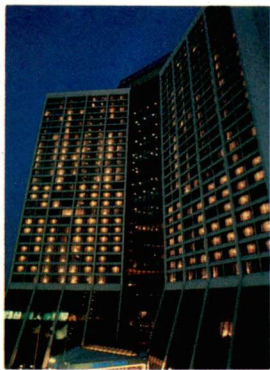
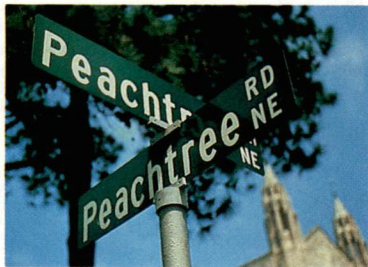
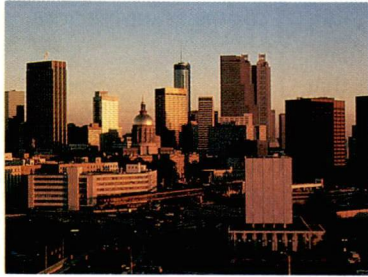


THE TOASTMASTER

APRIL 1991



**1991 CONVENTION
IN ATLANTA**
For details see page 8

**CONFESSIONS OF A
TOASTMASTERS SPOUSE**
AWAKEN YOUR CREATIVITY



VIEWPOINT

OF DICE AND DREAMS

Less than three months remain in the 1990-91 club administrative year. How many goals and dreams for this year have been fulfilled? How many are lingering as possibilities waiting for the law of averages to turn them into reality?

As we pursue our dreams some things may happen by chance. Yet dreams are not usually realized through magic. Dreams require effort or an external force to become reality. When we roll a set of dice the probability for any combination of numbers is equal. A similar comparison can be drawn for the probabilities of realizing our dreams. Unless we choose to take a proactive part on behalf of our dreams they are very much like waiting the outcome of the roll of dice.

There are many times in our lives when we must make choices. When someone decides to stop smoking, there is frequently a period of time when the person has dreams of quitting. However, nothing changes UNTIL A COMMITMENT IS MADE!

We can draw similar comparisons for our daily activities and for our performance in Toastmasters. We may dreamily say "I'll finish that manual soon," or "I will do that Success Leadership Module one of these days," but until we commit ourselves to actively seeking the time, place and method, we are simply rolling the dice hoping that by chance, something will happen. Until we commit openly to ourselves and to a friend that we will take action, the chances of achieving our dreams are no better than well intended throws of the dice.

These may sound like noble words. The law of averages dictates how the dice will fall. However, in our case we have the opportunity to weight the dice, to make them turn up winners more frequently simply by assessing our position, determining a plan, and then committing to exercise the plan.

If you have not realized your dream for this year, now is the time to take stock and commit to the opportunities that remain.

Revisit your dream and determine your purpose. What is in your dream, in your vision that will provide the drive for you to reach the level of performance you desire? Have your efforts and actions supported that vision? What do you want to achieve and what can you do to accomplish it? Promise a friend that you will still complete that CTM or that ATM. Commit to the club to be an officer to help the club members reach their dreams. Commit to yourself to take an extra step to further your own educational and leadership skills.

Dr. Smedley said: "Purpose determines the good, marks the path and furnishes the motion power."

If we leave our dreams to the dice of chance we will never understand the strength of Dr. Smedley's statement. However, if we see the vision held in our dreams and determine the purpose that supports those dreams, Dr. Smedley's words will provide the power for our performance.

A. EDWARD BICK
International President

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LETTERS

AMUSED BY AMERICANISMS

Having acquired my CTM after two years, I now have the temerity to write a few words about *The Toastmaster*.

It is always said that the United States and the United Kingdom are "two countries divided by one language." I amuse myself reading your magazine with its American accent, enjoying the quaint phrases used, and feeling less tolerant, I fear, of American spelling which - unreasonably - I abhor.

I would refer you to Lawrence J. Epstein's article, "Finding the Perfect Anecdote" (Aug. 1990). Epstein's article speaks about Israel Zangwill as a popular British author nearly a hundred years ago, who was once riding *on* a London subway. I'm unbelieving! Should not a grammarian correct a statement like that purely on grounds of inaccuracy?

A subway takes you *under* a busy road and/or down to the (London) "Underground" - labeled thus at Main Line Stations, but still called by many of us "The Tube." You would have difficulty riding down the steps, and under the road. I suppose you could "ride on" an escalator down to the underground now, but you are quoting a British writer of nearly a century ago, before slang was really invented. Can the grammarian accept this?

One last quibble: "See sidebar," Epstein says. Not somewhere to have a drink and hear a good anecdote, I sup-

pose; but an insertion in mid-page? Surely not.

DIANA GOLDING, CTM
ARUN CLUB 7298-71
CHICHESTER, ENGLAND

TIRED OF GENDER GAME

As a new Toastmaster, I was to join an organization in which everyone supported each other instead of berating each other with personal judgments. Alas, I have again been disappointed.

Is there no forum in America without women who presume to impose their own brand of sexist education upon the others? I realize we are a group of people who are interested in the correct usage of words. Yet, the tired and abusive corrections toward gender neutral speech have had their day. Those of us who cared learned long ago to choose our words very carefully lest the resident feminist rudely and surely interject herself.

If these women truly care about "sexism," let them concern themselves with the seven years shorter male life expectancy, the registration and continued government monitoring of only (and all) males for mandatory public service, the much greater likelihood (three times more) of men being the victims of assault and/or homicide, the 10 times greater likelihood of a man being separated from his children, the lack of a right of abortion for men yet coupled with a lack of paternal custody rights, and a host of other more tragic cultural differences.

I personally wish these arrogant "people persons" would address the entire spectrum of human relations rather than focusing on the welfare of the one gender for whom we all care. When we start caring about the welfare of "men, women and children" instead of merely "women and children," I will again tolerate these petty matters.

GENE HOPP
MEN'S ADVOCATE CLUB 3491-2
BELLEVUE, WASHINGTON

DIGGING FOR GENDER OFFENSES?

For a while, *The Toastmaster* has published an average of about a letter each month on the subject of the magazine's alleged sexism.

In March 1990, we had letters titled "Offended by Picture" and "Art Insensitive to Women"; in April, "Sexist Photo"; in July, "S/L Modules too 'Masculine'"; and in August, "'Chairmen' Inaccurate." And, in the May issue, we had Dan Dieterich's article, "Avoiding Sexist Language." As I read these letters, I cannot help forming the picture of these six writers poring over their issues of *The Toastmaster*, searching for "sexist" and "masculine" phrasing that offends them.

Surely, they have better ways to use their time. Certainly the needs of the readers of *The Toastmaster* would be better served by the publica-

tion of readers' letters on other topics.

My advice to those who find themselves thinking along the same lines as the writers of these six pieces would be that they read (or re-read) what I said in my article, "Three Principles of Speech Evaluation" (May 1990): "Don't allow yourself to be sidetracked by words or phrases that may have special connotations for you, but probably don't have the same meaning to the speaker."

KENNETH T. PAWULSKI
CARLINGWOOD CLUB 3319-61
OTTAWA, ONTARIO, CANADA

NAME MISPRONUNCIATIONS DISRESPECTFUL

One of the significant tenets of public speaking and common courtesy is too often violated: the correct pronunciation of the name of the person being introduced by a Toastmaster.

This is a gross discourtesy and it's absolutely unnecessary. Anybody who's assigned to do an introduction should always find out the correct pronunciation.

In my 30 years as a Toastmaster, outside my own club, my five-letter two-syllable name has seldom been properly pronounced when I have been introduced. I am accustomed to it and don't really mind, but the introducer's failure is still unnecessary and disrespectful.

ROLAND GIDUZ
CHAPEL HILL CLUB 2294-37
CHAPEL HILL, NORTH CAROLINA



MY TURN

By Dennis Kessinger

COMMUNICATION IS MORE THAN THE HIDE OF A BULL

The “meeting of minds” is a vital concept when communicating.

■ In Virgil's classic *Aeneid* the hero wanders off to Carthage after the battle of Troy. Dido, the queen of Carthage, falls madly in love with Aeneas and kills herself when he departs. Prior to this permanent lapse of reason Dido was an intellectually savvy woman.

She wanted some land and was told she could only purchase as much land as could be

covered by the hide of a bull. Modernly, that's the size of a condominium in Southern California, but in ancient Carthage it was an obvious chauvinistic snub toward women.

Dido cut the hide into *very* thin strips and was able to cover a large area of prime land. She

became wealthy and taught the seller a lesson in communication.

Whether it is land or lawsuits, the “meeting of the minds” is a vital concept when communicating. During face-to-face negotiations, or a talk over a cup of coffee, questions can be asked and opportunities for clarification exist so that what the speaker knew he said and what the hearer thought he heard are in sync.

However, when presenting a speech to an audience the feedback one receives (absent groans or boos) is minimal. When writing an article for publication the effectiveness and clarity of the work is generally not known until angry letters to the editor begin appearing.

When speaking or writing it is dangerous to assume that your witty sayings and obscure references are fully understood and appreciated. I once wrote an article for *The Toastmaster* titled “Can the Grammarian” (June 1990). Ouch!

I had created a tongue-in-cheek article about the pedantic grammarian and the stodgy set of nitpickers who prefer cast-in-iron rules over the fluidity of language. While the intent was humorous, the effect was disastrous. A flood of angry letters covered the editor's desk. The only thing I *haven't* been accused of (yet) is being a flag-burning anarchist...but I guess the letters are still coming in.

All of us filter statements or speeches based on our life experiences. When a statement is heard or read a number of things mentally occur: the data is compared with known information, (if unknown it is cross-referenced with similar data), the value of the statement is weighed against the speaker's expertise and persuasiveness, and then opinions are formed based on what was heard and how it comports with our own understanding.

What I meant to say and what some readers said I meant were poles apart. This filtering process caused some to misinterpret the article as proposing the elimination of the *position* of the grammarian and that proper grammar was less important than other speaking skills. Like Dido and the land seller, there was not a true “meeting of the minds.”

The essence of Toastmasters International is communication. Leadership abilities, supervisory techniques, personal relationships, and speaking and writing skills are only truly effective when clearly communicated. The recipients of your communication skills may, and often do, disagree with what you say. Some, like Dido, may purposefully misinterpret your message—just make sure they don't *accidentally* hear what you didn't mean to say.

Practice clarity and be specific. Speak and write clearly with the focus being purposeful communication. Don't be like the land seller and his bull hide. Strive for a “meeting of the minds” with your audience.

For the record, I *like* grammarians. Some of my best friends are grammarians. There, I feel a lot's more better. □

Dennis Kessinger is a freelance writer living in Redding, California.

HOW TO

By Irene Hope Hedrick

MASTER THE SILENT SIGNALS

'TAINT
WHAT WE
SAY, IT'S
HOW WE
SAY IT
THAT
COUNTS



■ A mere 90,000 words could be used to communicate your thoughts to an audience, yet your face can crinkle up as many as 250,000 expressions that reveal your innermost thoughts and feelings, and either conflict with or confirm your spoken message.

Knowledge of nonverbal communication can lead to better understanding of the intent behind the spoken word. Your intuitive, spontaneous movements can make or break your presentation. Through body language Toastmasters can enhance their speeches and overall communication effectiveness.

Whenever you are in the presence of another person, you are sending and receiving messages without a word being exchanged. In fact, nonverbal messages comprise 60 to 90 percent of the communication process. While we are better at interpreting the body language of others, few of us are aware of sending nonverbal messages. In fact, we are often surprised to discover that others see us differently than we see ourselves.

Studies show that no matter what your words say, unless your voice and face are in sync with those words, your listeners won't believe you. Body language can lend authenticity to your presence, or it can betray you. Words themselves account for only about seven percent of a speaker's impact; vocal clues produce 38 percent, and facial expressions a whopping 55 percent. Whatever you say is never said in just so many words. Your body, your total personality, is the message.

As a Toastmaster, much of what your audience will hear you say is determined before you ever reach the lectern. Your clothes, hands, body moves and facial expressions speak volumes before you even open your mouth. Therefore, your attention as you walk to the platform should not be on your speech,

but on conveying a positive image to your audience and feeling good about yourself and your presentation.

You should be confident in the fact that you know much more about your subject than your listeners do. So concentrate, instead, on what your body is saying, and let your verbal message speak for itself. Try to become aware of the spontaneous movements you make. Unless you can train yourself to "put on a face" to match your words, your body could very well betray you.

You can practice nonverbal cues by watching your interpersonal relationships. Notice how you sound when you say, "Good morning," with a frown and no hint of a smile, and watch the response of the person you address. A safe place to practice your nonverbal clues is at your Toastmasters club. Ask your fellow members to gauge your effectiveness.

Be a people watcher. When someone talks to you, try to interpret that person's feelings from their body language. Train yourself to catch your body off guard while watching TV. You might find your mouth smiling without your permission, fingernails cutting into your palms without any noticeable pain, a foot tapping anxiously, yet unknowingly, heart pounding and eyes blinking with anticipation or fear.

