

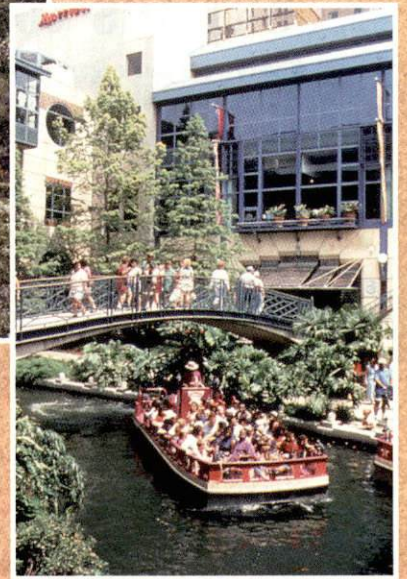
The TOASTMASTER[®]

APRIL 2002

ALSO INSIDE:

He Said, She Said:
The truth about the battle of the sexes.

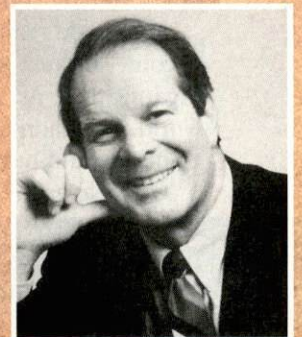
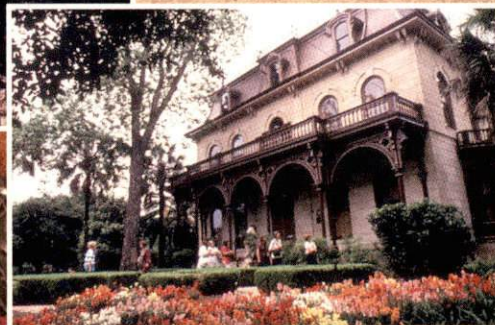
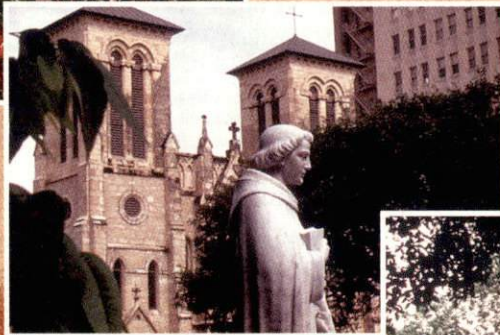
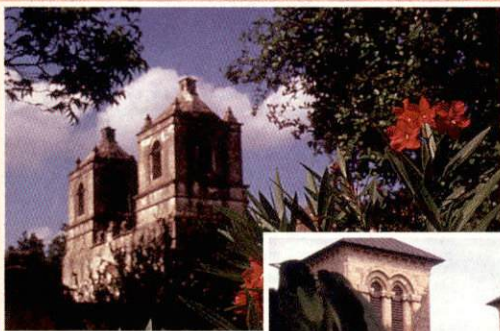
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2002 Golden Gavel Speaker
Dr. Richard Lederer



VIEWPOINT

Say Yes to Leadership

Every year our organization provides members with 65,000 leadership opportunities – from the club level all the way to serving on the Board of Directors. When destiny presents you with a leadership opportunity in Toastmasters, take control and say “yes!”

Being a leader in Toastmasters has many benefits. You will learn to work in a team environment. You will learn time management and delegation, how to run a meeting and keep things moving. And you will grow in ways you never imagined. Each time I accepted an officer role in Toastmasters, I gained so much more than I gave. Serving in this great organization is an honor and the members are fantastic. We are changing the world, one member at a time!

In his book, *Servant Leadership*, Robert Greenleaf explains that a great leader is a servant first and above all. A leader's duty is to help others achieve their goals. This is why I have asked you to set written goals this year and to let your officers help you achieve those goals. The organization's leaders are here to serve the members.

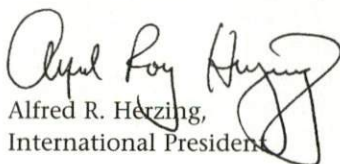
Today most companies operate in teams, and working well in this environment is key to career success. So where can you learn to lead a team, motivate and influence people? In Toastmasters, of course! The leadership skills I've learned in Toastmasters have directly transferred to the workplace.

You can start developing your leadership potential just by serving as Toastmaster of the Day in your club. When you accept the responsibility of becoming a club officer, your leadership development moves to a new level. When you take advantage of the leadership opportunities in Toastmasters, you're getting double the value for your dues: You gain communication skills by working through the manuals and you can gain leadership development when choosing to follow the leadership track.

Toastmasters' leadership track provides a path for your development – especially through the new Leadership Excellence Series. Completion of any of these modules now counts toward your Competent Leader award.

But if you really want to spread your leadership wings, I encourage you to become an area governor – it is one of the most important positions in our organization. As an AG, you'll become aware of a newer, bigger Toastmasters world. If I hadn't gone beyond my club and seen this bigger picture, I don't think I would have remained in Toastmasters as long as I have.

As a leader in Toastmasters you will learn how to work in a team environment, how to motivate volunteers, how to delegate and time management – skills that are in high demand in today's workplace. Don't miss your chance! Take control of your destiny.


Alfred R. Herzing,
International President

The TOASTMASTER

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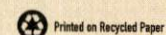
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The Toastmasters Vision:

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

The Toastmasters Mission:

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

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

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

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LETTERS

'Best Speaker' Revisited

WINNING ISN'T EVERYTHING

Ann Bloch's article, "'Best Speaker' Reconsidered," (January) brought a smile to my face. Our club never votes for 'best' anything. Our club's approach is collaborative and supportive, with the primary focus on learning. We believe daily life provides plenty of opportunity for competition, for everything from a better parking space and a seat on the subway to a better job or a bigger mortgage. If that's not enough, take up karate.

Ann mentions the time saved by eliminating the voting and ballot counting, and we put that time to good use. Since we are not selecting the best evaluator, we give the formal evaluation after each speech. This gives the speaker immediate feedback. Once the formal evaluation is complete, other members offer their comments, suggestions and encouragement. The obvious benefit is the additional amount of feedback – no doubt warranted after all the preparation, practice and performance. Finally, these exchanges foster a greater camaraderie and trust, which help us focus on the reason we joined in the first place: to become better listeners and better speakers.

Greg Altieri, ATM-S • Hunter Mill Club 7571-27 • Oakton, Virginia

NO LONGER NERVOUS

Thank you for Ann Bloch's article. When I was working on my CTM during 1997-98, a large portion of my nervousness was caused by the competitive structure of the meetings. During the summer of 1998, when I was traveling and preparing my first speech toward my ATM-Bronze, I decided that when I returned to my club, I would ask not to be included in the votes for best speaker. Since then I'm much less nervous. It's far more fun to focus on doing my best rather than worry about the competition among people I call colleagues.

Jay Davidson, ATM-G • Lee Emerson Bassett Club 33-4 • Palo Alto, California

WORTH THE WAIT

After reading, "'Best Speaker' Reconsidered," I wanted to share our club's procedures for voting for our Best Speakers. Before any speaker is introduced, his or her evaluator reads the objectives for the speech. Before voting, the Toastmaster of the meeting reminds us to vote for the speaker who best met the objectives of the speech. This levels the playing field between new and

experienced speakers. Please don't stop voting for Best Speaker, or for Best Table Topics or Best Evaluator. It took me five years to win for Best Evaluator and it was well worth the wait.

Gennifer Chenault, CTM • Loudoun Club 5154-27 • Leesburg, Virginia

NO HURT FEELINGS

As a longtime speaker who has probably won more "Best Speaker" awards than he actually deserved, I wholeheartedly agree with Ann Bloch about the possible downside of such awards in regular club meetings.

I helped start our club 11 years ago, and I was the only one with Toastmasters experience. No one else knew about "Best Speaker" awards. And I didn't tell them. So we didn't have any, and still don't. This has worked out fine. A new member or a less gifted speaker who may have given a great speech (for him or her) suffers no hurt feelings or de-motivation from losing the "Best Speaker" voting.

Watt Pye, DTM • Texas State Talkers Club 423-55 • Austin, Texas

LIFE CELEBRATES WINNERS

I take issue with the argument that we should not recognize skill or improvement because people might be offended. Life celebrates winners. That is, always has been, and always will be a reality.

A new member, presumably, joins Toastmasters to develop her speaking skills. She, presumably, recognizes that someone who has remained committed to the process, who has prepared and delivered numerous speeches, would thereby have gained considerable skill in oration and could, understandably, be honored for such. This is not a cause for offense but a future honor to anticipate for oneself.

Guests, without proper criteria for judgment, often vote and Ms. Bloch suggests that their votes are less valid. But people know if they like a speech, if they enjoyed it and were moved by it. They might not be able to vote for Most Improved, but surely they can determine which speaker they enjoyed most.

The goal of Toastmasters is to develop, improve and refine speaking skills. Individual progress toward that end should be acknowledged.

Ed Trautwein • SSU Club 6375-38 • Princeton, New Jersey



By Susan Niven, DTM

When you are angry or upset, don't act on those feelings for at least 24 hours.

E-Wars . . . Nobody Wins

DID YOU EVER PLAY "THUMB WARS" WHEN YOU WERE A CHILD? If you did, you'll remember the opening: "1, 2, 3, 4 - I declare a thumb war!" Well, when it comes to e-wars, it seems that the initiators forget the 1, 2, 3, 4 part.

What is an "e-war"? It's when a Toastmaster sends off a rude, negative or otherwise hurtful, complaining or whiny e-mail, almost always with copies to The World – all members of a club, for example. Someone inevitably feels defensive and hits "reply all" with their own version of reality. Then others, from the world of recipients copied on the message, feel the need to throw in their two cents worth. Over the years, I've seen far too many of these electronic feuds, and nothing good ever resulted from any of them. I've seen friendships end, feelings hurt, and people resign positions.

What can we all do to prevent e-wars, or at least minimize their predictably negative impact?

First, of course, is never to start one! When the temptation arises, it's time to self-impose "The 24-Hour Rule." This is a lesson I learned from a friend. It's simple: When you are feeling angry or upset, take no action on those feelings for at least 24 hours. None at all. Don't make any notes about the situation, don't draft a letter. Do nothing. Simply process the emotional part of your feelings. And then, when the 24 hours (or longer, if needed!) are up, it's time to figure out exactly what to do. When assessing each possible course of action, I recommend that you ask yourself this question – which I learned from Jerry Weltner, DTM: "What will it buy me?" The trick is to answer it honestly. And if the answer is "nothing much" or just "feeling righteous about it," then that should be the end. If the answer is something positive, then by all means go forward! But don't make your complaint or provide your feedback by e-mail. Do it in person or on the telephone – and just with the individual(s) to whom your comments are directed – not involving anyone else.

What about when we are one of the people in "the world" copied on someone else's start-a-war message? It seems to me that the best thing to do is:

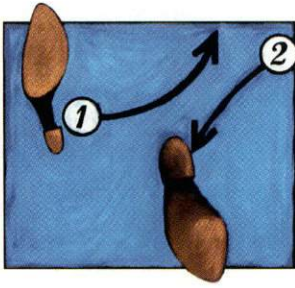
- Reply to the sender saying simply: "Your feedback to (name) does not involve me directly. Please do not include me on any further messages on this topic."
- Delete the message, and avoid any temptation to discuss it with others.

But what if you are the subject of one of these inflammatory e-mails? This is a painful situation, and often the natural response is wanting to strike back or defend yourself. If this ever happens to you, you might want to stretch the 24-Hour Rule to 48 hours. You might also choose to seek guidance from a friend or mentor you are sure will respect your confidence. When it is time to respond, here are some suggestions for you to consider:

Send a response to everyone copied on the original message saying something like, "It is unfortunate that you all have been involved in this situation. I will be following up on the issues directly with (name of sender)." As for dealing with the sender, I urge you to consider doing that in person or on the telephone – to provide for more effective communication. The written word is so easily misunderstood.

Maybe you have never been involved in an e-war, and hopefully you have never started one! I hope that both things are true. But if you are ever tempted to start one, or are ever a recipient, I hope that these suggestions will help you. They help me. 1

Susan Niven, DTM, is a member of Blaine Harbor Club 5995-2 in Blaine, Washington. She served on Toastmasters Board of Directors 1998-2000 and can be reached at Susan.Niven@TheTeleclassCenter.com.



HOW TO

By John Igwebuike, CTM, Ph.D.

