,

(805) 949-7613

Speakers Ink 2489-42

Calgary, Alta., Canada—
Tues., 5:30 p.m., The
Calgary Herald, 215 16th St.
SE, (403) 235-7168

Spirit of Excellence 6809-47

Nassau, Bahamas—2nd &
4th Sat., 7 p.m., Nurses
Assn. Bldg., Dowdeswell

St., (809) 322-1039

Tampa Board of Realtors

6799-47, Tampa, FL—Wed.,
8 a.m., 2918 W. Kennedy
Blvd., (813) 870-3974

Tastemasters 6812-5

San Diego, CA—2nd Sun.,
4:30 p.m., (619) 455-6111

The Toledo Club 6801-28

Toledo, OH—2nd & 4th
Fri., 7:15 a.m., The Toledo
Club, 235 Fourteenth St.,
(419) 243-2201

Turner Toastmasters 6790-46

New York, NY—2nd Wed.,
5 p.m., The Turner Corp.,
633 Third Ave., (212)
878-0489

Unity 6803-28 E.L. Warren,

MI—Mon., 7 p.m., 11200
Eleven Mile Rd., E., (313)
274-7364

Watertown 6804-61

Watertown, NY—Thurs., 7
p.m., Salmon Run Mall
conf. rm., Arsenal St., (315)
782-7904

Whitley County 6800-11

Ft. Wayne, IN—Tues., 11:30
a.m., The Magnavox Co.,
1313 Production Rd., (219)
429-7175

ANNIVERSARIES

50 Years

Everett 117-2, Everett, WA

Chula Vista 108-5, Chula
Vista, CA

Pacific Beach 114-1, El
Segundo, CA

40 Years

Cavalier 596-66, Hampton,
NJ

Crookston 600-20,
Crookston, MN

Diablo 598-57, Walnut
Creek, CA

Fort Dodge 597-19, Ft.
Dodge, IA

35 Years

Fountain City 1266-63,
Knoxville, TN

International Speakers Forum

105-4, San Francisco, CA

Moving On 223-F,
Westminster, CA

Orlando Conquerors

1066-47, Orlando, FL

Plus Factor 1229-8, St.
Louis, MO

Triangle 1223-40, Cov-
ington, KY

30 Years

Crystal Lake 2724-30,
Crystal Lake, IL

Downtowners 2713-2, Seat-
tle, WA

Eriez 2705-13, Erie, PA

Explorer 2723-14, Atlanta,
GA

Richardson Evening

2690-25, Richardson, TX

Speakeasies 2750-64, Win-
nipeg, Man., Canada

Trinity 1123-32, Tacoma,
WA

Wall Street 2720-44,
Midland, TX

Worthington 1028-40, Col-
umbus, OH

Y 2478-42, Edmonton, Alta.,
Canada

25 Years

Auckland 3593-72,
Auckland, New Zealand

Harbor City 3042-47,
Melbourne, FL

Holt County 3586-24,
O'Neill, NE

Holmdel Speakers 1849-46,
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Morristown 3540-46, Mor-
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Pacifica PM 1618-4, Pacifica,
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Saltalk 3311-22, Hutchin-
son, KS

Scottish Rite 943-6, Min-
neapolis, MN

Sleeping Giants 1296-26,
Steamboat Springs, CO

20 Years

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Deseaa 2240-18, Wilm-
ington, DE

East Memphis 2233-43,
Memphis, TN

Keystone 3139-16, Tulsa,
OK

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sion 2621-31**, Waltham, MA

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Tulia 129-44, Tulia, TX

15 Years

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ville, IL

Knox 1179-73, Knox, Vic,
Australia

Nepean Valley 2716-70,
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"A Toastmasters Club is properly called a laboratory, for it is a place where many experiments are tried and many operations are tested."

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