Turn off the sound on a TV talk show and watch the participants' body language. Who do you warm up to? Who seems more at a distance? What messages do you read as you watch their body movements?

Photographs also reveal a lot about body language. Take a close look in an old family photo album. Who is usually standing next to whom? With whom do you generally look

relaxed, tense or uncomfortable? What do the facial expressions say to you? Do you seem emotionally distant, or connected with certain people? The camera can catch you unaware – and so can the audience.

Researchers agree that nonverbal communication consists of three phases:

- Gestures and facial expressions, eye movements and posture;
- Paralanguage (voice quality, and vocalization such as laughing, yawning and grunting);
- Proxemics (use of social and personal space).

“Body language can lend authenticity to your presence, or it can betray you.”

Mark Hickson and Don Stacks in their book *Nonverbal Communication Studies and Applications* point out six ways in which we can improve body expressiveness consciously. Practice with these methods could lead you to an awareness of the real message you are conveying, and how that message is being received.

1. By **repetition** (reinforcing the verbal through deliberate gestures)
2. By **contradiction** (negating the verbal through underlying tone of voice, such as sarcasm)
3. By **substitution** (removing and replacing the verbal with appropriate nonverbal action)

4. By **accentuation** (lending emphasis; e.g., lowering the voice for emphasis of a point)

5. By **complementing** (facial/body gestures complementing true internal feelings)

6. By **regulation** (nonverbal clues regulating the verbal interaction through eye contact, body posture, vocal pitch, etc.).

As your audience reacts to your words through your nonverbal cues, so you can cultivate an ability to read their language. An old Cantonese proverb says, “Watch out for the man whose stomach does not move when he laughs.” Are your listeners leaning forward on the edge of their chairs? Are their hands locked under their chins in contemplation of what you say? Are they shaking their heads, glancing around the room, fidgeting or dozing off? All are telltale clues you can use to pace yourself as you talk.

Some of the more easily read clues you might interpret from body language might be: palms turned up can read, “It seems to me”; palms down: “Now let me tell you”; hands held up, “Wait a minute”; glasses taken off: “I can’t see what you are saying”; standing up could indicate a power play; and leaning back, superiority.

Jane Templeton, writing on the value of body language in business, says,

“If a sale prospect’s eyes are downcast and face turned away, you are being shut out. If the mouth is relaxed, chin forward, he is probably considering your presentation. If his eyes engage you for several seconds at a time with a slight, one-sided smile extending at least to nose level, he is weighing your proposal. Then, if his head is shifted to the same level as yours, he smiles, looks relaxed and enthusiastic, the sale is virtually made.”

Here are some more exercises you might practice to improve your nonverbal communication skills:

- Select a number of phrases such as “you bet,” “good morning,” “is that so,” and practice with a partner, expressing yourself with a) humor, b) concern, c) friendship, d) anger, e) embarrassment, f) confusion, and g) affection. Alternate responses and repeat the list so that each person has opportunity to convey each emotion.
- With a partner describe your apartment or house, your car, a friend or family member using gestures to communicate a picture of what you are trying to describe.

One picture, in body language, speaks more eloquently than all the words in Webster’s Dictionary. To make sure the messages you send correspond with those received, start practicing the subtle art of nonverbal communication right now. □

Irene Hope Hedrick, ATM, a member of Livingston Last Word Club 7281-17, is a speech training consultant in Livingston, Montana.

CAN YOU READ BODY SIGNALS?

Body language--or nonverbal communication--can tell you a lot about others and can help you get ahead.

A new book, *The Secret Language of Success*, contains a collection of research and suggestions on how to use nonverbal communication as a key to social and professional success.

Here are some items from the book that are to be answered “true” or “false”:

1. Although people’s faces can offer valuable nonverbal clues, don’t pay too much attention to facial expressions. They can be easily faked.
2. Avoid sitting in a deep armchair when trying to send nonverbal signals.
3. When first meeting someone, hold eye contact for at least six seconds.
4. Breaking eye contact downward reinforces the impressions of friendly intentions.

Answers: 1) True, 2) True. It limits your ability to send a number of important posture signals. 3) False. Hold the gaze for only three seconds. Some people interpret a longer gaze in an initial meeting as a signal of hostility or aggressiveness. *One exception:* Use a longer gaze in a power play when trying to disconcert someone. 4) True. Any other break can be interpreted as signaling a lack of interest. *An exception:* When involved in a power play, avoid breaking gaze downward because it can signal submission.

Reprinted with permission from the February 1990 issue of *Communication Briefings*.



CONVENTION 1991

HAVE A PEACH OF A

The 60th Annual Toastmasters International Convention
August 13-17, 1991, at the Atlanta Hilton and Towers Hotel.

■ Join Toastmasters from around the world for an event of a lifetime. Experience a week filled with learning, achievement and fun!

TUESDAY, AUGUST 13

If you're pre-registered, pick up your ticket packet at 10 a.m. and select your seats for great events such as the "Safari" Fun Night, the Golden Gavel Luncheon with this year's recipient Bill Gove, the President's Dinner Dance and the World Championship of Public Speaking. Remaining event tickets can be purchased at noon, but are subject to availability. So it's a good idea to buy your tickets ahead of time.

Visit the District 14 Information Desk. Our hosts want you to have a "peach of a time" in Atlanta. The Candidates' Corner and Credentials Desk open Tuesday afternoon.

Education Bookstore

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

First-Timers Welcome

International President **A. Edward Bick, DTM**, personally welcomes you to your first International Convention.

Board of Directors Meeting

See your elected representatives in action - attend an open meeting of the Toastmasters International Board of Directors.

Proxy Prowl

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

WEDNESDAY, AUGUST 14

Opening Ceremonies

Featuring Jeanne Robertson

The spectacular Parade of Flags kicks off this thrilling event. Enjoy keynote speaker and humorist Jeanne Robertson as she presents "Humor: An Effective Strategy for Success as a Toastmaster." Also, hear the reports of International President **A. Edward Bick, DTM**, and Executive Director **Terry McCann**.

Have A Peach of a Time in the Afternoon

Our educational sessions are in full bloom with an array of dazzling speakers. Enjoy sessions on personal growth, club development and professional success.

- "Up, Up and Beyond"
Ann Henderson, DTM
David Caraway, DTM

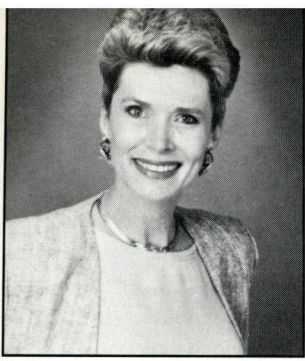
Are your professional skills marketable in the 90's? Do you know how to acquire the necessary skills needed for the career you've always wanted? Learn the secrets to market yourself and your club successfully from some District 14 experts.

- "TALK-POWER: Tips and Techniques for Inner Control of Anxiety"
Natalie Rogers, M.S.W.

Get rid of those awful butterflies, panic reactions and anxiety attacks through techniques which allow you to take control of your emotions and become an effective speaker.



The Atlanta Hilton and Towers



JEANNE ROBERTSON

■ "Is Your Charisma Super-cali-fragil-istic-expi-ali-docious?"

Jane Riley

Experience contagious energy and good humor. Learn a positive approach to increase your power, passion and purpose. Develop charm and charisma for greater leadership.

■ "Speakers Showcase"

Nonstop excitement with:

Wendy Farrow, DTM

Stephen Holloway

Kathryn McMorrow

Daniel Jones, ATM

■ "Parliamentary Procedure and You"

Roundtable discussion with:

Bob Leiman, DTM

Get on track with expert parliamentarian Bob Leiman, DTM. Learn how to effectively use parliamentary procedure to conduct orderly and productive meetings.

Candidates' Forum

Hear International Officer and Director candidates as they address convention delegates.

Open Evening

Experience true southern hospitality in Atlanta. Enjoy an evening on the town. Stop by the Host District Information Desk for some great entertainment ideas.

THURSDAY, AUGUST 15

Annual Business Meeting

Delegates elect International Officers and Directors and vote on other important issues.

Toastmasters and Guests Luncheon

This popular event is open to everyone, so be sure to buy your tickets in advance. The 1980 World Champion of Public Speaking, **Jeff Young**, integrates his energy and dynamic style with refreshing candor. "Wear the Right Costume and the Part Plays Itself" is Jeff's topic. Fasten your seat belts for an action-packed afternoon.

DTM Luncheon

If you're a DTM, don't miss this special luncheon with featured keynote speaker Past International President **Ted Wood, DTM.**

Hall of Fame

Experience the pageantry and see the best in Toastmasters for 1990-91.

Afternoon Sessions

■ "How Your Image Affects Your Future"

M. Kay duPont, ATM, CSP

Interested in finding new ways to improve your personal and professional image? Take advantage of the wealth of information offered by an expert who has built a successful training career.

■ "How to Give an Effective Presentation"

David A. Peoples

This session offers insight and practical advice on how to avoid the "seven deadly sins" of preparing a presentation. Join the author of "Presentations Plus" and pick up some solid, down-to-earth ideas.

Safari Fun Night

Get out your khakis and pith helmet or come dressed as your favorite jungle animal. A variety show featuring the comedy of Dan Rosen, the magic of Bob Higa and the music of Nancy Hays will entertain you. Join us for safari madness and enjoy a wild night of entertainment, dancing and fun!

FRIDAY, AUGUST 16

A PEACH OF A TIME—ALL DAY LONG

Opening Session

■ "A World Fit to Live In"

Al Walker, CSP, CPAE

Begin your day with a motivational, yet humorous message from Al Walker, as he shares ideas on how to increase self-esteem in an ever-changing world.

Morning Sessions

■ "How to Write a Speech...Fast!"

Phil Washauer, ATM

Whether you are a new or seasoned speaker, writing a speech can be difficult. Phil Washauer shows you how to assemble and organize speech material...fast!

TIME!
EXPERIENCE
TRUE
SOUTHERN
COMFORT
IN
ATLANTA,
GEORGIA!



M. K. DuPONT



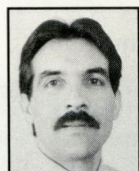
JEFF YOUNG



A. HENDERSON



D. CARAWAY



DANIEL JONES



NATALIE ROGERS



BOB LEIMAN



JANE RILEY



WENDY FARROW



TED WOOD



S. HOLLOWAY



G.C. BROWN



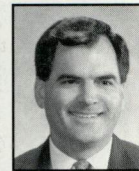
DAVID PEOPLES



BILL JOHNSON



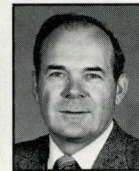
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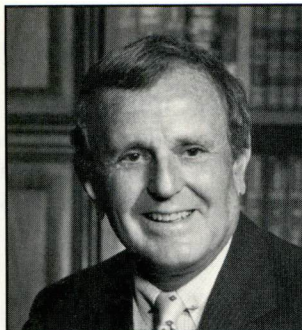
AL DUNKLEMAN



MARY GLASER



CHARLES RUST



BILL GOVE, Toastmasters' 1991 Golden Gavel recipient

■ "Optimize Your Personal Speaking Performance"

Mary Glaser

Practical ideas offered in this session challenge you to make a powerful and dynamic speech. Mary helps you uncover and develop dormant speaking power that will keep audiences attentive.

■ "What Makes the Great Ones Great!"

Bill Johnson, CSP

This session is a must for anyone who's interested in maximizing their presentation skills. Learn how you can fulfill your desire to become a "great one."

■ "The Power of One"

G.C. Brown, DTM

Make a difference at your next club meeting. Learn valuable and timely strategies to keep your club meetings exciting and meaningful. Enjoy this fun and fast-paced hour.

■ "The Accredited Speaker Program"

Roundtable discussion with:

Frank Slane, DTM

Join Accredited Speaker Frank Slane, DTM, for an informal discussion on what it takes to become an Accredited Speaker.

Golden Gavel Luncheon with Bill Gove

The best is yet to come with Bill Gove, recipient of Toastmasters' highest award, the Golden Gavel. A member of the International Speakers Hall of Fame and the first president of the National Speakers Association, Bill has a style and humor that make him one of the most respected speakers of our time.



K. McMORROW

Afternoon Sessions

■ "Entering the Fifth Dimension: Uncommon Achievement and You"

Al Dunkleman, ATM

Success results from doing common things in an uncommon way. Al tells you how to become an "Uncommon Achiever" by applying principles of discovery, direction, discipline, development and drive to your growth as a speaker.

■ "Your First 90 Seconds"

Charles Rust, DTM

When giving a speech, the moments before, during and after your introduction are critical. Learn how to "grab'em" and "keep'em" instantly by developing techniques to ensure a successful presentation.

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By Rail - Amtrak provides service to Atlanta's Brookwood Station from New Orleans, Louisiana or Washington, D.C. lines. A cab ride to the hotel is about \$6.

By MARTA — MARTA is Atlanta's public transportation rail line.

MARTA has a rail line at Hartsfield International Airport and stops at Peachtree Center (Station N1). Peachtree Center is one block from the Hotel. Fares are \$1 and by far the most economical form of transportation.