**Maintain an open mind
and a closed mouth.**

The Key to Listening

Over the years, I have conducted numerous workshops and seminars on effective listening. I'd often share with my audience that listening is the key to successful communication. Further, I'd remind them that listening first opened the door to our ability to read, write and speak, enabling us to get and retain jobs, maintain good relationships and build successful lives. But I've often wondered: "If the key to good communication is listening, then what is the key to good listening?" Specifically, what is it about listening that can create positive communication and relationship encounters?

Well, I believe I've discovered that key. It's a small key, but remember, little keys open big doors and unlock giant vaults. The key to listening is this: Listen to how the other person *feels*.

The essence of interpersonal communication is to take note whether people are happy or sad, frustrated or elated, confused or excited, mournful or blissful, tired or energized. They want us to listen to the gut impact of what they say. In short, people want us to listen to how they feel.

In our highly sophisticated society, feelings may seem sentimental. Nevertheless, to deny another's feelings is to deny the person. Like the tip of an iceberg with its greater portion submerged from view, words represent but the tip of the speaker's greater message of emotions.

Listening to how another person feels requires empathy, which is Greek for "in feeling." An empathetic listener seeks to get into the feelings of the speaker. The

empathetic person listens with the intent to understand what really is on the speaker's heart.

Our world is bombarded by barrages of sounds and noise. When we take time to listen and empathize with others, we offer them a kind of mini-vacation from their frenzied existence, a kind of soothing oasis where they can stop and be validated and refreshed.

When your child crawls onto your lap to show you a bump, bruise or scrape, he wants more than your attention to the cut. In that precious moment, what your child really wants is for you to listen to how he feels. He wants you to hold, hug and love him, to attend completely and totally to him. Your son wants you to tune into him while tuning out the rest of the world. For that fleeting moment, your son wants to know that he is the most important person in the world.

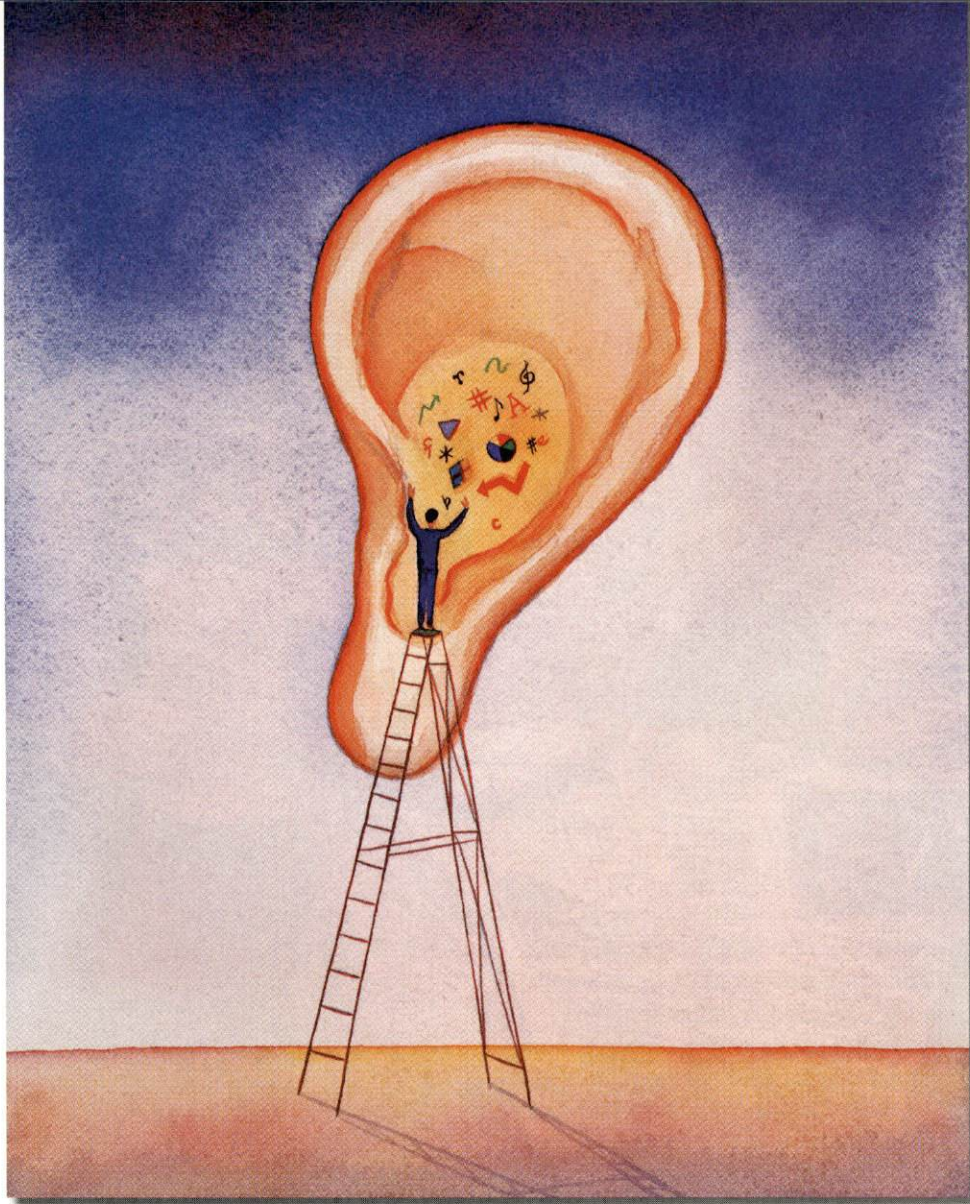
Or when your teenage daughter expresses anxiety about not qualifying for an athletic team or about going to

the upcoming prom – or if she has concerns about attending college – she doesn't want you to examine her reasons for feeling let down, to give advice about the propriety of her prom date or to scrutinize the logic of her scholastic decision-making.

William James wrote: "The deepest craving of the human soul is to be understood." When reflecting on my many conversations with people, I was struck by the fact that I often did not listen to the speaker, let alone to how he or she felt. More often than not, I was bent on *talking* and getting my message across.

*"Nature has given us
one tongue, but two ears:
The first ear is so we
may listen to what the
speaker says, and the
other ear to listen to how
the speaker says it."*

– EPICETUS



Fortunately, however, I can recall rare moments when I decided to really listen to how the speaker felt. From those cherished moments, I can recall even today how a speaker ended with the warm, heartfelt note: "John, thanks for *listening* to me."

It's not easy to listen to how another person feels because we must subordinate our own needs and elevate those of the speaker. M. Scott Peck, M.D., in his book, *The Road Less Traveled*, said: "An essential part of true listening is the discipline of setting aside one's own prejudices, frames of reference and desires so as to experience the speaker's world from the inside."

People don't want us to solve their problems, offer advice, share our own story or analyze what they say. If they did, they'd ask us. Instead, they simply want us to maintain an open mind and a closed mouth. They want us to hear with both ears. People, when sharing, want us to empathetically tune into their channels. Just for a moment, they want us to put our needs behind and put theirs ahead. They want us to pay attention to *what* they have to say and *how* they say it. They want us to listen to how they feel.

In your next listening encounter, try the following: Don't interrupt. Look into the eyes of the person speaking. Don't try to finish the speaker's sentences. Allow for silence and pauses to give the speaker an opportunity to reflect. Do not speak about yourself or your problems, but listen to what the speaker has to share. Nod when appropriate, and listen patiently with interest. Reflect back what has been shared. Do not advise. Smile. Give your time.

I remember a kind Toastmasters evaluator inspiring a new club member who seemed disappointed about the outcome of his first manual speech, the Ice Breaker. She encouraged him – and the rest of us in that room – with this empathetic reminder: "The largest room in the world is the room for improvement." Truly, we all can improve. "Nature has given us one tongue, but two ears: The first ear is so we may listen to what the speaker says, and the other ear to listen to how the speaker says it." – Epictetus **T**

John G. Igwebuike, CTM, Ph.D., is a member of Beacon Professional Club 2259-11 in Indianapolis, Indiana.



He SAID,

Why men and women don't
speak the same language.

She SAID

Despite spending a lifetime exploring the deepest recesses of the human psyche, when it came to the female of the species Sigmund Freud could only throw up his hands and shout: "What does a woman want?" This is because the good doctor, while undoubtedly a genius, had one characteristic that categorically precluded his ever understanding a woman.

He was a man.

What's more, the famous founder of modern psychology was ignorant of the discoveries that have shaped the field since his demise. Dr. Freud never hugged his inner child, did not practice the seven habits of highly effective people, failed to bond with other males by beating drums in the woods under a full moon and – considering how much he read, wrote and pondered – was completely unaware that everything he needed to know he learned in kindergarten. So when patients described their spouses in terms like "cretin," "nitwit" and "bone head," Freud assumed it was simply The Battle of the Sexes and *vive le différence*.

He did not know, as we enlightened moderns do, that he was in fact witnessing an aspect of human behavior called "cross-gender misunderstanding." This is a form of

near-psychotic delusion in which men and women believe they can talk to each other and actually be understood.

The fundamental problem, we are told, is that men and women communicate differently. It's a case of "rapport vs. report." Women use language to build rapport, to connect, to relate. Men use language to report facts, to analyze, to solve problems. For women, language is a gossamer-like thread weaving individuals into community. For men, language is a nail gun.

CAN WE TALK?

A common scenario illustrates the point. A woman tells her husband about a problem she's having. He replies by giving her the solution – the way *he* would handle it – and then wonders why, instead of expressing immense gratitude, his wife cries and leaves the room. It's because his wife doesn't want a solution. She *knows* the solution. She wants to talk, to relate, to communicate. Her "problem" is simply the medium of exchange.

The man doesn't understand this. He's made the classic mistake of talking to a woman as if she were a man – the same mistake, in fact, that his wife would make if the situation were reversed. Let's say now it is the man who has a problem. He comes down one morning and reports, "I didn't sleep well." To him, this a simple statement of fact communicated for a specific purpose: to get sympathy. To his wife, however, it is an invitation to commiserate and thus forge a bond of shared experience. So she replies, "Ha! I *never* sleep well," and then is baffled when the man of her dreams punches a hole in the refrigerator.

BY JOHN CADLEY ■ ILLUSTRATION BY JENNIFER MAZZUCCO

She thinks she's empathizing. He thinks she's trying to compete.

The female doesn't understand that the male only competes outside the home, never in it. All day long he's been involved in a kind of Gunfight at the Workplace where the word-slinger with the faster tongue wins. At home, where he feels his position is secure, the reason for talk is gone and the man slips into his "energy-saving mode" – a kind of preverbal, semi-conscious state characterized by eating, napping, burping and general scratching.

This drives a woman crazy because home is the only place she feels she *can* talk without being perceived as, well, too talkative.

With this dynamic at work, we have the makings for a typical evening in a typical home where male and female live in peaceful cohabitation. The dinner is done and the children are in bed. *She* senses an opportunity to finally let her hair down, while *he* desires nothing more than to put his feet up. She talks, he pretends to listen. She asks him to pay attention. He shifts his gaze from the TV and looks in her general direction. She talks, he grunts. She talks some more, he grunts some more and adds a nod to heighten the effect. She says he's not listening. He insists that he is. She says, "Never mind." He says, "What?" She says, "Forget it." He says, "What?" She says, "I'm trying to talk to you." He says, "You *are* talking to me." She says, "No I want to *talk*. You know – *TALK*." He says, "About what?" She says, "About anything." He says, "Like what?" She says, "*Anything* – life, love, art, politics, religion, *us*." He looks at her for a minute and says, "By the way, did you remember to pay the phone bill?"

As the prison warden in *Cool Hand Luke* said, "What we have here is a failure to communicate."

SAME TO YOU, CHUM

It's not that men don't want to bond. They bond with other men all the time. Because the process is different. It's far more suited to the things men are good at—insulting, humiliating and berating each other. Take two male friends in a golf locker room.

"Geez, gainin' a few pounds there, Charlie?"

"Yeah, pretty soon I'll be able to fit into *your* pants. By the way, watch it when you comb your hair. Yesterday you had seven on one side and nine on the other."

"Nice slice off the 17th tee, Captain Hook."

"Thanks, Doctor Bogey. Just remember, in golf the object is to get the lowest score, not the highest."

"Thanks for the info, rhino breath."

"Don't mention it, zucchini nose."

These men are bonding. It is a process that will continue right on into the bar, through several glasses of beer and many handfuls of pretzels, causing each man to leave the clubhouse throbbing with the glow of good fellowship.

Obviously, women don't bond this way. Remember – they want to build consensus, seek common ground,

connect at a deep spiritual level that promotes harmony and oneness.

So they complain.

Let's drop in on a couple of working women having lunch in the company cafeteria:

SHE #1: "I feel like I am doing the work of 10 people."

SHE #2: "I couldn't do my work with 20 people."

