

TOASTMASTER®

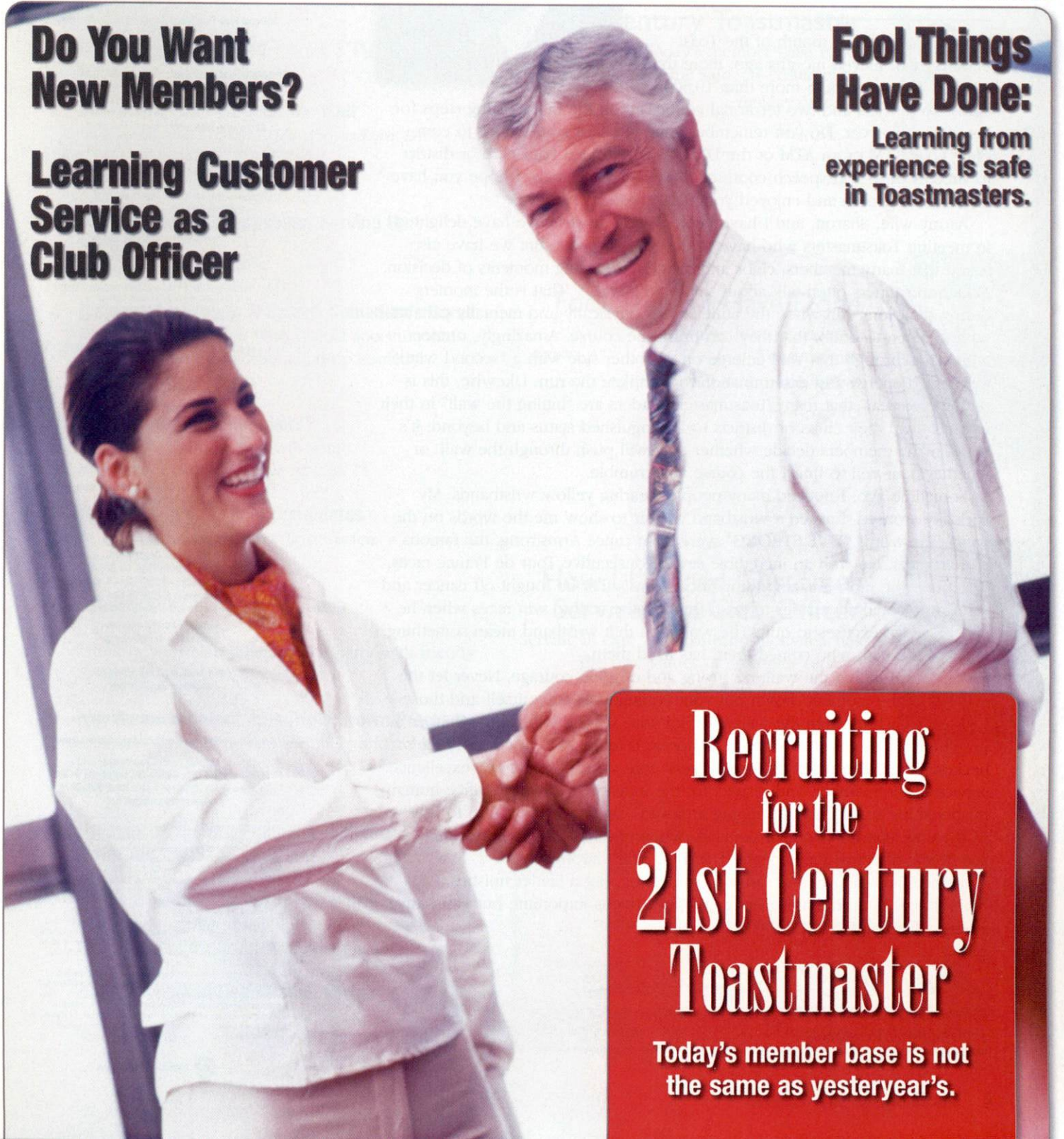
JUNE 2006

**Do You Want
New Members?**

**Learning Customer
Service as a
Club Officer**

**Fool Things
I Have Done:**

**Learning from
experience is safe
in Toastmasters.**



**Recruiting
for the
21st Century
Toastmaster**

**Today's member base is not
the same as yesteryear's.**

Push Through the Wall

June – it's the last month of the Toastmasters year! Eleven months ago, more than 200,000 Toastmasters in more than 10,500 clubs, 76 districts and two territorial councils took the first exciting steps for the 2005-2006 year. Do you remember your personal goal? Was it to complete your CTM or an ATM or the DTM? Was it to lead your club or district to success or to win speech contests? Whatever your goals, I hope you have learned and grown and enjoyed your Toastmasters journey.

As my wife, Sharon, and I have been visiting districts, we have delighted in meeting Toastmasters who have achieved their goals. But we have also found that many members, clubs and districts are facing moments of decision. Marathon runners often talk about "hitting the wall." That is the moment during their long run when the athletes feel physically and mentally exhausted and begin to doubt that they can finish the course. Amazingly, runners who push through that wall emerge on the other side with a "second wind;" a renewed energy and determination to complete the run. Likewise, this is the time of year that many Toastmasters leaders are "hitting the wall" in their quest to lead their clubs or districts to Distinguished status and beyond; it's when many members decide whether they will push through the wall, or whether their will to finish the course will crumble.

Sometime ago, I noticed many people wearing yellow wristbands. My curiosity aroused, I asked a wristband wearer to show me the words on the band. The words "LIVE STRONG" were from Lance Armstrong, the famous bicycle racer. He won an incredible seven consecutive Tour de France races. But to me the most amazing thing about him is that he fought off cancer and serious personal adversities to push through the wall to win races when he had plenty of excuses to quit. The words on that wristband mean something, because the man who coined them has lived them.

If you are hitting the wall, be strong and of good courage. Never let the excuses of the moment drown out your commitment to yourself and those you lead. Push through the wall and find your second wind. But whether or not you succeed, let it be done with honor. If temptation to take shortcuts beckons, remind yourself of Toastmasters' core values of integrity, excellence, service to the member, and respect for the individual. If you sacrifice human relationships at the cost of winning an award, that award will turn to ashes. In the end, you have to face yourself. When you look in the mirror, may you see honor, integrity and success. That is to finish strong.

Remember this: Anyone can start something, but a leader finishes it... with honor. As an old aphorism goes, "Initiative is important, but Finishative is vital." Let's all FINISH STRONG!

Dilip R. Abayasekara
Dilip Abayasekara, DTM
International President



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Serving in club leadership positions teaches the core values of customer service.

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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.

Do you have something to say? Write it in 200 words or less, sign it with your name, address and club affiliation and send it to letters@toastmasters.org.

Marketing Faux Pas

I applaud the efforts to make Toastmasters' educational program more relevant and dynamic. I think the content changes are an improvement and will assist fellow Toastmasters in reaching their personal and professional goals.

What I find disturbing about the updates to the educational program is the removal of the "Toastmasters" title from the various awards. I consider this a marketing error of the greatest magnitude. It is similar to Coke calling itself "carbonated brown beverage." There is not much brand recognition in that designation.

New members will no longer be able to say with pride and inclusiveness that they have been awarded the Competent Toastmaster (CTM) award, but will have to say they're now Competent Communicators. It is a run-of-the-mill designation probably achievable at any one-day speech seminar. The new award titles also diminish Toastmasters International by giving it less of the recognition it requires to remain strong and viable.

Toastmasters International is a great organization. I feel that all the people who make great efforts in supporting Toastmasters and its mission deserve recognition in their efforts. This change removes that recognition.

Frank Fasano • Pioneer Valley Club 3902 • Ludlow, Massachusetts

New TI Education System

The inauguration of TI's new educational system offers a unique opportunity for our organization. The word Toastmaster has been replaced by the word Communicator in the titles within the communication track. I recommend that we change our corporate name to Communicators International. I fully understand the

primary reason for our founder's choice of the word Toastmaster: He was eager to have potential members see the organization as offering "a pleasant, social atmosphere, free from anything like work or study."

However, TI is no longer a new organization; it is well established. Moreover, the members' needs are far more varied than they were in 1925. The truth is that the name Toastmasters is now a public relations liability. It suggests an unnecessarily limited image of our enterprise. My fellow members and I all have stories about folks in the community who have been deterred from further inquiry by the mention of our organization's name or by reading that name in a newspaper. So I raise my glass and propose a toast to a proposed new image: "Here's to Communicators International. We'll still have a heck of a lot of fun here."

Thomas LaFleur • Toast of the Valley 9719 • Sharon, Vermont

Know the Audience

What a great way to describe "how to read the audience" by relating it to romance and dating ("Romancing the Audience," February). As a person who does some public speaking, training and facilitation, I too have experienced some blank stares, uninterested looks and eyes glazed over.

While reading the article, it reminded me of a situation where I had hired an outside consultant to do training for my sales team. The consultant used music as an ice breaker – each team was to "Name That Tune." The first team who got the correct answer won the points. The teams failed miserably and they had little interest in the tunes or the game. At the end of the first day, I suggested to the consultant that she

play songs from the '70s and '80s. I pointed out to her that the average person in that meeting room was not born until 1971. The next day, she played songs from the '70s and '80s. Needless to say, the group was more engaged and involved.

I know that history is important, but for this exercise, it was more important to "Know the Audience."

Versie Black, ATM-B • DiVerse DreamMakers Club 818810
Smyrna, Georgia

A Dark and Stormy Night

It was a dark and stormy night and we were about 10 minutes into our weekly club meeting. After the induction of a new member and the introduction of two guests, the power went out.

In the Northwest, in the winter, we are sometimes plagued with such situations. As president of the eight-month-old Nisqually Valley Voices club in Yelm Washington, I encouraged one of our guests to continue speaking about herself as a brief introduction, even though we were in complete darkness. One of our members (and the owner of the Blue Bottle Coffee Shop where we have our meetings) jumped to the occasion and provided candles for each table.

As good Toastmasters, we moved on with the planned meeting. Our Toastmaster took the reigns and the grammarian introduced the word for the evening: *beleaguered*. Our first speaker's topic was (and I must note that this is the honest truth!) "The Dark Ages."

Ingenuity ran amok last night and we had the most fun meeting ever! Oh, the guests? Both are becoming new members! Seems they like our energy!

Connie Smith, ATMS • Nisqually Valley Voices • Yelm, Washington

A New Toastmaster Serving Up Speeches

Several years ago, I worked as a banquet server at a hotel. One day, while setting up the ballroom for a function, a woman entered the room carrying a banner with colorful ribbons strewn across it. She placed the sheer yellow and blue banner on the stage at the front of the room. It read "TOASTMASTERS INTERNATIONAL."

