

# THE TOASTMASTER

OCTOBER 1993

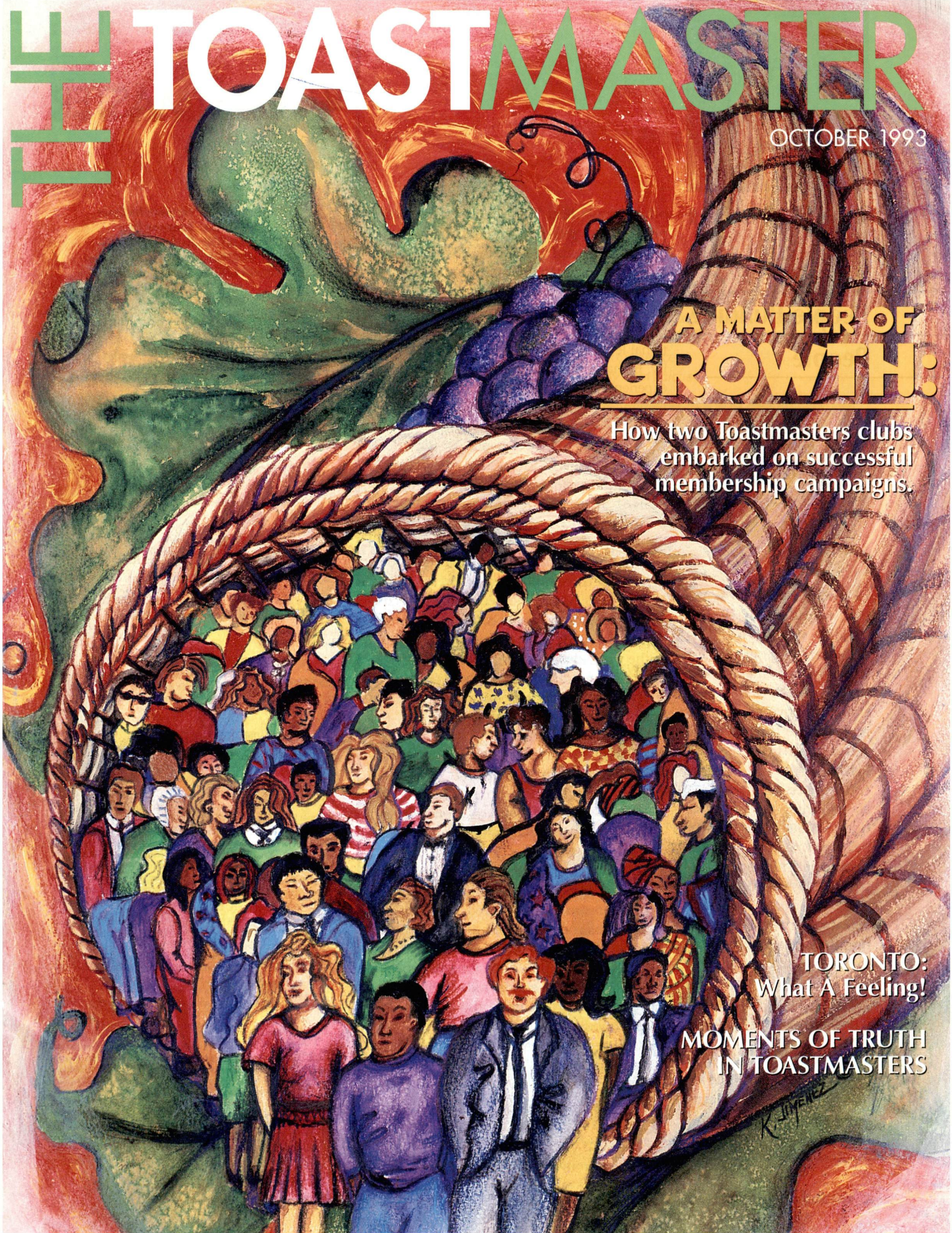
## A MATTER OF GROWTH!

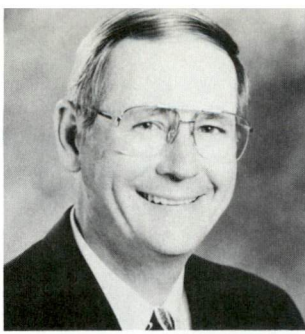
How two Toastmasters clubs embarked on successful membership campaigns.

TORONTO:  
What A Feeling!

MOMENTS OF TRUTH  
IN TOASTMASTERS

K. JOYNEZ





## viewpoint

# People Building People

Toastmasters is all about people building people. Our founder, Dr. Ralph Smedley, said, "We work together to bring out the best in each of us and then we apply our skills to help others." I discovered this for myself more than 20 years ago at the first club meeting I attended. After the meeting, two members approached me about joining the organization. Unlike other clubs I belonged to, they sought neither help nor money. Instead, they simply asked what my goals were and explained how Toastmasters membership could turn these goals into reality and indeed change my life.

These two people have remained my mentors to this day. They represent the legacy of Dr. Smedley, who believed the deepest joy of belonging comes as we learn to cooperate, contribute and help. Through the years, my mentors have helped many

other people lead happier, more productive personal and professional lives. They are powerful examples of "People Building People." I have chosen this as my theme for the upcoming year because it captures the essence of Dr. Smedley's vision for our organization.

As leaders at the club, district or international level, we share a tremendous responsibility. By harnessing our unique talents, extensive experience and collective thinking power and working as a team, we will advance Toastmasters as a people-building organization.

In working toward that goal, we must build on the successes of the past. In the almost 70 years since Toastmasters was founded, our leaders have achieved phenomenal success. They have nurtured Dr. Smedley's vision and laid the foundation for the sense of pride and purpose we all share as Toastmasters today. More than three million men and women in 58 countries have benefited from the Toastmasters programs. We can confidently say that ours is the single most powerful organization in the world dedicated to people building.

But there is still much uncharted ground and we must face challenges as we lead our organization into the future. This year, our challenges are twofold:

- First, we must continue our growth as individuals through participation at the club and district levels. We must keep improving our ability to take risks, conquer fears and realize our vision and values through effective action.
- Second, we must continue to move the organization in the direction set by our previous leaders. We need to access our strengths and weaknesses and examine the opportunities and threats facing us relative to the organization's missions and goals.

Our leadership efforts today will ensure that generations tomorrow also will have the people building people experience that only Toastmasters can provide. The future generations of Toastmasters are depending on us.

Neil Wilkinson, DTM  
International President

# THE TOASTMASTER

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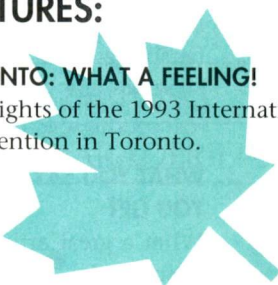
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Contact: Mission Viejo CA 92690 USA  
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Publications Department FAX: (714) 858-1207

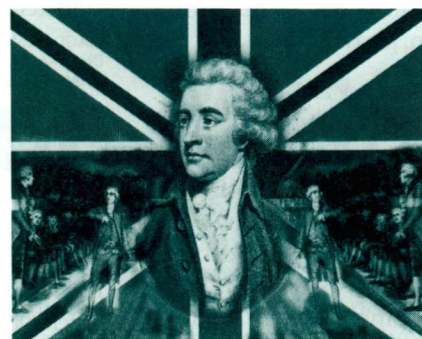
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THE TOASTMASTER Magazine (ISSN 0040-8263) is published monthly by Toastmasters International, Inc., 23182 Arroyo Vista, Rancho Santa Margarita, CA 92688, U.S.A. Second-class postage paid at Mission Viejo, CA, and additional mailing office. POSTMASTER: Send address change to THE TOASTMASTER Magazine, P.O. Box 9052, Mission Viejo, CA 92690, U.S.A.

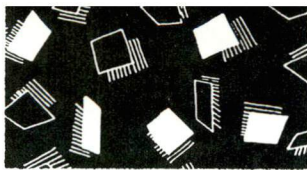
Published to promote the ideas and goals of Toastmasters International, an organization dedicated to helping its members improve their ability to express themselves clearly and concisely, develop and strengthen their leadership and executive potential and achieve whatever self-development goals they may have set for themselves. Toastmasters International is a nonprofit, educational organization of Toastmasters clubs throughout the world. The first Toastmasters club was established by Dr. Ralph C. Smedley on October 22, 1924. Toastmasters International was organized October 4, 1930, and incorporated December 19, 1932. This official publication of Toastmasters International carries authorized notices and articles regarding the activities and interests of the organization, but responsibility is not assumed for the opinions of authors of other articles. Copyright by Toastmasters International, Inc. All rights reserved. The name "Toastmasters" and the Toastmasters emblem are registered trademarks of Toastmasters International, Inc. Marca registrada en Mexico. PRINTED IN U.S.A. All correspondence relating to editorial content should be addressed to THE TOASTMASTER Magazine, P.O. Box 9052, Mission Viejo, CA 92690, U.S.A. Phone (714) 858-8255. Members' subscriptions are included in international dues. Non-member price: \$12.00 per year.



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*By Pam Price, CTM*





## l e t t e r s

### EUROPEAN TOASTMASTERS FALL CONFERENCE

The Continental Council of European Toastmasters invites all Toastmasters to attend our fall conference, to be held November 5-7, 1993, in Munich, Germany. For further information, please contact:

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### DIFFERENT VS. EQUAL

It will not surprise me if John Cadley's article, "Understanding Cross-Gender Misunderstanding" (March 1993), offends both sexes because of his blunt presentation, word choice and examples. I almost jumped out of my seat.

However, after some pondering, I realized he was right on target. I have always been annoyed by the so-called "equality of the sexes," only because it was never achieved, even after several decades of struggle by women. Equality was never there and may never be because we are viewing it in the wrong light. We need to accept the fact that men and women are *different*. That is the point that Cadley emphasized. He did not say that one is superior to the other, he simply used the word "different."

I have observed the various ways men and women interact – in my home country, the Philippines, and now in Saudi Arabia where multi-racial workers are employed. In the guise of equality, men and women are gulled by

their own superiority complexes. For some who try hard to understand the other sex, Cadley's article gave light to the intangible. Reading his article again, I found new meanings to the terms "equal" and "different."