SHE #1: "My skin is so dry."

SHE #2: "My feet are killing me."

SHE #1: "This sandwich tastes like cardboard."

SHE #2: "This table has a loose leg."

SHE #1: "I should never have bought this sweater. It's too expensive."

SHE #2: "I need some new clothes. I look like a bag lady."

SHE #1: "I look like a bag lady."

SHE #2: "No, I do."

SHE #1: "I'm glad we're friends."

SHE #2: "Me, too."

You can almost hear the social cement setting, can't you?

It isn't just the words men and women use; it's the way they use them. Even when the meaning is the same, the effect on the listener can be very different. If a woman invites you to a party, it's likely to sound something like this:

"I was wondering if you could make it to a little informal gathering at our place...? I know you're busy and if there's a problem I certainly understand...? But we were thinking maybe Saturday at four o'clock...?"

Note the open-ended nature of these remarks, the implied freedom to back out without causing irreparable damage to the relationship. It's like a well-tailored suit, soft and comfortable, with plenty of room to maneuver.

A man, on the other hand, is more inclined to offer you a strait jacket: "Saturday, four o'clock, our place, dress casual."

YOU FIRST, GASTON

We may even see the "rapport vs. report" dynamic at play in instances where there is no verbal communication whatsoever. A frequently cited example is the classic "stop sign scenario." A man in a car is stopped at a stop sign. A woman stands on the curb waiting to cross. The man waves her on, she waves back a friendly "thank you" and crosses the street.

A male pedestrian then walks to the corner. Again, the man in the car motions him to cross. Only the man on the curb doesn't go. Instead, he motions for the *car* to go first. The driver shakes his head and waves the man across. And again, the man on foot responds in kind. The longer this goes on – and it could go on for hours, given the nature of the beast – the more determined each man becomes to make the other go first.

Is this a case of excessive politeness? No, these men are jousting. They are jockeying for position as the per-

mission-giver, the one with the authority to control the situation. Whoever wins becomes the alpha male and gets to beat his chest and make loud, ape-like noises.

This is also why men can never say, "I'm sorry." For women, "I'm sorry" means "I care," which opens up the possibility for connections and involvement. For men, who see everything in terms of competition, "I'm sorry" means, "my fault." This suggests weakness and vulnerability, qualities which virtually guarantee that someone will kick sand in your face, steal your girlfriend and eat your lunch.

We can see this in the act of praise as well. Men and women give praise freely and openly, but for entirely different reasons. For men, praise is like permission – being the giver automatically positions you one step higher than the receiver. When a man says, "I'm really pleased with the job you've done, Grizwald," he's really saying, "It's your *job* to please me, Grizwald, and you know where that puts you."

Women approach it from a different perspective: They praise one another whether they want to or not. Remember, women are driven by primal urges to create an environment of openness and acceptance, no matter what the cost. This is why two females who despise each other can sit and trade compliments by the hour.

A NEW WORD ORDER

So as time goes on, and as men and women begin to assimilate all this knowledge about cross-gender misunderstanding, we will probably see a kinder, gentler world. A world where a man will never again say, "my wife doesn't understand me" and a woman will never say, "I think my husband died three years ago and he hasn't told me yet." A world where a woman will talk about her problems and her husband won't act like she's handing him a broken carburetor to fix. A world where a man will talk and a woman won't try to turn the conversation into a growth experience. A world, in short, where men and women will understand each other completely.

When this happens, there will be no more divorce, no more arguments about money and sex, no more slamming doors and throwing plates, no more sleeping on the couch, no more confrontations about who does more around the house, no more fights over the remote control, and certainly no more commiserating with friends about how bad you've got it. Which is all well and good. In fact, once all this comes about, there's only one question left for the cross-gender misunderstanding experts to answer: What are we gonna do for fun? **T**

John Cadley is a writer and musician living in New York.

Conference/Convention Calendar

2002 REGIONAL CONFERENCES

REGION I/JUNE 7-8

Red Lion Hotel
Richland/Handford House
Richland, Washington
Contact: Ed Keeney, DTM
1830 Artemis Ridge
West Richland, WA 99353

REGION III/JUNE 7-8

Crowne Plaza Dallas Market
Center
Dallas, Texas
Contact: Vickie Penney, ATM-B
1006 Mill River
Garland, TX 75043

REGION V/JUNE 14-15

Doubletree Hotel & Conference
Center
Chesterfield, Missouri
Contact: Steve Watkins, DTM
Route 2, Box 842
Salem, MO 65560

REGION VII/JUNE 21-22

Crowne Plaza Nashua
Nashua, New Hampshire
Contact: Olivette Aviso, DTM
P.O. Box 1081
East Hampstead, NH 03826

REGION II/JUNE 28-29

Los Angeles Airport Marriott
Los Angeles, California
Contact: Virginia Rodriguez, ATM
10625 Youngworth Road
Culver City, CA 90230

REGION IV/JUNE 21-22

Ramada Plaza Suites
Fargo, North Dakota
Contact: Julie & Keith Phillips
4044 S. Rivershore Drive
Moorhead, MN 56560

REGION VI/JUNE 28-29

Hilton Columbus
Columbus, Ohio
Contact: William Morrow, DTM
4356 Stoner Drive
Grove City, OH 43123

REGION VIII/JUNE 14-15

Sheraton Baton Rouge
Convention Center Hotel
Baton Rouge, Louisiana
Contact: Ron Brown, DTM
33500 Beverly Drive
Denham Springs, LA 70706

TOASTMASTERS INTERNATIONAL CONVENTIONS

2002 INTERNATIONAL CONVENTION

San Antonio Marriott Rivercenter
August 21-24, San Antonio, Texas

2003 INTERNATIONAL CONVENTION

Atlanta Marriott Marquis
August 20-23, Atlanta, Georgia

2004 INTERNATIONAL CONVENTION

The Reno Hilton
August 18-21, Reno, Nevada

Six relationship lessons learned in Toastmasters.

Was Wrong!

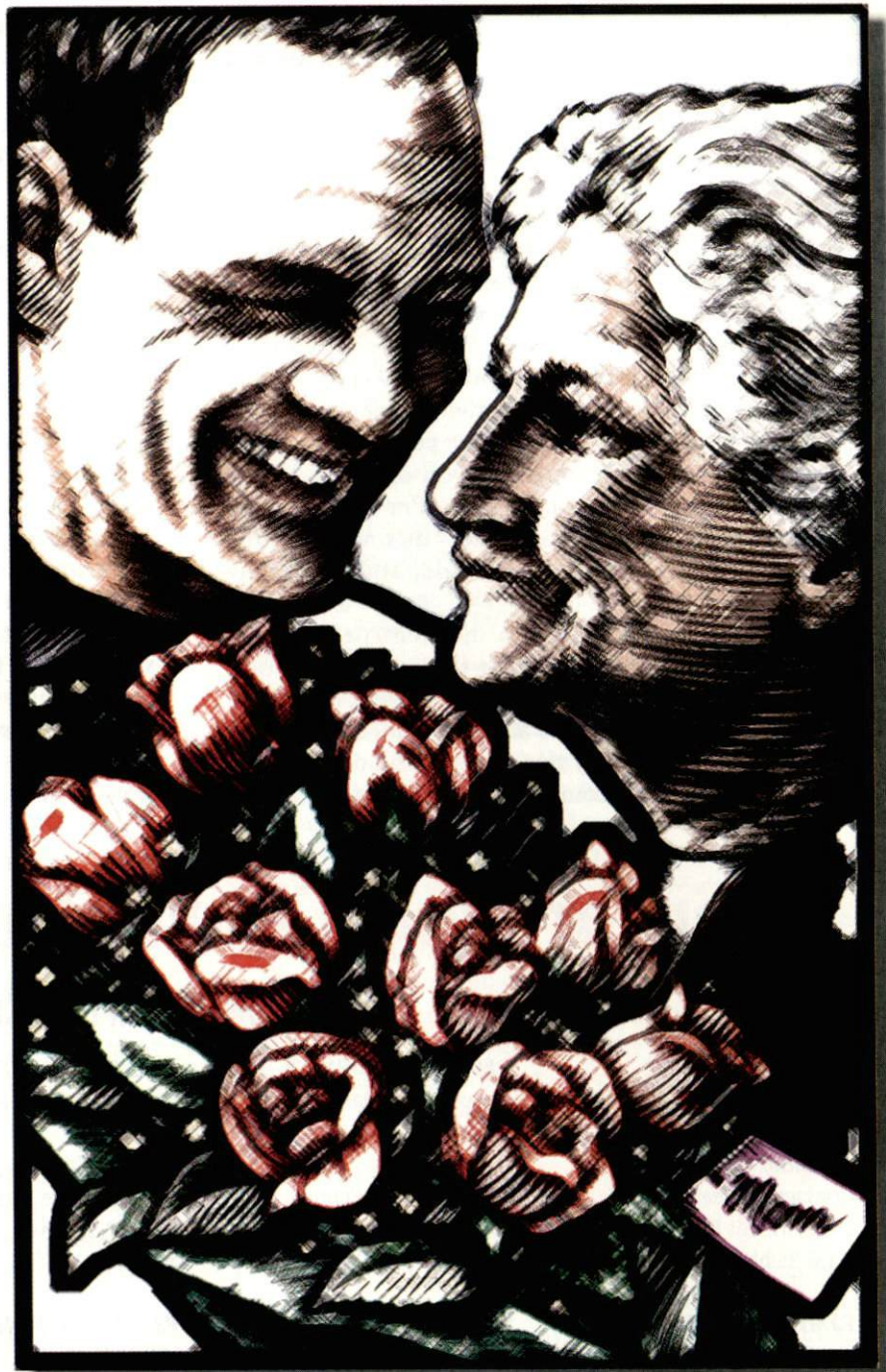
I'm all in favor of adding new members to my club – any member, that is, except my mother. When my mom indicated interest in joining my club, I strongly discouraged her, recommending that she check out other clubs in the area.

After all, Toastmasters was *my* activity, and I certainly didn't want any close relatives involved. Fortunately, my mother joined my club anyway, and as a result I learned some important lessons.

WHAT ARE YOU MISSING?

A few months after my mother joined the club, members kept commenting how much they liked her. I thought something was wrong with them. When I told her, she simply asked, "What is it that they are seeing and you are missing?" Great question.

Lesson: Our perceptions can be wrong. As well as we think we know someone, we often have difficulty seeing the complete person. Our perceptions, assumptions and emotional baggage limit our ability to see everything a



person has to offer. I had known my mother my entire life, yet I really didn't know much about her.

Club members appreciated my mother's combination of intelligence, warmth and caring. They felt they could share anything with her and still be accepted. I had missed this because I saw my mother only as my mother. Thankfully, our mutual experience in Toastmasters enabled us to see qualities in each other we had missed before and to develop a solid relationship and friendship.

Ponder this: Whom do you think you know but really don't? What are you missing as a result of your limited perceptions?

WONDERFUL GIFTS

Each of us has gifts to offer people in our lives. For example, I have personally witnessed the quiet, yet effective and diplomatic leadership skills of several Toastmasters international presidents. They all express their talents differently, but the end result is that individual members and the entire organization have benefited.

My mother has tremendous gifts, but at the time she joined my club, I just couldn't see them. In fact, she often irritated me. When I served as Vice President Education, she would ask me how to do something and why it was done that way. The questions seemed endless.

When I stopped being irritated by the questions, I saw my mother's tremendous capacity to think, learn and grow. (Sounds similar to the typical Toastmasters experience, doesn't it?) When she served as our club president, the membership increased by almost 40 percent. People responded to her rare combination of strong leadership and a value system of people first, tasks second. She expertly handled all facets of running the club, based on her observations and all those questions she had asked me.

Lesson: We don't always know what gifts a person has to offer. Some people's gifts are immediately recognizable, but most develop over time. I've learned to become more patient and willing to work with people for longer periods of time. We usually can't see the life-changing contributions an individual will make to our lives.

Ponder this: What gifts are you failing to see? What gifts are being offered to you that you are rejecting? More important, what gifts do you have that others have mentioned they see in you – gifts you fail to acknowledge and develop?

USE YOUR TOASTMASTERS SKILLS

For my mother and me, the skill to evaluate, learned in Toastmasters, has proven enormously helpful in building our relationship.

One evening, after our Toastmasters meeting, my mother said to me, "You know, I think I would have been a better parent if I'd had the skill of evaluation." Without missing a beat, I replied, "I *know* you would have been a better parent!"

Lesson: The skills we learn in Toastmasters aren't only for our club or work environments. We should regularly consider when and where we can apply our new-found communication skills in other situations.