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Did you know that U.S. Treasury regulations permit an income tax deduction for educational expenses - registration fees and costs of travel, meals and lodging - when the education is undertaken to maintain or improve one's employment or other trade or business? Also, if you're a duly appointed delegate representing your club at the convention, attend all the meetings as the delegate and report back to your club, many of your out-of-pocket expenses are deductible as charitable contributions if your club does not reimburse you and there is no significant element of personal pleasure or recreation. Toastmasters International is recognized by the U.S. Internal Revenue Service as a tax-exempt, nonprofit education organization. (Contributions may be deducted on U.S. Tax returns).



AL WALKER



A. EDWARD BICK



KARL RIGHTER



BILL GRAY



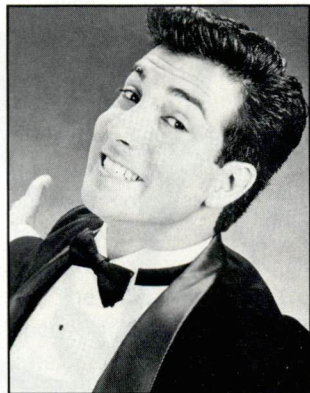
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FRANK SLANE



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DANIEL ROSEN



NANCY HAYS

MAKING SPARE TIME COUNT

By James O. Kemm

Don't fritter away precious moments; use them to accomplish a goal.

■ It's a scene at a doctor's office. Some people in the waiting room stare straight ahead, unaware of everything except their own health problems. Others thumb idly through old magazines; a few talk to each other.

Then, in walks a man who sits down, takes a report from his briefcase and begins to mark corrections; next, a woman comes in, removes a pad from her purse and writes a letter.

These two know that their visits may require more than an hour in waiting and examination rooms and only a few minutes with the doctor, so they are

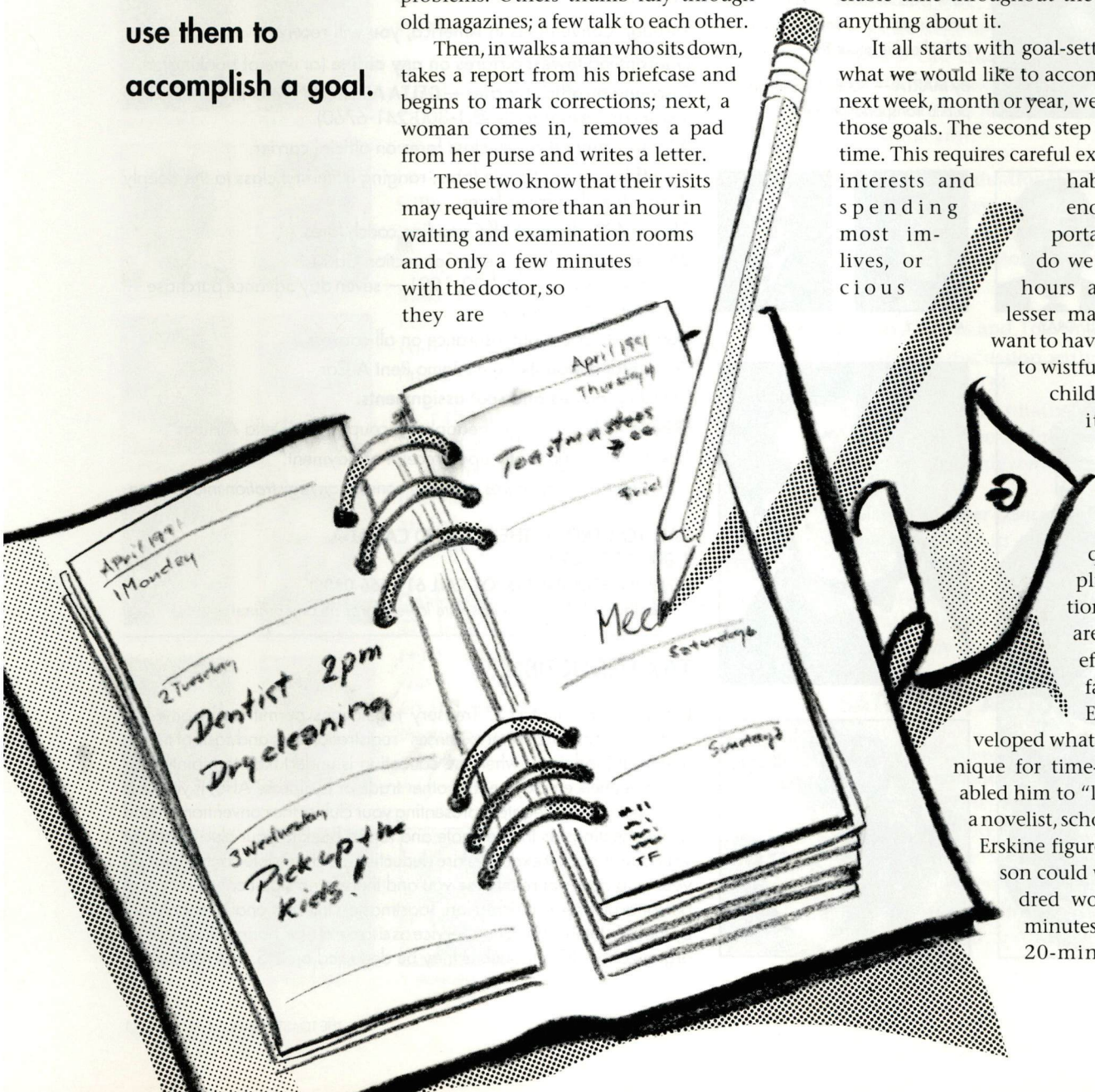
making the most of this extra hour. In short, they know how to make spare time count.

Most people realize that they waste considerable time throughout the day, but few do anything about it.

It all starts with goal-setting. If we decide what we would like to accomplish during the next week, month or year, we can work toward those goals. The second step is to organize our time. This requires careful examination of our interests and habits. Are we really spending enough time on the most important things in our lives, or do we fritter away precious hours and minutes on lesser matters? We don't want to have the opportunity to wistfully tell our grandchildren, "If only I had it to do over again..."

Mastering the art of time management requires self discipline and motivation, but the results are well worth the effort. Consider the famous writer John Erskine, who developed what he called "a technique for time-saving" that enabled him to "live three lives" as a novelist, scholar and musician.

Erskine figured out that a person could write several hundred words in about 20 minutes. He decided to use 20-minute periods to



"Someone else might consider what to you is a worthwhile pursuit a complete waste of time."

write, and discovered that they added up to a book a year. He wrote his successful *The Private Life of Helen of Troy* while working full time as an English professor at Columbia University.

But not everyone wants to write a book or engage in scholarly pursuits. Goals might center instead on more mundane matters, such as becoming better informed about one's business or profession, or reading strictly for enjoyment; keeping up with correspondence; learning a foreign language; organizing financial records or attending a health club.

All such endeavors take time, and too often we just don't find the necessary minutes to achieve such goals. To remedy this and make better use of our time, here are some tips for starters:

If you are a "day person" who works better in the morning than at night, set your alarm clock an hour earlier each day. Many authors find this a way to meet writing deadlines. If you are a "night person" who doesn't fall asleep until wee hours, try spending late hours working on a special project instead of fretting in bed.

In business travels, whether by commuter train, bus, or plane, take time to jot down an outline of your goals, write notes for your next weekend project, read a book or listen to an educational audio cassette.

Even while driving, especially if you are alone, you can use time to good advantage. Take along a tape recorder to use in note-taking and planning, and play back your thoughts later.

When your time appears to be wasted – at a lengthy business meeting, for example, you can plan your next day's schedule, decide how to approach a customer or client, or phrase the opening paragraphs of a report or speech.

The late Dr. Virginia Craig, an English and speech professor at a Missouri college, said she often repeated poetry silently to herself while in church, whenever a sermon became dull. As one of her students, I learned to rehearse speeches and national debate topic arguments while walking my route as a newspaper carrier.

Some people find that attending a symphony concert permits them to think creatively while still appreciating the music.

You can even make productive use of time while walking down the street. A newspaper reporter learns to form a news or feature article lead on his way to the office from his assign-

ment. Also, although it might cause a few heads to turn, nothing will stop you from dictating your thoughts into a pocket tape recorder while walking or traveling.

Turn TV into Time Value. Consider how many hours you watch television each week. You can gain a half hour each day by dropping just one program from your viewing schedule. If you can't break the TV habit, try doing something else while you watch.

But most of us can find something useful to do during programs – especially commercials – that don't require our undivided attention. You can balance a checkbook, read a news magazine, outline a speech, or engage in some other activity that makes progress toward a goal.

Something to consider: If you keep busy during TV commercials alone during an evening of television watching, you can gain at least a half hour of accomplishment.

Not everyone has the same ideas about productive use of time. Someone else might consider what to you is a worthwhile pursuit a complete waste of time. And what might appear to most people to be a useless, lazy way to spend time could be beneficial to the person involved in it. For instance, watching TV all evening might be the best remedy possible for a person who has had a terrible day at work.

Be careful not to distract others with your attempt to make good use of time. An example is the woman who knits throughout a concert, PTA meeting, or other public event, irritating those around her.

The most important thing is to make a systematic effort to extend the amount of useful time available each day. When you begin to think seriously about how many hours you spend on matters of little consequence, you will be on your way toward effective time management.

Who knows — like John Erskine, you might be able to turn that extra 20 minutes, half hour, or whatever time you can budget each day, into a pursuit that will bring you fame, profit, or at least, peace of mind. □

James O. Kemm is a freelance writer living in Tulsa, Oklahoma.

WHAT DOES YOUR DESK SAY ABOUT YOU?

A cluttered desk may mean a cluttered mind.

■ Clearing off your desk will save you time, lessen stress and increase your effectiveness, claims a time management expert. With the clutter gone, you can work on one project at a time.

"Clients tell us they have an average of 36 hours of material on their desks," says Dennis Mankin, director of Priority Management, a time management training company in Annapolis, Maryland.

Mankin says clients also say it's important for them to work on one project at a time, and getting rid of those paper mountains helps them avoid distractions. "Clear the desk of the clutter," says Mankin, "and you clear your mind of the clutter."

You also lower the stress level that rises when you come into the office in the morning feeling you had never left.

Start by putting everything on your desk in one big pile. Then sort it according to the Four D system.

1. Do it now. That probably means doing little more than initialing a piece of paper with stick-it note. "Get rid of it fast," says Mankin.

2. Date it. That is, put it on your schedule, which should be a time-activating management tool. "Put them in the files for the times you know you can do them," Mankin says, and put the things you like to do in this category.

3. Delegate. "If you are in a position to do so. A lot of middle managers have a fear of this."

4. Dump it. "Fifty percent of what comes across most desks should go into the trash can after you look at it," says Mankin. He contends that he can make a dump pile without knowing anything about a business because such material is obviously not worth keeping.

For a growing paper pile, Mankin advises using the Four D system daily or weekly, depending on your paper flow. "We've had a 600 percent increase in paper in the last 10 or 15 years," he points out, dismissing the idea of the paperless office. "The computer hasn't generated more paper, people have. We have to have printouts of every article and every analysis of what's happening."

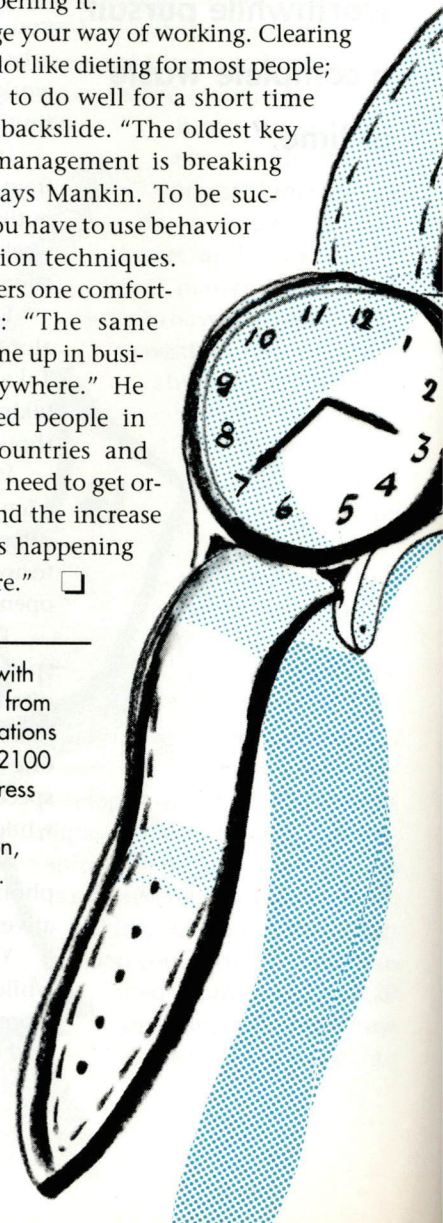
Get your phone off your desk. Removing paper isn't enough. Get every object off your desk. "Have a computer to the side if you can," says Mankin. He advises putting your telephone behind you on a credenza "so you aren't tempted to make calls all the time."