MAGDALENA P. PEREZ, CTM  
DHAHRAN CLUB 1059-U  
DHAHRAN, SAUDI ARABIA

### THANK YOU TO THOSE WHO BELIEVE

I want to thank you for your wonderful efforts in putting out *The Toastmaster* magazine each month. I read with awe the article "Showing Up Is Half The Battle" (February 1993). My motto has always been that persistence, perseverance, patience and prayers will see you through any difficulty.

I'd like to congratulate Lesley Smiley on her article, and convey my sincerest congratulations to Mike Marino, Jr., for not only helping and trusting David, but also for accepting many other mentally and physically disabled people into his organization. He has taught them to believe in themselves.

CHRISTINE PEREIRA, CTM  
OASIS CLUB 8258-U  
AL KHOBAR, SAUDI ARABIA

### KUDOS TO THE JULY ISSUE

I have never written to you before, but after reading the July 1993 *Toastmaster*, I just had to tell you the issue was absolutely terrific. Since joining Toastmasters almost six years ago, I think this is the best issue yet.

I hope Toastmasters around the world will keep it close at

hand for future use as a reference when their club needs help with publicity and membership growth.

BILL MONDS, CTM  
LINCOLN TOASTMASTERS CLUB 6399-21  
PORT COQUITLAM, BC, CANADA

### WHAT YOU SAY IS WHAT YOU GET

What a great article Richard Ensmen, Jr., wrote for your June issue. I know for a fact that "what you think is what you get." Our expectations of others are the seeds that we plant intentionally or unintentionally in their minds.

How often are our kids programmed by remarks like "he is the untidy one" or "she is the clumsy one?" All too often they are self-fulfilling prophecies.

With the "Great Expectations" article posted on my kitchen wall, I plan to redress all the wrongs I did my children by making the sky the limit for my grandchildren.

What a shame it took me 60 years to get so smart! Then again, I have only been a Toastmaster for three years.

BERICE DUDLEY, CTM  
WESTERN LECTERN CLUB 5069-70  
SYDNEY, AUSTRALIA

### HAD A BLAST IN TORONTO!

Toronto! What a Feeling! I just returned from my first International Convention and I can only describe my feelings as fantastic. I did not know what to expect but I knew I would be in the midst of some of the most positive and high-powered people in the world. I was not disappointed.

In all things there were some good and not so good

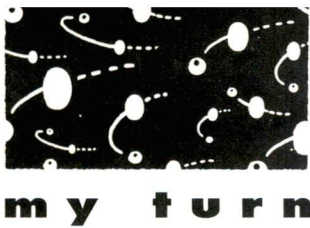
points. The presentations by Dr. Ralph Hillman and Michael Aun were exemplary, as was the acceptance speech by Golden Gavel recipient Peter Legge. The International Speech Contest is an event I will never forget. The spirit and conviviality of the Proxy Prowl and Planet Toastmasters gave me an opportunity to see a different side of my fellow Toastmasters. It was evident that Toastmasters enjoy dancing!

Though I attended as the voting delegate for my club, I was disappointed there was no alternative programming during the Annual Business Meeting. And I recognize that the late dinner service on Thursday pushed the program back, but the reasons for Friday's delay are inexcusable.

As for suggestions, I have but one: A short video – 10 minutes or so – should be produced each year featuring a montage of the convention highlights. This could be made available to all district governors for a small fee. Then they could make it available to the district to be copied and shown to members in the hopes of encouraging larger attendance.

To all the friends I met in Toronto, I'll see you in Louisville, Kentucky. And to all those who have never attended an International Convention, plan to be there next year – you won't regret it.

JOSEPH P. THOMPSON, ATM  
ROADRUNNERS CLUB 5349-26  
DENVER, COLORADO




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HOW TO PREVENT  
 PERSONALITY CLASHES  
 FROM DESTROYING  
 CLUB CAMARADERIE.

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be rescheduled based on need; this would require flexibility, but could save the club!)  
 5. The Vice President Education can **schedule debates, panel discussions, or speeches incorporating the theme of the given argument.** It is disadvantageous to continue with "business as usual" if a vital, pressing problem is threatening to tear the club apart!

# Members in the Line of Fire

by Karen Joyce Bell, ATM

■ THERE ARE TWO WAYS to handle interpersonal conflicts in a club. The first is to wait, do nothing and hope they go away. The second is to mediate and settle disagreements quickly before they escalate beyond repair.

For those who choose to wait and let time dissolve club conflicts, there are a number of possible outcomes. The most hoped for is that time will indeed heal people's disagreements. But all too often, the people go away while their conflicts remain. Why? Because unsettled conflicts tend to grow and snowball, spiraling out of control with backbiting and rumor-spreading. A person's reputation can be damaged beyond repair, causing untold damage to his or her self-confidence, self-esteem and trust in the Toastmasters organization.

If this is so, why do people wait and do nothing when asked to mediate a disagreement? Most people don't want to take on a task for which there is no apparent reward. Time and effort invested in producing speeches or serving as an officer are rewarded with skill enhancement, self-confidence, recognition and power. The rewards of helping bring about conflict resolution are not so clearly defined.

So, what to do? We need to have a means of mediating and settling disagreements quickly, before they lead to membership losses or even club dissolution. Here are some suggestions:

1. **Use parliamentary procedure to let all involved parties have their say.** When it is not used adequately in a club, a member who holds a minority viewpoint is often put down for his or her beliefs.
2. **Establish a mentor or buddy system.** New members can benefit from the insight of an experienced Toastmaster when learning about the unwritten standards of behavior and speech that make up a club's "personality". The mentor can also serve as mediator for initial disagreements or misunderstandings.
3. **If requested, the Sergeant-at-Arms can intervene** and talk to the members before, during or after the meeting to help them agree to disagree peacefully.
4. A club member experienced in problem-solving might give a **Success-Leadership module** or lead a brainstorming session to discuss the issue. (Speeches would need to

Here is a ground rule: Respect each other's opinions, even if they seem "off the wall."

6. **If all else fails, have the club president intervene.** As a last resort, involve the area governor, the division governor and, finally, the district governor. How? By serving as counselors or friends to the individuals. Officers can empathize while still remaining impartial to the particular viewpoints involved.

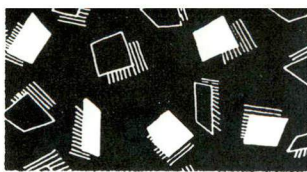
Is there a way to prevent the need for intervention? Yes – each club could have a written statement of standards and expectations that is given to prospective members. Informed individuals can then choose to join a club that matches their own values and attitudes.

A written procedure for handling grievances and complaints could also be accessible. The more members who know they have a channel in which to direct and resolve their grievances, the fewer members our organization will lose.

There is no reason to have as high a turnover rate as we do! Since interpersonal conflicts often play a role in club breakups and loss of members (although the pat answer is usually "I have other things to do"), it would behoove us to avoid paths that are non-productive. After all, that's what communication and leadership is all about. T

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**Karen Joyce Bell, ATM,** is a member of the Singles by the Sea Club 743-1 in Santa Monica, California.



**f o r t h e  
n o v i c e**

# START at

**B**egin at the beginning." Sage counsel for speech preparation? Not so. Cold beginnings create performance anxiety Toastmasters know all too well. Knowing purpose provides focus. But even the clearest focus becomes vague if you begin your task by staring into the abyss with no idea where to go. There's an easier way to prepare a speech using a technique developed by advertising copywriters. Instead of starting at the beginning with your mind locked on how to start or what to say, start at the end with your objective – what you want to have said – and work backwards to your beginning.

This isn't a radical procedure. It's a simple outline, easy and powerful to use. You may not know it because the formal outlining techniques you learned got better press. But these are outdated and awkward to use. You don't build a house from the roof down, do you? You first need a solid foundation and a blueprint. This is how the Start-At-The-End method works. The purpose of your speech is the blueprint. Your objective is the foundation.

The first step is to make a Laundry List. These are thought and idea fragments jotted down in a what-comes-before-this? free-associative approach. If writing is a problem, use a tape recorder, word processor, typewriter or any other tool you're comfortable with. Record each thought fragment or idea scrap related to your topic. Don't worry about order or structure for now. Just jot down the stuff as it comes. Don't edit. The strength of the Laundry List is that it's not carved in stone but flexible, incorporating the "whatever-works" style of task management.

Take a look at what you've written and see if any categories suggest themselves. If it's still confusing, set the list aside for a few hours. Overnight is best. Come back. Reorganize. But this time look for similar elements that can be keyed or grouped to an idea. Categories and other ideas will appear, so make use of liberal margins. Be messy, not judgmental. No one will ever see

Having difficulty preparing for an upcoming speech assignment? Here's an easy method that uses laundry listing and restructuring techniques that lets you work backwards from your conclusion.

*by John Ziembra*

it. Draw arrows, bullets, make notes or cut and paste. If you're still bogged down, set it aside again. Or take it with you while you do something else.

The important thing to keep in mind is that the list is a tool designed to complement the way you think. It breaks the mindset of traditional outlining methods, which emphasize form over function. And they fail because traditionalists assume you know where you want to go from the get go. Performance anxiety results from unrealistic attempts at perfect form with no latitude for error. Rarely is perfection achieved with a first draft. Instead of developing an idea, your task becomes that of jamming

round thoughts into square holes. Worries about structure make ideas disappear.

That's why Laundry Lists work. You're relaxed when you make one.

Now when you come back to your list, rewrite it, but this time visualize your target audience. What would appeal to them? What would they like to hear? What presentation would be the most effective? What feels right for you?

Cut and paste. Look at your categories. See any patterns? Rearrange ideas. Use a separate column to list your groupings. Take a look at your list viewed through the screen of your objective. This is where logic and common sense kick in. Use an "If D (objective), then C+B+A" process. "C" is that thought group directly supported by the objective. The "B" group is supported by the "C" group and so on. Each category is an element that logically builds on the previous. Think of this selection process like mapping a route. You know where you want to go. So start there and trace the route back to where you are. What you're doing is working backwards from what you know you want to say, by listing the order of the ideas that will take you there.