Ponder this: What Toastmasters skill do you most need to improve? Where in your life could you apply that skill to improve your communication and leadership?

HANDLING DIFFICULT SITUATIONS

The more my mother became involved in Toastmasters, the more we started to travel together and share a room at Toastmasters conferences. We are two very unsuited roommates. For example, I like seven to eight hours sleep a night. My mother rarely sleeps for more than five hours. I prefer quiet and darkness, while my mother goes to bed with the television – and sleep-timer – on. While this situation could easily lead to frustration and conflicts, I've learned that differences can be negotiated and made to work. (But I am looking for a new roommate....)

Lesson: You can build successful, workable relationships despite differences. Obstacles need not end a relationship. Almost everything can be successfully negotiated, especially if all concerned make a genuine effort. Here is the best part: Obstacles, when overcome, allow us to have an even more rewarding relationship.

Ideas to ponder: Who in your club has a "different personality"? Is there room for improvement in your relationship with that member? What could you do to build a better relationship?

DO IT BY DESIGN

People who see my mother and me together often comment on how close our relationship is. It is today, but it hasn't always been. The relationship evolved over time because both of us worked on it. It has grown from a mother/son relationship into one of best friends.

Our mutual interest in Toastmasters gave us plenty of opportunities to interact and communicate. If there is a problem, we both know it needs to be resolved or else that problem will define the relationship. This concept is also true in your club environment. If problems aren't handled successfully, the problems will define the club.

A garden is perhaps the best analogy. One can let weeds or problems become the garden, or one can eliminate the weeds and decide what to plant, nurture and grow.

Lesson: A good relationship often requires hard work at first; then it becomes easy. You have to plant and take care of the garden before you get the harvest.

Ponder this: What relationship in your life would you like to strengthen? What are the problems you need to work through in order to enjoy a more meaningful relationship?

CARPE DIEM

Carpe diem is Latin for "Seize the day." One of the greatest lessons my mother has taught me is to make the most of every day and opportunity. She has done this not so much by what she has said, but by her actions. She lives life to the fullest, and her actions are often an inspiration to others.

Over the years I've barely kept ahead of my mother on the Toastmasters communication and leadership track. She has more energy than several people combined. She is bold and courageous and willing to try almost anything once. If she likes something, she will work at it consistently until she masters the skill.

While many of us are afraid to disappoint ourselves and others, my mother charges ahead until she learns how to do whatever she is interested in. She often says that failures are a part of life, and we might as well get through them as quickly as possible and on to successes.

Lesson: Plenty of great opportunities are presented to each of us, and we miss too many of them. Too often we say "no" or resist because we are afraid – afraid of rejection, afraid to fail – even afraid to succeed.

Ponder this: What are you afraid of? What's holding you back from giving your next speech? What are you waiting for? Seize the day!

WHAT IF?

Imagine, for a moment, that I could have blocked my mother from joining my Toastmasters club. It never

would have become our club, and our relationship might never have developed into a great one. I'm not suggesting that you get all your relatives to join Toastmasters, although it might help. As a Toastmaster, you already know how quickly you can gain confidence and improve your speaking skills if you work at it. Likewise, you can improve your relationships with others by investing some thought, time and effort.

Had I stopped my mother from joining our club, I would have missed a lot of personal growth, support and success. I've often applied the lessons learned in that relationship to my friendships with others, and I've been rewarded with many moments of enjoyment, laughter and success.

Admitting we are wrong is never easy. I'm glad I acknowledged that there was room for growth. If I hadn't, when I think of the quality of my life today, the price would have been much too high. **T**

Kai Rambow, DTM, is an Accredited Speaker and a past Toastmasters International Director. A full-time professional speaker for more than 10 years, he is a member of X Club 8630-60 in Toronto, Canada.

Whatcha Think? Results from Toastmasters' Online Poll

By Ken Tangen, Ph.D.

In the February issue, we asked readers to go online and share their views. We started with a serious topic: the events of September 11. Not surprising, most Toastmasters learned of the attacks at work (38%) or at home (38%). But other locations included in a plane, at the gym and cruising on the Nile. Here's what we found in the first 100 responses or so to what one person called our "Virtual Table Topics":

Nearly 10% of respondents knew of someone who had been injured or killed in the tragic events of that day. It's not surprising, then, that 53% say the tragedy has changed their speeches. For some the changes have been "drastic," while others have seen shifts in topic, tone and language. Speakers report that they are more aware of their audiences. They "urge people to donate their time and/or money to worthwhile causes" or place an increased emphasis on family and friends. There appears to be a tendency to compensate the feelings of terror with more use of humor. Interestingly, 32% said the events of 9/11 had no impact on their speeches.

Slightly more women than men took our poll (52% women). They were about evenly split in age between "under 45" and "45+" and came from 68 U.S. zip codes and eight countries. Generously, 60% said we could quote them (including several who didn't leave any comments!).

Who are these people? According to their answers, they read *Reader's Digest* & *Time* magazines. Their hobbies are primarily reading and music, cooking, gardening and crafts (sewing, crochet, knitting, ceramics). They enjoy the outdoors (camping, backpacking, off-roading), are involved in sports (baseball, bowling, basketball, soccer, golf, hockey), and spend time with their horses, dogs, kids and grandchildren. They also like flying, scuba diving, deer hunting, film making, cricket, curling, chess, poetry and watching *Wheel of Fortune* on TV. **T**

The one thing these respondents agree on? Toastmasters is a great organization.

Dr. Ken Tangen has more than 20 years of experience as a research psychologist and management consultant specializing in surveys and independent, third-party evaluations of training programs. He is an expert in information processing, memory and the integration of cognitive science, psychometric assessment and strategic planning.



By George Nigro, ATM-S

The internet offers easy access to some of the best speeches in history.

Emulate the Greats

ELEANOR ROOSEVELT, HANK AARON AND CLARENCE THOMAS are waiting to teach you to be a better speaker.

At a recent Toastmasters meeting the speaker informed us that Tiger Woods did not learn to be a great golfer by patterning himself after just one great golfer. Rather, Tiger

patterned his putting after the greatest putters, his driving after the greatest drivers and his overall golf game after the greatest golfers in the world.

We learn a great deal at every Toastmasters meeting, don't we? Manuals guide us in how to conduct efficient meetings and how to give competent speeches. Through evaluations, we gain skills to improve those speeches.

But what if we could learn a technique or two from the greatest speakers of all time? What if we could be students in the auditoriums, chambers and halls of history, carefully taking notes and learning from the masters? Well, with modern technology we can. Everyone knows the tremendous depth of information available on the Internet, but how many of us Toastmasters actually use it to improve our speaking skills?


Here is an example. At www.pbs.org/greatspeeches you can find great political speeches from the 20th century. As a bonus, the site provides background on each speech, the speech itself, and an audio-video link when available. But for a moment let's focus on the speech Eleanor Roosevelt gave to the American Civil Liberties Union (ACLU) in March 1940. She spoke in defense of civil liberties. If you analyze the speech, you'll notice that Mrs. Roosevelt cleverly wove a story into her presentation to take the listener from the theoretical to the practical. Storytelling is such an important part of effective speaking that Toastmasters offers an advanced manual for it! Mrs. Roosevelt's speech teaches us how easy it is to incorporate a story to make a point. It also demonstrates that stories are found everywhere in everyday life, and that the best ones often come from personal experience.

At www.historychannel.com/speeches you can find an array of speeches in categories of politics, science, art, war and diplomacy. But it is in the audio portion of Hank Aaron's address to Congress in 1974, after he surpassed baseball great Babe Ruth's home-run record, that you learn from him the

effective use of the pause for both drama and to make a point. Hank Aaron says: "I have been aiming at the flag (just the right amount of pause) in more ways than one." In this same site you can read John F. Kennedy's 1963 speech in Berlin, in which he repeated the phrase "let them come to Berlin" several times, each time questioning the validity of communism. Each time he hammered home his point that communism was not the answer to the world's ills, he said, "Let them come to Berlin."

At www.douglass.speech.nwu.edu you can find speeches ranging from John Adams' Inaugural Address to John Winthrop's speech "On Liberty." One of the speeches you can find there is Clarence Thomas's "I am a man, a Black man, an American" which was given in July 1998. The lesson for us in Thomas's speech is his repetition of key words to convey the depth of the experience. "The life I had dreamed...expired when Dr. King expired. But three decades have evaporated...and problems have long since evaporated with those years. The denial of rights is nothing short of denial of our humanity."

Other Web sites also can teach us how to be better speakers – if we will take time to analyze the speeches we find there. Some of these sites are: www.historyplace.com/speeches; www.chicago-law/net/speeches/speech.html and www.gos.sbc.edu.

Toastmasters provides a great opportunity to learn from each other, and with good use of the Internet we can also put some of the worlds greatest speakers in the "each other" category. 

George Nigro, ATM-S. is a member of Eifel Club 1984-59 in Spangdahlem, Germany.



President Truman giving his Inaugural Address in 1949.

FROM POOR TO PRESIDENTIAL

HARRY TRUMAN: *The Plain-Spoken President*

What you can learn from one of the biggest word-flubbers of all time.

Listening to a great speaker can be all at once entertaining, informative and inspiring. Deep down, though, most aspiring speakers in the audience are thinking the same thing: "That's great – but that's natural talent, and that's one thing I don't have."

The truth is, it's not true that you need natural talent to succeed. The proof is in a man who began his speaking career about as poorly as one can. Former U.S. President Harry S. Truman (1945-1953) had neither the velvety voice nor the Ivy League vocabulary other presidents had used to win over the nation. In speeches Truman stressed the unimportant, he mispronounced key words and spoke with the rapid staccato fire of a machine gun. He was anything but a "born talent."

BY CHRISTIE SCOTTY ■ PHOTOS COURTESY OF THE HARRY S. TRUMAN LIBRARY

But, eventually, he managed to connect with the people who elected him. The reason was twofold: First, he knew who he was and gave up trying to be someone he wasn't. Second, he learned to make use of his strong suits while playing down his weakness. Loosely translated, it's a formula that can work well for anyone.

Truman was not destined for stardom. Never popular in school, he dropped out of college to take a low-paying bank job and desperately – some might even say pathetically – pursued Bess Wallace until she finally agreed to marry him. Successive business ventures failed before Truman, by this time middle-aged and debt-ridden, forged a forgettable career as a judge.

It was while running for a county judgeship in 1922 that his lack of oratory flair became painfully clear. As his first public speech came to a close, even family friends said it was possibly the most poorly delivered speech they had ever heard. As he gave more presentations, including campaign speeches on the national stage, he improved very little. As if listening to him stammer and stutter wasn't painful enough for the audience, even turning down the audio and simply watching him wouldn't have helped. As he chopped the air

sharply with one hand and jerked his head downward to emphasize his words, it looked as if the two moved in tandem, attached by an invisible string.