Later that evening, I stood with my co-workers in the back hallway getting ready to serve dinner. I entered the ballroom and stood by the servers' entrance. The large crystal chandeliers cast a dim light across the crowded ballroom. I scanned the crowd and noticed guests conversing, laughing and shaking hands. The ballroom was buzzing with the sound of various conversations. A man who appeared to be the master of ceremonies stood up and walked up the staircase to the lectern on the stage. "Good evening fellow Toastmasters and our most welcomed guests," he began. Before I had the opportunity to listen to him further, I was called into the back room.

Throughout the evening, as I served dinner, I listened intently to the various speakers who graced the stage. Each speaker was eloquent, witty and articulate. They all were confident and held the audience's interest with their speaking style, animated facial expressions and body gestures. Every word was carefully chosen and arranged in an interesting and easy-to-follow manner.

I began to reflect on my own experience with public speaking. In grade school each student was made to stand up in front of the classroom and speak for two minutes. We had to stand up there for the entire two minutes, whether or not we spoke. I remember being terrified when I was

called upon. I spoke for about 30 seconds and then just stood there, frozen for the remaining minute and a half. I remember feeling exposed and embarrassed. I felt like I was being examined and judged by everyone in that room. That was the longest two minutes of my life!

After I snapped out of my traumatic trip down memory lane, I refocused on the banquet speakers. They were wonderful speakers, I thought to myself. They appeared to be delivering their speeches flawlessly.

Several years after my introduction to Toastmasters, I was asked to give a speech at my best friend's wedding and naturally, I was terrified. Giving a speech was torturous enough in itself, but my best friend is French and the wedding was in Quebec City. Most of her family and friends don't speak English, so despite my limited ability to speak the language, I was asked to recite my speech in French.


After dinner, as the wedding guests finished their last bites of dessert and sipped their steaming coffee, I stood up. Nervously, I gripped my notes and slowly began to speak. Throughout my speech I attempted to look up as

much as possible and make eye contact with the audience. When I looked into the crowd of French strangers, I noticed that not only did they understand my rusty French but they were laughing at all of my jokes! It was unbelievable!

After I finished speaking, the crowd applauded and applauded, and applauded some more! After the rest of the speeches were presented

several guests told me how much they enjoyed my speech, which filled me with pride. One woman even commented about how much she enjoyed my hand gestures. At that moment I thought of the Toastmasters I had heard speak at the hotel years earlier.

After my experience at the wedding I decided to join Toastmasters. I am learning more and more with every meeting that I attend. I encourage everyone who feels nervous when speaking in front of others to attend a Toastmasters meeting.

For those of you who are members of a Toastmasters dinner club, I would like to offer some advice: Be friendly to your serving staff, as they may become the newest members of your club. 

Carrie Tugwood is a member of Centennial Club 313 in Winnipeg, Manitoba, Canada.



Sid Davis:

TI Sparks Comedian's Career

By Julie Bawden Davis

Former airline worker wins district speech contest, writes book and performs stand-up comedy.

▼ Sid Davis (left) demonstrates his self-deprecating humor with this photo.



Hear the humorous speech that won Sid Davis first place last fall at the District 37 Conference, and you're sure to laugh. Especially when he talks about the day he hit "rock bottom" with his caffeine addiction.

"It all started at Starbucks, the crackhouse of caffeine," says Sid. "I noticed that the slow-moving line I was in was not all java junkies, and I said, 'Hey, why don't you have a line for the people who want a cup of coffee? The real coffee drinkers? And then you can have another line for the people who want a mocha, frappa, latte, viente, pony expresso, whipped cream, sissy drink. If you want a milkshake, go to dairy queen!' I was spinning out of control..."

Although Davis, who has also written a humorous novel, sounds like a long-time professional comedian, the truth is that he's new to the world of comedy. And he credits Toastmasters with sparking his creativity and giving him the motivation to meet his true potential and make people laugh.

"When I joined Toastmasters in late 2003, I had always considered myself an underachiever," says Davis. "I lacked motivation. As a matter of fact, after I heard about the organization, it took me two years to visit a Toastmasters club." Once he visited the Lake Norman Club in Huntersville, North Carolina, he soon made up for lost time.

"I was immediately treated like a winner and that motivated me," says

Sid. "I won Best Table Topics and was naturally invited to the next meeting. After my Ice Breaker, the club stressed that I had talent and within six months I was club president." He began competing in humorous speech contests, finishing second in November 2004 at the District 37 Conference and came in first place this past fall.

Davis gets a lot of the material for his speeches and his book, *Space Available*, from years of working for the airlines. "I cleaned in-bound aircrafts at USAir for 17 years, and I loved the job," says Davis. "I would rise to the occasion and work for about 30 minutes and then have an hour off. During the downtime, I'd walk the terminals and chat with gate agents and other employees. People often open up to me, and I heard a lot of great stories."

Constantly joking with fellow employees and making them laugh, Davis finally paid attention when two co-workers urged him to share his special brand of humor and put pen on paper.

"Thanks to the confidence I'd gained at Toastmasters, I found the courage to try writing," says Davis, who wrote a zany comedy script about an airline baggage handler named Scott, who uses his flight privileges to pursue a man in New Jersey who stole his identity. The script made the top 250 selections in HBO's Project Greenlight screenwriting contest, out of nearly 800

entries. "That was obviously outstanding for a first effort, and I owe it to Toastmasters," says Davis.

After the scriptwriting success, he called an old college friend and award-winning Hollywood producer, Jonathan Flora, who suggested Davis develop the characters in his screenplay by writing about them further. This resulted in his penning *Space Available*, which shares Davis's special brand of humor.

The material related in Davis' book is loosely based on his experience working for the airlines. As he sees it, he excels at exaggerating other people's problems. "I get most of my stuff from other people's life experiences, including their misery," he says. "I call them surrogate sufferers. When I hear about other people's childhoods, money problems, marriage failures and poor life choices, I feel lucky; however, for comedy's sake, I like to put myself in their stories. I merely add a lot of embellishment. If I did half the things

if not more. "Sid's wit and humor is a definite draw for our club, and he's constantly helping fellow Toastmasters," says Barnum. "Just recently he gave a workshop on developing and writing your own humor. And he makes it a point to visit a Toastmasters club whenever he travels."

Besides working on the sequel to *Space Available*, Davis often gives speeches to other clubs and does emcee work and some stand-up comedy. He also enjoys mentoring other Toastmasters, like Loria Cass, a fellow member of the Lake Norman Club.

"I met Sid a year and a half ago, and out of interest I went to see some of his local comedy shows," says Cass. "I also discovered that he was writing, and since I've done some of my own writing, I offered to read the screenplay and book and make suggestions." According to Cass, Davis's involvement in Toastmasters has also helped improve his writing.

"There's been a definite improvement in Sid's writing – he writes for

"Thanks to the confidence I'd gained at Toastmasters, I found the courage to try writing."

- SID DAVIS

I talk about, I would be making your license plates."

According to Davis' mentor and fellow Toastmaster Barney Barnum, Davis is a natural comedian. "He has a really unique humorous style," says Barnum, who is a member of the Lake Norman Club and has been a Toastmaster for 18 years. "It's all everyday, clean stuff, but it's hilarious and leads to uproarious laughter."

Barnum has seen Davis come a long way since joining Toastmasters just two short years ago. "Sid had a couple of goals about what he wanted to gain from Toastmasters when he came to our club," says Barnum. "He wanted to check out his ability to do comedy in front of an audience and find out about his ability to write humor. He's met both of those goals and much more."

Though Davis has gotten a lot from Toastmasters, Barnum points out that he's given back just as much,

the ear much more than he used to," she says. "He is also more succinct. A lot of that has come from getting stage time."

Barnum has helped Davis develop some of his humorous speeches and notes how much he practices. "He'll work on a speech for weeks before giving it," he says.

Practice is critical and Toastmasters allows you to do a lot of it, says Davis. "Meetings are like batting practice for a baseball player or the driving range for a golfer," he says. "They are the place to make mistakes. The evaluations are the vehicles where we learn how to improve. With the exception of Elizabeth Taylor and her eight marriages... we all learn from our mistakes."

For more information, visit www.mrsiddavis.com.

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“Women are the majority of the new members coming in. In fact, in many clubs, women handily outnumber the men.”

Buickization.” How many of us know what that means? You’re not going to find it in the dictionary, but it means a lot to Toastmasters. Buickization is marketing jargon that describes what is happening to General Motors’ Buick division (and the Oldsmobile division too).

Buick was popular in the 1970s and 1980s, but since then, its popularity has declined heavily. But Buickization does not just describe a once-popular product whose market share has fallen. Buickization refers to why Buick’s popularity has fallen, and it is a metaphor for products and services whose client base has shifted dramatically because of demographic changes.

The pool of potential members for Toastmasters is experiencing similar demographic shifts in areas such as age, gender and race, and we must seize on our opportunities for recruitment of non-traditional members if we are to continue to grow and remain relevant in the 21st century.

In Buick’s case, its popularity fell because its traditional clientele aged and younger generations did not replace the steady attrition of the older customers. Buick targeted and intentionally appealed to its traditional market segment based on the stereotype that today’s Buick owner will be the same as yesteryear’s Buick owner. In short, Buick continued to market to its stereotypical owners, even after demographic changes had changed the market itself. Thus, when the market changed and Buick did not, Buick found that its sales were experiencing the same attrition as did the market to which it appealed. Buick failed to realize that the only constant in life is change.

Having been involved in several different Toastmasters clubs, I believe that Toastmasters is experiencing challenges similar to those faced by Buick, and for that matter, other more traditional entities and fraternal organizations. I have seen the older generations consistently overrepresented in Toastmasters, and I wonder what fate will befall Toastmasters in two or three generations if participation by the younger generations does not meet or exceed that of the older. The biggest challenge facing any Toastmasters club (and the organization as a whole) is recruiting new members. Is Toastmasters ready to recruit new members for the 21st Century? Or is Toastmasters still looking for the Toastmaster of the 20th Century?

Buick belatedly recognized its error and, to appeal to new generations of non-traditional Buick owners, dumped an obscene amount of money into Tiger Woods’ lap to have him become their new spokesperson. Analysis of Buick’s problems and its response by hiring Tiger Woods has become a cottage industry in the marketing world, and

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By Steve Brandon

only time will tell if their new strategy pays off. But there is a greater lesson here for Toastmasters. No, we do not need to have Tiger Woods become our spokesperson – our members around the world are the best spokespeople for Toastmasters – but we do need to plan and recruit for a legacy of healthy, vibrant, growing Toastmasters clubs well into the 21st Century.