Once the structure has been laid out, try a few run-throughs to work out awkward phrasings and avoid some

real pitfalls. Are you really saying what you wanted to say? If not, rearrange the order of your listing. Talk it out. No matter how carefully you prepare an outline, writing can't compare to speaking for indications of tone and rhythm. Sometimes a word easily written will twist the tongue. Substitute words for spoken clarity. But don't overdo it — keep everything in your own words to maintain your personalized delivery style. A thesaurus can be a dangerous weapon. Jamming your circuits with unfamiliar words will wreck your delivery. An overblown vocabulary impresses and persuades no one.

Do check all unfamiliar words with a good dictionary or a usage manual. *The Elements of Style* by William Strunk and E. B. White (1979, 3rd Edition, MacMillan Publishing Company) provides simple but powerful rules on usage. Another is the *Associated Press Stylebook and Libel Manual* (1992 Edition, Addison-Wesley Publishing) containing common usage guidelines.

**N**ow set your speech outline aside overnight and give it the Overnight Test. During the night your subconscious mind will go to work. In the morning, new ways of improving your speech will bubble up. If pressed for time, you can set the outline aside and turn to a different task. This will work. But overnight seems to work better.

Again restructure and practice. This will eliminate unnecessary "Uhhhs..." and creates neural pathways easily accessed by key words of grouped elements pulled from your list. Key words or short phrases fit nicely on index cards and only require a quick glimpse while you're talking. When enough pathways are tied to your outline format, recall is rapid, so your speech is delivered smoothly and naturally. The eye contact you maintain will create a favorable impression with your audience that you've done your homework and know what you are saying. Time it. Tighten. Polish. Shave those extra seconds with shorter words or sentences.

Visualize your audience. But don't think of them as a collective group of

10, 20 or 500 "out there." These are people who can only listen to you individually. Don't assume you're speaking to a group. By keeping your speech tailored and personalized, you can "talk" to every one of these folks using a friendly "you" approach that makes a strong connection and aides delivery. People pay closer attention when talked to. No one likes a lecture. Keeping it on a personal level adds an emotional element that makes your argument all the harder to ignore.

**M**ental imaging also helps you to develop a lively approach. You must be interesting. Your words must have appeal. And you must know your words. Don't make the same mistake as the corporate manager who during a meeting with shareholders stood up and said: "My purpose is to discriminate information." He meant that his purpose was to disseminate information. He didn't get the point. The audience did. The rest of the poor fellow's speech was lost in a rising wave of restrained snorts and giggles while he continued "discriminating."

Finally, find some dear and loving soul to practice with. But only when you have the speech nearly complete. No long-suffering significant other or spouse should be forced into a career as a sounding board. Seek honest criticism, not polite niceties. Don't make your secretary or co-worker lie to save face. If your speech stinks, you should be told. Give your sounding board the chance for revenge.

Working backwards from your objective using laundry listing and restructuring techniques is a liberating experience.

By not attempting perfection with the first draft, worrying about format or style and being free to cut, paste and rewrite makes speech preparation an enjoyable task. Practice, polish, restructure and practice some more. Remember that you won't be assessed on the method you use to develop your speech, but on *how* you stand and deliver. **T**

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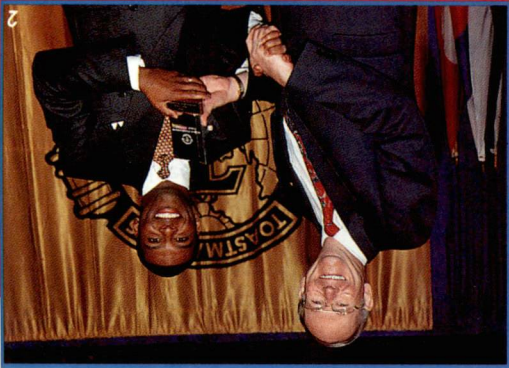
**John Ziemba** is a communications consultant and freelance writer working backwards in San Bernardino, California.

*"Jamming your circuits with unfamiliar words will wreck your delivery. An overblown vocabulary impresses and persuades no one."*

# THE END

# 1993 International Convention in Toronto

Highlights from the  
62nd Annual  
International Convention  
in Toronto, Canada.



University, he entertained the audience with demonstrations of various voice qualities and explained that "It's not what you say, but how you say it" that shapes an audience's vital first impressions of a speaker. He showed how posture, breath support, voice quality, rate, pitch and volume each contribute to stereotypic perceptions by listeners, distracting them from the content of a speaker's messages.

Hillman emphasized that speech is a learned behavior: "As a speaker, you have choices to make. You *can* change how you sound, if you *want* to change how you sound." Toastmasters 1992-93 International President Bennie Bough, DTM, then reported on his presidential year. "During my visits throughout the organization, my most lasting impression is how excited members are about our educational programs and how they have helped change their lives. Peter Drucker's statement that the product of a nonprofit organization is a 'changed human being' is certainly true."

President Bough visited 11 districts and met with 81 corporate, government and community leaders. His visits received more than five hours of coverage by radio and television stations and resulted in nine newspaper interviews. In addition, he was invited by the China Center for Economic and Technical Exchanges and the United Nations Development Program to conduct a week-long training program on communication and leadership in Beijing, China.

"I must have done something right," Bough said, "because the training program resulted in the very first Toastmasters club ever to be chartered in the People's Republic of China!" Bough said that since China appears to be moving toward an open market economy and the Chinese people want to learn more about Western culture, Toastmasters clubs like the Hfin-Chu Club 9566-U are a natural source for teaching people

Hailed as "the mother of all gabfests" by the *Toronto Star*, the International Convention was indeed a global gathering of silver-tongued speakers. Nearly 2,000 Toastmasters from all over the world converged on the Regal Constellation Hotel in Toronto during August 17-21 to celebrate their verbal prowess and accomplishments of the past year.

For veteran conventioners, this was a time to renew friendships with Toastmasters from distant clubs and to vote on important issues facing the organization. For "first timers," the trip to Toronto was a chance to experience first hand what they've been told is an inspiring, action-packed way to learn more about what Toastmasters and public speaking are all about.

In between reunions with old friends and chats with newcomers, convention participants were enriched by community experts and inspired by great speakers. Seeing so many Toastmasters having such a good time no doubt would have pleased the organization's founder, Dr. Ralph Smedley, whose motto was, "We learn in moments of pleasure."

## RECAPING A SUCCESSFUL YEAR

With traditional pomp and pageantry, the 62nd International Convention began on Wednesday, August 18, with the colorful parade of flags down the ballroom aisle. Accompanied by a rolling drumbeat, local Toastmasters proudly carried the national flags of all the 58 countries in which the organization is represented. Host District 60 Governor Diane Wilson, DTM, welcomed everyone to Toronto with a humorous musical number titled "Welcome to Toronto" by the newly formed "District 60 Choir." Keynote speaker Dr. Ralph Hillman then commanded the stage with his message "Image Counts - Speak With Style." A professor of speech and theater at Middle Tennessee State



# What a Feeling!



how to effectively communicate with the West. "There are more Chinese citizens speaking English in Mainland China than there are people in the United States," he said. "Toastmasters clubs can help the Chinese people to practice their English."

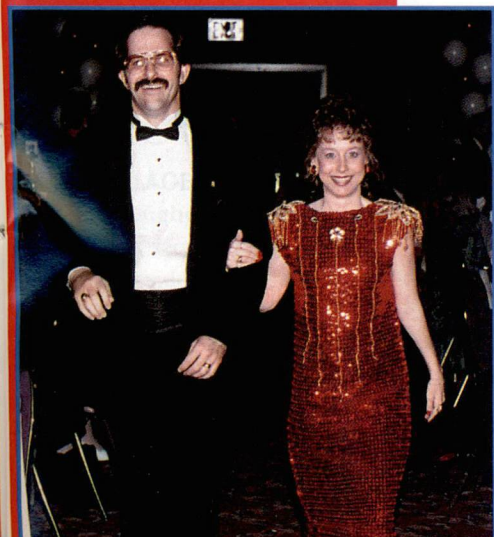
## MOMENTS OF TRUTH

Executive Director Terrence McCann then reported on the organization's growth during the past year. Acknowledging that this year's membership growth was less than expected, he mentioned that while the organization met its goals in terms of new clubs chartered, it suffered a 1.1 percent loss of members in existing clubs. McCann attributed this to the relatively short life span of company clubs as opposed to community clubs. "This may be due to economic conditions, or even the lack of experience of corporate club members," he said, adding that, "We've built a lot of clubs, but we lost more than we had hoped." On a positive note, however, he mentioned that the organization recorded a substantial increase in educational completions – CTM, ATM and DTM – over previous years.

To combat membership loss, McCann stressed that Toastmasters International must "adopt a marketing oriented approach" in order to remain successful. "We have to use every good idea we can find to serve our members and clubs. We must constantly re-examine our educational and recognition programs to make sure they are of the highest quality, always up-to-date and serving members' needs. Since the club is the primary service unit, it must put speed and responsiveness ahead of all else."

As an example of having met a member need through market research, McCann mentioned the new and long-awaited "High Performance Leadership Program," introduced by World Headquarters in June. "The program was developed,

1. **The Golden Gavel:** Peter Legge, a magazine publisher from Vancouver, receives the prestigious Golden Gavel award.
2. **The 1993 World Champion of Public Speaking:** Otis Williams Jr., CTM, receives his trophy from President Neil Wilkinson.
3. **The First Couple:** Newly elected 1993-94 International President Neil Wilkinson, DTM, celebrates at the President's Dinner Dance with his wife Jean, who is a CTM.
4. **Proxy Prowlers:** Bashiru Turay, DTM, campaigns for a seat on the organization's Board of Directors.
5. **The "Third Couple":** Newly elected Third Vice President Robert Barnhill, DTM, with his wife Jana, DTM, who placed third in the International Speech Contest.
6. **Lunar Entertainment:** Toastmasters from distant planets visit the Planet Toastmasters costume party.
7. **Luncheon Speaker:** Dr. Tara Richter, DTM, spoke and sang about the importance of self esteem.



tested with clubs and with a focus group. As a result, we have a new quality program that hopefully serves our members' needs." He also mentioned the new Successful Club and Better Speaker series of programs. "My favorite is the Moments of Truth module, which helps clubs build quality and service into the club environment."