On your desk should be the project you're working on and your time management tool. In the desk are files and office supplies. Mankin uses a mechanical pencil so he doesn't waste time sharpening it.

Change your way of working. Clearing a desk is a lot like dieting for most people; they tend to do well for a short time and then backslide. "The oldest key to time management is breaking habits," says Mankin. To be successful, you have to use behavior modification techniques.

He offers one comforting note: "The same things come up in business everywhere." He has trained people in various countries and says, "The need to get organized and the increase in paper is happening everywhere." □

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TURN YOUR DESK INTO A SELF- CLEANING OVEN

By Susan Silver

Time saving steps to automate your workflow.

■ Clients chuckle knowingly whenever I tell them, "Your desk is not a self-cleaning oven." They realize that they need to *do* something. Yet even with a self-cleaning oven, there are steps you need to take for it to work effectively: wipe up major spills, remove cookware and set the controls. So, too, there are steps to take with your desk to make it more automatic.

1. Do not use your desktop for storage. It's a *work* surface, not a storage locker. Keep it clear, ready for action. Your desktop is *prime* work space and should contain only those items you use every day, such as your phone, calendar or planner and clock. Keep your desk as clean as possible.

2. Clear a path. Think of yourself as an air traffic controller and your desktop as the runway. You're in charge. *You* determine which papers, piles and projects can land on your desk—and stay there. Remember, frequency of use determines the proximity and accessibility an item should have. Keep close at hand only those things you're using every day or several times a week.

Start categorizing and prioritizing everything on your desk, focusing most of your attention on paperwork and projects requiring action and on clearing away the clutter.

3. Set up a Daily Paperwork System. This is a set of tools and habits to help you manage your mail, paperwork, projects and desk. The daily paperwork system is for *active* paperwork that you process on a *daily* basis. Sort papers that come your way most often into categories such as Action (this week), Financial, Correspondence, Calls, Staff, Reading, Filing and Pending. You might also include specific category names for active projects. Put sorted papers in colored manila folders, which you can put in a vertical file organizer or in a desk filing drawer.

4. Whenever possible, turn piles into files. You may have noticed that the "pile system" has a way of spreading to every available horizontal surface in your work area. Piles add to confusion and a sense of work overload.

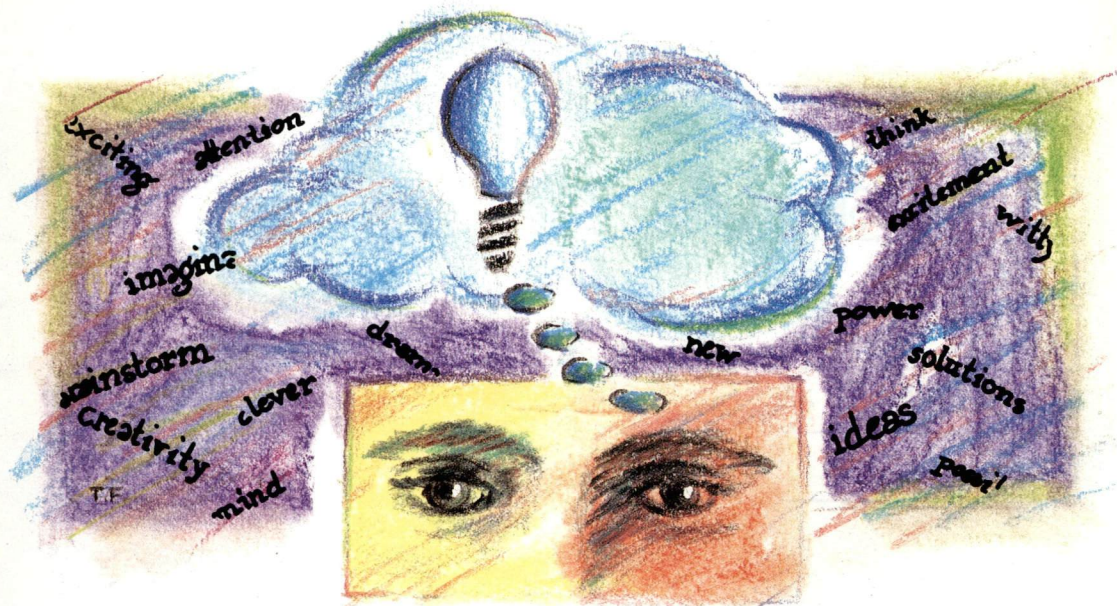
5. Use time and information management tools. To reduce reminder slips and piles of paper, use time management tools such as your calendar or planner to record key information from papers that you can then toss. Use up-to-date, accessible record keeping systems, such as a rotary card file and a computer database, to consolidate information.

6. Survey your desktop to see if you have enough work surface. Many people put up with a desk that is too small to begin with and becomes smaller and smaller as the paper jungle takes over. Now that you've cleared a path, try out your desktop for several days. See if you now have enough space to work. Most people need at least two work surfaces in their office (not counting a return or table for typewriter or computer). The second surface should be accessible, placed within an easy swivel of your chair—behind you or at your side. Don't use the extra work surface as a storage depot or junk table. This surface should only hold things that you use daily or several times a week.

7. To make your system work, be sure to work the system! Make appointments with yourself and follow regular routines and habits such as the following: go through your mail every day and make a decision about each paper that crosses your desk the *first* time you see it. Make separate appointments with yourself to keep up with professional reading. If your day is just too hectic, make a reading appointment with yourself on your personal time. One professional parent I coached has made Wednesday night "Reading Night" where she, her husband and their eight-year-old son curl up and read instead of watch television.

8. Be only as organized as you need to be. Match your organizational style with realistic goals that determine the image you need to project and the sense of well-being you want to create. □

Excerpted from the new edition of Susan Silver's award-winning book, *Organized to Be the Best! New Timesaving Ways to Simplify and Improve How You Work*, available to Toastmasters at a reduced price from Adams-Hall Publishing, P.O. Box 491002, Los Angeles, CA 90049, U.S.A., or call 1/800/888-4452.



AWAKEN YOUR CREATIVITY

By Raymond A. Slesinski

HOW TO MAKE YOUR SPEECH OUTSHINE ALL OTHERS.

■ I've enjoyed watching hundreds of highly accomplished speakers from all walks of life, including some of our country's finest professional speakers. I've found that while each followed certain "rules" of great oratory, such as having great content and using humor, gestures and clear visual aids, the truly exceptional ones added a unique aspect to their presentations – something magical called creativity.

People who attend my "Power Presentations" workshops often ask me how they can develop this special quality. They want to know the secrets of adding interest, pizzazz and sheer excitement to their presentations; how to make their performances outshine all others. Invariably, my answer is: "Use as much creativity as you can in the design and delivery of your speech!" In response, I often get dejected looks from them as if to say, "Me creative.... are you kidding? I'm happy if I can just develop a 'regular' presentation."

A creative presentation is one that adds a new dimension and perspective to your topic. Call it depth, brilliance, showmanship or dazzling energy; the point is this: Creativity will transform your speech from being like an average meal to a sumptuous feast!

To do this, nothing more than your own imagination is required. Erroneously, most people feel they are incapable of being "creative." They still perceive creativity as some elusive trait privy only to a select few artists or otherwise exceptional people. Don't believe it! While most of us are not

exceptionally creative in the artistic sense, we are all capable of tapping our reservoir of innate creativity. We can generate lots of ideas for our speaking performances. Studies show that we use only one to five percent of our brain capacity.

So it's time for us to break this long spell of inactivity. "Imagination is more important than knowledge," Albert Einstein once said, and I believe this applies to speaking as well. Sure, it's true that both are needed, but as you know, solid information delivered in dull, unimaginative ways will quickly fall on deaf ears.

TAPPING INTO A MORE CREATIVE YOU

Creativity is essentially defined as the power to produce ideas. By using creativity techniques we can dig for those "invisible" ideas that always seem to float around right in front of our eyes unnoticed. Thus, we can learn to redesign old speech ideas and discover clever solutions to vexing problems or take advantage of seemingly out-of-reach opportunities. For example, creativity in speech making can make strange information appear familiar and the familiar strange. That is, imaginative thinking can help you put a different slant on things your audience previously took for granted. Or, creativity can help to make abstract or complex topics more understandable. And, of course, clever ideas can help to strengthen your persuasive speech strategies.

Remember that the end product of exercising creativity are *ideas* – any and every idea to

make your presentation sparkle. They could be small or large, evolutionary or revolutionary, brilliant or plain. Here are some proven recommendations to help you generate the power of creativity in your speeches:

1. Recognize your creative potential. Start off right now firmly believing yourself capable of generating more ideas than you realize and you will start to ignite creative fires within yourself. Guess which trait most creative people have in common? While creative people, in general, are considered to be more adventurous, curious, independent, flexible, observant, and more willing to take (prudent) risks, the *major* trait shared by creative people is that they actually believe they are creative! Simple as that. So believing that you can stimulate your natural creativity is a critical first step.

2. Flex your mental muscles. Believe it or not, the brain needs exercise to help build the flow of good ideas. So the more you get in the habit of coming up with ideas (the process is called "ideation"), the easier and faster the flow of ideas will become. It's been proved that practice actually builds the "idea muscle" in your brain. Coming up with good ideas is like selling: it's a numbers game. The more ideas you think of, the greater your chance of hitting a jackpot. Granted, maybe only a fraction of all your ideas will be usable, but that's still more ideas than you'd have if you didn't try. Brainstorm by yourself or with others and watch the ideas spurt out!

3. Open your mind to all possibilities – be a sponge. You can get the greatest ideas for your speeches from places, people and things that seemingly have nothing to do with your topic. The key is to look for the unexpected. I'm a sponge for all sorts of unusual and diverse sources of information or experiences. I get great ideas by browsing in the library looking at the tables of contents of all kinds of magazines, and just by looking at book titles on the shelves. I also generate great ideas for props to use in my presentations and training sessions from exploring toy, hobby, or the new high tech gadget stores. I'll see something and suddenly get a "connection" to an original idea that I can use. This "Aha!" or "Eureka!" syndrome whereby an idea suddenly pops into your head is the essence of creativity.

Your mind can only use the material you supply it with. In other words, to be more creative, it helps to stimulate your mind with a

barrage of information. It helps to be an avid reader. I read all kinds of publications, from *Mad* to *National Geographic* to *Scientific American* and the *Wall Street Journal*. Scanning through a variety of catalogs and encyclopedias is another great source of ideas. Visit museums, attend seminars, enjoy comedy clubs, watch various types of movies, and (importantly) socialize with other highly creative people. While enjoying yourself, you'll be amazed at the wealth of sources for speech ideas, themes, information or real life stories. The goal is to flood your mind and senses with diverse, well-rounded visual, auditory and sensory experiences. Expect the unexpected, and keep your mind open to any possibilities.

4. Don't judge your ideas. It's human tendency to be harsh on our own ideas and kill them without a fair trial. We'll come up with an idea and then almost immediately say, "Nope, that's not going to work," or "Too risky," or "Someone else tried that before and it bombed!" To help channel your creativity, do some brainstorming by yourself or with respected colleagues or friends. First, try to come up with the greatest number of ideas in a relatively short period of time (start with an hour), and don't discount ideas that appear crazy or silly. The goal is to open your mind's "idea faucet" and let everything flow out full force. Write everything down. Once the ideas start to dry up, you can begin to judge and select several workable ideas. You'd be amazed at how you can piggyback on some outrageous ideas that later can be converted into something suitable for a speech.

5. Examine every angle. While most speakers are eager to just have their presentations over with (and thus settle for the first idea or solution they come up with), creative speakers are more daring and venture beyond the often predictable initial idea to develop several options. They try to cover their topics from different approaches, angles, perspectives and outlooks. After they've exhausted every possible option, they carefully choose the best one. Why settle for the first thing that pops in your mind?

Break down your creative quests into various speech-related categories. For example, imagine how the following could be used to spice up your performance:

(Continued next page)

"Imagination is more important than knowledge."

— Albert Einstein

“Creativity is not an elusive trait privy only to a select few artists or otherwise exceptionally talented people.”

1. Your dress and appearance. What effect would wearing a costume, special makeup, “unusual” jewelry, funny hats, shoes or other accessories have?

2. What interesting “props” (e.g., whistles, a cane, stuffed animals, flashlights, etc.) could you use?

3. In what novel ways can you design and use your audiovisuals?

4. What clever ways (activities, stunts, games, etc.) can you use to get your audience directly involved with your topic?

CREATIVE IDEAS ARE UNLIMITED

Creativity in a speech doesn’t cost a lot of money or time. It doesn’t necessarily mean coming up with earth shaking ideas. Often a few clever additions to your presentation can make a big difference. Following are just a few examples of the inventiveness of some speakers:

- One speaker did a great job memorizing and speaking (with a poker face) an entire paragraph backwards! The audience had no idea what she was saying until she explained her action and then repeated the paragraph (which contained her key points) correctly. She used this technique to illustrate to her executive audience that the proposal they were considering was a big step “backward.” She not only got their attention, but their promise to re-evaluate their stance on the proposal.