Does Toastmasters suffer from some degree of Buickization? From my own personal experience in several different clubs, I must say, to a degree, yes. In my opinion, Toastmasters needs to shift recruiting emphasis away from the stereotypical 20th Century Toastmaster and reach out to everyone who can benefit from Toastmasters. Recruitment in the 21st Century must adapt to the huge changes in the demographics of our potential pool of members from that of 20th Century Toastmasters.

Perhaps the biggest demographic change for Toastmasters from the last century is the participation of women. Toastmasters did not even admit women until 1973, but it has been my own experience that women are the majority of the new members coming in. In fact, in many clubs, women handily outnumber the men.

“I wonder what fate will befall Toastmasters in two or three generations if participation by the younger generations does not meet or exceed that of the older.”

Toastmasters' gradual shift away from male-dominated clubs is attributable to many factors. The most obvious is the relative increase of women in the workplace since 1973. But there are also subtle trends pointing to increasingly higher participation by women. In the United States, for example, women are a growing majority of undergraduate students. At the graduate level in the United States, women are the majority of new medical students, and soon women will be the majority of new law students. These trends are relevant to Toastmasters because professionals and business

people are our most promising pool of potential recruits, and, as the female majority gap keeps expanding, Toastmasters must seek out participation of young, professional women to keep our clubs relevant and strong. (Just as an aside, Toastmasters is an excellent way for the many women and men who do not golf to network and build strong interpersonal relationships with other like-minded professionals.)

Although this is purely anecdotal, my experiences with male-dominated and female-dominated clubs have showed me clear differences between the two. The male-dominated clubs tend to be very structured, and the focus is on fulfilling tasks and duties in an almost competitive environment. In the female-dominated clubs, the emphasis seems to be more on people and less on strict adherence to rules and duties. The point is that both the male- and female-dominated clubs have their strengths, but a greater balance

By Jennifer L. Blanck, ATM-B, AL

Do You Want New Members?

If you talk about it, they will come.

Do you enjoy attending Toastmasters meetings? Have you developed your speaking and leadership skills as a Toastmaster? Are there interesting people in your club? If you've answered Yes! to any of these questions or know of other benefits you've

gained since joining Toastmasters, ask yourself this: Are you sharing this information with others?

Most Toastmasters clubs are always searching for new members, and word of mouth is one of the most powerful forms of advertising. Think about it. When you look for a good plumber, restaurant, real estate agent or even financial planner, where do you turn? If you're like many people, you ask your friends, family members, colleagues or neighbors.

How did you hear about Toastmasters? You and most of your club members probably learned about the organization through a friend or colleague. Members are the best advertising possible, since they are walking – and talking! – proof of the program's effectiveness. Maybe you want to

talk about Toastmasters more. But when is a good time? And what should you say?

Talking the Talk

There is almost an infinite number of possibilities for when to talk about Toastmasters and what you can say. Depending on the situation, you could share a personal challenge you faced, a story you heard, a fact you learned or the training or leadership opportunities available. The great part is that you don't have to force it; if you're open to the possibilities, they will often present themselves naturally to you.

During work or personal events, Toastmasters can come in handy. When associates or friends ask how you are

between the two will aid in the recruitment and retention of female members, which is essential to Toastmasters in the 21st Century.

The other huge demographic that has shifted away from the 20th Century Toastmaster in North America has been that of minorities. By 2050, if not sooner, whites will be a minority in America, and Toastmasters needs to expand recruitment beyond that of the traditional 20th Century Toastmaster accordingly. I have been a member of minority-dominated clubs and it is amazing to see the synergy of members learning and growing by sharing diverse cultural values, viewpoints and endless varieties of self-expression.

Finally, I have seen some of the intergenerational struggle at the clubs I've been in. In one club in particular, an older gentleman ridiculed a young woman because she had a tattoo. Toastmasters must maintain a tasteful standard

of decorum and professionalism, but ridicule and scorn violate the Toastmaster's Promise and drive away the younger non-traditional members.

The good news is that the solution to bridging the gap among the generations, genders and races is the very purpose of Toastmasters itself: communication. Toastmasters has always emphasized speaking, but these new challenges we face demand an equal emphasis on listening. By listening with an open mind to the diverse needs of the ever-changing pool of potential new members, Toastmasters can stay relevant and continue to serve the needs of the 21st Century Toastmaster. Toastmasters must change with the times – after all, we can't afford to hire Tiger Woods. **T**

Steve Brandon, an attorney and an accountant, is a member of The Friendly Talkers Club in Tempe, Arizona.

doing, let them know about your latest public speaking or leadership milestone. If a colleague is nervous for a presentation, invite her to the next club meeting. If a friend is starting to search for a job, invite him to Toastmasters. Do you attend many business or networking receptions? Rather than all the tired subjects, talk about Toastmasters.

You could initiate a conversation in a more formal way, such as approaching a human resources representative at your, or a neighboring, organization. Don't assume that the people in human resources know of this great professional development opportunity. You could mention Toastmasters at staff meetings, during orientations or when meeting new employees. A great time to talk about Toastmasters is during your performance evaluations! This can gain you credit for pursuing professional development activities above and beyond your regular workload, as well as inform your supervisor about Toastmasters for herself or your colleagues. Research has shown that the general public and corporate executives aren't very familiar with Toastmasters. You can do your part to change that statistic and highlight your own development at the same time.

Of course, you can also create some opportunities. Tell a joke or a story you learned at a meeting. If you're asked about it, mention Toastmasters. Wear your Toastmasters pin and see if people notice. Invite a different colleague or friend to a meeting each month. Schedule a guest speaker for your club and advertise the opportunity to colleagues and other people working in your building, your block, or your town.

Give Them the WIIFM

There may be times when simply talking about Toastmasters is not enough. Many people will need to hear the WIIFM – or "What's in it for me?" As we all know, there are so many different ways an individual can benefit from Toastmasters. If someone needs a specific anecdote, you

can offer an example of how Toastmasters has helped you or share experiences from your club members. Of course, the reason you joined might not be the same reason another person will join.

If you can, suggest how the program could specifically benefit the person. For example, someone looking for a job can benefit from Table Topics because interviewing involves extemporaneous speeches. A person who recently moved to the area will meet new people. Someone in sales can test a new pitch as a prepared speech. Those are just a few of the possibilities. If you don't know the person well, ask if he or she is interested in becoming a better speaker or leader, and you can tailor the benefits from the response you get.

One caution – there is such a thing as too much of a good thing. While talking about Toastmasters can be helpful, you don't want to overwhelm your colleagues and friends. Obviously, Toastmasters shouldn't be the only topic you ever discuss! And when Toastmasters does come up in conversation, talk enthusiastically, but don't dominate the conversation. While some people might need a little nudge, you don't want to push too hard or you might push someone away. Invite the person. Offer to meet her someplace else and walk into a meeting together. After you make an effort, check in with the person, but then let her make the next step.

Why should you talk about Toastmasters? You can help others develop their skills, increase your club membership and provide a fresh perspective to your club, among many other reasons. And if you're having trouble articulating the bottom line of Toastmasters, just paraphrase a popular advertising campaign: "New member fee: \$20. Annual international membership dues: \$54. Stronger public speaking and leadership skills: Priceless!" **T**

Jennifer L. Blanck, ATM-B, AL, is a charter member and officer of Georgetown Toastmasters in Washington, DC.

Officer Candidates

Here's your introduction to Toastmasters International's 2006-2007 officer candidates. On Friday, August 25, you'll have the opportunity to vote for the candidates of your choice while attending the International Convention in Washington, D.C., USA.

Candidates were nominated for the positions of President, Senior Vice President, Second Vice President and Third Vice President by the International Nominating Committee. The committee's selection is presented here in accordance with Article VIII, Section 1, of the Bylaws of Toastmasters International.

It is the right and duty of all clubs to participate in the vote, either through their representatives at the Convention or by proxy. All members are urged to give careful consideration to the qualifications of each candidate. For those attending the convention, you'll have an opportunity to meet and talk with all the international officer and director candidates before the election.

(Additional nominations for international officers may be made from the floor at the Annual Business Meeting. International director candidates will be nominated at the eight regional conferences to be held this month.)

Official Notice

The 2006 Annual Business Meeting will be held on Friday, August 25, at 8:00 a.m., during the International Convention, August 23 – 26, 2006, being held at Hilton Washington, Washington, DC, USA

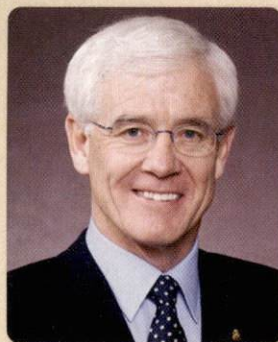
Nominating Committee:

Gavin Blakey, DTM, Chairman; Ted Corcoran, DTM, Co-Chairman; Theodore C. Wood, DTM; Joseph Samora, DTM; Maria-Isabel Soto, DTM; Dolores Dees, DTM; Leonard Glaeser, DTM; Jenny Pagano, DTM; France Vezina, DTM; Chris Lowe, DTM; J. Andreè Brooks, DTM; and Michael Chua, DTM



FOR PRESIDENT

Johnny Uy, DTM – Senior Vice President, Second Vice President, Third Vice President and International Director 1999-2001 and District 75 Governor 1997-98. Johnny's home club is Taipan 2100-75. During his term as district governor he led his district to President's Distinguished District. The district received the President's Extension Award under his leadership. He has received the Excellence in Leadership, Excellence in Education and Training, Excellence in Marketing, Outstanding Division Governor and District Toastmaster of the Year awards, and he placed third at the 1994 interdistrict speech contest. Johnny is president of Pawe Group, Inc., a company with diversified business interests. He has a B.S. degree and continues to attend numerous seminars and special courses in management and related fields. He is a member of various sports, business and civic organizations in the Philippines. Johnny and his wife, Irene, reside in Cebu City, Philippines. They have four children.



FOR SENIOR VICE PRESIDENT

Chris Ford, DTM – Second Vice President, Third Vice President, International Director 2000-2002 and District 61 Governor 1998-99. Chris's home club is the Manotick Club 8684-61. During his term as district

governor he led his district to Select Distinguished District and President's 20+ Award. He received the Excellence in Education and Training and Excellence in Marketing Awards. He was a district speech contest winner in international, table topics, and evaluation. A retired Canadian Forces brigadier-general, he has received the Order of Military Merit; European Community Peace-Keeping Medal; NATO medal for service in ex-Yugoslavia; Canadian Forces Special Service Medal; Canadian Forces Decoration; appointed by Minister of National Defence as honorary colonel of a Canadian Forces combat engineer unit. He has a B.A.Sc degree. Chris is currently Director General Alternative Dispute Resolution, for the Canadian Department of National Defence. Chris is from Ottawa, Ontario Canada; he and his partner, Carole Campeau, have five adult children and one still at home.