McCann emphasized that "the purpose of Toastmasters is not to make money, but to get and keep members. Our focus in the upcoming year will be on assessing member needs and meeting them in an effective manner."

### SPEECHES AND SIGHTSEEING

After Wednesday's Opening Ceremonies, conventioners sampled hotel restaurants and spent the afternoon attending educational sessions on topics such as how to infuse quality in every Toastmasters activity, improve personal performance and use parliamentary procedure. Delegates preparing to cast their votes for Thursday's Annual Business Meeting gathered at the Candidates' Forum to listen to last-minute presentations by candidates campaigning for a seat on the organization's Board of Directors.

The evening provided an opportunity for Toastmasters and their families to take in the sights of Toronto – to view the famed skyline from aboard a boat cruising Lake Ontario; to sample the unique shops and cafés along Harbourfront; to catch a Blue Jays game or to ascend to dizzying heights in "the world's tallest free-standing structure," the 1,832-foot CN Tower.

### NEW LEADERS ELECTED

Many attended the convention not only to learn new things and meet friends, but to elect Toastmasters International's new leaders for the coming year. At Thursday's Annual Business Meeting, delegates elected Neil Wilkinson, DTM, as the organization's 1993-94 International President; Pauline Shirley, DTM, as Senior Vice President; Ian Edwards, DTM, as Second Vice President; and Robert Barnhill, DTM, as Third Vice President.

Delegates also elected the following eight Toastmasters to serve two-year terms on the organization's Board of Directors: Dick Benson, DTM, of Germantown, Tennessee; Frank Brown, DTM, of Suffolk, Virginia; John Fenwick, DTM, of Los Altos, California; Alene Haynes, DTM, of Houston, Texas; Frank Hirt, DTM, of Akron, Ohio; Ronald Giedd, DTM, of Sioux Falls, South Dakota; Dawn Miller, DTM, of Prince George, British Columbia, Canada; and Bashiru Turay, DTM, of Boston, Massachusetts.

Delegates also voted on 11 proposals, all of which are described in detail on pages 14 and 15.

After enjoying good food and inspiring speeches at the Toastmasters and Guests and DTM Luncheons, delegates took time to celebrate the accomplishments of individual Toastmasters, clubs and districts at the festive Hall of Fame ceremony. Awards were presented in categories such as Top Five Clubs, Distinguished Districts, Top 10 Newsletters and Top Membership Building Campaigns. (A list of clubs, districts and individual Toastmasters honored for their efforts in 1992-93 appears on pages 27-29.)



1. **A Speaker's Showcase:** Past District 14 Governor Beth Thwaites, DTM, makes her point at the Speakers Showcase.
2. **See You in Kentucky:** District 11 Governor Darrell Grimes, ATM, welcomes everyone to next year's International Convention in Louisville, Kentucky.
3. **A Powerful Voice:** Keynote speaker Ralph Hillman, Ph.D., with his wife and Immediate Past President Bennie Bough, DTM.
4. **Let's Do Lunch:** Delegate registers and selects his seat for the Golden Gavel Luncheon.
5. **Unleashing Potential:** Past International President Jack Gillespie, DTM, greets delegates at First-Timers Welcome reception.
6. **World Champion Speaker:** 1990 International Speech Contest Winner David Brooks shares secrets of creating a winning speech.
7. **A Dynamic President:** 1992-93 International President Bennie Bough, DTM, reflect on his presidential year.

## LUNAR ENTERTAINMENT

By the end of the day, conventioners were ready to celebrate with a Planet Toastmasters party styled to fit the lunar theme of the Constellation Hotel. Donning their favorite space-age attire, Toastmasters were beamed up during an inter-galactic evening of dancing, entertainment and futuristic fun.

## GOLDEN GAVEL AWARD

After a morning of educational sessions, delegates eagerly took their seats at the sold-out Golden Gavel luncheon to watch renowned Canadian publisher Peter Legge receive the Golden Gavel Award. This prestigious honor was bestowed on Legge in recognition of his influence as a public speaker, author and business leader. As president and publisher of Canada Wide Magazines Ltd. in Vancouver, Legge is in charge of a \$15 million, 14-magazine publishing company, making him the largest independent magazine publisher in western Canada. A sought-after lecturer and author of the motivational book, *Soar With The Eagles*, Legge travels five continents to fulfill more than 60 speaking engagements a year.

In his acceptance speech, Legge said he felt "deeply honored" to receive the Golden Gavel, which he said had been dubbed the "Nobel Prize of international speaking" by a Vancouver newspaper. He demonstrated his passion for oratory in a personal speech that led the audience to both laughter and tears and incorporated his own guidelines for soaring performance:



1. Love speaking so much that you'd do it for free.
2. Prepare, prepare, prepare.
3. Don't talk over people's heads. "You never want to lose anyone in the audience."
4. Deliver each speech as if it were your last.
5. Tell your own stories. Legge told of his fight against cancer and said, "By sharing heartache and failure and how to conquer them, you communicate a message of 'if I can do it, you can, too.'"

Citing as role models people such as Michelangelo, Walt Disney and the biblical David, Legge concluded that "Real preparation for leadership comes from years of failure."

## COLLAGE OF TOPICS ADDRESSED

Throughout the week, various communication experts shared their secrets for personal and professional success. Popular topics dealt with self-improvement, public relations, speech writing and humor. Most seminar leaders were Toastmasters – in fact, at least three were former International Speech Contest winners – who by their very example demonstrated the potential of the Toastmasters program. Toastmasters also

facilitated and participated in productive group discussions about membership growth and retention, as well as shared ideas for innovative and fun club meetings.

## PASSING THE TORCH

After an afternoon of educational sessions, Toastmasters dressed in black-tie elegance and gathered to honor the newly elected officers and International Directors at the President's Dinner Dance. Bennie Bough handed over his presidential pin to incoming President Neil Wilkinson, who began his term with a speech about his chosen theme: "People Building People."

Emphasizing that Toastmasters training can help people "lead happier, more productive personal and professional lives," President Wilkinson stressed that Toastmasters membership isn't an instant ticket to success. "We must continue our ability to take risks, conquer fears and realize our vision and values through effective communication." He urged all Toastmasters to take advantage of all the opportunities provided in the Toastmasters educational programs. "Our organization's founder said, 'The deepest joy of belonging comes as one learns to cooperate, contribute and help...' To me, that is People Building People."

## THE GRAND FINALE

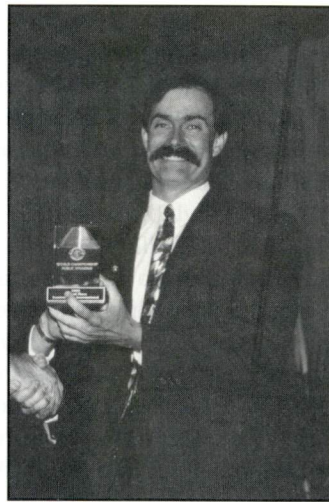
The highly anticipated International Speech Contest finals on Saturday morning topped off the successful and memorable convention. Each year, about 10,000 Toastmasters

*"We must continue our ability to take risks, conquer fears and realize our vision and values through effective communication."*

INTERNATIONAL PRESIDENT  
NEIL WILKINSON, DTM

participate in this contest at local levels. By a process of elimination using club, district and regional contests throughout the year, the pool of contestants is narrowed to nine finalists who put their oratorical skills to the ultimate test during the International Speech Contest each August. This year, close to 2,000 Toastmasters gathered in the huge ballroom to watch in awe as nine talented contestants vied for the title of "World Champion of Public Speaking." Video cameras projecting the contest on two huge screens ensured that no one in the audience missed out on the drama.

After the votes from the 18 judges were counted, Otis Williams, a 29-year-old assistant branch manager of a savings



**They Are Champions:** Jana Barnhill, DTM, from Lubbock, Texas, placed third in the International Speech Contest and Morgan J. McArthur, CTM, of Idaho Falls, Idaho, came in second.

From left top to bottom:

**A Captive audience:** Toastmasters learn about public speaking at educational session.

**The Friendly Hosts:** From left: Vigi Gurushanta, DTM, Loreen Paterick, CTM and Host District Chairman Peter Crabtree, DTM helped make sure all events ran smoothly.

**Passing of the Torch:** 1992-93 International President Bennie Bough, DTM hands over his presidential pin to newly elected President Neil Wilkinson, DTM.

**Top Membership Builders:** District 66 and 71 Governors Martha Rollins, DTM, and Brian O'Connell, DTM, accept awards for the Top Five Membership Campaign contest.

and loan from Cincinnati, Ohio, emerged as the popular winner. His motivational yet funny speech, "It's Possible," outlined a formula for success – desire, action and persistence – and related how this formula helped him accomplish his own goals.

After learning of his victory, Williams – who has been a Toastmaster for only about a year – said, "It's possible for people to live their dreams if they want to bad enough."

Taking second place was Morgan McArthur of Idaho Falls, Idaho, with his motivational speech "The Difference is Horsepower!" Third place went to Jana Barnhill of Lub-

bock, Texas, who addressed the value of friendship in her speech, "Is Your Lantern Lit?"

Six other speakers competed in the contest: Chelsea Wakefield from Region II; Glenn Crook from Region IV; Gary Pittman from Region V; Dilip Abayasekara from Region VII; and Richard Spencer from Region VIII. Jock Elliott from Queensland, Australia, represented the districts outside North America.

#### ACCREDITED SPEAKERS CHOSEN

Also honored at the World Championship of Public Speaking were the two newly conferred Accredited Speakers: Past International President John F. Noonan, DTM, of Montreal, Canada, and Sheryl Roush, DTM, of La Mesa, California. Two other Toastmasters earned the title in June: 1992 World Champion of Public Speaking Dana Lamon, ATM, of Lancaster, California, and John Kinde, DTM, of Santa Maria, California.