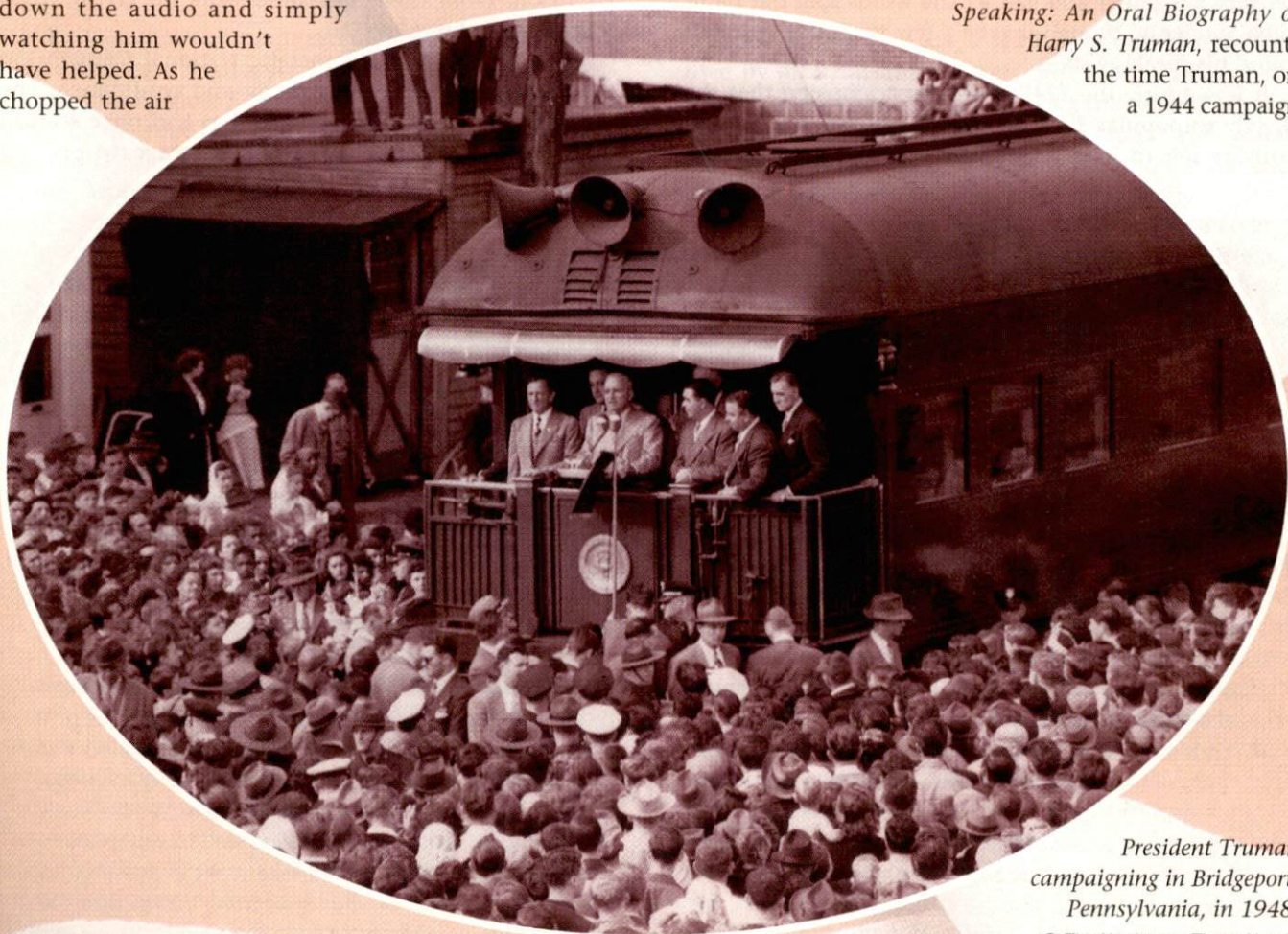
But he did turn his early failure around. Lacking in oratory genius, his sincerity would prove his salvation.

Ultimately, Truman succeeded because he was true to himself. Franklin D. Roosevelt was a tough act to follow; if Truman had tried to emulate his old boss' style, he would have been seen as a phony or a second-best. Contrasted with the country's still-fresh memories of FDR's warm, inviting fireside chats broadcast over the radio, Truman's discomfort with prepared scripts and formal settings was as glaring as the reflection off his glasses. (He refused to remove his glasses when being filmed or photographed.)

Instead, he stuck to his roots as a plainspoken plainman from Missouri. Because he understood himself, Truman understood the American people. While he ignored the technicalities of public speaking, he never underestimated the importance of connecting with the public, and it was from his audience that he drew strength to improve. Merle Miller's classic *Plain Speaking: An Oral Biography of*

Harry S. Truman, recounts the time Truman, on a 1944 campaign

"Lacking in oratory genius, his sincerity would prove his salvation."



President Truman campaigning in Bridgeport, Pennsylvania, in 1948.

© The Norristown Times-Herald

trip for Roosevelt, found himself facing an audience of three people in a small Idaho town. Later asked whether he delivered his prepared speech anyway, he replied, "Of course I did. It wasn't their fault that only three people were there, and they deserved the same consideration as the audience at Madison Square Garden."

In person, he was all over the board – polite to ladies, flippant to the press. But if Truman can be described as enigmatic on a personal level, it'd be fair to call his oratory style schizophrenic. At times he seemed flustered and lost at the rostrum, mispronouncing words and lacking any measure of presidential presence. He wore coke-bottle thick glasses that obscured his eyes and he appeared washed out when televised, often choosing a light suit even though aides warned him he'd be standing in front of a light background.

From a purely technical viewpoint, Truman would never grasp the art of oration, never paid nearly as much attention to the delivery as he did the content. He didn't improve until he stopped struggling with the delivery altogether and just let the words spill out naturally. Suddenly, though maybe a few years late, Truman found his speaking style.

It was during the 1948 re-election campaign that the wholly unpopular Truman must have realized he had nothing left to lose. So he literally emerged from the

back of a cross-country train to begin his whistle-stop campaign. Often when the train pulled into a town, the president stepped out of the train in a bathrobe, leaned against the back of the caboose and let loose an outburst of unprepared remarks.

To the audience's shock, his words were not only interesting but even witty. Good strategy or dirty politics, Truman was bitterly partisan, ranting about Republicans and his opponent Thomas Dewey.

The result? His public speaking was so improved that the press began widely referring to his delivery as "in the new Truman manner." As his train moved across the nation, the president also gained steam. Presidential aides pleaded with Truman to be "as controversial as hell" and their boss didn't disappoint. Some gathered to hear his caboose tirades and ignored their content, instead waiting for the next remark to bolster *Time* magazine's claim that the campaign had "growing entertainment value."

For perhaps the first time, Truman had his audience's attention. From there, he could work on giving them something to listen to.

He burst into the Democratic National Convention that year with newfound energy and confidence. The head jerks and clipped language that had once seemed so pedestrian now accentuated his staccato-pricked

"It is necessary for us, under the Constitution of the United States, every four years, to get out and have a scramble for the presidency. We're having that now."

Tip from Truman: Do It Your Way

A lot can be learned from one of the biggest word-flubbers of all time. Take a page from Truman when:

- **You have a tough act to follow:** The nation's citizens watched Truman closely to see if he could match up to their beloved FDR, whose death had brought Truman to the Oval Office. In short, he couldn't. He spoke too quickly, clipped his words and too often sounded incompetent. His fix? Revert to his natural style and forget trying to trump his old boss. When taking the stage after an earlier speaker wows the crowd, don't try to compete. Do it your way and know you're the only one who can.
- **You are not loved by everyone:** Truman hated the press and regularly fired off nasty letters to reporters who wrote stories he disliked. The power of the press was a strong force to spit in the face of – but he found a strong ally in the masses. His relationship with the public was not perfect, but he invested his energy into it. Reach out to the audi-

ence and pay attention to their needs. They are the reason you're there.

- **You have a miserable time with scripts and formal settings:** Truman took a risk and tried what was natural to him. Extemporaneous remarks became his best friend and he found that, for him, spontaneous speeches weren't as hard as they seemed. Sure you take the chance of grasping for words when you wing it – but if the style suits you and you've planned to give unscripted remarks, it can be the most honest, liberating way to reach your audience.
- **You face a tough situation and are not sure you're qualified to speak:** Truman couldn't give his sometimes sharp, often hokey, usually hit-or-miss brand of delivery at times of national graveness. Without transforming his personal style, he knew when to stick to the basics and let the words themselves shine through. And take heart in knowing it's unlikely that any of your speeches will go down in history the way Truman's have.

He Did It His Way

By Christie Scotty

Truman's speaking flaws that almost spelled his political demise included:

- **His taste:** Truman insisted on wearing glasses in front of the camera and light-colored suits that washed him out in front of pale backgrounds.
- **Arriving unprepared:** By all accounts, Truman rarely read an entire speech before delivering it. When he spoke – stumbling over lines and mispronouncing words – it showed.
- **Ignoring good advice:** Those close to the president begged him to slow down when speaking, to speak kindly of those in powerful places, to change any number of habits – he seldom listened.

But saving graces that made Truman's speeches sing were:

- **Understanding his purpose:** He knew each speech was meant to persuade people of a cause, thought or course of action – and used his time at the podium to do just that.
- **Improvisation:** A great tool for a speaker with little restraint, who said whatever he wanted to anyway.
- **Comedic timing:** Truman didn't force one-liners scripted by others, but he did make ample use of the kind of “down-home” comic timing that came naturally.
- **Simplifying his subject:** Truman could break the most complex subject down into “everyman” lingo – the presidential election turned into a “brawl,” Republican tax cuts became “throwing peanuts to the elephants.”

words: “I accept the nomination,” he told the crowd, before barking, “Senator Barkley and I will win this election and make those Republicans like it, don't you forget that!” By the time he won re-election, the president even seemed to have developed a sense of humor and comic timing. Accepting his victory, he deadpanned an imitation of two radio announcers reporting the now-infamous faulty election results that Dewey had actually won the presidency. On that day, with the crowd roaring in approval, Truman looked a little less pained at the podium.

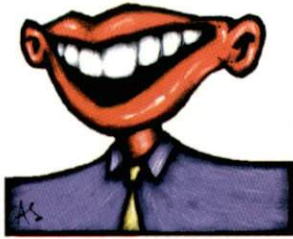
By eliminating restrictions on his style that never worked for him, Truman eased the amateur aura that surrounded his speeches. Swaggering up to the podium with newfound confidence during his re-election campaign, Truman told the crowd, “It is necessary for us, under the Constitution of the United (he pronounced it “YOO-nited”) States, every four years, to get out and have a scramble for the presidency. We're having that now.” With the same direct, simple language he would've used at home, Truman managed to make the race for the most powerful office in the world sound like a friendly Sunday afternoon game of touch football. With the air of a plain Missouri boy, he attracted citizens who had earlier mocked him. When he referred to his presidency as “That job I had in the White House...” every working man in American understood what he meant.

“The point is to clear one's mind of the standard 'rules' and instead rely on what 'feels right,' remembering that the audience can smell insincerity and discomfort a foot away.”

None of this is to say a frank, blunt style should be used by all struggling speakers. Just the opposite; many people would sound foolish adopting that tone. The point is to clear one's mind of the standard “rules” and instead rely on what “feels right,” remembering that the audience can smell insincerity and discomfort a foot away.

When it is necessary to deliver a speech in a style or milieu that is foreign to the speaker, Truman proved it is best to stick with simple, straightforward delivery. Upon Roosevelt's death, he mustered a serious tone to tell a solemn Congress, “Tragic fate has thrust upon us grave responsibilities.” Later, he would again gather his personal resources to announce the Truman Doctrine in a speech later recognized as one of the most powerful and influential of the century. But it was his appropriate handling of a grave situation, not his ram-bunctious style, that turned Truman's 1 a.m. address into the doctrine that would set the stage for half a century of international policy. He was earnest but never spectacular. His speeches didn't knock the proverbial socks off his audience, but he did get the job done. **1**

Christie Scotty is a general assignment reporter at *The Newberg Graphic* newspaper in Newberg, Oregon. She began studying Truman's words while enrolled as a University of Rochester undergraduate student in an English class taught by Curt Smith, speechwriter for President George Bush.



A speechwriter laments the hazards of his trade.

A Profession of Martyrs

Who is the most humiliated person in Washington, D.C.? In my subjective opinion, that embarrassing distinction belongs to the hapless speechwriter of Alan Greenspan. Yes, some mortified soul ghost-writes the impenetrable jargon for the Chairman of the Federal Reserve Board. The speechwriter may aspire to eloquence, but he – or she – is obliged to mimic Greenspan's opaque idiom.

Consider this brutal example of Greenspan jargon, from a speech on technology: "The advent in recent decades of the synergies of the microprocessor, lasers and fiber optics has fostered a distinct quickening in the displacement of physical weight of output with concepts." In other (intelligible) words, the Chairman of the Federal Reserve Board is impressed that the Camry weighs less than the Model-T. You might pity his audience, but at least those people had the pleasant alternative of napping. The speechwriter, however, had to suffer every benumbing word as both torture and indictment.

The speechwriter is a hostage to the speaker. In the best of circumstances, we might like our speakers and agree with their opinions. Of course, most of us are never so consistently fortunate. We will be confronted with a speaker who is an ogre, a bore or an idiot. What can we do? Endure and write the damn speech. We must embellish the speaker's thoughts, fulfill his whims and indulge

his vanity. If the speaker is determined to make a fool of himself, then we must ghostwrite the suicide note.

Most of us have the consolation of obscurity. Our hare-brained speaker will do no worse than ruin a Rotarian lunch. Unfortunately, some speakers will command a national audience, and their rhetorical binge would be a public disaster. Yet, if that is the speaker's intent, then we must resign ourselves to the ensuing notoriety. In the history of speechwriters, perhaps our most hapless martyrs were Theodore Joslin, French Strother and Gertrude Lane. During Prohibition, when this masochistic trio could have used a drink, they wrote speeches for President Hoover.

Herbert Hoover was a remarkable man, whose life proves that there is no correlation between intelligence and common sense. He was an accomplished engineer, a brilliant administrator and an incredible buffoon. History has blamed him for the Great Depression; that seems unfair since he barely noticed it. As a speaker, he was never content simply to be inane, callous and offensive. He instinctively chose the worst time to say the worst thing.