FOR SECOND VICE PRESIDENT

Jana Barnhill, DTM – Third Vice President, International Director 2002-2004, and District 44 Governor 2000-01. Jana's home club is Articulates 6145-44. She is an Accredited Speaker. During her term as district

governor she led her district to Select Distinguished District. She received the Division Governor of the Year, Toastmaster of the Year, Excellence in Education and Training, and the Outstanding Club President Awards. She was named Select Distinguished Division Governor, Select Distinguished Area Governor, and placed second and third in two World Championship's of Public Speaking. Jana is Vice President of L.I.V.E. Speakers, Inc. She is a professional trainer specializing in management courses. She has a B.A. in Psychology, is a certified Myers-Briggs administrator, and is a certified personality trainer. She is active in the Red Cross, Chamber of Commerce, United Way, Lubbock County Election Judge, and many civic organizations. Jana and her husband, Robert Barnhill, DTM, reside in Lubbock, Texas.



FOR THIRD VICE PRESIDENT

Paul Meunier, DTM – International Director 2002-2004, and District 47 Governor 2000-01. Paul's home club is Orlando Conquerors 1066-47. During his term as district governor he led his district to President's Distinguished

District and President's Extension Award. He received the Toastmaster of the Year Award. Paul is an attorney. He has a B.A. (highest honors) in Arts and a J.D. in Law. He is a Doctor-Aviation Management from Embry-Riddle Aeronautical University and was Newsmaker of the Year-Aviation International News Magazine twice. He has served on boards of various businesses and volunteer organizations, including an executive board of an international corporation headquartered in the United Kingdom with worldwide operations. Paul and his wife, Rebecca, reside in Orlando, Florida.



FOR THIRD VICE PRESIDENT

Gary Schmidt, DTM – International Director 2003-2005, and District 7 Governor 2001-02. Gary's home club is Clackamas Stepping Stones 3697-7. He received the President's Distinguished Division Governor, Distinguished

Area Governor, Select Distinguished Club President, Area Governor of the Year, District Toastmaster of the Year, and the Excellence in Education and Training Awards. He has helped start over 60 Toastmasters clubs. Gary is a Field Representative for U.S. Senator Gordon Smith. He has a B.A. in Political Science and an M.A. in Public Administration. He has held leadership, management and board roles in numerous settings, including government service, political campaigns and corporate, community and non-profit organizations. Gary resides in Clackamas, Oregon

Think of your club meeting
as a party with friends.

By Michael Stout, CTM

Recommendations from an Ex-guest

Having recently attained CTM (now called CC) after two years, I've gradually realized that Toastmasters is one of the best personal development programs I've ever come across (despite its name sounding archaic in the United Kingdom, and its abbreviation looking like that of a meditative group). From someone who's participated in two Tony Robbins three-day events (and two firewalks!), smaller seminars by John Gray and Bob and Brandon Bays, and listened to hundreds of self improvement tapes, this is quite a statement. Some reasons for this understanding are:

- Toastmasters training is not crammed into a three-day seminar. You progress in TI step by step, at your own pace.
- You're not getting the benefit of someone's entire life experience (so far) on six tapes, which is impossible to take in at one listening. The Toastmasters program is spread, systematically, over many years.
- You don't have to do something in a fixed way for it to work. You can speak, or teach, about anything you like. It's just the objective, at each stage, that changes.
- The program doesn't cost £2500 a time, or £50+ for a tape set. It's only a few pounds – or dollars – a month!
- You don't just get a confidence boost for three days, after which the euphoria wears off. You get one every single time we meet, when

everybody gets good things said about them by everybody else. The cumulative effect is much more powerful, and your psyche takes it in much more effectively – just as you don't water a plant only once and expect it to keep growing forever from that one experience.

- The Toastmasters program is not a collection of one person's insights. It has been developed over 80 years and is still evolving.

Here are 10 personal observations that I wish I'd known when I started as a beginner:

- **The manual is exhaustive.** It contains far too much for a beginner to take in. Best to read each assignment briefly, when necessary, and take in just the essence of what it's trying to say. The full version is good for members who are working on their CTM a second or third time, or just for taking what you, personally, feel that you need out of it.
- **Get yourself a mentor, as soon as possible.** Ask for one, or ask someone whose style you like to mentor you. A mentor's job is to advise you, cajole you and prevent you from making the same mistakes twice. Also, mentoring is part of the other member's growth, and so you're helping him or her too. I wish I'd asked for one earlier. One thing though: Do not accept someone's offer to mentor you, without that person having been asked first. It's not the done thing...



- **Persevere.** I found that I was terrified to go on stage right up to, and including, my No. 8 speech. After that, something clicked in my brain and I was no longer afraid. Until that point, I had to force myself to attend meetings each time. One technique I used was to agree to pick up someone each time and take them to the meeting. This solved two members' problems.

If you want to grow, then accept that it's not going to be easy. However, the steps are there: You just have to force yourself to climb them until you get into the pattern of putting one foot in front of the other.

- **Volunteer to be an officer.** Taking on responsibility keeps you involved in what's going on. You see what's happening behind the scenes and you get to improve things. Also, becoming an officer is part of your advancement criteria.
- **Accept a different role at each meeting** and approach it in a novel way each time. It's a great way to practice what you've learned and to try out new ideas.
- **Watch yourself on film.** Our club video records each meeting, to give everyone a chance to see how they performed. If you like, bring a blank

(continued on page 18)

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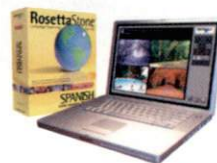
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FOOL THINGS I HAVE DONE

By John C. Spait, ATM-B

After serving as president of a Toastmasters club during the 2004-2005 term, I thought it would be good to list all the Fool Things I had done and share them with the readers of this magazine. I got the idea for keeping a Fool Things list from

Learning from experience is safe in Toastmasters.

Dale Carnegie's *How To Stop Worrying and Start Living*. (Airing my dirty laundry in public was all me, though.) I asked one of the members of my club what he thought about my idea.

"John," he said. "The magazine will only give you 2,000 words for your article. That's nowhere near enough to cover all the foolish things you did last year."

"Maybe," I said. "I can ask the editor for a little extra space."

"John, the entire magazine is only 30 pages long. That's nowhere near enough to cover all the foolish things you did last year."

This fellow is not the most supportive evaluator, though he had a good point. The only way I can make this fit is by focusing on the time between 7:35 and 7:50 on Saturday mornings – ten minutes before and five minutes into my club's meeting. My problems can be summed up in four words – messing up my priorities. With apologies to those who have suffered me the other 167 hours and 45 minutes of the week, I begin:

Know Your Priorities

Picture it: Redmond, Washington 2004, an early Saturday morning in July. It is 10 minutes before our meeting starts. Those members who are early are out of the room on errands, leaving me alone. I am busy untangling all the ribbons on the club banner. A guest walks in just then. After a few moments he manages to speak.

rph
THINGS

"Hi, uhm, my name is Maximilian. Is this Toastmasters?"
"Yup."

I don't turn my back. Preparing the banner is serious business, after all. The club worked hard to get all those ribbons and we want to make sure they're laid out neatly. What would everyone think if our "Distinguished Club 1983" ribbon wasn't clearly separated from "Home of Area Governor 1992?" (Look for my article in next month's Toastmaster about the new Competent Banner Hanging manual.) I'll get to Maximilian in a minute or two. He's not going anywhere. I want to solve this problem right now.

Fool Thing Number One is thinking that fixing our banner was more important than welcoming our guest. It's

people skills like this that landed me in engineering. The fundamental problem here isn't my profession, though. It's that I didn't know our club's priorities. For the club to receive Distinguished status, we needed eight new members. Members are much more likely to come back if they feel welcome. Unless Maximilian is similarly obsessed with our ribbons being neat, he's probably not going to think too highly of me or the club. More important than the Distinguished Club Program (DCP) is the fact that Maximilian is a human being. Even if he enters the witness protection program next week and never steps foot in our club again, we should still make his experience as pleas-

**"Experience keeps a dear school,
but fools will learn in no other."**

- BEN FRANKLIN

ant as possible.

Remember how nervous you

were at your first Toastmasters meeting?

You have to know what matters in life. We're lucky in Toastmasters that we have a list of priorities already given to us – the Distinguished Club Program. Outside of Toastmasters we're on our own. Figuring out our priorities has to be more than a New Year's resolution that is forgotten by February. Sitting down, thinking deeply and writing down the things that really matter to us will help make sure we don't ignore our duties the same way I ignored Maximilian. Though as we'll see, knowing priorities is just the first step.

Look Around

Picture it: Redmond, Washington 2004, an early Saturday morning in December. It is 10 minutes before the meeting and once again I'm alone in the club, still struggling with the banner. A guest walks in.

"Hello. My name is Rutherford. Is this Toastmasters?"

I've learned something in the last few months. I have decided that Rutherford is my priority, not the banner.

"Ruf-ord," I say. "It's great you could come. We always love to have new people come and visit. Make yourself at home and..."

This sounds good so far. It just doesn't look so good. You see, I haven't made eye contact. I mispronounced his name. And I haven't even bothered turning toward our guest! The problem is that there is big spec of dust on the club's "Home of the Trainee Assistant Area Governor 1979" ribbon. It's not coming off with just my fingernail so I'm going to have to spit on it. I'm so engrossed in this that I soon forget what I really should be doing.

Fool Thing Number Two is knowing that Rutherford is more important than an inanimate object isn't good enough. I need to live it! Having a good game plan isn't good enough. You have to execute it. I would argue that this is worse treatment than I gave poor Maximilian. Now I'm lying to poor Rutherford, telling him he matters when he clearly doesn't.

Actually keeping your priorities straight in real life (not just when you put them on paper) is almost as hard as figuring out the priorities in the first place. Yet it is essential. A recruiter at my employer said that the key factor for successful employees is that they execute their highest-priority tasks first, and then their next one next, and so on. The recruiter did not say they *know* their priorities – he used the word *execute*. He could have said that effective Toastmasters don't let their lives revolve around the dust on the "Home of the Trainee Assistant Area Governor 1979" ribbon.

Think Back

Picture it: Redmond, Washington 2005, an early Saturday morning in June. I have finally learned about living out my priorities. The guest this morning could never imagine that the banner and I were once blood enemies. The meeting is about to begin and I'm all set to give our Toastmaster an awesome introduction.