The Accredited Speaker Award recognizes Toastmasters who have professional-level speaking skills. To earn the award, applicants must meet a rigorous set of requirements, including giving at least 25 presentations varying in topic and purpose before different audiences within three years.

Host District 60 Chairman and Past International Director Peter Crabtree, DTM, gave special thanks to the many host district volunteers who so generously offered their time and efforts to make the convention run smoothly. District 11 Governor Darrell Grimes, ATM, then welcomed everyone to next year's convention in Louisville, Kentucky.

The convention drew to a close with a slide show accompanied by the '70s hit song "Love Train." Images of the past five days recalled the excitement, fellowship and personal growth that had taken place and set the mood for fond farewells. Toastmasters now had sampled the "fantastic feeling" of Toronto and were already making plans to reunite next year in Kentucky for the 1994 International Convention. **T**

**Note:** Most speeches from the convention – including those from the International Speech Contest – are available for purchase on audio and video cassette. See ad on the next page for details.

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**1993 Annual Convention, Toronto**

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## AUDIO CASSETTES

- "INTERDISTRICT SPEECH CONTEST" - Jock Elliott, Dominic Gonzalez, Phillip Khan-Panni, John Twaddle, Megan Patrick-Rolf, Graham Willcock, Helen Veloso Hear finalists of the "Overseas Region" compete to be a contestant in the International Speech Contest. **#TS801**
- "REPORTS OF THE EXECUTIVE DIRECTOR & PRESIDENT" - Terry McCann & Bennie Bough, DTM Stay up-to-date with the developments and progress of Toastmasters International. **#TS803**
- "SPEAKING OF TOTAL QUALITY" - Paul Litwack, CHRP Improve personal and club performance beyond what you may have thought impossible by injecting action-oriented *quality* into every Toastmasters activity. **#TS804**
- "NINE TIPS FOR PRESENTING DYNAMIC AND MEANINGFUL WORKSHOPS" - Chris King, ATM-S Expand and foster creativity at your next workshop presentation. As a human development specialist, trainer and storyteller, Chris reveals her secrets for presenting a dynamic and meaningful workshop. **#TS805**
- "IMPROVING PERSONAL PERFORMANCE" - Tom Richardson, DTM Join a Past International President as he looks at areas in our lives that can positively influence performance or sabotage best efforts. Overcome obstacles using practical strategies that allow you to succeed at home, work, or play. **#TS806**

"SPEAKERS SHOWCASE" - Andy Cole, DTM; Beth B Thwaites, DTM; Kitty Mason, DTM; Peter Wofford, DTM Hear a variety of speakers to learn how they've become Top Speakers in Toastmasters. **#TS807**

"ONE MAN'S WORK" - John Noonan, DTM Enjoy this special presentation with featured keynote speaker and Past International President. **#TS808**

"BOOST YOUR SELF-ESTEEM" - Dr Tara Rishter Learn some simple steps that will increase self-esteem and change your life forever! **#TS809**

"ACCREDITED SPEAKER PROGRAM" - Sheryl Roush, DTM; John Kinde, DTM; Louise Tenbrook Whiting, ATM-S; John Noonan, DTM. Hear candidates give their qualification speeches in their final steps in achieving the designation, "Accredited Speaker". **#TS810/811 (2 Tapes)**

"EAGLES OR BUZZARDS - WHICH ARE YOU?" - Michael Aun, CSP Listen to Toastmasters' 1978 International Speech Contest Winner. A member of the NSA, a syndicated columnist and co-author of two books, Michael's speaking style will both inform and captivate you. **#TS812**

"BUILD A GREAT SEVEN-MINUTE SPEECH IN SEVEN DAYS OR LESS" - David Brooks, ATM Hear how 1991 International Speech Contest Champion assembles a winning speech. Learn how to select a topic and construct a speech that has substance and style. **#TS813**

"PUBLIC RELATIONS - THE VITAL TOOL THAT HELPS DYNAMIC CLUBS DELIVER" - Kay Presto, ATM With some brainstorming, your club can come up with unique public relations ideas that can educate and inform prospective members and guests. Discover the benefits of effective public relations tools and how to use them. **#TS814**

"WHEN YOU'RE THE MASTER OF CEREMONIES" - Mary Louise Cutler, DTM Learn the fundamentals of "setting the stage" as the Master of Ceremonies. Uncover an effective approach to an important position that guarantees the success of any ceremony. **#TS815**

"USING TOASTMASTER SKILLS OUTSIDE OF TOASTMASTERS" - Arabella Bengson; John Roberts, ATM; Richard Maraj; Fred Rapson, ATM See the best in action! Learn the secrets to using your Toastmasters skills outside of your club from an International Speech Contest Winner and three International Speech Contest Finalists. **#TS816**

"PLAYFUL, PRODUCTIVE, AND PROFESSIONAL MEETINGS...A KEY TO GROWTH AND RETENTION" - Karen Caesar, ATM; Dr Jim Beaubien, ATM Learn how the "three P's" can give your club the boost it needs. Increase and retain your club's membership in this fast-paced, hands-on session. **#TS818**

"WRITING SUCCESSFUL SPEECHES" - Monica Carbonneau Hear how to trigger creativity the next time you prepare a speech. Learn strategies for writing and polishing your next winning speech with less effort and more ease. **#TS819**

"HUMOR HELPS HANDLE HURDLES, 'HORNED TOADS' AND HUMANITY" - Joan Johanson, ATM Understand how to use humor effectively at your next club meeting. Find out how humor can unbolt the mind, open doors and create new relationships. **#TS820**

"THE TOASTMASTERS CLUB - ITS MEANING AND VALUES" - Durwood English, DTM; John Foster, DTM; Clare Murphy, DTM; Carol Williams, DTM Join a panel of experts and learn to conduct productive meetings, keep members involved and experience club growth. Tap resources which can make your club an exciting place for learning and achievement. **#TS821**

"PRESIDENT'S INAUGURAL ADDRESS" - Neil Wilkinson, DTM Hear the newly elected President give his stimulating inaugural speech as he leads the way into the next year. **#TS822**

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# Delegates Pass

2 OF 11 PROPOSALS AT THE

## 1993 Annual Business Meeting

*Here is a summary of the action taken. All proposals required a two-thirds affirmative vote:*

**PROPOSAL A:**  
CHANGE IN DELINQUENCY  
OF CLUBS THAT DO NOT  
FULFILL THEIR SEMIANNUAL  
DUES REQUIREMENTS

*Passed*

This proposal was approved by the delegates. Clubs failing to forward their semiannual remittance by May 31 and November 30 will be considered delinquent. This change standardizes the requirements for all Clubs within Regions with regard to eligibility of election to Office, eligibility of voting, and participating in the International Speech Contest at the Regional level. There is no impact on the service extended to Clubs.

**PROPOSAL B:**  
REGIONAL REPRESENTATION  
ON THE EXECUTIVE COMMITTEE  
OF TOASTMASTERS INTERNATIONAL

*Defeated*

This proposal was not approved by the delegates. The election of qualified International Officers, regardless of their geographical location, remains with the delegates.

**PROPOSAL C:**  
APPOINTMENT BY THE  
BOARD OF DIRECTORS OF A  
PROFESSIONAL REGISTERED  
PARLIAMENTARIAN TO SERVE AT  
THE ANNUAL BUSINESS MEETING

*Defeated*

**PROPOSAL D:**  
CHANGE ANNUAL MEMBER-  
SHIP DUES FROM \$36 TO \$30

*Defeated*

This proposal was not approved by the delegates. The annual dues remain at \$36 for Districted Clubs (payable \$18 semiannually) and \$27 for Undistricted Clubs (payable \$13.50 semiannually).

**PROPOSAL E:**  
REQUIRE SUMMARY STATE-  
MENTS OF AFFIRMATIVE/NEGATIVE  
POSITIONS ON EVERY PROPOSAL  
TO AMEND THE BYLAWS OF  
TOASTMASTERS INTERNATIONAL

*Defeated*

This proposal was not approved by the delegates. As in the past, Clubs will be notified of all proposals being presented to the delegates at the Annual Business Meeting. Each proposal will contain the actual change to the governing document(s) as well as the recommendation of the Board of Directors, as mandated by the Bylaws of Toastmasters International.

**PROPOSAL F:**  
DISALLOWING VOICE VOTE  
AT THE ANNUAL BUSINESS MEETING

*Defeated*

This proposal was not approved by the delegates. The conduct of the Annual Business Meeting can remain flexible and the Chairman continues to have the option to call for a

voice vote when appropriate. As in the past, when a voice vote is attempted and there is opposition of the assembly or the will of the assembly is not clear, the Chairman will call for a written ballot.

**PROPOSAL G:**  
**PROCEDURE WHICH THE BOARD OF DIRECTORS IS OBLIGED TO FOLLOW WHEN ACTING ON RESOLUTIONS**

*Defeated*

This proposal was not approved by the delegates. A procedure is already in place for notifying Clubs of resolutions not brought before the delegates. Any action by the Board of Directors on a resolution, whether or not the action is to bring the resolution before the Annual Business Meeting, is included in the Minutes of the Board of Directors that appear twice a year in *The Toastmaster* magazine. This procedure will continue.

**PROPOSAL H:**  
**ELIMINATE NUISANCE RESOLUTIONS AND OTHER RESOLUTIONS DETRIMENTAL TO TOASTMASTERS INTERNATIONAL**

*Passed*

This proposal was approved by the delegates. The Board of Directors will review each resolution submitted. If the resolution is deemed not to be in the best interests of Toastmasters International and its member Clubs, the Board of Directors, by a three-fourths majority vote, may reject the resolution and it will not be brought before the delegates at the Annual Business Meeting. Only those resolutions damaging/detrimental to the organization and nuisance resolutions would be considered not in the best interests of the organization and rejected.