- Another speaker spray painted a big cardboard box black and stuck several signs that read “Danger, Extreme Caution” on all four sides. Placed inside was a battery-operated tape recorder playing various strange sounds (recorded from a “Special Effects” CD he had bought for \$11.95). The tape was started just before the audience filed into the room and was timed to end just as the speaker was introduced. The audience was amused and curious by the mix of sounds vibrating through the box. The speaker immediately alluded to the “danger” inside the box and built up suspense until he reached inside and pulled out a big bold sign that read: “Waste.” The point was to dramatize the danger of waste in their manufacturing operation. Combined with good statistics, the point was well remembered.

- One presenter has a ringing telephone placed on the podium during her presentation and proceeds to have a brief humorous conversation with the “caller” on the other end. Her “dialogue” adds dimension to sev-

eral points in her talk and builds interest for her audience.

- Another speaker has herself introduced by a cassette recording. Her friend, an expert impersonator, records her introduction using the humorous impressions of four celebrities.

- One speaker, who prides himself on his low-budget craftsmanship and ingenuity, went to an art store and bought a thick foam core board and traced the image of a wide, three-foot arrow and then cut it out with a razor knife and painted it a two-tone color. Now, when he wants to dramatize a point, he picks up this oversize but lightweight arrow and points to his slides or overheads. It certainly gets attention at strategic points in his presentation!

- Finally, a friend of mine uses his love for the high tech to add flair and theatrics to his presentations to civic and business associations. Using his personal computer’s animation software, he designs visual sequences for portions of his presentations. He even customizes his animated creatures by using names of people in the audience, specialized language of the group, the organization’s logo, and other information needed to support his points. He brings his computer to his presentations and connects it to a large screen video projector. In one session of his talk, his software program depicts an animated figure having an entertaining “heated discussion” with him about a key point (he uses computer voice synthesis for this). I’ve seen several audiences burst into hearty applause after each showing!

You can discover innumerable similar speech-related ideas. Human imagination is infinite in its ability to pump out ideas, but the key is to “prime the pump” first. The German philosopher Goethe said, “What you can dream you can begin; boldness has genius, power, and magic in it.” Take those first important bold steps toward using larger doses of creativity in your speaking engagements. Go ahead and try it – you’re more creative than you think! □

Raymond A. Slesinski is a trainer, researcher, consultant, and author of the book *Power Presentations*. He has just completed his fourth book, *The Big Bang: Igniting and Harnessing the Immense Power of Creativity In Your Organization*. He is the president of GENESIS Training Solutions in Montgomery, Texas.



MANNER OF SPEAKING

FIRST YOU CHOKE UP,
THEN YOU GAG.

THE SENTIMENTAL JOURNEY

By Carol Richardson

■ It's been nearly a decade since the doomed Debra Winger succumbed to cancer in the film "Terms of Endearment." It made a lobby hanky concession one heck of an idea. I still remember fighting the tears that I had been warned were inevitable. But along with the tight throat and moist eyes came feelings of resentment.

The pathetic sight of someone dying short-circuited the other issues the movie raised. In the context of beautiful-young-mother-with-tubes-in-her-nose, such everyday concerns as family dynamics, attitudes toward aging and marital infidelity could hardly be contemplated; issues far more capable than death-by-incurable-disease to uncover the nuances of human relationships. The writers had created a complicated knot of ideas, and rather than untying it, simply cut it. And manhandled our sympathies in the process.

Of course, emotional extortion is the *lingua franca* of popular culture. It is what we commonly identify as sentimentality. Indeed the great themes of humanity – life, death, love, war – are so charged with urgency it's no surprise that many who tackle these topics are apt to equate overloaded emotional circuits with significance, or worse, art.

The appeal of sentimentality is its simplicity. Push the right "hot" buttons, from furloughed convicts to doe-eyed puppies, and you're sure to get a swift, predictable response. Politicians fuel their campaigns with it. Advertisers sell everything from insurance to toilet paper with it. And, alas, novice speakers often use sentimentality as a verbal air bag, something to fall back on when the blood suddenly vacates the cerebellum as they ascend the podium.

But what engages us in a movie, speech, or any form of creative communication is the ability to bring freshness to the subject. We're exhilarated by a speaker whose ideas startle us, whose rhetoric takes us in unpredictable directions, who is, in a word, original.

Now, originality should not be confused with the provocative. Things outrageous run the same chance of being hackneyed as things sentimental, and for much the same reason. Without a fresh perspective, the provocative never gets beyond its flashy exterior, and risks sinking in its own narcissism.

But creativity doesn't come easy. Especially for those of us who had our unconventional impulses squashed, bug-like, by a multiple-choice education. And most of us aren't self-critical enough to edit the prosaic from our discourse. For many, public speaking is worrisome enough without compounding it with the onus of a personal, yet illuminating perspec-

tive. So we opt for the sure-fire crowd pleaser that is as likely to be ordinary as it is convenient.

I've noticed, for example, the almost irresistible urge speakers have lately to pledge their support for "our troops in the Gulf." Oversimplified, albeit popular, appeals to patriotism seem to be the easiest way for a speaker to ingratiate himself to an audience these days

"While emotion is fine, a little goes a long way."

Likewise, election years find hopeful candidates peppering their lectures with vague paeans to "the American way of life" and "family values." Of course, there is nothing intrinsically wrong with patriotic feelings or gratitude for one's country or family. It's the oily residue of self-insinuation that stains the sentiment.

The problem with sentimentality goes beyond its self-indulgence, however. It corrupts the very goodwill that discourse is meant to engender. Mostly that translates into boredom. Which eventually turns to resentment. Platitudes are by their nature shop-worn, and easy targets for derision. Cynicism and mistrust follow. And what should be the most precious of human qualities, speech, degenerates into a looking-glass world in which hate is love, poverty is prosperity, and war is peace. Which is a whole other essay.

Suffice it to say that while emotion is fine, a little goes a long way. Use it, if you must, but beware. As champions of the spoken word, we have an obligation to tread lightly on the mawkish. □

Carol Richardson is a freelance writer living in Laguna Hills, California.



YOUTH LEADERSHIP FOR NATIVE AMERICANS

By Clarence Bina, DTM

TI PROVIDES THE PERFECT TOOL

■ Averted eyes, a motionless stance and muted voice are all common symptoms of novice Toastmasters. These traits also belonged to an unusual group of participants in a Youth Leadership program that met for five days in early June on the University of North Dakota campus to learn communication skills.

Three aspects of this educational experience differed from the convention-

ducted Toastmasters Youth Leadership course. First, it was large in scale: 80 students started and completed the course. Second, the program was conceived, developed and implemented by a state education agency — the North Dakota Department of Public Instruction (DPI). Third, the participants — 50 girls and 30 boys from grades 8-12 — came mainly from North Dakota's four Indian reservations.

In October 1989, DPI decided to use TI's Youth Leadership Program for its next Youth Leadership Institute, an annual program that aims to instill leadership skills in Indian youth, as well as enhance their self-esteem and Native American cultural awareness. Even after seven years of running the Youth Leadership Institute, we at DPI hadn't seen any long-term carry-over to the participants' personal lives and academic performance. We hoped for better success with the Toastmasters Youth Leadership program, given its emphasis on better listening, thinking and speaking. With a typical Toastmasters' sense of mission, we planned the 1990 Institute.

My colleague and fellow Toastmaster Cheryl Kulas, DPI's Assistant Director for Indian Education and a recent member of Flickertail Club 581-

20, quickly backed the idea, and as Institute coordinator she deserves credit for its success.

North Dakota's State Superintendent of Schools, Dr. Wayne G. Sanstead, a long-time former Toastmaster, also endorsed the idea of using the TI Youth Leadership Program. In his opening address to the Institute participants, he said he could think of no skill that had helped him more, in 25 years of elected public service, than public speaking. "Believe me, the Toastmasters program is an excellent start for you," he advised the participants.

WHY TOASTMASTERS?

The Toastmasters Youth Leadership Program, with its supportive context for learning, seemed a perfect tool for these particular teenagers. With their non-Western communication values and mixed language backgrounds, we wondered how receptive they would be to learning "mainstream" public speaking skills.

Native Americans are North Dakota's largest minority, with more than 8,000 Sioux, Chippewa, Mandan, Hidatsa and Arikara in the public schools. Like many other minority students, these youngsters rank poorly in academic achievement for a variety of reasons: differences between native and school cultures, ignorance of Native American culture

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among school staff, differences in language and cultural values between students and teachers, and poor motivation.

Native American youth learn at an early age cultural values that differ greatly from mainstream Western values. For example, they are taught to show deference to others by not making direct eye contact and not speaking until spoken to. Nonetheless, we thought public speaking training would help to make them more assertive and thus benefit them in their school environment. We created a healthy atmosphere for learning by recognizing the unique Native American learning style in which cooperation, not competition, is the primary value. For instance, Native Americans prize team-learning and flexibility; aren't these, in fact, values inherent in the Toastmasters program?

COLLABORATION: IMPORTANT FOR SUCCESS

The art of collaboration wasn't important only to these Native American students—we at DPI found it necessary to collaborate with other agencies, too. By itself, DPI could not possibly carry out a project of this size, given its limited human and fiscal resources. We asked the University of North Dakota School of Communications to supply speech instructors, the university's Native American programs to provide Native American counselors, and the North Dakota Center for Adolescent Development to provide support staff.

The five-day program included a daily group lecture, breakout sessions and study time. Recognized leaders from North Dakota's Indian community provided lectures for the general sessions, many of whom were journalists and broadcasters.

Each participant was required to introduce a speaker, outline a speech and deliver it before his or her group of 12-14 students. Giving each student supportive, constructive evaluations reinforced the value and universality of the Toastmasters program.

To add to their leadership-building experience, the students elected Institute officers, complete with campaign, nominating and acceptance speeches. A mock trial in the university law school supported the reality that language and speech are vital to freedom.

We harbor no fantasies that our summer Institute will provide a five-day fix to the communication skills needed by many Native American teenagers in North Dakota. However, it was obvious that these students gained confidence in writing and delivering speeches—important steps in any communication.

Best of all, though, our follow-up with the students indicates a high use of the communication skills they learned at the Institute, and many have assumed leadership roles in their schools. The program's success is owed largely to the Toastmasters Youth Leadership Program.

The Department of Public Instruction is planning future institutes based on the TI Youth Leadership model. This year the focus will be on journalism and electronic media, where students will record and videotape themselves giving speeches and evaluations. □

Clarence Bina, DTM, a member of Flickertail Club 581-20 in Bismarck, North Dakota, has been a Toastmaster since 1975. He is Director of Special Projects with the North Dakota State Department of Public Instruction.

PHOTOS

1. Proud winners of the talent show celebrate at awards banquet.

2. From left: Wanda Johnson, Miss Indian American XXXIII; Wayne G. Sanstead, North Dakota State Superintendent; Toastmaster Cheryl Kulas of DPI; Bobette Wildcat, Miss Indian American XXXII; and author Clarence Bina.

3. Students confer with counselor.

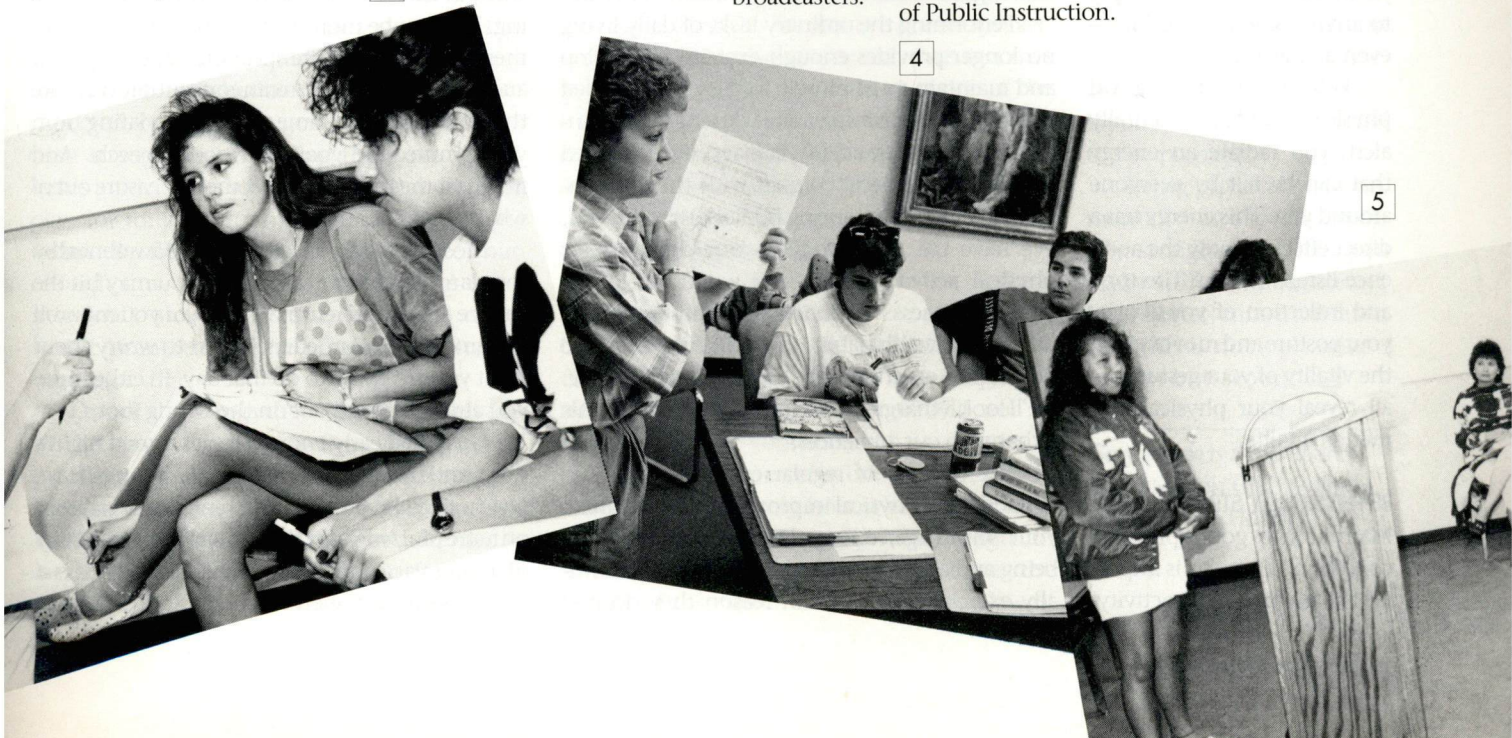
4. Breakout session with UND speech instructor and Youth Leadership students.