When a good club president introduces the day's Toastmaster, he or she doesn't give the "blink-and-you'll-miss-it" introduction *à la* "Grover is our Toastmaster today. Thanks, I'll sit down now." And she doesn't humiliate herself with the over-the-top, "If Dr. Smedley knew that a man of such towering genius as Grover would be in Toastmasters one day, he would have named us Grovemasters." No. The good president gives an upbeat introduction that captures something special about the day's Toastmaster without making the listeners' stomachs churn.

I hit the gavel and the meeting comes to order. I take a deep breath...and realize I don't know who the Toastmaster for the day is going to be. Oops! The next two minutes are hectic. I manage to figure out who the Toastmaster is by sneaking a peek at the program right after the Pledge of Allegiance and try to come up with a memorable, personalized introduction during that exercise. Only I can't pledge and exercise and think at the same time.

So I say, "Grover is our Toastmaster today. Thanks, I'll sit down now."

I grumble to myself. Next week I'll do better. I mean it. The problem is that as the meeting goes on, I slowly forget about my minutes of panic. I have bigger priorities to

take care of. After the meeting there's groceries, the gutters and... Then it's a week later and I'm goofing up Sally's introduction because I haven't thought about how badly I messed up Grover's.

I needed to write down the lessons I learned from all those botched introductions. I can't turn my introductions into Table Topics if I want to be any good because apparently I'm not very good at Table Topics. And I need to review that list periodically.

Fool Thing Number Three is not keeping a Fool Things list in the first place. What would Dale Carnegie say? The first time I do something new I'm probably going to mess it up. The point of the Fool Things list is so I don't screw it up the third or fourth or 40th time. You can create a "Smart Things I have Done" list if you're of a more optimistic bent, but regardless of your disposition you need to always evaluate if you want to grow. Evaluation is more than for just speeches; ultimately it has to come from within.

Looking Around and the One Fool Thing I Did Not Do

Lest I be thought a complete fool, I will close by mentioning the single, undeniably smart thing I did when I was the club president. That was serving as president in the first place. In my term I discovered things I could have and should have learned from any of a large number of books but did not. All those books that talk about having a list of priorities and living them and reviewing your progress are spot on.

Ben Franklin said, "Experience keeps a dear school, but fools will learn in no other." We're all fools at some stage in our lives. Who do you want to be your schoolmaster? Do you want your schoolhouse to be a stressful, unforgiving work place or the supportive environment of Toastmasters? There are few natural speakers and fewer natural leaders. Even a first-class fool like me can learn. Serving as an officer – or any role for that matter – may expose you as a fool. But what better way to come up with a Fool Things list of your own? **T**

John Spaith, ATM-B, is currently making a fool of himself as Area 51 Governor of District 2. He can be reached at johntm@spaith.com.

Recommendations from an Ex-guest

(continued from page 14)

tape so that your part in the program can be copied for you.

Pace yourself, like an athlete. After giving a speech, volunteer for two roles to practice what you've learned from fulfilling the objectives of that speech, before giving your next one. Learn something new, and then practice it. This is how experience is best gained.

- **Set goals.** Without an objective, your brain and the universe, working together, don't know what you want, and so they can't guide you. By using the simple pacing method mentioned above, it's possible to achieve the Competent Communicator award in just over a year.

- **Don't take Toastmasters too seriously.** Think of it as a party with friends and enjoy it. Since everyone is there to help each other, you're only

going to have high-quality, loving people around you. You're all in the same boat, with the same destination

- **Have fun.** If you're not having fun, then you're not doing it properly!

Michael Stout, CTM, is a member of Harrovians Speakers Club in Harrow Weald, England. Contact him at m.stout@virgin.net.

A simple way to motivate members and achieve district success.

By Carl Duivenvoorden, DTM

District 45's Triple Crown Program

▲ If you're a club or district officer, you know how important member achievement is to your success as a leader. If you're a super-achieving member, you know how nice it is to be acknowledged for your above-and-beyond accomplishments. And if you're cruising through the Toastmasters educational program more slowly than you'd like to be, you'll appreciate the value of having challenging but attainable personal goals.

District 45 has developed a simple way to motivate peak performance, acknowledge member achievement and promote club and district success, all at the same time. It's called our Triple Crown Program, and it's pretty straightforward: Members who achieve three or more educational awards during the Toastmasters year win our Triple Crown Award.

Is it a challenge? Absolutely: members need to attain any three awards from the communication and leadership tracks – no small feat! But with goal-setting and commitment, the Triple

Crown Award is within the reach of any member. And it's a great way to accelerate that magical effect of the Toastmasters program: personal growth!

In District 45, we think our Triple Crown achievers are special members – so we treat them specially. Every Triple Crown achiever is personally recognized:


- In a congratulatory e-mail from the district Lt.governor education and training, copied to the entire district leadership team
- In our district newsletter
- On our district Web site
- On our "Wall of Fame" at district conferences
- With a special award at district conferences

The Triple Crown program has produced fantastic results since being instituted in 2003-04. Eleven members achieved three educational awards in 2002-03, but 21 were Triple Crown achievers in 2003-04 – a 90

percent increase! We had 21 achievers again in 2004-05, equaling about one percent of our membership. Awareness of the program continues to build, and so far this year we have more than *double* the number of achievers we had at the same time a year ago. Several outstanding members have been Triple Crown achievers every year since the program began!

And when members succeed, clubs and districts succeed. Since 2003-04, District 45's percentage of Distinguished clubs has ranked in the top 15 percent of districts worldwide, and in the past two years we have set new district records for CTMs and ATMs.

If your district is looking for a simple way to motivate members, recognize their accomplishments and achieve district success, you might want to think about implementing your own Triple Crown Program.

For more information, visit www.toastmasters45.com or e-mail carl.duivenvoorden@toastmasters45.com. 

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How I Learned

Customer Service as a Club Officer

By Craig Harrison, DTM

Serving in club leadership positions teaches the core values of customer service.

Did you know that Toastmasters provides a seven-point program for mastering customer service? It takes less time than a four-year degree and can be pursued in your home club. True, it's not publicized in any Toastmaster documentation, but I am a graduate of this program. Allow me to explain. Over 42 months I served in all seven club

leadership positions and, in the process, became an expert in customer relations! Here's how:

Sergeant:

Salutes Guests

I initially became my club's sergeant at arms. In this position I was responsible for making guests feel welcome. I arrived early before each meeting, set up the room, made sure our guest register book and literature were set out in anticipation of guests. I ensured our sign was affixed outside the door and I wore my badge to identify myself to our customers – the guests visiting for the first time.

As timid and tentative guests arrived, I made them feel welcome with a smile, an outstretched hand and a genuine interest in them. Toastmasters taught me to treat guests like visiting royalty. I anticipated their needs for comfort, safety and information, and I provided each. I had told them how happy we were that they joined us, how they were under no pressure to speak, and I introduced them to an experienced member to sit by their side during the meeting and answer any questions they had.

Serving as my club's sergeant at arms also showed me the importance of my duties as they related to the rest of the club. Without my supplies in place, there would be no gavel to bang or lectern to speak from. It also helped me to think in terms of others, as I remembered how scary and intimidating it was for visitors to come for the first time.

Secretary:

The Members' Pipeline to World Headquarters (WHQ)

Next I became my club's secretary. In this role I helped document members' transactions with the club, district and World Headquarters through my correspondence. I used my written communication skills to fix problems, handle correspondence, correct errant information and assist other

officers in their paperwork, making sure officer lists were accurate and submitted properly. In this role I was responsible for clear communication and a service orientation to ensure members received value from their membership, all the while strengthening our area, division and district by keeping our club in compliance. My minutes from officer meetings

“Toastmasters taught me to treat guests like visiting royalty.”

became the record of our decisions on behalf of our members. I created a paper trail for my customers – our club members – who joined, transferred or rejoined after a hiatus.

VP Membership:

Paying Attention to Retention

It was six months later when serving as vice president membership (VPM) that I really honed my listening skills, a key aspect of effective customer service. As the club's VPM, I began to understand members' goals and their needs and how I could help address each. By listening to what was said, I came to understand how they thought, what motivated them and how we could help them succeed. Their success was my success.

I became an expert at retention as I worked to keep each member engaged and happy as a customer of the club. I also began to pay attention to problems that periodically arose in meetings or among the members and applied myself to solve these problems to everyone's satisfaction. Their moments of truth became opportunities for me to champion their needs and help the club serve each member. By caring for each member, I was serving their needs.

VP PR:

Promoting Solutions to Others' Problems

Soon thereafter I was elected to be my club's vice president public rela-

tions. I was now charged with attracting new members. I began to think again in terms of my customers – non-members who had needs I could fill. They had fears and I had remedies. They had desires and I had outcomes. I promoted the Toastmasters programs with pride as I recognized a world that had yet to experience the benefits I was receiving as a member. Solving peoples'

problems, giving them confidence, new skills, new resources and opening their world were all forms of customer service. I reveled in providing the solution to their problems through promoting our Toastmasters club.

Treasurer:

Investing in the Success of Others

When elected treasurer, I began to safeguard our members' investment in the club. Through fiscal responsibility, I ensured our club was able to purchase supplies to educate, recognize and support each member. By ensuring our dues were collected and submitted on time, I served our club's contestants, ensuring they and our club remained in good standing so they could experience the joys, growth and glory of competing.

I felt like an unsung hero as I helped our club manage its finances so as to hold an open house, host a contest and underwrite a Youth Leadership program for a local middle school.

My reports during business meetings reinforced the value members received through a detailing of their benefits when I described how our club dues were spent helping them and others experience success.

VP Education:

The Answer is Know

As I began my term as the club's vice president education (VPE), I was feel-

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ing like an upper classman. I was using my experience as a speaker and an officer to help my fellow members. As VPE, I was responsible for serving the educational needs of each member, and yet each had

“Through serving in the seven officer roles at the club level, I learned the core values of customer service.”

different needs. I came to understand the underpinnings of customer relationship management, wherein I treated all members the way they wanted to be treated. I made sure to know how to help each member.

Some aspired to complete their CTM by June 30 and had a few speeches yet to deliver. I could help them succeed through my scheduling. Other members were trying to complete their AL and CL and I could help each with their ambitions. A Toastmaster from South Africa was scheduled to visit the San Francisco Bay area and hoped to give a speech while visiting our club. I arranged a theme meeting coinciding with this speaker's topic and we built a program around his visit.

As an experienced officer, I could provide “value added” benefits to my members through my familiarity with

Toastmasters' various educational materials. I could identify resources such as advanced manuals to assist them, and point them toward district roles and opportunities where they could flex their newfound communication and leadership muscles. I could help them be happy

customers, achieving their goals and all the while helping our club pursue its critical success factors of CTMs, ATMs, retention and growth.