**PROPOSAL I:**  
**USE AND REPRODUCTION OF TOASTMASTERS INTERNATIONAL TRADEMARKS ON MANUFACTURED ITEMS**

*Defeated*

This proposal was not approved by the delegates. Clubs may not engage manufacturers for the purpose of producing items bearing the Toastmasters International name and emblem. Member Clubs may still use the name and emblem of Toastmasters International for source identification pur-

poses of the Club itself. So, a Club can continue to use the Toastmasters International marks on its stationery, letterhead, Club newsletters and other items used by the Club for communication/identification purposes.



*Delegates cast their ballots at the Annual Business Meeting.*

**PROPOSAL J:**  
**PROVISION OF INTERNAL REVENUE SERVICE FORM 990 TO CLUBS UPON REQUEST**

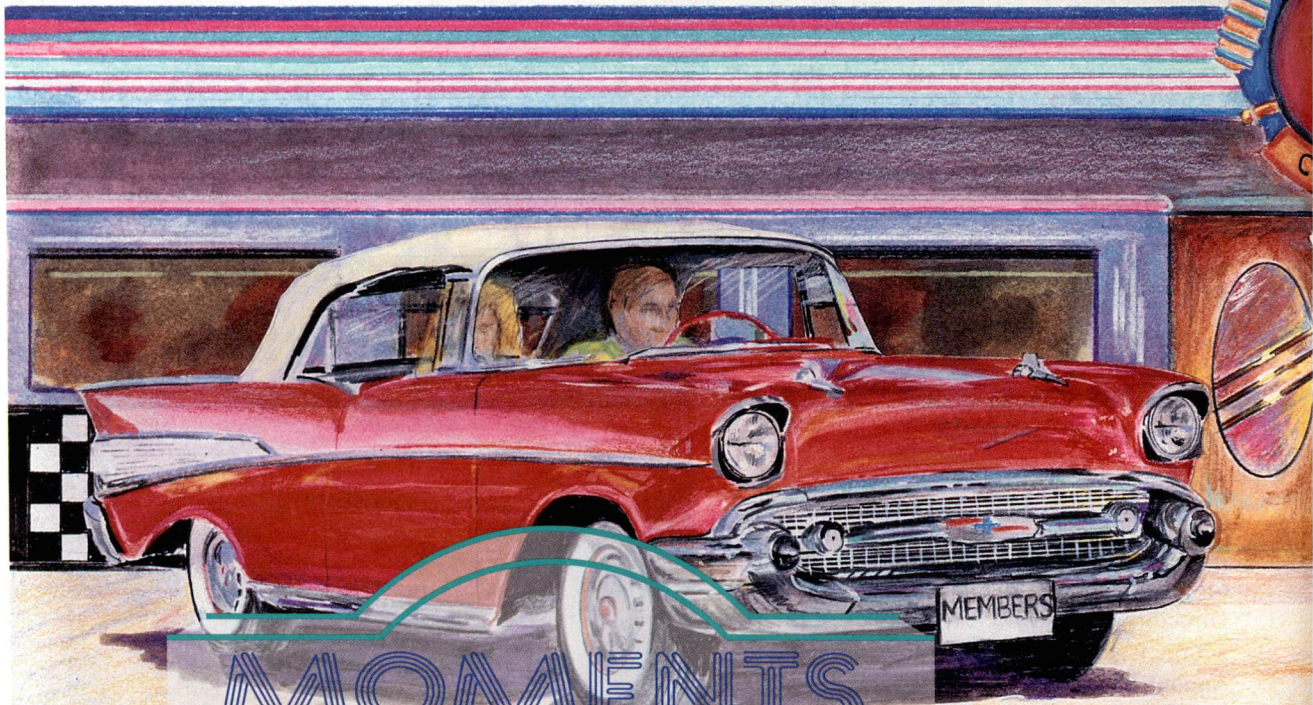
*Defeated*

This proposal was not approved by the delegates. As required by law, the IRS Form 990 continues to be available to any person to view at World Headquarters during normal business hours. Toastmasters International continues to comply with Federal and State Tax Laws.

**PROPOSAL K:**  
**PROVISION OF THE ADOPTED BUDGET TO CLUBS UPON REQUEST**

*Defeated*

This proposal was not approved by the delegates. The budget, which is reviewed and adopted by the Board of Directors, contains an estimate of income and expense and is prepared two years in advance. The Financial Statement, which contains an actual accounting of income and expense, will continue to appear in the November issue of *The Toastmaster* magazine which is sent to every member of Toastmasters International.



# MOMENTS OF TRUTH

**W**hy do people join Toastmasters? Here's the answer from Founder Ralph C. Smedley: "Most of our members come into a club to achieve some definite purpose. That purpose may be to learn to speak in public, to overcome fear, to gain skill in conducting a meeting, or to be a contest winner; or it may be any one of many purposes."

Dr. Smedley predicted that when a Toastmaster's purpose has been achieved, "the man is likely to drop out, unless the leadership of the club has been so good that he has been awakened to a realization of the further possibilities for him."

I remember a young man who joined Toastmasters apparently for a single purpose: to be a contest winner. When he became eligible to compete, he entered his club's speech contest, won, then went on to compete and win at the area, division, district, regional, and international level. Having won the international contest, he no longer was eligible to compete and soon dropped out of the organization.

On the other hand, other international speech contest winners who became ineligible for further competition have remained active. The first woman to win the International Speech Contest in 1977, Evelyn-Jane Burgay, DTM, continued to develop her leadership ability and became a District Governor. In 1991 she was elected International Director. Roy Fenstermaker, DTM, winner of the 1983 International Speech Contest, has coordinated more than 25 Youth Leadership programs over the past 10 years. Both Burgay and Fenstermaker realize that Toastmasters

## The business of Toastmasters clubs is member service.

by Thomas Montalbo, DTM

membership has values far beyond training in public speaking.

The Toastmasters organization's most precious asset is its members. Although recent years have brought record-breaking growth in new clubs and total membership, Toastmasters International, like all successful organizations, not only wants to attract new members but also to retain its current members. To that end, the organization's leaders want to emphasize that Toastmasters is a *service* organization, dedicated to meeting the needs of its members and fulfilling their expectations. Besides, research on customer service shows that it is five times more expensive to get a new customer than to keep an old one.

In their book *Total Customer Service*, William H. Davidow and Bro Uttal wrote, "Find a company that shunts customers' problems to a customer service department, and you probably have found a company that provides poor service." Customer loyalty to consumer products often erodes not because of faults with the product itself but because of frustrations over lack of quality service. In other words, quality is not what the seller puts into the service; it's what the customer gets out of it.

To translate this from the standpoint of customers to Toastmasters club members, quality service is whatever enhances their satisfaction. Satisfaction, or lack of it, is the difference between how Toastmasters *expect* to be treated and how they *experience* being treated.

Serving club members right and keeping them active has been a prime goal of





*"A Moment of Truth is an episode during which a member comes in contact with any aspect of the Toastmasters experience and forms an impression of a club's quality of service."*

our organization for quite some time. The organization's emphasis on customer service is influenced by the success story of how Scandinavian Airlines System (SAS) went from a substantial loss one year to a whopping profit the next because of its emphasis on quality service.

Airline President Jan Carlzon told the SAS story in his book, *Moment of Truth*. The phrase "moment of truth" was coined by Carlzon and found its way into the business vocabulary. By his definition, a moment of truth is the exact point of time when a customer comes in contact with any aspect of the company and by that contact forms an impression of the company's service.

"For too many years," Carlzon told his employees, "we've been putting almost all our attention on the mundane aspects of flying airplanes, and not enough on the quality of the customer's experience. It's time we as a company shift the focus of our attention. Our business is not flying airplanes, it's serving the travel needs of our public."

SAS, however, has no monopoly on excellence of customer service. Knowing what customers need and want is basic to any business. The business of Toastmasters has never changed – it's education. The Toastmasters club is the means by which it serves members' needs and helps them to develop their full potential. That's why the club mission in the Club Constitution and Bylaws states that the club should provide "a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills, which in turn foster self-confidence and personal growth."

To improve the quality of service in carrying out that mission, World Headquarters recently completed an intensive study of Toastmasters clubs. The study identified six "moments of truth" during which a member or non-member

comes in contact with any aspect of the organization and gets an impression of its quality of service. Although every club meeting features countless such episodes – and tabulating each one would be next to impossible – Toastmasters International identified six critical areas reflecting the values of the organization. These can greatly influence a member or a potential member.

The six moments of truth fall into six closely-linked categories: first impressions; member orientation; fellowship, variety and communication; program planning and meeting organization, membership strength, and achievement recognition. A logical way to activate these moments of truth is for each club to measure its actual performance against these standards:

### 1 FIRST IMPRESSIONS

All people like to feel they are important and receive specialized attention. That's human nature!

Our guests and new members should be considered clients. Whether they join and stay in our club is generally based on their first impressions. We must ensure that each person's first impression is a pleasant one.

These are the quality service standards that must be in place for that vital first impression:

- Each guest is greeted at the door and introduced to the club officers and other members. Such a welcome helps prospective members feel a sense of camaraderie.
- Each guest is given a name tag and asked to fill out a guest information form. No one should feel anonymous or overlooked!
- The meeting room is set up in a professional manner. Accompaniments such as an agenda and voting ballots have

already been distributed, and the club's lectern, gavel, timer and other necessary administrative materials are in place.

- **The meeting location is conveniently located, accessible and user friendly.** Never assume that an eager guest will effortlessly find your meeting place. Be sure to have easily understood directions ready if requested, and post one or more signs at the site designating the exact location of the meeting room.
- **Guests are encouraged to participate in the meeting and comment on their experience at the end of the meeting.** We'd like everyone to feel they have been a part of the proceedings.
- **Guests are invited to join the day of their visit.** Toastmasters are always ready to welcome a new member aboard!

The Toastmasters program will sell itself if we focus on two things: *courtesy* and *accuracy*. People appreciate being treated in a friendly, courteous manner; they also want to know about the specific benefits derived from joining a club.

## 2 MEMBER ORIENTATION

New members need accurate information. As soon as possible after the person joins, the Toastmasters International education program and recognition system, as well as particular club procedures, should be thoroughly explained.