5. A novice speaker gets to practice her podium skills.

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ARE YOU FIT TO SPEAK?



By Gary R. Bunde

You need to be stronger and sharper than your audience—and show it.

■ The last line of the Boy Scout Promise, “and to keep myself physically strong, mentally awake, and morally straight,” may not seem to apply to Toastmasters. Yet, when you think about it, it can apply to anything you do in life—even giving a speech.

When you feel good physically and are mentally alert, you radiate an energy that can be felt by everyone around you. This energy has a direct effect on how the audience listens to you. The tone and inflection of your voice, your posture and movements, the vitality of your gestures—all reveal your physical and mental vitality.

BE PHYSICALLY STRONG

Maintaining good physical condition, of course, is important to anyone in any activity.

But in the task of transforming ideas into words, and then assuring that these words are received in the most effective way possible, being fit is essential.

You need energy to give a speech, surprisingly more than you would think. The nervous tension alone can be exhausting. You may be able to function at an office job when feeling tired, hung over, or even ill, but when you are standing on the podium, if you want the speech to be a winner, you need to stay ahead of your audience at all times. You need to be brighter and sharper than they are—and show it. Or you will wonder why your audience’s eyes look like glazed doughnuts.

Not a day passes without the media heralding the benefits of exercise, a balanced diet, and abandoning harmful habits. Quite often we get like the man who read so much about the harm caused by smoking that he gave up reading. Yet, deep down, we know a physically active body is better off than one that gets no more exercise than walking to the table and lifting food to the mouth.

Performing the ordinary tasks of daily living no longer provides enough exercise to develop and maintain good muscle tone, recommended body weight, or cardiovascular strength. Our ancestors, even as late as 200 years ago, were engaged in constant physical combat with the environment. They needed strong bodies just to survive. We have the same body—one designed for physical activity—but our world no longer demands fitness. This inactivity, compounded by other poor health habits, shows in everything we do. As speakers, this means that if we feel lethargic, we’ll look lethargic, act lethargic, and transfer this lethargy to our audiences.

The benefits of regular exercise extend far beyond mere physical improvement. It can affect your self-image, energy level, emotional well-being and appearance. Most people who habitually exercise say the main reason they do it is

because it makes them feel better. Their exercise provides them with a feeling of success that reinforces a positive self-image. And this in turn helps them to better realize their ability to influence their environment and the people around them.

And so, one way of improving your speaking ability is to jog, swim, play tennis, or do any other kind of exercise that makes you feel the most comfortable. You should, of course, always consult your doctor as to the type and intensity of exercise for you, but you are never too old to start.

KEEP MENTALLY AWAKE

Not only is being physically fit an important part of giving a vibrant and memorable speech, but also, as the Boy Scout Promise states, you must be mentally awake.

As a speaker, what does this mean?

It means that you can remember what you want to say. You can talk about your subject without irrelevant thoughts and worries intruding. You can be more aware of the total environment in which you are speaking, especially your audience’s reaction. You can concentrate on more than one thing at a time without deviating from your immediate goal of a good speech. And finally, it means you can get more pleasure out of what you are doing.

Most people are jarred to mental awareness by the alarm clock every morning. You may hit the snooze alarm and return to sleep, or you may roll out groggy and immediately start to worry about what you are going to do that day. In either case, you already started out on the wrong foot.

Go to bed early enough to get a good night’s sleep, and then get up when the alarm rings. Have you noticed how much different it is to wake up on a stressful work day than to wake up on the day of a long vacation? In the first situation, it is a real chore to just open your eyes. In the second,



“If we feel lethargic, we’ll look lethargic, act lethargic, and transfer this lethargy to our audience.”

you cannot wait to get out of bed and get going — you don’t have to rely on mechanical means to get you going.

What time do you wake up? If you are like most people, the time you get up is determined by the time you are expected at the office. Beginning tomorrow, get up one hour earlier and spend it doing something you really enjoy. Getting up earlier is not difficult when you have something pleasurable to do. In that first hour of the day, you now have time to read the paper, exercise, finish a chapter of that book you are writing, prepare a healthful breakfast, or even practice your next speech.

Don’t equate getting up earlier with losing an hour of sleep—look at it as gaining an hour of fun. Don’t focus on what you are losing, but on what you are gaining. If you start each day with an experience you enjoy and one that generates immediate success, your attitude will be better for the rest of the day.

Once you’re up, you should not be too concerned about what you are going to do this day. Your new day should have been planned the day before. Schedules seldom work out as expected, but having a good idea of what you wish to accomplish during the next day relieves anxiety. Do what you can that day, and plan for tomorrow what you didn’t get done today. Be flexible. Try to allow more than enough time to complete your tasks. Aesop’s moral of “Slow and steady wins the race,” hasn’t been remembered from antiquity for nothing.

One of the things that commonly gets lost in the day’s schedule is time to write and practice assignments for our next Toastmasters meeting. Because of the anxiety associated with public speaking and the work required to be creative, speech preparation is frequently put off until the 11th hour. Two things can

prevent this and help you deliver each speech like a pro: discipline and a positive attitude.

First, long before the speech is due, allow at least 15 minutes a day for serious contemplation of a speech topic. Once you have found a subject, you can spend the daily 15 minutes ransacking your mind for everything you know about it, putting the speech in outline form, doing any research that must be done, re-writing and practicing.

Don’t worry about the speech again for the rest of the day. Let your subconscious mull it over. If something happens during the day that brings your speech to mind, write a note and stick it in your pocket for consideration during your next 15 minutes of scheduled time.

When the speech is put together, use the 15 minutes to practice it. The more you practice the speech, the more pleasant it will be to present, and the more alert you will be when delivering it.

Secondly, do not look at any one speech as an end in itself. Look at it as only a step in a greater goal of, for example, becoming a master speaker. How well you present your speech then becomes a matter of attitude. It becomes just one of the many tools used for self improvement. If you did your best, you can build on the experience toward reaching the ultimate goal. This way, you will not be devastated by a failure, or lulled into complacency by a single success.

KEEP MORALLY STRAIGHT

Obviously, your moral state is a highly personal thing and, unless you act and look guilty, any moral turpitude you might have will not be readily obvious to your audience.

However, to be an effective speaker, you do need to be completely honest with your audience. Audiences can easily see through an insincere speaker and, once they have, the impact of the speech is naturally lost. One of

the most difficult assignments for a speaker is to address a subject he or she does not believe in. This becomes very apparent during Table Topics if you ask members to defend an issue they don’t endorse. For example, try asking a died-in-the-wool Democrat to exhort club members to vote Republican. She would look very uncomfortable and wouldn’t sound very convincing.

Achieving your goals in Toastmasters is like anything else in life. If you feel uncomfortable, if you are tired or sick, or if you do not treat people fairly and honestly, you cannot and will not do your best. You may ultimately get to where you want to be in your present shape, but it can be so much easier if you live and train yourself to “be prepared.”

Being physically strong, mentally awake and morally straight can help you lead a more fulfilling life and be a better communicator. And this is not a promise just for boy scouts. □

Gary Bunde is a member of Corry Station Club 6458-29 in Pensacola, Florida.



HE SPOUSE IN THE TOASTMASTERS HOUSE

By June McMahon Roy

Here's how to preserve domestic tranquility in the home of a talkative Toastmaster.

■ When people join a Toastmasters club, they receive all kinds of material to sustain and guide them in their new "life": from the Communication and Leadership manual and other guides from World Headquarters to every book on speech making the public librarian will let them cart away. In addition, they receive liberal doses of experienced counsel of two dozen or so other Toastmasters.

The Toastmasters' spouses, on the other hand, have no manual, no Dr. Spock to instruct them on the care and feeding of a Toastmaster at home. Nor, until becoming members themselves, do they even have the shoulders of other Toastmasters' spouses to cry on.

What the perplexed partner of a Toastmaster needs, therefore, while following a Toastmaster through the early days of training, is advice. And reassurance that the Toastmaster is developing normally and there are thousands of others who share their problems. What they need, quite frankly, is a bucketful of tranquilizers just to get them through the rehearsal of the Toastmaster's 10 basic speeches.

With the help of the following rules, however, I believe that the spouse of a promissory Toastmaster can survive the C&L Program without resorting to drugs, drink or divorce. I may say at the outset that I've never known a Toastmasters couple to wind up as drug addicts, drunks, divorced, or even in court. Domestic relations may be strained at times, but the worst thing that happens is the Toastmaster winds up in a separate bedroom during the preparation and evaluation of a crucial speech. But, since no one is going to sleep much during this trying time anyway, it's probably better to thrash around in separate beds.

My "Rules for the Toastmasters Spouse" are based not only on my own six years of seasoning as a Toastmaster's wife, but also upon research among a vast number of other veteran husbands and wives of Toastmasters, all of whom agree with my major premises and endorse my rules.

A Healthy Assertion

The fundamental problem faced by spouses is the Toastmaster's insistence that all speeches be evaluated, beginning with the icebreaker. What the spouse must realize, of course, is that beginning Toastmasters do not want evaluation, but the hearty assertion that they possess the eloquence of Winston Churchill, the stage presence of Laurence Olivier, and the sparkling wit of Bob Hope; and furthermore, that there is no personal need for Toastmasters training and the horrors attendant upon standing before 20 or 30 people and presenting a speech.

Why Toastmasters spouses never respond to this unspoken plea is a minor mystery, since it would save a lot of wear and tear on everyone if they did. But they don't. They *evaluate*. And within 11 minutes they are perplexed and indignantly protesting, "But you *asked* me!" in response to snarls from the Toastmaster who claims, "I asked for *constructive* evaluation, not nit-picking!" Pretty soon the dog is howling and the whole house is in turmoil.

The reason for this predicament is that the novice Toastmasters spouse undertakes the impossibly heroic task of trying to improve the Toastmaster in all directions at once. Improvement in all directions may be sorely needed, but that's why people join Toastmasters. Let Toastmasters International, then, deal with the obvious but definitely curable speak-

ing faults, such as glassy eyes, superfluous hands, and a regrettable tendency to lean on the nearest upright object.

Difficult as it may be, the spouse must ignore these temporary imperfections and not use blanket evaluation – which covers absolutely everything – but spot or Band-Aid evaluation, which covers only the Toastmaster's outstanding speaking vice. This can be accomplished by following my **Basic Rule One: The Vice Breaker.**

With the Vice-Breaker, the spouse concentrates on only one personal eccentricity, whether it be random twisting, head scratching or nose twitching, which badly colors the Toastmaster's image. Take the nose twitch, for example.

Perhaps a Toastmaster's wife has observed over the years that whenever he thinks deeply, his nose twitches. This is barely endurable in the privacy of the home, but is absolutely intolerable at the lectern. Thus, she applies Band-Aid evaluation to the nose twitch, until, in time, she breaks him of this vice.

The Hidden Vices

The Vice Breaker is extremely effective for two reasons. First, the vice is something that time and training will not cure, because the Toastmaster is completely unaware of any such personal idiosyncrasy so the need to correct it will not be apparent. And fellow Toastmasters will be reluctant to mention it in their evaluations, because the action may be due, after all, to disease, fleas, or an inborn tic, and the poor person can't help it. Only a spouse, therefore, with Band-Aid evaluation, can break the vice. Secondly, and far more important, the Vice Breaker confines the critical phase of speech preparation to one arena, instead of scattering it until it's a teeth-gnashing uproar.