President:

Leading a Customer Relationship Management (CRM) Firm

It was when I was elected president that I realized I was actually leading a *service* organization. Our officers were entrusted with running an organization to meet the diverse needs of our membership. Staging quality meetings, helping our members achieve their goals and providing a supportive team to advance these aims was my responsibility. I empowered each officer to advocate for our new and continuing members. I communicated dutifully with my area governor and district officers to keep

apprised of programs, trainings and special events. And like a good manager, I made sure my officers received training and support so they could support club members in turn.

Through serving in the seven officer roles at the club level, I learned the core values of customer service:

- Treat others the way they want to be treated.
- Listen intently.
- Focus on quality.
- Think in terms of your customers
- Communicate clearly in word and writing.
- Advocate for customers to help them succeed.

Yes, in my own way I now feel I have a degree in customer service. It's as if I have my CTM, my CL and now my CRM too. And just the other day a district officer asked me if I was ready to assume a new district role. Ah, graduate school beckons at the Toastmasters Institute of Customer Service! **T**

Professional Speaker **Craig Harrison, DTM** of Speakers Bureau Forum (9338-57) in Lafayette, California, helps make customer service fun and easy for his clients. Visit www.craigspeaks.com for more information.

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Written By

BO BENNETT

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“This book is a great accomplishment and will be an inspiration to every person who reads it. It’s also a great read, and I recommend it to anyone who aspires to success, no matter what their field. Bo Bennett has done a terrific job with an often elusive subject, giving concrete and insightful advice.” - Donald Trump

About Bo Bennett, DTM

Bo Bennett is a distinguished Toastmaster, business man, author, programmer, philanthropist, martial artist, motivational speaker, amateur comedian, and most of all a husband and a father devoted to improving the lives of others. Since age 10, Bo has started several companies and sold them anywhere from \$1 to \$20,000,000.00. Today, Bo remains active President of Archieboy Holdings, LLC. and CEO of Boston Datacenters, Inc. Bo is also the creator of FreeToastHost.org, the Toastmasters service that currently provides free websites for more than 2000 Toastmasters clubs around the world.



When it comes to success, there are no shortcuts.

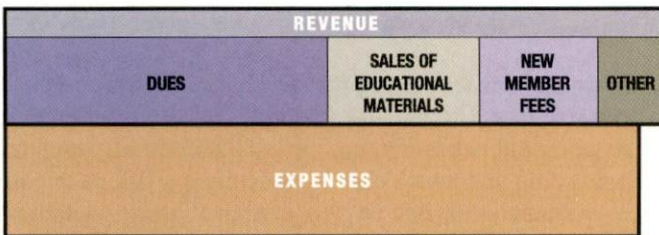
Financial Activities: Jan. – Dec. 2005

The financial statements of Toastmasters International were audited by the independent certified public accounting firm of Moore Stephens Wurth Frazer and Torbet, LLP. The statements were prepared in conformity with generally accepted accounting principles.

The Board of Directors of Toastmasters International controls the organization's funds and, with the Executive Director, is responsible for assuring that management fulfills its fiduciary responsibility. The Bylaws of Toastmasters International require that the corporation's financial status be reported to its member clubs annually. To keep our entire membership informed, we are exceeding this requirement by reporting our financial results to all members.

Following is selected information from the year-end financial statements, including a bar graph and pie chart to provide a clearer picture of Toastmasters International's financial activities.

Exhibit A



Revenues/Expenses

Exhibit A shows the relationship of individual revenue sources to expenses. You can see that income generated from dues renewals, new-member fees, charter fees and miscellaneous sources was sufficient to cover expenses.

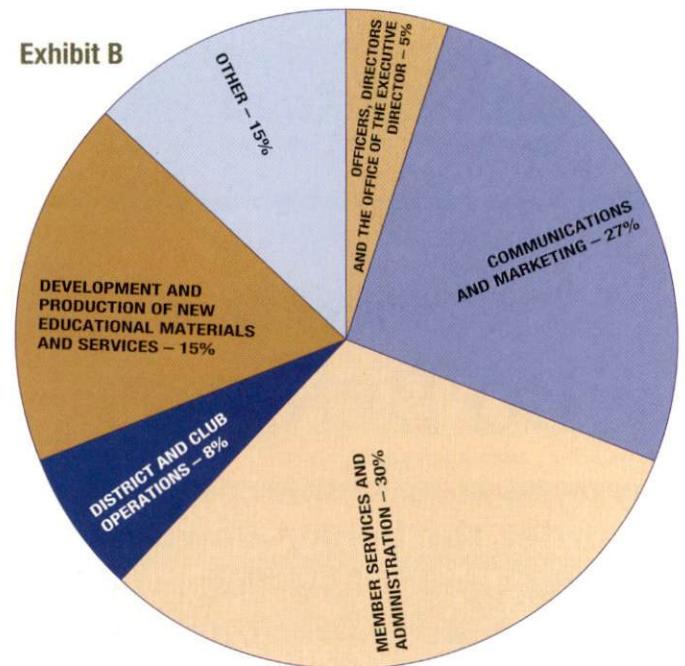
Membership Dues

Exhibit B shows how revenue is spent. The glossary below and on the next page gives an explanation of expenditures.

Glossary of Expenses:

- OFFICERS, DIRECTORS AND THE OFFICE OF THE EXECUTIVE DIRECTOR** – Includes travel and expenses at Board meetings, district visits, regional conferences and outside professional services, such as legal counsel. Board policy ensures smooth operation of the organization and ideas for new and exciting programs. District visits help in building new clubs, strengthening membership and bringing new ideas to members.
- COMMUNICATIONS AND MARKETING** – This section includes information systems and technology and covers the development of new-member and new-club materials, membership and club-building programs, promotions and awards as well as the costs of producing and mailing *The Toastmaster* magazine.

Exhibit B



- MEMBER SERVICES AND ADMINISTRATION** – This section includes administrative services to clubs and districts and covers processing of dues renewals, officer lists, club and district billings, new-member applications and educational awards, as well as updating member and officer information. It also includes accounting and financial reporting and governing documents administration.
- DISTRICT AND CLUB OPERATIONS** – This section includes district, division and area services and development as well as production, field testing and promotion of educational program materials. Includes district operations, developing club and district administrative and training materials, administering the Distinguished District, Division and Area pro-

grams, and planning and operating the regional conferences and the International Convention.

■ **DEVELOPMENT AND PRODUCTION OF NEW EDUCATIONAL MATERIALS AND SERVICES** – Production of materials and distribution of educational, promotional and

administrative materials. The most useful, up-to-date materials are available through the *TI Supply Catalog* to help every member succeed.

■ **OTHER** – Includes annual convention expense, magazine advertising commissions and depreciation. **T**

TI FINANCIAL STATEMENT JANUARY-DECEMBER 2005

STATEMENT OF FINANCIAL POSITION AS OF DECEMBER 31, 2005

ASSETS	
Cash and short-term investments.....	\$ 3,679,483
Restricted cash and short-term investments.....	\$ 1,323,873
Marketable securities.....	\$ 14,839,313
Accounts receivable, net of allowance for doubtful accounts of \$20,000 and \$5,000, respectively.....	\$ 42,102
Inventories, net.....	\$ 992,914
Deposits, prepaid postage and other.....	\$ 324,276
Property, building and equipment, net of accumulated depreciation.....	\$ 3,970,474
Total Assets.....	\$ 25,172,435
LIABILITIES AND NET ASSETS	
Liabilities:	
Accounts payable and accrued liabilities.....	\$ 704,326
Funds held for Toastmasters International regions...	\$ 165,146
Total Liabilities.....	\$ 869,472
Net Assets:	
Unrestricted.....	\$ 8,185,788
Temporarily restricted.....	\$ 16,100,365
Permanently restricted.....	\$ 16,810
Total Net Assets.....	\$ 24,302,963
TOTAL LIABILITIES AND NET ASSETS.....	\$ 25,172,435

STATEMENT OF ACTIVITIES FOR THE YEAR ENDED DECEMBER 31, 2005

CHANGES IN UNRESTRICTED NET ASSETS:

REVENUE:

Membership and service fees:	
Member fees.....	\$ 6,702,040
New member service fees.....	\$ 1,485,300
Charter fees.....	\$ 103,866
Total membership dues and service fees....	\$ 8,291,206
Sales of educational materials and supplies.....	\$ 1,886,287
Annual convention revenues.....	\$ 563,509
Interest.....	\$ 82,271
Royalties.....	\$ 12,520
Magazine advertising.....	\$ 150,103
Contributions.....	\$ 125,452
Other.....	\$ 31,114
Total revenue.....	\$ 11,142,462

EXPENSES:

Executive director; officers; board.....	\$ 564,991
Communications and marketing.....	\$ 2,920,484
Member services and administration.....	\$ 3,282,998
District and club operations.....	\$ 829,982
Production.....	\$ 322,130
Cost of educational materials and supplies.....	\$ 1,324,141
Annual convention expenses.....	\$ 687,348
Magazine advertising.....	\$ 28,502
Depreciation – other.....	\$ 361,553
Depreciation – technology.....	\$ 614,884
Total expenses.....	\$ 10,937,013

INCREASE IN UNRESTRICTED NET ASSETS..... **\$ 205,449**

The Ralph C. Smedley Memorial Fund

This fund was established to provide financial support for Toastmasters International's educational programs. These include the creation of new and innovative educational materials for club and member use, the development of promotional material designed to spread the word about Toastmasters, and development of new educational programs, such as the Leadership Excellence Series. It also includes market and member research.

The fund is comprised of donations from individual Toastmasters and Toastmasters clubs, interest earned and the increase in the value of investments on those donations. Contributions from January 1 - December 31, 2005 totaled \$74,493. The fund had a balance of \$848,227 as of December 31, 2005.

You have the opportunity to continue the legacy of our organization's founder by contributing to the Ralph C. Smedley Memorial Fund. The fund is used to develop new and innovative educational and promotional materials, such as the videos *Meeting Excellence*, *Everyone's Talking About Toastmasters*, *Effective Evaluation*, and the High Performance Leadership Program. Our online Supply Catalog at www.toastmasters.org was also made possible by contributions to the fund. Contribute \$26-\$99 and receive a special Toastmasters International paper weight. Donors of \$100-\$999 or more receive a special plaque and have their names permanently inscribed on a donor recognition plaque at World Headquarters. Every contributor is recognized in *The Toastmaster* magazine.