Here's a series of orientation and initiation standards that will properly inform new members and encourage the Toastmasters spirit:

- **Formally induct each new member and give them their pin and basic Communication and Leadership Program manual.** Carefully explain the member's responsibilities to the club, as well as the club's responsibilities to the member.
- **Assign a coach/mentor for one-on-one assistance.** Each new member must have a specific person whom they can rely on for help.
- **Discuss how the educational program helps develop speaking and leadership skills.** New Toastmasters want to know about the opportunities available through careful study and application.
- **Survey the new member's learning needs.** Remember that since every person's goals are unique, each program requires a personalized approach.
- **Assign a speaking role for the new member as soon as possible.** An ambitious new member might wish to plan an icebreaker speech, but presenting an invocation or acting as grammarian is also a good way to become active in club proceedings.
- **Continue to make new members feel welcome by encouraging them to participate regularly.** Don't allow an

individual's initial enthusiasm to lag or that newly found confidence to become rusty!

It's especially important that new members are told about the value of the CTM, ATM and DTM programs. We also need to inform new members of the benefits derived from serving as a club officer.

## 3 FELLOWSHIP, VARIETY AND COMMUNICATION

Dr. Smedley said it as well as anyone: "If we should ever lose the fellowship of personal, friendly relationships, we might easily become just another high grade correspondence school. The personal touch, in all levels of our work, is one of [our organization's] distinguishing features. Our clubs must work hard to sustain a climate of caring and good fun."

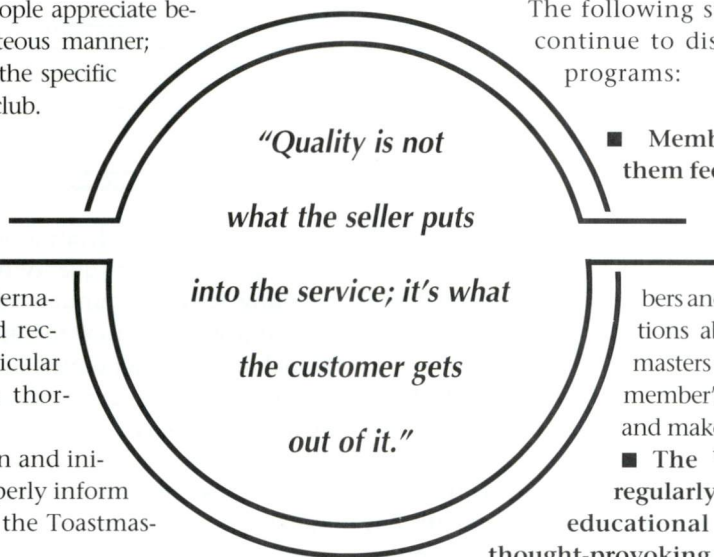
The following standards ensure that clubs continue to dispense quality educational programs:

- **Members greet guests and make them feel welcome.** As the club's initial representative, the Sergeant at Arms should greet newcomers as well as members and be ready to answer basic questions about the club and the Toastmasters organization. But it is also each member's responsibility to greet guests and make them feel welcome.
- **The Vice President Education regularly plans enjoyable, dynamic educational programs with exciting, thought-provoking themes.**

- **The club enjoys regularly scheduled social events.** "Business-as-usual" meetings are interspersed with banquets, contests, picnics and other enjoyable activities.
- **Club members are encouraged to participate in area, district and international events.** Speech contests, district conferences, club officer training sessions and the International Convention are just a few exciting opportunities for learning and growth.
- **Inter-club events are encouraged.** Having joint meetings and participating in educational activities with other clubs provide great opportunities for learning from others and for them to learn from us.
- **A club newsletter/bulletin is issued on a regular basis.** Timely material is presented in a lively, easy-to-read format and readers have access to information that serves to enhance their club experience.

## 4 PROGRAM PLANNING AND MEETING ORGANIZATION

We each joined our Toastmasters club for any number of reasons. Some want to learn how to speak in public, others to improve their leadership capabilities. Still others wish to strengthen their self-confidence. We succeed in meeting our



purpose if club meetings are well-planned and the educational content appeals to the members.

The following quality standards need to be met if club meetings are to achieve excellence:

- **Program and agenda are distributed in advance.** Members should receive a carefully drafted agenda outlining the day's program, and scheduled participants need to be reminded of assignments at least one week in advance.
- **All members know their program responsibilities and are prepared to carry out all assignments to the best of their abilities.**
- **Speeches originate from the basic and advanced Communication and Leadership Program Manuals.** Manual speeches provide a learning framework benefiting not just the speaker, but also the evaluator and other club members.
- **Meetings begin and end on time.** Pacing is critical, not just in the delivery of a speech, but also in conducting the entire meeting. Time is valuable to our members, and professionalism dictates that we begin and end as promised.
- **Creative table topics and exciting theme programs are featured.** Subjects discussed are relevant, stimulating and of interest to members of varied backgrounds and philosophies.
- **Evaluations must be positive, helpful and based on project objectives and the speaker's learning needs.** Constructive feedback is a cornerstone of the Toastmasters educational program. When our meetings are well planned and members willingly accept the responsibility for fulfilling their assignments, we are on our way to having a club we can boast about.

*"If we should ever lose the fellowship of personal, friendly relationships, we might easily become just another high grade correspondence school."*

## 5 MEMBERSHIP STRENGTH

Just as every newly chartered Toastmasters club must have at least 20 members, each club must always work toward maintaining at least 20 members on its roster. There's a very good reason for this!

Twenty or more members help to ensure that officer and committee roles are filled, speaking and evaluation opportunities taken, and all tasks necessary to achieving the club's mission achieved.

Maintaining a healthy membership is not just a club concern, but the responsibility of every individual member. To begin with, each Toastmaster must look for ways to encourage guests to attend club meetings. Next, the needs and interests of new members must always be met. Last – but certainly not least – we must motivate current, often longterm members by encouraging them to participate in the wide spectrum of advanced learning opportunities that Toastmasters has to offer.

Here are the quality standards a club must follow to maintain a strong and healthy membership:

- **Maintain a minimum 20 or more members.** Drawing from a talent pool of this number helps to ensure varied and stimulating meetings.
- **Members are retained.** Toastmasters desire self-improvement through the shared learning experience provided by our club. So, in order for each of us to achieve our individual potential, we must be sensitive to the learning needs of other members as well. It is our responsibility as a group to keep individual members satisfied with and involved in our club.
- **Actively promote your club in the community or within your sponsoring organization.** We must continue to think of new and innovative ways to communicate the Toastmasters message to those who stand to benefit by joining a club...that means everyone!
- **Continually plan varied and exciting club programs.** Toastmasters are always on the lookout for ideas and opportunities that will stimulate membership growth and club development.
- **Recognize Toastmasters who sponsor new members.** It is critical that we encourage membership building and acknowledge the efforts of those who sponsor new members.
- **Regular participation in membership building programs.** We must constantly strive to share the benefits of our Toastmasters club with others. By actively participating in membership building efforts, we stand not only to benefit our club, but also to help friends, coworkers and fellow community workers who have much to gain from the Toastmasters program.

Maintaining our club's original charter strength of 20+ members is a never-ending challenge. But the reward of a lively membership with an enthusiasm for club participation is well worth the effort!

## 6 RECOGNIZING ACCOMPLISHMENTS

Becoming a successful club and maintaining that successful edge involves a great deal of work. So, in keeping members motivated, it's important to openly recognize their contributions and notable accomplishments.

Strong clubs regularly recognize achievements and make the following standards a reality:

- **When a member completes an educational requirement, the application is sent immediately to World Headquarters.**
- **A member progress chart is maintained and posted at every meeting.** Members are more easily encouraged to

*Continued on page 23*

by Frank D. Tehel, ATM

# A Matter of

Imagine developing and refining a plan that would virtually guarantee your club a *minimum* of 10 new members each year – and boost club morale in the process. The Norfolk Club 686-66 in Norfolk, Virginia, has done just that. In fact, their plan was selected as one of this year's best and earned them an award in Toastmasters International's 1992-93 Top Membership Campaign Contest.

This was the second year the club embarked on a campaign to increase membership. In 1991-92, the effort netted 10 new members and helped the club regain charter strength. The target goal for this year was to add another 10, expanding membership into the 30 to 35 arena, according to Past President Frank D. Tehel, ATM.

Their strategy? To bring the benefits of Toastmasters to their community and show people that club membership works in their best interest. "We combine Toastmasters' special and highly developed educational training with our membership drive activity," Tehel said.

The membership program centers mainly around the months of September, October and November, although the calendar of events usually extends for at least a couple more months. It starts with club members inviting meeting guests to take part in upcoming Speechcraft activities. Sounds easy enough, right? Well, here's the catch: The program is organized so that the club continues working with prospective members into the winter of the following year, thereby keeping them active and excited about Toastmasters. The ultimate objective is to assist them in achieving CTM status by the following June.

Tehel said the Norfolk Toastmasters create an open environment where visitors have the opportunity to interact with members, participate in club meetings and witness the various educational aspects of the Toastmasters program. Through this "open door" policy, prospective and new members come to realize that the club is genuinely interested in their self-improvement efforts. As a result they become capable and well-trained public speakers in a reasonably short period of time. The club's reward: it retains many of these originally short-time participants as ongoing, active members.

According to Tehel, this is how the Norfolk Toastmasters work their membership miracle:

## JULY & AUGUST

"In late summer we begin organizing the framework of the membership program and forming special committees for marketing, speakers and arrangements. This year, a theme – "Community Education in Public Speaking" – was developed

to communicate the intentions and purpose of the campaign. To encourage club involvement, an incentive program was established: Toastmasters cups for all participating members, with a T-shirt or hat going to the top recruiter.

## AUGUST & SEPTEMBER

"Now the heat is really on! Our marketing efforts kick into high gear. A number of promotions allow us to reach interested individuals, but word of mouth is most effective. Club members constantly work with friends, relatives and business acquaintances cultivating individuals who might be potential Speechcraft participants and ultimately potential members.