Under the Sofa

While the Vice Breaker is of immense value, it unfortunately will not completely eliminate teeth-gnashing uproars. For example, there will inevitably come a time when a Toastmaster, practicing a speech in the living room, will solicit the spouse's opinion on elements like projection, enunciation and vocal variety. Foolishly, the spouse may state an opinion – and that is when the family dog dives under the sofa and the

couple retreats to separate bedrooms. The Toastmaster then invariably displays a wide range of vocal varieties, but they are of dubious value since they are hard to work into one of the 10 basic manual speeches and have the further drawback of stirring up domestic strife.

So, in the interest of harmony in every home that contains a Toastmaster, I have formulated my **Basic Rule No. 2: The Perfect Voice.**

This requires only two things of the Toastmasters spouse: the purchase of a tape recorder and the fixed resolution never to yield an opinion on an untaped speech.

Even if everyone has to eat beans and rice for a month to buy a tape recorder, its worth in domestic tranquility will be beyond rubies because there is absolutely no way to quarrel effectively with a piece of machinery.

Although the primary function of The Perfect Voice is that of domestic peacekeeper, it also brings home to the Toastmaster the justice of comments he or she has been receiving (and grouching about) from fellow members. It's therapeutic for speakers to listen to recordings that faithfully transcribe their "modulated pitch" as a monotonous drone, and their "effective pauses" as the dying gasps of a wildebeest. This experience is often downright frightening, and the Toastmaster may be tempted to push the tape recorder into the back of the deepest closet and

revert to speech rehearsals before a live, captive audience with whom one can argue – you guessed it, their spouse.

Remain Inflexible

The Toastmasters spouse *must not* let this happen. Observance of The Perfect Voice rule must be absolutely inflexible. A tape must be made at all times to confirm even the mildest comments on the Toastmaster's speech. If the Toastmaster says it isn't worthwhile to get out the recorder and microphone, or claims there is something wrong with the mechanism and it's not necessary anyway because this is just a quick run-through, the wise spouse may listen, but must decline to evaluate (or be in for trouble).



“The fundamental problem faced by spouses is the Toastmaster’s insistence that all speeches be evaluated, beginning with the icebreaker.”

But, of course, there’s going to be trouble anyway. Evaluating an untaped speech will start an argument about nit-picking. Declining to evaluate an untaped speech will start an argument about obstinacy. But plunking a cassette recording of *The Perfect Voice* into that paralyzing piece of machinery will bring any argument to a screaming halt, because it’s a rare person who won’t instantly abandon even an argument he thinks he’s winning to listen to the sound of his own voice.

I wish I could guarantee that observance of my two basic rules would assure lasting peace in the Toastmasters home, but this is a pipe dream. While plowing through the Communication and Leadership manual, the Toastmaster learns ever more diligently to speak persuasively, to sway the listener, to point out that something is wrong – and a lot of homework is done by practicing on a spouse. If the Toastmaster decides to speak persuasively about any chore he or she wants done; if the Toastmaster tries to convince the spouse that something requires immediate attention, neither the Vice Breaker nor *The Perfect Voice* are applicable. The spouse can only endure stoically and recognize that the smooth talk is just an informal rehearsal for the “Speaking to Persuade” assignment in the Communication and Leadership manual.

Within the realm of their proper application, however, the two basic rules serve well to minimize uproarious disagreements and thus make it possible for the Toastmaster and her or his spouse to proceed happily, hand in hand, into the Advanced Manual.

Since some people actually relish great window-shattering scenes, I have not formally drawn up any other rules, because they might hamper the Toastmasters spouse who thrives on controversy. But, for anyone who is willing to make some sacrifice to maintain peace in the home, I can strongly recommend my own informal but invincible Motto for Meditation.

Are You Listening?

To benefit from this, the spouse must commit to memory the motto of Toastmasters International: “For Better Listening, Thinking and Speaking” and understand fully that to the Toastmaster at home, the motto has but one meaning: *When I am speaking, you are listening!*

The motto must be engraved in the heart, because it has one enormous virtue: while the

Toastmaster is speaking and I am listening, I can be thinking whatever I please. □

June McMahon Roy was born in California, grew up in Colorado, and sold her first story when she was nine years old. According to June, this article was written “with the full consent and approval her husband, who is a former member of Pali Club 3699-49 in Honolulu Hawaii.”

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Club No. District No. Check One

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Mail to: Toastmasters International
P.O. Box 9052
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I'm So Confused!

Help your audience remember your speech by making sure it's organized.

By Linda D. Swink, ATM

“Perhaps the most useful of all the methods is to arrange information in a time sequence, since all our experiences happen that way.”

■ A well organized speech is like a road map that leads your audience from point A to point B without losing them along the way. If you find your audience giving you confused expressions and head scratching as feedback, perhaps you need to restructure the content of your speech to make it more organized.

You can base your speeches on the following organizational patterns to avoid confusing or losing your audience:

CHRONOLOGICAL

Perhaps the most useful of all the methods is to arrange information in a time sequence, since all of our life experiences happen that way. Instructions on how to do something tell you what to do first, second, and so on. This is a good plan to follow. The reverse can be used effectively too, for explaining how something came to be. For example: “Today we use modern technology to make our lives easier, but it wasn't always that way.” Then flash back to how life was without all the modern conveniences.

The chronological format is most often used to inform an audience, but it can also be used in a persuasive speech. For example, if you want to make the point that your club has or hasn't met its goals, you may start with information about how Dr. Smedley envisioned Toastmasters International (past); what your club has or has not done to continue those ideas (present); and last tell what your club is doing or can do to reach its goals (future).

TOPICAL

Much of history is taught in a chronological order, but history can also be presented topically through an analysis of the economical, educational, religious, political and social aspects of a period. A topical pattern uses the main ideas to illustrate a point. For example, in

describing the *traits* of teamwork, you might want to include selflessness, cooperation, camaraderie and communication. You could also discuss the *qualities* of different automobiles, *benefits* of higher education, or *types* of sports, and so on.

You can further organize Time and Topic patterns into suborganizational patterns. For example, *Alphabetical* – Perhaps you are discussing the environment in a topical pattern. You could discuss the air, soil and water – all topics presented are arranged in a neat, easy way to remember for both the presenter and the audience.

This pattern works well when you have a long list of items to cover. You can also have fun by creating an acronym. For example; Social, Political, Religious, Educational, Economical becomes SPREE.

Another sub-organizational pattern to consider is *Importance*. This will most often be subjective. What is important to you may not be important to someone else. You will have to make the determination and state why it is important.

If you want to emphasize one item over another, keep your audience in mind. For example, if you are discussing your city's budget and a possible tax increase for better roads and police protection, your emphasis will be determined by whether your audience is the city council or the taxpayer.

RANDOM

Perhaps you don't want to draw special attention to any one group or thing by suggesting that one is more important than the other, such as when talking about race, sex, religion, political parties, or nationalities. Randomly will work best.

(Continued on next page)

“An audience has a tendency to remember what they hear last.”

SPATIAL

This is probably the most versatile method in which to arrange information. It works well for realtors. You want to create a vivid image in the minds of your audience to help them visualize your ideas. Establish a logical pattern by describing a setting or layout, such as in a room or house. You can start anywhere as long as you don't jump around.

One type of spatial pattern is *Directional* – Start at one place and proceed to another; front to back, left to right, up then down. Begin with the outside and work toward the inside. Once inside, start with the ceiling, then walls, then floor. Then talk about the furnishings by starting at one end of the room, and proceeding from room to room.

You can also use a *Geographical* spacial pattern when discussing the location of various things or events, such as great historical battles. Start in the east and proceed west, or go from north to south.

NUMERICAL

This method works well when quoting numbers involving statistics or budgets. Start by using the lowest or the highest numbers, but first ask yourself what emphasis you want to make. You may choose a *climactic* order with the lowest crime rate and build to the highest. Or you may choose the *anticlimactic* order and hit the audience with the highest number first. Remember, an audience has a tendency to remember what they hear last. You could also use one order in the body of your speech and summarize in the reverse order.

You may already have discovered that a topic may be worked into several organizational patterns, leaving you to decide which ones to use. With a little practice you will be able to decide which will work best for you and your particular topic. Whichever you decide to use, remember to keep it as simple as possible. The whole idea of organizing information is to help you make a more memorable presentation. □

Linda D. Swink, ATM, is a freelance writer residing in Sterling Heights, Michigan.

T O A S T M A S T E R S I N T E R N A T I O N A L
C O N F E R E N C E / C O N V E N T I O N C A L E N D A R
 1 9 9 1 R E G I O N A L C O N F E R E N C E S

REGION I/June 14-15
 SHERATON TACOMA, Tacoma, WA
 Contact: Darleen Price, DTM
 3832 Gay Road East
 Tacoma, WA 98443

REGION IV/June 28-29
 HOLIDAY INN CENTRAL-Omaha, NE
 Contact: Ruth Kraft, DTM
 4930 California
 Omaha, NE 68132

REGION VII/June 28-29
 POTOMAC SHERATON-Rockville, MD
 Contact: Jon Corley, DTM
 3503 Majestic Lane
 Bowie, MD 20715

REGION II/June 7-8
 HANAIEI HOTEL, San Diego, CA
 Contact: Tomas Esquivel, DTM
 5790 Marengo Avenue
 La Mesa, CA 92041

REGION V/June 21-22
 OMNI HOTEL, Memphis, TN
 Contact: Tom Seale, DTM
 7180 Baker Street
 Millington, TN 38053

REGION VIII/June 21-22
 HOLIDAY INN-CHATTANOOGA
 CHOO CHOO-Chattanooga, TN
 Contact: James G. Copp, DTM
 4500 Ravenwood Drive
 Chattanooga, TN 37415

REGION III/June 14-15
 MARRIOTT'S MOUNTAIN SHADOWS
 RESORT & COUNTRY CLUB-
 Scottsdale, AZ
 Contact: Arthur F. Nieto, DTM
 6053 North 21st Drive
 Phoenix, AZ 85015

REGION VI/June 7-8
 ROCHESTER MARRIOTT THRUWAY HOTEL-
 Rochester, NY
 Contact: Joseph and Lois Cole, DTM
 4897 North East Townline Road
 Marcellus, NY 13108

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

1993 INTERNATIONAL CONVENTION
 CONSTELLATION HOTEL
 August 17-21, Toronto, Ontario, Canada

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

1994 INTERNATIONAL CONVENTION
 THE GALT HOUSE
 August 16-20, Louisville, Kentucky



HALL OF F A M E

DTM

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

C. Joe Schwartz, 2732-2
Karrie Allen, 7242-4
Nadine Caprice Redditt, 3026-18
Dodi Foster, 6190-25
Ted A. Gorman, 1835-37
Michael J. Scott, 5758-47
Ann H. Avila, 5268-56
T. X. Ho, 3437-57
Harry Kingston, 3045-61
Edna G. Stubbs, 5460-65
Margaret O'Neil, 4892-69
H. Van de Merwe, 6753-74

ATM Silver

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

Russell Kurtz, 4419-1
Mary B. McCarthy, 3400-4
Deborah R. Davis, 7159-5
Edwin B. Childs, 1207-25
Marc Nagele, 4789-30
Chuck Taylor, 5464-31
Bobby Williams, 2628-33
M. J. Williams, 1031-39
Renate E. Daniels, 1813-39
Marie Braddock, 2123-44
Donald R. Abramson, 4434-46
William Walsh Jr., 921-53
Linda S. Carter, 2659-56
Kenneth Hull, 2875-65
Rolf W. Eschke, 5123-65
Ruth Davis Cooley, 4528-68
Peter J. Graham, 7894-69

ATM Bronze

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

Russell Kurtz, 4419-1
Bradley T. Johnson, 5182-3
William J. Stephens, 5241-3
Sue Dunn, 6509-4
Hope E. Anderson, 545-5
Deborah R. Davis, 7159-5
Clyde T. Eisenbets, 3937-6
John C. Clayton, 3408-13
George B. LeSueur, 6470-15
Thomas E. Carter, 2348-25
Patricia Spotanski, 4553-26
Chuck Taylor, 5464-31
Bobby Williams, 398-33
Margaret McMillan, 3254-33
Larry D. Hurd, 3053-42
Mary Moore, 884-44
Delores M. Harris, 6837-47
James E. Carpp, 6846-62
Victoria H. Wienke, 4350-65
Harold F. Parker, 7207-68

ATM

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

Alicia B. Morgan, 6071-U
Jeffrey Bristow, 6658-F
Joseph L. Love, 328-1
J. Mickey Morris, 748-2
Dell B. Wilson, 7137-2
Howard Wasserman, 4337-3
Tian Harter, 4162-4
Richard Bazner, 4417-4
Pricilla LaRue Monroe, 5940-4
Joyce Currie, 3225-5
Charlotte Helseth, 2140-6
Charles LaTourrette, 927-7