As the United States plunged into Depression, its President expressed this heartfelt conviction: "If a man has not made a million dollars by the time he is 40, he is not worth much." When 25 percent of the workforce was unemployed, Hoover offered this distinctly optimistic view: "Many people have left their jobs for the more profitable one of selling apples." By October 1932, President Hoover finally acknowledged a depression: his own. He knew that he was about to be voted out of office, and in a speech at Ft. Wayne, Indiana, he upbraided the public for its ingratitude and insensitivity:

"I shall say now the only harsh word that I have uttered in public office. I hope that it will be the last I shall have to say. When you are told that the President of the United States, who by the most sacred trust of our nation is the President of all the people, a man of your own blood and upbringing, has sat in the White House



Photo courtesy of the Herbert Hoover Presidential Library.

“Herbert Hoover was a remarkable man, whose life proves that there is no correlation between intelligence and common sense.”

for the last three years of your misfortune without troubling to know your burdens, without heartaches over your miseries and casualties, without summoning every avenue of skillful assistance irrespective of party or view, without using every ounce of his strength and straining his every nerve to protect and help, without putting aside personal ambition and humbling his pride of opinion, if that would serve – then I say to you that such statements are deliberate, intolerable falsehoods.”

One can only imagine his tantrum before his speechwriters polished it. Indeed, despite the writers’ efforts, the speech remains a contemptible embarrassment. It is petulant, pompous and oblivious to the public; but that might be a fitting description of the Hoover presidency. The speech certainly was an accurate representation of the speaker; and what more could his writers do? It is not the writer’s responsibility to save the speaker from himself; we can only guarantee that the self-destruction is grammatical.

There are times when speechwriters and mercenaries seem to have the same job description; and A.E. Houseman wrote an epitaph suitable for either profession:

*These, in the day when heaven was falling,
The hour when earth’s foundations fled,
Followed their mercenary calling
And took their wages and are dead.
What God abandoned, these defended....*

T

Eugene Finerman is a speechwriter, humorist and lecturer on the topics of rhetoric, humor and history. He lives in Northbrook, Illinois. Contact Eugene at Finerman@theramp.net.

What chathink? We want your opinion. For the next few months we're going to ask you about major (and not so major) issues. To answer, visit our Web site at www.toastmasters.org and take our online poll. The results will be posted in a future issue of *The Toastmaster*. This month's question is:

Are you an introvert or an extrovert?

On the home page of the TI Web site, you'll find a button labeled: "Online Poll." Click on that button to get to a page of questions.

We look forward to hearing from you!

SAN ANTONIO:

A Revolutionary

Don't miss Toastmasters' 71st Annual International Convention, August 21-24, 2002, at the San Antonio Marriott Rivercenter, San Antonio, Texas.



REGISTER EARLY AND SAVE! Double your savings and register now! This year, Toastmasters International offers new registration options that allow you to save money. Purchase a Full Convention Registration package, which includes five event tickets, and

save \$50 compared to the "On-site" registration fee or save \$25 compared to the "A La Carte" registration fee. Registering for the convention is easy. Simply complete the convention registration forms on the preceding pages, or register online by visiting our Web site at www.toastmasters.org.

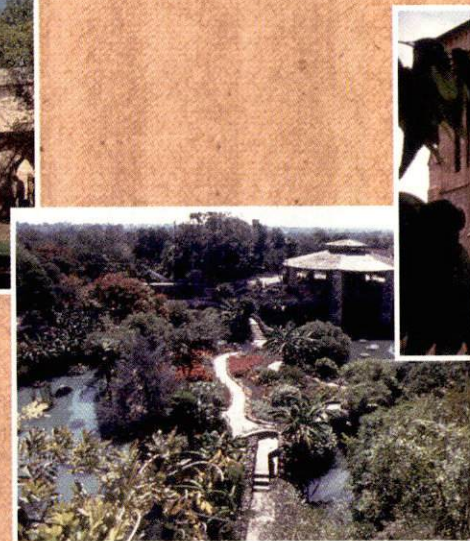
CONVENTION SCHEDULE

The convention begins on Wednesday, August 21, and ends Saturday evening, August 24. Let great speakers inspire you, fun events entertain you, and join friends in a week filled with learning, achievement and fun! Take advantage of an educational program that lets you choose from five tracks: Speaking, Personal Growth, Motivation and Leadership, Club and District Success, and Professional Speaking.

INTERDISTRICT SPEECH CONTEST — 6:30 P.M.

On Tuesday, August 20, at 6:30 p.m. be sure to attend the Interdistrict Speech Contest and watch as speakers

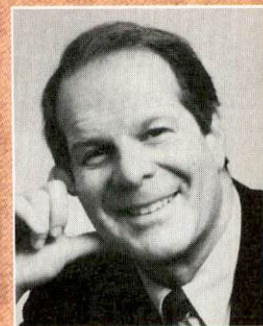
from districts outside the United States and Canada compete for a final spot in Saturday's World Championship of Public Speaking.



WEDNESDAY, AUGUST 21

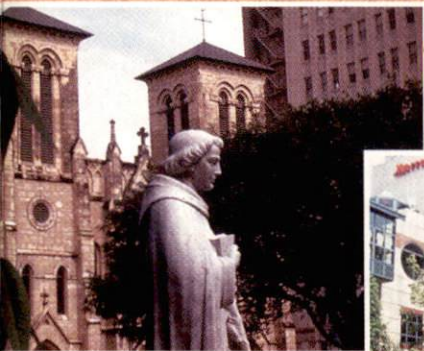
If you're preregistered, you may pick up your ticket packet beginning at 10 a.m. World Headquarters will preselect your seats, or if you choose, when you arrive, you may select your own seats for great events such as the Golden Gavel Luncheon, "Denim & Diamonds" Party, the World Championship of Public Speaking and the President's Dinner Dance. You can purchase remaining event tickets on site, but these are subject to availability. So preregister and buy your tickets now.

Visit the District 55 Information Desk. Our hosts will introduce you to San Antonio's popular attractions. The Candidates' Corner and Credentials Desk open Wednesday afternoon.



Dr. Richard Lederer

Experience!



TI BOOKSTORE

Visit the TI Bookstore beginning at 1 p.m. It's stocked with great items you can take back to your club. Browsers are welcome!

BOARD OF DIRECTORS BRIEFING — 1:00 P.M.

Your Board of Directors briefs you on recent actions taken to help achieve the mission of Toastmasters International.



Alfred Herzing



Willie Jolley



Bettye Pierce Zoller

FIRST-TIMERS RECEPTION — 4:00 P.M.

International President Alfred Herzing, DTM, personally welcomes you

to your first International Convention. Meet other first-timers and make new friends at this informal reception.

OPENING CEREMONIES — 7:00 P.M.

Featuring Willie Jolley

The spectacular Parade of Flags kicks off this thrilling event at 7 p.m. Hear the report of International President Alfred Herzing, DTM. Let professional speaker and motivator Willie Jolley inspire you with a powerful keynote address. See for yourself why Toastmasters selected Jolley as one of Five Outstanding Speakers in 1999.

CANDIDATES' RECEPTION

Meet this year's International Officer and Director candidates at an informal reception immediately following the Opening Ceremonies.

THURSDAY, AUGUST 22

EDUCATION IN THE MORNING — 8:30 A.M.

Begin your day with a lineup of seasoned speakers. Choose from five tracks: Speaking (*Track #1*), Personal Growth (*Track #2*), Motivation and Leadership (*Track #3*), Club and District Success (*Track #4*), and Professional Speaking (*Track #5*).



Darren LaCroix



Craig Harrison



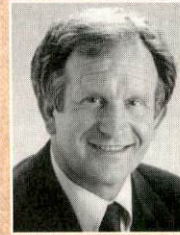
Steve Siemens



Dan Maddux



Patricia Boverie



Michael Kroth

► **"Got Humor? Comedy Secrets for Professional Presentations"** (Track #1)

Darren LaCroix

2001 World Champion of Public Speaking Darren LaCroix teaches you how to punch up your presentation with humor.

► **"Story Tell, Story Sell: Selling Our Accomplishments Through Storytelling"** (Track #2)
Craig Harrison, DTM

The next time you find yourself in a job interview, transform resumé bullets and dashes into powerful 30-second testimonials to your skills and qualifications.

► **"Don't Die Until You're Dead!"** (Track #3)
Steve Siemens, CSP

Discover how to develop a life strategy that will keep you from a survival mindset. Add enthusiasm to your personal and professional life.

► **"It's About Time"** (Track #4)
Mary Ellen Warner, DTM

Mary Ellen offers practical and sensible solutions to living a balanced life.

EDUCATION CONTINUES IN THE MORNING – 10:00 A.M.

► **"The Three Golden Nuggets of Platform Power"** (Track #1)

Ola Joseph, ATM-G

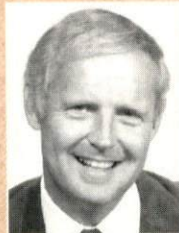
Ensure success with your next presentation. Ola shares tips and techniques guaranteed to increase your platform power.



Mary Ellen Warner



Ola Joseph



Robert Opple

► **"Passionate Living: Igniting the Fire!"** (Track #3)
Patricia E. Boverie, Ph.D. & Michael Kroth, Ph.D.

Join Patricia and Michael in an interactive presentation. They'll show you how you can fire up yourself and others by using *The Spark*, *The Fuel* and *The Flame*!

► **"How to Build a Dynamic Club"** (Track #4)
Robert Opple, ATM-G, Accredited Speaker

Add vitality and excitement to your next club meeting and give fellow club members and guests a reason to return.

► **"Inside Secrets: Client Expectations of Keynote Speakers"** (Track #5)

Dan Maddux

Dan Maddux conducts a tell-it-like-it-is, no holds barred, information-packed program. Learn how to market yourself as a speaker. Discover industry etiquette and ethics and how you can be remembered for all the right reasons!

GOLDEN GAVEL LUNCHEON – NOON

Toastmasters International proudly presents **Richard Lederer, Ph.D.**, with **The Golden Gavel**, Toastmasters' highest honor for communication excellence. Dr. Lederer is the author of many books and articles about language and humor, including his best-selling *Crazy English*. He is regularly heard on national public radio and will soon appear on television for PBS. Join your fellow Toastmasters in honoring Dr. Richard Lederer.

AFTERNOON SESSIONS – 2:45 P.M.

► **"Scoring Higher on the Laugh Meter"** (Track #1)
Bob Armstrong, DTM

Join humorist Bob Armstrong as he shows you how to enhance your next presentation with relevant, appropriate, non-offensive and well-rehearsed humor techniques.

► **"Everything is Negotiable"** (Track #2)
Pam (Goldstein) Thomas, DTM

Expand member involvement. Learn the secrets to planning successful club, area, division and district events.



Bob Armstrong



Pam Thomas



Dee Dee Raap



Stan Piskorski



Len Jury



Sam Horn

➤ **“Make a Difference: Be a Better Leader!”** (Track #3)
Dee Dee Raap, DTM

Dee Dee offers proven techniques to help you motivate and inspire others. Find out what it takes to become a better leader.

➤ **“Successfully Speaking”** (Track #5)
Bettye Pierce Zoller *Ola Joseph, DTM*
Stan Piskorski *Dan Maddux*

Professional speaker and vocal coach Bettye Pierce Zoller moderates a panel of platform professionals who have launched successful speaking careers. Participate in this Q&A session and find out what it takes to jump-start your own speaking career.

ACCREDITED SPEAKER PROGRAM – 2:45 P.M.

You are invited to see Toastmasters give their second-level presentations for the 2002 Accredited Speaker Program.

CANDIDATE SHOWCASES – 5:00 P.M.

Meet your International Officer and Director candidates as they address convention delegates.

OPEN EVENING

Experience the nightlife with an evening on the town. Stop by the Host District Information Desk for some great dining and entertainment ideas.

FRIDAY, AUGUST 23

ANNUAL BUSINESS MEETING – 8:00 A.M.

Alfred Herzing, DTM, Chairman
Herb Nowlin, DTM, Parliamentarian

Delegates gather to elect International Officers and Directors.

CLUB LEADERSHIP LUNCHEON – 11:30 A.M.

Past International President **Len Jury, DTM**, delivers the keynote address, “Building Membership in Clubs” at this

special luncheon for DTMs, 2001-2002 club officers, and 2002-2003 club officers. Join us and celebrate the success of our 2001-2002 Distinguished clubs.

TOASTMASTERS AND GUESTS LUNCHEON – 11:30 A.M.

This popular event is open to everyone, so be sure to buy your tickets in advance. Join **Sam Horn** as she delivers her presentation, “Tongue Fu!” Discover new ways to think on your feet so you’re never at a loss for words. Learn dozens of real-life responses to challenging situations you face at work, at home and in your club.