Contributions are tax deductible in the U.S. If you live in a country outside the U.S., please consult your tax advisors to find out if your donation is

Keep the Legacy *Alive!*

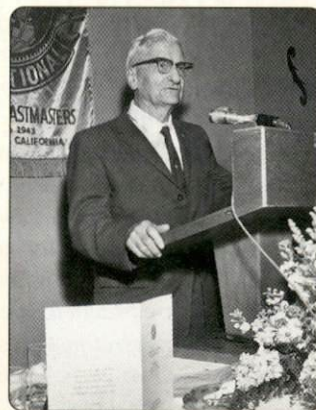
tax deductible. Your support will result in more people learning, growing and achieving through Toastmasters. Contributions should be sent to:

The Ralph C. Smedley Memorial Fund

TOASTMASTERS INTERNATIONAL

P.O. Box 9052 • Mission Viejo CA 92690-9052, U.S.A.

Contributions may be made via check, money order, Visa, Mastercard, American Express or Discover cards. If making an honorary or memorial contribution, please indicate the name and address of any person(s) to whom acknowledgment should be sent.



Ralph C. Smedley

Serving Their World

The Board of Directors met in February at Toastmasters World Headquarters and made the following decisions to ensure the continued progress and growth of the organization:

Board Action:

- Reviewed options for the site of the International Convention in 2009 and decided that the convention be held at the Foxwoods Resort Casino in Mashantucket, Connecticut, August 12-15, 2009.
- Decided that China be designated as the Territorial Council of China, effective July 1, 2006.
- Decided that the Caribbean Territorial Council be given district number 81P, effective July 1, 2006.
- Approved a request for provisional district status from the Territorial Council of South Asia, which is comprised of clubs in India and Sri Lanka, and gave it district number 82P, effective July 1, 2006.
- Adopted a policy on accommodations for members with disabilities. It says, in part: *“Given the club’s need to use free or low-cost meeting space in certain locations, it may not be reasonable, feasible, or possible to provide wheelchair access or other forms of accommodation in every instance. Toastmasters International and its clubs seek to make its programs available to as many people as possible, but sometimes there are practical limitations or unforeseen circumstances that may result in some obstacle, hindrance, or other difficulty for a person with a disability at an event. That is why Toastmasters organizations cannot*

and should not promise full participation in its programs to persons who may not be able to participate through their own efforts. Therefore, Toastmasters International and its clubs should not assume any duty to offer a higher level of disability accommodation at its events than the law of the pertinent jurisdiction actually requires.” For more information, visit www.toastmasters.org and click on “TI Policies and Procedures.”

- Recommended that World Headquarters develop training materials for club coaches, new-club sponsors and new-club mentors in order to ensure training quality and consistency worldwide for these important roles.

- Reviewed the 2006 *Speech Contest Rulebook* and *Speech Contest Manual*

and made several changes. These changes will be implemented in the *2007 Toastmasters International Speech Contest Rulebook* and *Speech Contest Manual*.

- Reviewed the purpose of district conferences and identified a revised purpose statement. The Board also recommended that WHQ staff explore the development of new materials and resources for district leaders.
- Reviewed proposed guidelines for sponsorship, product sales and speakers for district conferences and events and recommended they be implemented as official TI policy.

The Board will meet again in August, during the International Convention in Washington, D.C.

▼ The 2005-2006 Board of Directors met at Toastmasters Headquarters in February.



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-Bob Proctor, author, speaker.

"This workshop has trained more million-dollar speakers than any program in history."
-Larry Wilson, founder, Wilson Learning.

"I was a Toastmaster when I attended this workshop in 1996. Today, I'm in the top 1% of income earners worldwide in the speaking business. I owe my success to what I learned in the Bill Gove Speech Workshop."
-Steve Siebold, CSP

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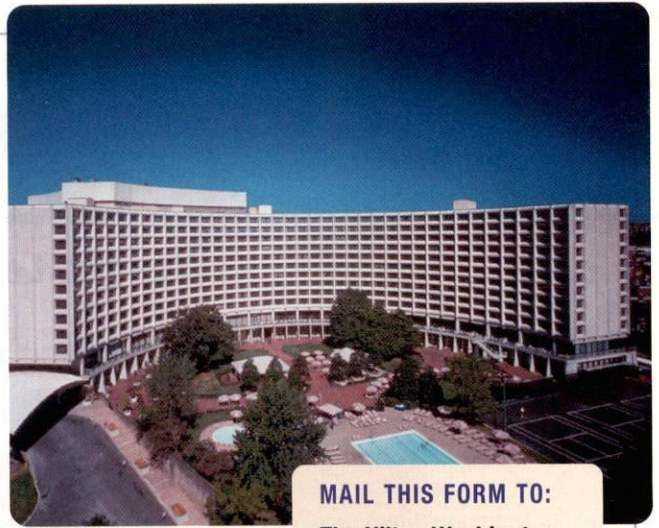
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- September 22-24 London
- November 17-19 Ft. Lauderdale
- December 15-17 Denver

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Number of nights you will stay: _____

Number of people in room: _____

Approx. arrival time: _____

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

SPECIAL CONFERENCE RATES

STANDARD GUEST ROOM	SUITE
\$151.00 Single/Double	Phone hotel directly if suite is desired. Cost and availability vary.

Please Note: Special conference rates are based on reservations received by July 25, 2006, 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 _____ E-mail _____

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.)

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Credit Card # _____

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SIGNATURE

DATE

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To cancel your reservation call (888) DC-HILTON or (202) 797-5820. 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 72 hours prior to arrival to avoid being charged one night's room and tax.**

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

DO NOT MAIL THIS FORM TO TOASTMASTERS INTERNATIONAL



75th Annual Convention August 23-26, 2006

REGISTRATION FORM

For quick, easy and instant registration confirmation, register online at: www.toastmasters.org.

(Please Print) Member No. _____ Club No. _____ District _____

Name: _____ First Name or Nickname (as you wish it to appear on your badge): _____

Addl. Registrants' Name: _____ First Name or Nickname (as you wish it to appear on your badge): _____

Address _____ Check if this is a new address

City _____ State / Province _____ Country _____ Postal / Zip _____

Daytime Telephone () _____ E-mail Address _____

This is my first TI Convention I require special assistance, please contact me.

1 "PRE-CONVENTION" INTERDISTRICT SPEECH CONTESTS

Note: These contests run concurrently! Immediately following the contests is a reception open only to members of districts not assigned to regions (DNAR).

Interdistrict Speech Contest A (Tuesday)
(Districts 67, 69, 70, 71, 72, 73 and 76) _____ Member(s)/Guest @ \$35.00 = \$ _____

Interdistrict Speech Contest B (Tuesday)
(Districts 51, 59, 74, 75, 79 and 80) _____ Member(s)/Guest @ \$35.00 = \$ _____

For district locations please visit our Web site at www.toastmasters.org

SECTION 1 TOTAL = \$ _____

2 "FULL" CONVENTION PACKAGE... ONLY \$520.00

A Full Convention Registration Package includes one ticket for each of the following:

- Access to all educational sessions
- Golden Gavel Luncheon (Thursday)
- Fun Night Tour: Monuments by Moonlight (Friday)
- International Speech Contest (Saturday)
- President's Dinner Dance (Saturday)
- **PLEASE CHECK ONE OF THE FOLLOWING:**

Club Leadership Luncheon (Friday)

OR

Toastmasters & Guests Luncheon (Friday)

_____ Member(s)/Guest @ \$520.00 = \$ _____

SECTION 2 TOTAL = \$ _____

3 "SPOUSE/GUEST" PACKAGE... ONLY \$330.00

Spouse/Guest must be a non-member. This registration includes one ticket to each of the following:

- Tour: Smithsonian Museums (Thursday)
- Golden Gavel Luncheon (Thursday)
- Tour: Mount Vernon (lunch provided) (Friday)
- Fun Night Tour: Monuments by Moonlight (Friday)
- International Speech Contest (Saturday)
- President's Dinner Dance (Saturday)

No access to any educational sessions!

_____ Spouse/Guest(s) @ \$330.00 = \$ _____

SECTION 3 TOTAL = \$ _____

Mail or fax this form to: Toastmasters International, P.O. Box 9052, Mission Viejo, CA 92690 USA • Fax: (949) 858-1207 • Phone: (949) 858-8255

4 SATURDAY PACKAGE – ONE DAY ONLY

This registration **includes** a ticket to the International Speech Contest and **access to all educational sessions on Saturday, August 26.** You may also purchase a ticket to the President's Dinner Dance.

_____ Member(s)/Guest @ \$110.00 = \$ _____ _____ President's Dinner Dance @ \$75.00 = \$ _____
SECTION 4 TOTAL = \$ _____

5 "A LA CARTE" REGISTRATION

In order to purchase additional event tickets, you must have purchased package 2, 3, 4 or the "A La Carte" registration #5. A maximum of two additional tickets per event may be purchased – no exceptions! Access to all educational sessions included.

STEP 1	_____	_____ Member(s)/guest registration @ \$195.00	= \$ _____
	_____	_____ Golden Gavel Luncheon (Thursday) @ \$75.00	= \$ _____
	_____	_____ Toastmasters & Guests Luncheon (Friday) @ \$55.00	= \$ _____
STEP 2	_____	_____ Club Leadership Luncheon (Friday) @ \$55.00	= \$ _____
	_____	_____ Fun Night Tour: Monuments by Moonlight (Friday) @ \$65.00	= \$ _____
	_____	_____ International Speech Contest (Saturday) @ \$110.00	= \$ _____
	_____	_____ President's Dinner Dance (Saturday) @ \$75.00	= \$ _____
		TOTAL STEP 2	= \$ _____
STEP 3	_____	SECTION 5 TOTAL (Add Step 1 and Step 2 totals)	= \$ _____

6 REGISTRATION TOTALS

SECTION 1 TOTAL	=	\$ _____
SECTION 2 TOTAL	=	\$ _____
SECTION 3 TOTAL	=	\$ _____
SECTION 4 TOTAL	=	\$ _____
SECTION 5 TOTAL	=	\$ _____
AFTER JULY 28th, ADD \$50.00 TO YOUR REGISTRATION	=	\$ _____
TOTAL AMOUNT DUE	=	\$ _____

7 METHOD OF PAYMENT (U.S. DOLLARS)

DEADLINE: Advance registrations must reach World Headquarters by July 28. After this date, registrants will be charged an additional \$50.00. Cancellations and refund requests will not be accepted after July 28. Cancellations will not be accepted on-site – sorry, no exceptions!

SEATING PROCEDURES: World Headquarters will select your seats for the Golden Gavel Luncheon, International Speech Contest and President's Dinner Dance. *Toastmasters who wish to sit in a group must mail their registration forms together in the same envelope or register online together.*

Check enclosed for \$ _____ (U.S. dollars) payable to Toastmasters International.

MasterCard VISA American Express Discover Card Number _____

Expiration Date _____ Signature _____

For quick, easy and instant registration confirmation, register online at: www.toastmasters.org.