Charles Marsolini, 2319-7
Elaine B. Keith, 3451-7
Bryce Schollmeyer, 4238-7
Larry J. Miller, 6643-8
Anna L. Neher, 575-9
Margaret Crabtree, 5022-9
Mark H. Lugar, 2000-11
Brian L. Kramer, 5104-11
C.B. Kersey, 1520-14
Aletha Richardson, 4607-14
Earl S. Whitaker, 7780-14
Ivan V. Griffin, 645-16
Catherine A. Bellis, 2216-16
Alfred C. Brown, 4101-16
Thomas Spuehler, 4101-16
I. Ruth Bivens, 4642-16
Walter Helms, 685-19
Forrest D. Turner, 2701-19
Gene Bateman, 6000-19
Terry Gregoire, 4116-20
Robert V. Steffes, 4322-22
Tim Jacobi, 2218-24
Mickey Hutcheson, 2742-24
Michael A. Dick, 1184-25
Jerry C. Jones, 1470-25
Ginger G. Downs, 1495-25
Anne G. Carter, 2348-25
Georgia E. Wells, 1378-27
Rosa M. Koppel, 4093-27
Marcus E. Lewis Jr., 2357-28
Audrey Dunomes, 2011-30
Marc Nagele, 4789-30
Chuck Taylor, 5464-31
Robert K. Bonnett, 2205-32
Glenn T. Linton, 24-33
Dale C. Synnes, 1075-33
Barbara J. Armeno, 1712-33
Karen L. Johnson, 3332-33
Timothy Peterson, 6409-33
Pat Zehren, 3577-35
Albert Odom, 6329-35
Linda M. Long, 1090-38
Mary A. McGonigle, 2706-38
Leo E. Ellis, 2695-39
Harvey H. Sander, 5772-41
Donald Sammarco, 1066-47
Michael O'Shaughnessy, 3674-47
Arthur W. Newett, 5854-47
Coy L. Westberry, 6323-47
Delores M. Harris, 6837-47
Christine Andrews, 7694-47
Leonard L. Segal, 572-48
Robert A. Godman, 4113-54
Jan Kennady, 1722-56
Joseph P. Blanks, 2207-56
Diane Uherek, 5616-56
Laura Wells, 4885-57
Barclay F.H. McMillan, 5789-61
Theresa Parlette, 868-62
John E. McCarthy, 2325-65
Pamela Goldstein, 6254-65
Arthur L. Maginnis, 3174-68
Mary Lou Wesley, 6522-68
M. Helene Buckman, 880-70
Nigel Bryan, 2178-70
James Hamilton, 3118-70
Norman Hanscombe, 3186-70
Elizabeth Mary Fantham, 3047-72
Ian McKerihan, 1269-73
Thomas Reynolds, 1634-73
John Webb, 2443-74
Albert G. Glass, 3966-74
Petronilla M. Pasimanero, 1088-75

ANNIVERSARIES

55 YEARS

Golden Gate, 56-4

50 YEARS

San Gabriel Valley, 200-F
San Mateo, 191-4
Northern Voices, 185-6
Summit, 190-10
John D. Ewing, 188-15
Haworth-Wichita, 193-22

45 YEARS

Mac-Grove Wordsmiths,
374-6

Indianapolis, 385-11

Bois De Sioux, 376-20

Topeka, 361-22

Fort Collins, 375-26

40 YEARS

Antlers, 725-6

Gresham, 783-7

Christopher, 339-14

Old Capitol, 164-19

Cosmopolitan, 673-29

Milwaukee Metro Spkrs,
945-35

Bangor, 897-45

Poughkeepsie, 921-53

35 YEARS

Central Lutheran, 2075-6

Duncan, 978-16

Speakeasy, 291-17

Elkridge, 2045-18

Dover, 2077-18

Queen City, 1967-20

Traffic Cl Yawn Patrol, 1852-
24

Early Birds, 2063-32

Saturday Morning, 2035-37

Downtown Business Asc.,
2076-49

Pimiteoui, 2068-54

Summerville, 2018-58

Ottawa, 1935-61

30 YEARS

Stillwater, 2377-6

O Fallon, 994-8

Morning, 1725-24

DCA, 3272-27

V A Topicmasters, 3273-36

Razorback, 1204-43

Miracle Mile, 2283-47

Richland, 2500-58

Virginia Beach, 3267-66

25 YEARS

Orleans, 3510-U

Capitoline, 2078-14

Greater Bossier, 2251-25

Palatka, 2310-47

Exec TM Breakfast Club,
3622-52

Blacksburg, 3351-66

Newcastle, 1121-70

20 YEARS

Francisco, 2369-4

Carlsbad-Oceanside, 47-5

Statesmen, 871-26

Uniroyal Masters, 2357-28

Great Eastern, 3879-28

Whaling City, 1172-31

Triple-Crown, 176-36

Buffalo Valley, 2643-38

Lincoln Trail, 634-54

Main, 3519-69

Oamaru, 1821-72

15 YEARS

Horace Mann, 817-8

South Suburban, 1399-26

O'Hare Plaza, 2683-30

Oasis, 3130-39

Sunrise Center, 3359-39

Viking, 3650-42

Osceola, 1841-47

Meridian, 1220-60

Trillium, 3419-60

Wairoa, 3047-72

Sandgroper, 3432-73

Glen Waverley, 3807-73

10 YEARS

S.O.M., 4489-1

Columbia, 4492-8

Downtowners, 4502-8

Las Cruces, 4509-23

Fostoria Toastmasters, 4514-28

EPA, 4501-30

Paul Revere, 4495-31

Geico, 4493-36

Buffalo Boasters, 4499-42

Prairie West, 4508-42

Henry Hudson, 4507-53

Downtown Charleston,
4513-58

Boggs Bunch, 4512-68

Escom, 4500-74

Cagayan De Oro, 4494-75

Sultan, 4503-75

NEW CLUBS

Federal Systems, 7864-37

Burlington, North Carolina

Campbell's Souper Speakers,
3014-38

Camden, New Jersey

Les Pionniers de L'Oouest,
5676-42

Ft. McMurray, Alberta, Canada

Risk Talkers, 7891-42

Calgary, Alberta, Canada

Northern Forestry, 7898-42

Edmonton, Alberta, Canada

Royal Risers, 7902-42

Edmonton, Alberta, Canada

GPU Nuclear, 1022-46

Parsippany, New Jersey

Headliners, 3575-46

New York, New York

BSC, 4927-46

Holtsville, New York

Gateway, 5363-46

Newark, New Jersey

New York University-Stern,
6481-46

New York, New York

Highway Safety, 5821-47

Tallahassee, Florida

TECO Noonlighters, 7897-47

Tampa, Florida

IBM Kingston, 4647-53

Kingston, New York

One State Street, 6613-53

Hartford, Connecticut

Union Carbide, 7904-53

Danbury, Connecticut

Honeywell, 5916-56

Houston, Texas

Lunch-Bunch, 6561-57

Eureka, California

William M. Mercer, 845-60

Toronto, Ontario, Canada

R.S.V.P., 5747-61

Hull, Quebec, Canada

Hendersonville, 5630-63

Hendersonville, Tennessee

1-800 Speak, 7883-63

Nashville, Tennessee

Valley Voices, 6267-66

Staunton, Virginia

St. Juliens Creek, 6662-66

Portsmouth, Virginia

Voices of Glenwood, 206-68

West Monroe, Louisiana

Jacobs Jabbers, 7875-68

Baton Rouge, Louisiana

Compass, 7893-69

Toowoomba, Qld., Australia

The Antediluvian, 7894-69

Charters Towers, Qld.,
Australia

State, 1953-70

Darlinghurst, NSW, Australia

Glenbrook, 7886-70

Glenbrook, N.S.W., Australia

St. Ives, 7892-70

St. Ives, N.S.W., Australia

Spinnaker Speakeasy, 7868-72

Whitby, Wellington, New
Zealand

Courtiers, 3038-74

Cape Town, Rep. of So. Africa

PRC, 7909-75

Manila, Philippines

TOASTMASTERS

60th ANNUAL CONVENTION

August 13-17, 1991
Atlanta Hilton and Towers, Atlanta, Georgia

MAIL THIS PART TO: Toastmasters International, P.O. Box 9052, Mission Viejo, CA 92690 (This form is not to be used by International Officers, Directors, Past International Presidents or District Governors elected for 1991-92).

To attend general sessions on Wednesday, Thursday and Friday, a registration badge will be required. Preregister and order event tickets now! **You must be registered to purchase tickets** to any event except the International Speech Contest. 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 at 10:00 a.m. Tuesday, August 13.

ALL ADVANCE REGISTRATIONS MUST REACH WORLD HEADQUARTERS BY JULY 10.

- _____ Member Registrations @ \$55.00 \$ _____
 - _____ Joint Registration: Husband/Wife (both Toastmasters) @ \$95.00 \$ _____
 - _____ Spouse/Guest Registrations (each) @ \$40.00 \$ _____
 - _____ Dinner for Members Outside U.S. and Canada/Interdistrict Speech Contest (Monday, August 12) @ \$31.00 \$ _____
 - (Note: The above event is restricted to delegates from outside U.S./Canada)
 - _____ Tickets: **Toastmasters & Guests Luncheon** (Thursday, August 15) @ \$20.00 \$ _____
 - _____ Tickets: **DTM Luncheon** (Thursday, August 15) (Note DTM# _____) @ \$20.00 \$ _____
 - _____ Tickets: **"Safari" Fun Night** (Thursday, August 15, Dinner, Show) @ \$36.00 \$ _____
 - _____ Tickets: **Golden Gavel Luncheon** with Bill Gove (Friday, August 16) @ \$25.00 \$ _____
 - (Please note: the Golden Gavel Luncheon will be held on Friday, August 16. This is a change from previous convention schedules.)
 - _____ Tickets: **President's Dinner Dance** (Friday, August 16, Dinner, Dancing, Program) @ \$36.00 \$ _____
 - _____ Tickets: **International Speech Contest** (Saturday, August 17) @ \$10.00 \$ _____
 - (Please note: 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 22. Cancellations not accepted on site.**

(Please Print) Club No. _____ District _____

Name _____

Spouse/Guest Name _____

Address _____ City _____

State/Province _____ Country _____ Zip Code _____

Daytime Telephone () _____ If you are an incoming club or district officer, indicate office: _____

I need special services due to a disability. Please contact me before the Convention. This is my first TI Convention. **A**

Mail This Part To: Atlanta Hilton and Towers, Reservations Dept., 255 Courtland Street, N.E., Atlanta, GA 30303-9862.

1991 TOASTMASTERS INTERNATIONAL CONVENTION

• Atlanta Hilton & Towers • August 13 - 17, 1991

Name _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone () _____

Sharing with _____

Arrival Date _____ 6PM or Guaranteed*

Departure Date _____ Hour _____ AM/PM

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Reservations must be received by July 10, 1991.

Reservations received after the above date will be accepted on a space availability basis. For hotel reservations call (404) 222-2800.

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AMX MC VISA DINERS CLUB CARTE BLANCHE

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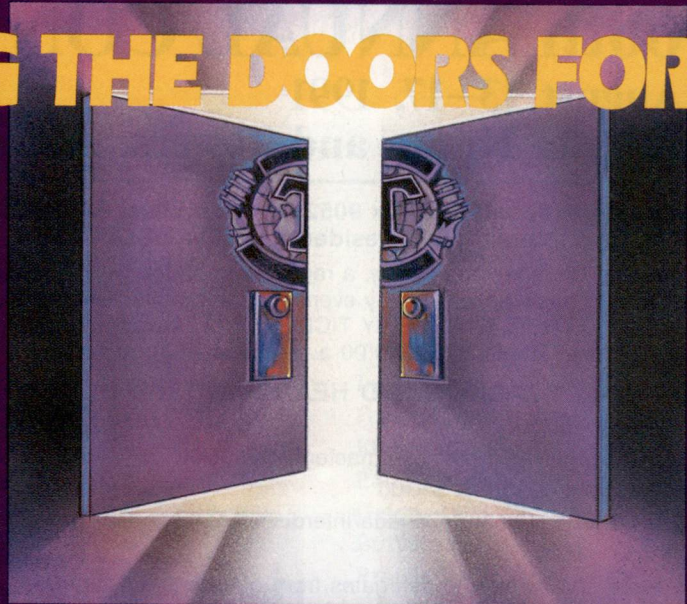
Number

Exp Date

Room Type	Main Hotel	Towers
Single	\$96	\$125
Double	\$106	\$135
Suite	\$450 & Up	\$425 and Up
Extra Person	\$10	\$10

Unless guaranteed by major credit card, reservation will be held until 6 PM. American Express, MasterCard, Visa, Diners Club, Carte Blanche accepted. Towers guests please go to 27th floor to check-in. If room or suite is not available at requested rate, nearest available rate will be assigned. If a room is not available at the rate requested, reservation will be made at next available rate. If the Towers is requested and not available, your reservation will be confirmed in a deluxe room in the main hotel. Room charges subject to state and local taxes.

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Use this form to order the complete module packages. Additional components for each program are available through the Toastmasters Supply Catalog.

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