HALL OF FAME – 1:30 P.M.

Toastmasters International’s top performers are recognized for outstanding accomplishments for 2001-2002. Bring your camera!

GENERAL SESSION – 4:00 P.M.

➤ **“Is What You Said What You Meant? Did I Hear What I Thought You Said?”**

Bettye Pierce Zoller

Learn how you can speak with clarity and power. Understand why speech habits may be hurting you and how you can change those habits into assets. Betty shows you how women and men speak and hear quite differently. Find out how to use pitch inflections and word stresses to your advantage.

“DENIM & DIAMONDS” PARTY – 7:00 P.M.

Enjoy dinner and a show featuring a variety of Texas-style entertainment. Grab your partner and kick up your boots because we’re kickin’ it up a notch. Hear popular country singer Jody Jenkins. Enjoy the comedy of Jimmy



Jorie Wu



William Kent



Nancy Holder



Victor Parachin



Sandy Voegel



Kyle Hall



Tim Keck



Elise Dee Beraru



James Fair

Travis. See cowboy enthusiast and straight shooter Joe Bowman in action. Whether it's the "Electric Slide" or the "Tush Push," it's all fun learning to line dance with The Newmans. Join us for an evening at this Lonestar round-up!



Jody Jenkins



Jimmy Travis



Joe Bowman

SATURDAY, AUGUST 24

"THE WORLD CHAMPIONSHIP OF PUBLIC SPEAKING SPONSORED BY MBNA" – INTERNATIONAL SPEECH CONTEST – 9:00 A.M.

Witness the best in public speaking as nine finalists compete for the title, "World Champion of Public Speaking." Experience the thrill and suspense when you hear, "and the winner is..." This is a popular event, so order your tickets now!

EDUCATION CONTINUES IN THE AFTERNOON – 1:30 P.M.

➤ **"Speechwriting 101"** (Track #1)

William "Clark" Kent

Learn the importance of creating a *victory statement*. Minimize speechwriting anxiety and understand the essential elements of connecting with your audience.

➤ **"Practicing the Fine Art of Forgiveness"** (Track #2)

Victor Parachin

A frequent contributor to *The Toastmaster* magazine, Victor Parachin shares his thoughts on the fine art of forgiveness.

➤ **"Building Through Mentoring"** (Track #4)

Sandy Voegel, DTM

Is mentoring only for new members? Discover how to develop a mentoring program in your club. Increase

your leadership pool and learn the benefits mentors can bring to your club or district.

➤ **"Becoming a Professional Trainer: The Everyday Speaking Professional"** (Track #5)

Stan Piskorski

Discover key similarities and differences between the role of a professional speaker and a professional trainer. Find out what you can do to increase your skill as a trainer.

EDUCATION CONTINUES IN THE AFTERNOON – 3:00 P.M.

➤ **"Conan the Grammarian"** (Track #1)

Dr. Richard Lederer

Golden Gavel recipient Dr. Richard Lederer presents a common-sense approach to correct English usage. What are the rules of proper English? Who makes them? Why are they important?

➤ **"Surfing the Waves of Change: The Five Steps to Making Change Work For You"** (Track #3)

Kyle Hall, ATM-S

Join Kyle as he shows you how to move into change with safety, grace and purpose. Take an entrepreneurial approach when change comes your way.

➤ **"Bring Out the Best: Achieving Distinguished District, Division and Area Goals"** (Track #4)

Tim Keck, DTM

Jorie Wu, DTM

Elise Dee Beraru, DTM

Nancy Holder, DTM

James Fair, DTM

Join Past International President Tim Keck, DTM, as he moderates a "distinguished" panel of experts who served as governors of President's, Select and Distinguished Districts. Learn from these Toastmasters as they share valuable information about what it takes to achieve area, division and district success.

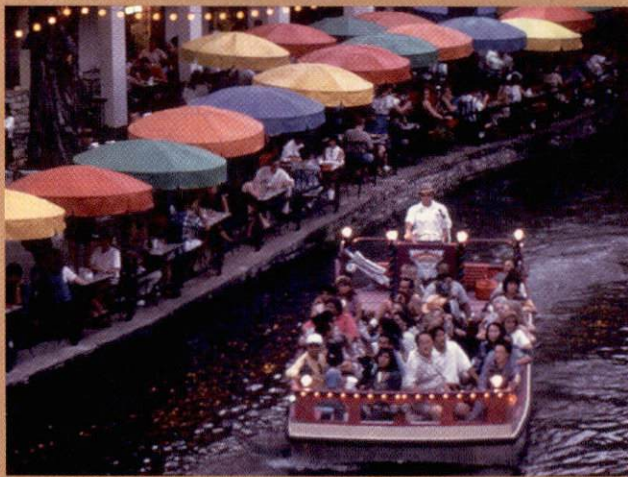
PRESIDENT'S DINNER DANCE – 7:30 P.M.

Dine and dance in elegance at this extravagant closing event. Past International President Jo Anna McWilliams, DTM, is the Toastmaster for the evening and will preside over the installation of newly elected officers and directors.

Guaranteed Lowest Airfares to San Antonio!

Get there for less! Uniglobe South Coast Travel in conjunction with American Airlines and Hertz Rent-A-Car will provide special services and benefits to Toastmasters and guests attending the 71st Annual International Convention in San Antonio, Texas, August 21-24, 2002.

- **Save 5% to 15% off published airfares on American Airlines** (some restrictions apply; advance purchase required). Discounts are for travel between August 15-28, 2002. (A transaction fee applies to all bookings.)
- **Save on Car Rentals.** Uniglobe is offering Toastmasters special rates on Hertz car rentals starting as low as \$22.99/day (U.S.) with UNLIMITED MILEAGE.
- **Lowest airfares are guaranteed** on any airline at time of booking through Uniglobe South Coast Travel. To make reservations, call Uniglobe South Coast Travel and receive:
 - Special negotiated airfares on American Airlines
 - Lowest prices for all airline tickets and car rentals
 - Frequent flyer miles and preferential seat assignments
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RESERVATION HOURS:
M-F 8:30 a.m. to 5:00 p.m., Pacific Time
or
visit their Web site to book direct at:
www.southcoasttravel.com

Tax Deductible?

Did you know that U.S. Treasury regulations permit an income tax deduction for educational expense – when the education is undertaken to maintain or improve one's employment or other trade or business? Also, if you're a duly appointed, voting delegate representing your club at the convention, attend all the meetings as the delegate and report back to your club, many of the 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 educational organization. (Contributions may be deducted on U.S. Tax returns.)

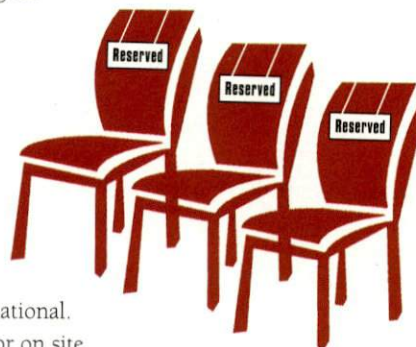
AUTOMATIC SEAT PRESELECTION

World Headquarters will automatically preselect your seats for the *Golden Gavel Luncheon*, *Denim & Diamonds Party*, *International Speech Contest*, and *President's Dinner Dance*. If you DO NOT want your seats preselected and want to select your seats on site, simply check the appropriate box on the convention registration form. World Headquarters will preselect seat locations in the order in which it receives convention registration forms – so register early!

Those individuals who wish to select their own seats may do so at the Convention beginning on Wednesday, August 21, at 10:00 a.m.

Seating Preselection Procedure

1. World Headquarters will assign seating locations in the order in which it receives convention registration forms.
2. Preselected seating will be offered on an "all or none" basis only. Registrants may purchase tickets to one or more of the events which have assigned seating. However, if preselected seating is requested, World Headquarters will select seat locations for **all** tickets for event(s) that have assigned seating.
3. Assignment of preselected seat locations will be at the discretion of Toastmasters International.
4. All preselected seat locations are **final** and **cannot** be changed prior to the convention or on site.
5. Toastmasters wanting preselection of seat locations and who wish to sit in a group must mail their registration forms together in the same envelope. World Headquarters will make every attempt to accommodate such requests.
6. World Headquarters will make every effort to seat larger groups (*registrants purchasing six or more tickets for any single event*) at the same table. However, it is possible groups of six or more may be seated at separate tables.
7. **Deadline:** Advance registrations must reach World Headquarters by **July 22**. Cancellations and refund requests will not be accepted after **July 22**. Cancellations will not be accepted on site – no exceptions!



San Antonio
Marriott Rivercenter
Welcomes

TOASTMASTERS INTERNATIONAL® 2002 CONVENTION AUGUST 21-24, 2002

MAIL THIS FORM TO:
Marriott Rivercenter
101 Bowie Street • San Antonio, TX 78205
(800) 648-4462 or (210) 223-1000
Fax (210) 554-6248 - Attn: Group Housing

HOTEL REGISTRATION FORM

Arrival date: _____ Departure date: _____

Number of nights you will stay: _____

Number of people in room: _____

Approx. arrival time: _____
(CHECK-IN 4:00 P.M. - CHECK-OUT NOON)

Method of transportation: Car Air Other

Late departures will be charged a full night's rate plus taxes.

Special Conference Rates (circle rate desired)	
MAIN BUILDING	SUITES
\$135.00 single/double	Phone hotel directly if suite is desired. Cost and availability varies.

Please Note: Special conference rates are based on reservations received by July 25, 2002, and room block availability.

After July 25, all subsequent reservations will be subject to availability at the current hotel rack rates.

PLEASE RESERVE ACCOMMODATIONS FOR: (please print or type)

Name (last) _____ (first) _____ (initial) _____ Company _____

Address _____ City _____ State _____ Zip _____

Phone () _____ Fax () _____ Sharing room with: _____ Email _____

Special Requests: King 2 Double Beds Non Smoking Smoking Other (specify) _____

(Note: Every attempt will be made to honor your request, however we cannot guarantee a special request.)

To guarantee your reservation we require first night's deposit or credit card guarantee. Please include 16.75% occupancy tax per night. DO NOT SEND CASH. Make check or money order payable to the San Antonio Marriott Rivercenter.

Credit Card type _____

Credit Card # _____ Exp. _____

Check # _____ Amount _____

SIGNATURE

DATE

DON'T BE A NO-SHOW

To cancel your reservation call (800) 648-4462 or (210) 223-1000. If you fail to arrive by midnight the day of your scheduled arrival, your room will be released and may not be available. You must cancel your reservation 48 hours prior to arrival to avoid being charged one night's room and tax. Fax: (210) 554-6248.

A room confirmation will be mailed to you as soon as possible.

DO NOT MAIL THIS FORM TO TOASTMASTERS INTERNATIONAL

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**[®]
71ST ANNUAL CONVENTION

AUGUST 21-24, 2002 ♦ SAN ANTONIO MARRIOTT RIVERCENTER, SAN ANTONIO, TEXAS, U.S.A.

MAIL THIS PART TO: Toastmasters International, P.O. Box 9052, Mission Viejo, California 92690 U.S.A. (This form is not to be used by International Officers/Directors, Past International Presidents, Past International Directors, or District Governors elected for 2002-2003.)

To attend general sessions on Wednesday, Thursday, Friday and Saturday, a registration badge will be required. Preregister and order event tickets now! **You must be registered to purchase tickets to any events, including the International Speech Contest.** ATTENDANCE AT ALL MEAL EVENTS AND THE INTERNATIONAL 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. Wednesday, August 21. **On site registration fees will be higher.**

ALL ADVANCE REGISTRATIONS MUST REACH WORLD HEADQUARTERS BY JULY 22.



“FULL” CONVENTION REGISTRATION only \$390.00

SAVE \$25 compared to “A La Carte” Registration

SAVE \$50 compared to “On site” Registration

A Full Convention Registration Package includes the following:

- One Convention Registration
- One Golden Gavel Luncheon ticket (Thursday, August 22)
- One “Denim & Diamonds” Party ticket (Friday, August 23)
- One International Speech Contest ticket (Saturday, August 24)
- One President’s Dinner Dance ticket (Saturday, August 24)

_____ One Person @ \$390.00 \$ _____
 _____ Spouse/Guest @ \$390.00 \$ _____

A Full Convention Registration Package also includes one admission to the Club Leadership Luncheon **OR** one admission to the Toastmasters & Guests Luncheon. You may select only one event ticket for every member/spouse/guest that is purchasing a convention registration! Please indicate the number of tickets you require for each event.