Mail or fax this form to: Toastmasters International, P.O. Box 9052, Mission Viejo, CA 92690 USA • Fax: (949) 858-1207 • Phone: (949) 858-8255

By attending this convention, attendees and speakers are hereby notified that their image or likeness in the form of live video, recorded video and still photography may be captured.

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

DTM

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

Edna E. Duffy 9332-F, Garden Grove, California
 Thomas G. Kell 3069-U, Anchorage, Alaska
 Karen E. Dolymuk 1820-3, Phoenix, Arizona
 Margaret Ellen Willhite 1820-3, Phoenix, Arizona
 Neil A. Prasad 1313-4, San Jose, California
 Richard E. Mar 1881-4, Daly City, California
 Linda S. Kenney 6115-4, Sunnyvale, California
 Susan Valko 108-5, Chula Vista, California
 Cynthia M. Scott 4356-5, Solana Beach, California
 Robert E. Wagner 2342-6, Saint Paul, Minnesota
 Susan L. Long 3670-6, Eagan, Minnesota
 Terry Rolan 1847-8, Saint Louis, Missouri
 Julia A. Cunningham 640119-9, Richland, Washington
 David K. Ayers 2000-11, Indianapolis, Indiana
 Herb Simonoff 5945-14, Atlanta, Georgia
 Don C. Hunt 627-16, Oklahoma City, Oklahoma
 R. Brooks Loomis 1686-18, Odenton, Maryland
 Frances Paul Princehouse 7568-18, Hagerstown, Maryland
 Manuel P. Lara 3250-19, Cedar Rapids, Iowa
 Roy P. Crawford 1218-23, Kirtland AFB, New Mexico
 Tammy Sutterfield 3055-25, Denton, Texas
 Helen M. Beggane 7784-25, Dallas, Texas
 Johnnie W. Cogman 3308-27, Washington, District of Columbia
 Deborah L. Angel 5982-32, Federal Way, Washington
 Mary Coon 3254-33, Las Vegas, Nevada
 Julian Aguilar Estrada 3509-34, Cancun, Mexico
 Virginia Rodriguez De Vasquez 9615-34, Xalapa, Mexico
 David J. Schultz 3496-36, Greenbelt, Maryland
 Karen M. Webb 1835-37, Burlington, North Carolina
 Margery A. Gates 585095-37, High Point, North Carolina
 E. Thomas Loughlin 8891-37, Greensboro, North Carolina
 Tonya R. Hartman 6589-38, Reading, Pennsylvania
 Debra L. Ledsinger 7914-39, Roseville, California
 Donald D. Giesen 817724-39, Rancho Cordova, California
 Sandra Delon 4233-42, Calgary, Canada
 Valerey K. Davidson 4233-42, Calgary, Canada
 Mary Hewson 5455-42, Carlyle, Canada
 Adren L. Duncan 4496-43, Little Rock, Arkansas
 David M. Townley 7495-43, Memphis, Tennessee
 Beverly Lerner 2104-47, Winter Haven, Florida
 Woon Foong Lum 5039-51, Kuala Lumpur, Malaysia
 Sukhdev Singh 552-51, Taiping, Malaysia
 Bee Kee Wong 5955-51, Georgetown, Malaysia
 Tan Teik Poh 5955-51, Georgetown, Malaysia
 Melissa Teoh Saw Hoon 811512-51, Penang, Malaysia
 Turhan Anthony Johnson 3-52, Toluca Lake, California
 Ann Bloch 650389-53, Lenox, Massachusetts
 Paul H. Mueller 904-54, Peoria, Illinois
 Paul W. Stolar 484-56, Houston, Texas
 Laura J. Jolley 745-56, Houston, Texas
 Patty S. Mayeux 7455-56, Houston, Texas
 Margaret M. Chan 5067-57, Fremont Newark, California
 William S. Wilder 4035-58, Greenville, South Carolina
 Charles A. Tulloh 48-58, Spartanburg, South Carolina
 Karen Nelson Basso 6426-58, Columbia, South Carolina
 Hansje Gold-Krueck 8788-58, Charleston, South Carolina

Patricia A. Steinmann 1633-59, Berlin-Charlottenburg, Germany
 Caroline Beren 1663-60, Mount Forest, Canada
 Maria C. Lau 4100-60, Toronto, Canada
 Marie S. Pereira 583400-60, Mississauga, Canada
 Roselyn Brown 6288-60, Mississauga, Canada
 Anthony Ko 9808-60, Scarborough, Canada
 Peggy A. Caselle 5659-65, Syracuse, New York
 Thomas Huang 5844-67, Taipei, Taiwan
 Bob Warr 3574-69, Toowoomba, Australia
 Judith Hill 3761-69, Brisbane, Australia
 Alison Watson 674926-69, Lennox Head, Australia
 Gary Davis 9533-69, Robina, Australia
 Paul Dixon 1644-73, Melbourne, Australia
 Gaye Neille 3291-74, Johannesburg, South Africa
 Bonnie Kempke 3693-77, Mary Esther, Florida
 Kevin L. Vorheis 3147-78, Kalispell, Montana
 Pearce J. Tefft 6539-78, Fargo, North Dakota
 Balaji Nagabhushan 2913-79, Dubai, United Arab Emirates
 Cheng Sun Sng 7702-80, Singapore, Singapore

Anniversaries

May 2006

70 YEAR

Vancouver 59-21, Vancouver, Canada
 Bellingham 60-2, Bellingham, Washington
 Boise 61-15, Boise, Idaho

65 YEAR

Holy 195-54, Champaign, Illinois
 Redding Evening 197-39, Redding, California
 Top Of The Line 199-11, Indianapolis, Indiana

60 YEAR

Midway 383-6, Saint Paul, Minnesota
 Shibboleth 386-19, Mason City, Iowa
 Lakers 388-6, Saint Louis Park, Minnesota
 Oregon City 390-7, Oregon City, Oregon
 Lincoln 403-24, Lincoln, Nebraska

55 YEAR

Early Risers 784-26, Greeley, Colorado
 Achievers 902-13, New Castle, Pennsylvania
 Maui 910-49, Kahului, Hawaii
 Scottsbluff 944-26, Scottsbluff, Nebraska

50 YEAR

Santa Maria 89-33, Santa Maria, California
 S M Chanticleers 622-7, Portland, Oregon
 Minot 636-78, Minot, North Dakota
 High Desert 1043-12, Victorville, California
 Naperville 2051-30, Naperville, Illinois
 Palmetto 2070-58, Greenville, South Carolina
 Lake 2093-10, Mentor, Ohio
 Sterling-Rock Falls 2125-54, Sterling, Illinois

45 YEAR

Sundial 2586-7, Gresham, Oregon
 Park 3041-46, Ramsey, New Jersey
 Murray Hill Speakers, 3260-46, Murray Hill, New Jersey
 Columbians 3263-36, Laurel, Maryland
 Southshore 3281-35, Milwaukee, Wisconsin
 Motivators 3282-66, Chesterfield, Virginia

Early Birds 3293-11, Fort Wayne, Indiana
 USDA 3294-27, Washington, District of Columbia
 Seven Seas 3296-42, Saskatoon, Canada
 Calumet 3313-11, Highland, Indiana
 Carlingwood 3319-61, Ottawa, Canada

40 YEAR

Cebu 35-75, Cebu City, Philippines
 Irving 3365-25, Irving, Texas

35 YEAR

Centre City 643-5, San Diego, California

30 YEAR

Forum 1072-74, Pretoria, South Africa
 Dot 1167-31, Cambridge, Massachusetts
 Sandbelt 1634-73, Melbourne, Australia
 Twilite 1669-47, Orlando, Florida
 Town Criers 1743-30, Glen Ellyn, Illinois
 Elizabeth River 1801-66, Norfolk, Virginia
 Vigilante 2699-78, Twin Bridges, Montana
 Northwest Suburban 2860-30, Schaumburg, Illinois
 Garden City 3899-69, Toowoomba, Australia

25 YEAR

Blenheim 4518-72, Blenheim, New Zealand
 Pcs Phosphate 4523-37, Aurora, North Carolina
 River City 4524-65, Binghamton, New York
 Fairfield-Suisun Orators 4527-39, Suisun City, California
 Quirindi 4531-70, Quirindi, Australia
 Wright-Flyers 4532-40, Wright Patterson Airforce Base, Ohio
 TNT 4533-50, Addison, Texas
 Pine Island 4535-6, Pine Island, Minnesota
 Collingwood 4537-60, Collingwood, Canada
 Success Builders 4540-28, Detroit, Michigan
 Lake 4541-47, Lake County, Florida
 Speakeasy 4547-4, Monterey, California
 Loveland 4553-26, Loveland, Colorado
 Felicita Humor 4556-5, Escondido, California
 Twin City 4559-63, Bristol, Tennessee
 The Communicators 4562-77, Dothan, Alabama
 Blue Ribbon 4563-11, Indianapolis, Indiana
 Top of the Morning 4564-11, Lafayette, Indiana
 Franconia Orators 4566-27, Alexandria, Virginia

20 YEAR

HP Houston 1175-56, Houston, Texas
 Cumberland 3916-63, Crossville, Tennessee
 Uplifters 3974-7, Portland, Oregon
 System Masters 4554-6, Bloomington, Minnesota
 Ordway Orators 4709-6, Saint Paul, Minnesota
 Salsa Speakers 4931-21, Burnaby, Canada
 North Sydney Achievers 6215-70, Cammeray, Australia
 Rossmoor 6216-57, Walnut Creek, California
 ASHH 6217-78, Yankton, South Dakota
 Speakers Of The House 6218-21, Burnaby, Canada
 Midday Madness 6220-23, Albuquerque, New Mexico
 TBE Nooners 6221-77, Huntsville, Alabama
 Golden Orators 6224-9, Yakima, Washington
 Talk Of The Town 6225-70, Newcastle, Australia
 Warwick 6228-69, Warwick, Australia
 Synergy Park 6229-50, Dallas, Texas
 Esso 6233-42, Calgary, Canada
 Kiama 6238-70, Kiama, Australia
 Parrachievers 6239-70, Parramatta, Australia
 Cypress Communicators 6245-F, Cypress, California
 Comp-Talk 6246-21, Richmond, Canada
 Hobart 6247-73, Hobart Tas, Australia
 Dye Hard 6249-37, Belmont, North Carolina

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- Who will pay you and how to reach them.
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- One secret question that can get you a \$1,500 - \$6,000 bonus!
- 29 tools and forms that you need to get started quickly (they took me 12 years to develop).
- Seven different speaking business models and which is best for you.
- How to speak for free and still earn a huge income

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