_____ Club Leadership Luncheon ticket (Friday, August 23)
OR
 _____ Toastmasters & Guests Luncheon ticket (Friday, August 23)

You may purchase tickets to the following optional events. Please indicate the number of tickets you wish to purchase for the events listed below:

_____ Interdistrict Speech Contest ticket (Tuesday, August 20) @ \$20.00 \$ _____
 _____ Overseas Dinner ticket (Tuesday, August 20) (Open only to delegates outside U.S./Canada) @ \$57.00 \$ _____

SECTION A – TOTAL \$ _____



“A LA CARTE” REGISTRATION

SAVE \$25 compared to “On site” Registration

“A La Carte” Registration allows you to attend all general educational sessions during the Convention. Event tickets are not included and must be purchased separately.

_____ One Person @ \$175.00 \$ _____
 _____ Spouse/Guest @ \$175.00 \$ _____

EVENT TICKETS:

_____ Interdistrict Speech Contest (Tuesday, August 20) @ \$20.00 \$ _____
 _____ Overseas Dinner (Tuesday, August 20) (Open only to delegates outside U.S./Canada) @ \$57.00 \$ _____
 _____ Golden Gavel Luncheon (Thursday, August 22) @ \$48.00 \$ _____
 _____ Toastmasters & Guests Luncheon (Friday, August 23) @ \$43.00 \$ _____
 _____ Club Leadership Luncheon (Friday, August 23) @ \$43.00 \$ _____
 _____ “Denim & Diamonds” Party (Friday, August 23) @ \$62.00 \$ _____
 _____ International Speech Contest (Saturday, August 24) @ \$25.00 \$ _____
 _____ President’s Dinner Dance (Saturday, August 24) @ \$62.00 \$ _____

SECTION B – TOTAL \$ _____



"ONE-DAY" CONVENTION REGISTRATION

"One-Day" Convention Registration allows you to attend general and educational sessions and purchase event ticket(s) that take place the day you are registered. Please check the box for the day you wish to register.

- Wednesday/Thursday (Aug. 20 & 21)
- Thursday (Aug. 22)
- Friday (Aug. 23)
- Saturday (Aug. 24)

_____ One Person @ \$105.00 \$ _____

_____ Spouse/Guest @ \$105.00 \$ _____

Please indicate the number of event tickets you wish to purchase. You may purchase only one event ticket for every member/spouse/guest that is purchasing a convention registration!

EVENT TICKETS:

- _____ Interdistrict Speech Contest (Tuesday, August 20) @ \$20.00 \$ _____
- _____ Overseas Dinner (Tuesday, August 20) (Open only to delegates outside U.S./Canada) @ \$57.00 \$ _____
- _____ Golden Gavel Luncheon (Thursday, August 22) @ \$48.00 \$ _____
- _____ Toastmasters & Guests Luncheon (Friday, August 23) @ \$43.00 \$ _____
- _____ Club Leadership Luncheon (Friday, August 23) @ \$43.00 \$ _____
- _____ "Denim & Diamonds" Party (Friday, August 23) @ \$62.00 \$ _____
- _____ International Speech Contest (Saturday, August 24) @ \$25.00 \$ _____
- _____ President's Dinner Dance (Saturday, August 24) @ \$62.00 \$ _____

SECTION C - TOTAL \$ _____

TOTAL FROM SECTION A \$ _____

TOTAL FROM SECTION B \$ _____

TOTAL FROM SECTION C \$ _____

TOTAL AMOUNT DUE \$ _____

World Headquarters will preselect your seats only for the Golden Gavel Luncheon, "Denim & Diamonds" Party, International Speech Contest and President's Dinner Dance. All other events are "open seating." All preselected seat locations are final and cannot be changed prior to the convention or on site. If you wish to select you own seat(s) when you arrive at the convention from remaining available seats, please check this box. (See page 28 for Seat Preselection Information.)

Check enclosed for \$ _____ (U.S. Dollars) payable to Toastmasters International. Cancellation and refund requests will not be accepted after July 22. Cancellations will not be accepted on site. NO EXCEPTIONS!

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This is my first TI Convention.



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

DTM

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

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 Luz F. Escobido 8490-U, Riyadh, Saudi Arabia
 John L. Grand 9462-U, Riyadh, Saudi Arabia
 Richard R. Rahder 1377-1, Long Beach, California
 Doug McGetchin 1532-5, Encinitas, California
 Mary Elizabeth Swanson 9133-6, New Prague, Minnesota
 Cora Lonning 5588-7, Marylhurst, Oregon
 Gary A. Schmidt 5588-7, Marylhurst, Oregon
 Thomas P. Marcy 4492-8, Columbia, Missouri
 Michael Lewis 4928-8, St. Louis, Missouri
 Nicholas Petti 2502-10, Madison, Ohio
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 Ralph K. Crawford 1183-11, Indianapolis, Indiana
 William H. Landis 1682-14, Lawrenceville, Georgia
 Jolene M. Davis 9603-15, Salt Lake City, Utah
 Gregory L. Redekoop 3777-17, Butte, Montana
 Frank I. Kintzle 1529-19, Cedar Rapids, Iowa
 Ethel Merideth 282-22, Leavenworth, Kansas
 Donald M. Bush 4357-23, Albuquerque, New Mexico
 Weldon L. Merritt 8799-23, Santa Fe, New Mexico
 Deborah J. Brozanic 455-24, Omaha, Nebraska
 Mary Rita White 1081-27, Patuxent River, Maryland
 John Lesko 2940-27, Arlington, Virginia
 Patricia A. Patrick 9084-30, Hines, Illinois
 Edwin Reid 173-35, Madison, Wisconsin
 Jane Taylor 7726-35, Milton, Australia
 Kinsey Oglesby 2879-37, Fayetteville, North Carolina
 Catherine A. Jaggard 1107-38, Atlantic City, New Jersey
 Diana N.C. Javor 524-40, Westerville, Ohio
 Juliann Ryan 524-40, Westerville, Ohio
 M. Frances Dorris 3552-40, Columbus, Ohio
 Jay G. Elkes 5093-40, Columbus, Ohio
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 Alix Fortescue 2281-69, Strathpine, Australia
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 Colleen Todd 9256-69, Inverell, Australia
 Gordon Barnard 3180-70, Castlehill, Australia
 Mervyn H. Tobin 4613-70, Bathurst, Australia
 Carolyn Artlett 1269-73, Dandenong, Australia
 Peter Steyn 3499-75, Pretoria, South Africa
 Shintaro Inagaki 3162-76, Atsugi-Kanagawa, Japan
 Rio Imamura 9155-76, Kitakyushu-shi, Japan

Brampton 2347-60, Brampton, Canada
 Midland 2399-62, Midland, Michigan

40 years

Rochester Suburban 1883-6, Rochester, Minnesota
 Northeast 3412-14, Norcross, Georgia
 Hangtown Toastmasters 3416-39, Placerville, Georgia
 Cronulla RSL 3445-70, Cronulla, Australia

35 years

Fred H. Rohr 2518-5, Chula Vista, California
 Goodyear Community 2809-10, Akron, Ohio
 Quesnel 3197-21, Quesnel, Canada
 Rockhampton 3732-69, Rockhampton, Australia

30 years

Escondido 1546-5, Escondido, California
 Western Reserve 2502-10, Madison, Ohio
 Monroe 1661-28, Monroe, Michigan
 George Washington University 1237-36, Washington, D.C.
 Wilmington 3603-37, Wilmington, North Carolina
 Saturday Motivators 215-39, Stockton, California

25 years

Speech Masters 3268-8, St. Louis, Missouri
 The Battlefords 1512-42, North Battleford, Canada
 Kennebec Valley 1468-45, Augusta, Maine
 Venetian 952-47, Ft. Lauderdale, California
 Lillian R. Bradley 2346-47, Jacksonville, Florida
 PWC 2178-70, Sydney, Australia
 Dun Laoghaire 3452-71, Dun-Laoghaire, Ireland

20 years

Vons 1962-F, Arcadia, California
 Anchor 3882-U, Anchorage, Alaska
 Harbor Lights 1015-1, Torrance, California
 Adventurers 2538-5, San Diego, California
 Dialoggers 2401-6, St. Paul, Minnesota
 Caltrans Communicators 1124-12, San Bernardino, California
 Macon Pride 4781-14, Macon, Georgia
 Speaking Singles 3816-16, Tulsa, Oklahoma
 Olympus 4785-32, Olympia, Georgia
 Goleta Valley 878-33, Goleta, California
 Natl. Research Council 292-36, Washington, D.C.
 NIH Evening Speakers 3691-36, Bethesda, Maryland
 Advanced Speakers-MD 4036-36, Bethesda, Maryland
 Twin Towers 3215-42, Calgary, Canada
 Grande Prairie Morning 3489-42, Grande Prairie, Canada
 Fort Knox 2492-47, Tallahassee, Florida
 Katy Toastmasters 2755-56, Katy, Texas
 Markham 4782-60, Markham, Canada
 Louis St-Laurent 3747-61, Sherbrooke, Canada
 GSU Beaumont 2484-68, Beaumont, Texas
 Hawkesbury Valley 2009-70, Richmond, Australia
 Piako 3837-72, Morrisville, New Zealand

Anniversaries

MARCH

60 years

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55 years

Hillcrest 460-F, Fullerton, California
 Webster Groves 461-8, St. Louis, Missouri
 Pioneer 453-40, Cincinnati, Ohio
 San Leandro 453-57, San Leandro, California

50 years

Skyline 1038-26, Denver, Colorado
 Saskatoon 450-42, Saskatoon, Canada
 Park City 1065-53, Great Bridgeport, Connecticut

45 years

Early Birds 2255-13, Butler, Pennsylvania
 Macon 824-14, Macon, Georgia
 Helmsmen 2412-27, Arlington, Virginia
 Williams County 2268-28, Bryan, Ohio
 Unity 2349-39, Sacramento, California
 Traffic Club of NY 2286-46, New York, New York

First Aid

for your

Club

Membership
Growth
Materials

All Toastmasters Clubs need new members. Even though your Club may currently enjoy a healthy membership roster, a few months from now that could change as members move, change employment, or reach their speaking and leadership objectives. Toastmasters International has created a variety of materials to help:



Let the World Know

Toastmasters International's
Publicity and Promotion
Handbook



The Successful Club Series

Mentoring

- QTY** **BROCHURES & FLIERS**
- ___ 101 Talk. Still the Most Effective Means of Communication10 free*
 - ___ 99 Yes, You Need Toastmasters . . .10 free*
 - ___ 103 Bringing Successful Communication into Your Organization50 cents
 - ___ 124 All About Toastmasters25 cents
 - ___ 114 Toastmasters Can Help! (Pkg of 50 fliers) \$2.50
 - ___ 115 Toastmasters. It's More Than Just Talk (Pkg of 50 fliers) \$2.50
 - ___ 367 Toastmasters. It's More Than Just Talk (Five full color posters) \$4.00
 - ___ 108 From Prospect to Guest to Member3 free*

- QTY** **SUPPORT MATERIAL**
- ___ 84 Guest Book \$8.95
 - ___ 231 Guest Invitation Cards (set of 25) \$3.50
 - ___ 348 Invitation to Membership (set of 25) \$5.25
 - ___ 400 Membership Applications (pad of 20) 1 free*
 - ___ 405 New Member Profile Sheet (set of 10) \$1.00
 - ___ 401-A Membership Cards (set of 50) . \$1.00

*Your club can order the specified number of copies free of charge every six months when placing an order. Additional copies are available for an additional charge.

- QTY** **MANUALS AND KITS**
- ___ 1158 How to Rebuild a Toastmasters Club manual \$1.00
 - ___ 1159 Membership Growth manual . . \$2.25
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 - ___ 1162 New Member Orientation Kit for Clubs \$5.00
 - ___ 1140 Let the World Know—Public Relations manual \$2.50
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- QTY** **MEMBERSHIP CONTESTS/PROGRAMS**
- ___ 1620 Annual Membership Programs Flier 3 free*
 - ___ 1621 A Simple Membership Building Contest 3 free*
 - ___ 1622 Membership Building 101 . . . 3 free*

- QTY** **MODULES & TRAINING PROGRAMS**
- ___ 290 The Moments of Truth (club self-analysis) \$10.95
 - ___ 291 Finding New Members for Your Club (short seminar) . . . \$3.50
 - ___ 293 Closing the Sale (short seminar) \$3.50
 - ___ 294 Creating the Best Club Climate (short seminar) \$3.50
 - ___ 296 Mentoring (create a mentoring program in your club) \$14.95
 - ___ 4007-V Everybody's Talking about Toastmasters (promotion video) \$ 5.95

See your Club's copy of the Toastmasters International Supply Catalog for complete details about each item.

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