"Fliers are posted in libraries, churches and businesses; advertisements are run in the community calendar of local newspapers; a number of local television talk shows are contacted about possibly featuring a Toastmaster interview. One of our most effective marketing tools is a one-page, double-sided brochure we produce that includes a contact phone number for additional information about club meetings. The brochures are widely distributed through a direct mail cam-

*"One of our most effective marketing tools is a one-page, double-sided brochure we produce that includes a contact phone number for additional information about club meetings."*

paign. Regular follow up on all membership leads ensures that at least 15 people will participate in our special October Speechcraft program.

## OCTOBER

"The Speechcraft program is our major club activity and the rallying point of the membership drive. It is presented during six 1 1/2 hour meetings (two per week). The meetings are attended by both the Speechcraft participants and the club members acting as mentors. Speakers are drawn from the club as well as our area and district. We have found that there are many good speakers outside our club who can contribute to this kind of environment and we continually keep them involved.

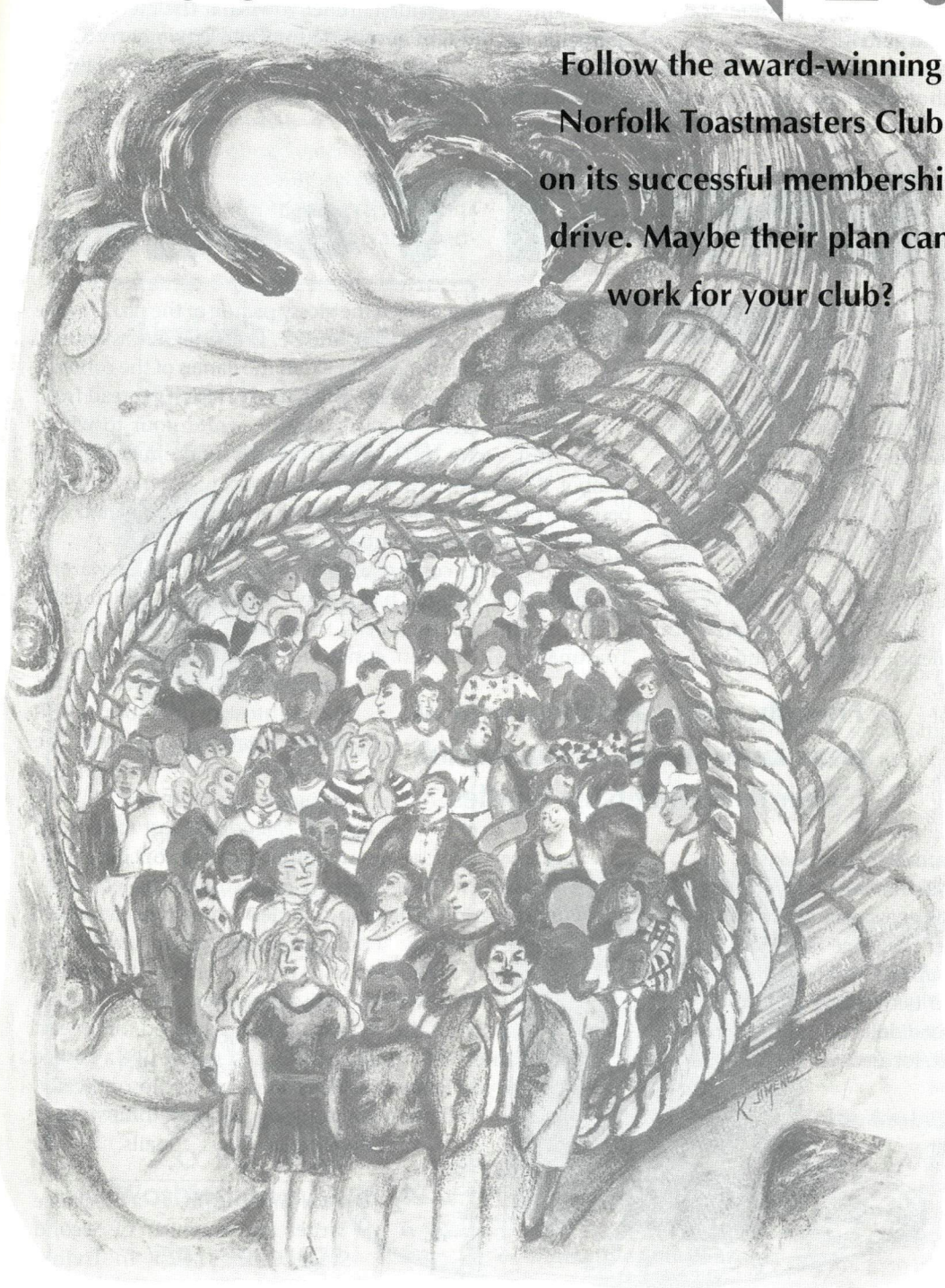
## NOVEMBER & DECEMBER

"As part of the program, Speechcraft participants are expected to complete at least three speeches and an impromptu talk. But it is difficult to complete those requirements within the six-meeting time period, which is what has led to the ongoing nature of our program. So participants are invited into the club setting to finish their Speechcraft activities.

*Continued on page 22*

# Growth

Follow the award-winning  
Norfolk Toastmasters Club  
on its successful membership  
drive. Maybe their plan can  
work for your club?



## Top Five Membership Campaign

The Top Five Membership Campaign Contest is an annual program conducted by Toastmasters International. Details of selected programs will be published in *The Toastmaster* to make good membership building ideas available to all clubs.

To enter this year's program, submit a summary of your club's membership building program to World Headquarters by April 22, 1994. Be sure to describe in detail the program's:

**Objectives** - How many members did you start with, and what was your goal?

**Awards** - What incentives did you provide to the members of your club?

**Calendar** - How long was the program? A full year? Six months? Three months?

**Promotion** - How was the program promoted to the members of your club?

**Success** - Did you reach the goal? Are you on track to reach it by June 30?

If your Membership Committee creates a program flier, please submit a copy with your entry. If selected, your club's program will be recognized during the Hall of Fame ceremony at the 1994 Toastmasters International Convention in Louisville, Kentucky.

Continued from page 20

## JANUARY, FEBRUARY, MARCH & APRIL

"During these months, extra club meetings are scheduled for Speechcraft participants as well as members to complete additional speeches. Here we convince the Speechcrafters that the next step in their development as public speakers is to complete Toastmasters International's Communication & Leadership manual. We give them a schedule in which to finish the C & L manual by June 30. This creates a lot of excitement for both members and Speechcraft "graduates." We then promote Toastmasters Leadership Institute and a number of other district events and activities.

"From 50 to 75 percent of our Speechcraft participants stick with the program through those first four winter months

– and become members during that time period. Not all of them manage to complete the C & L manual by June 30, but it's still a great goal to set. We measure the program's success by following new members' progress through the fall and early part of winter. However, from the outset, proof of our success is apparent in the changed attitude and increased involvement of the club as a whole."

## SUCCESS AT LAST!

Did the Norfolk Toastmasters meet their goal? You bet! By March 1993 they boasted an enviable 30 members. More importantly, Past President Tehel vows that the membership campaign has brought new life to the club. Why not try to put this plan to work in your club? Your club may also benefit from increased membership and newfound vitality. **T**

# Filling **EMPTY** Seats

If you remember your school days of breaking into teams for baseball games, spelling bees and perhaps debate teams, you'll have the key to our three-year-old advanced club's breakthrough of the "20 member barrier."

During a "sales speech," club member Shirley Kunkel organized a contest, common in schoolrooms but not in Toastmasters clubs. She divided members into blue and red teams and announced that the team who signed up the least new members in the next four months would have to buy pizza for all club members.

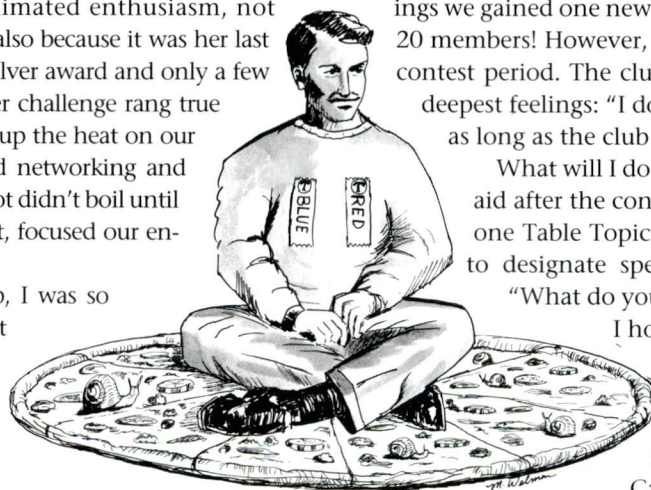
You might think that leading adults in chants of "We can do it" and ordering the losers to fork out dough was risky for Shirley, especially with an audience entirely composed of CTMs, ATMs and DTMs. However, at our Saturday meeting time of 8:30 a.m., the ambiance approximates play time, evidenced by come-as-you-are dress, ranging from sweatsuits to business suits.

Shirley radiated heartfelt animated enthusiasm, not only because of her mission, but also because it was her last speech needed to earn her ATM Silver award and only a few speeches away from her DTM. Her challenge rang true for us, since we had been turning up the heat on our "membership pot" with increased networking and publicity for six months. But the pot didn't boil until Shirley tapped into our team spirit, focused our energy and made us hungry.

As Vice President Membership, I was so stirred up after Shirley's speech that I found myself buying a Tombstone frozen pizza Saturday night. (Its slogan is: What do you want on your Tombstone? Answer: Pepperooni.) After I ate the

by Pam Price, CTM

## Friendly rivalry and the power of pizza launched an advanced club over its membership hurdles.



pizza, I glued the glossy picture of the pizza on the circular cardboard base. I then used it as a visual aid at subsequent club meetings to fan the flames of the contests.

Pizza is America's foremost fun food. With its spread from A through Z – anchovies to zucchini, white flour to whole wheat crust – who can't relate to pizza? As the membership symbol, it stimulated the Pavlovian response. Whenever members saw pizza – in the store, on TV, etc. – they salivated and started to search for potential Toastmasters.

If you try this contest with an advanced club, beware of one problem. We often had trouble determining which team should claim new members, since most of these seasoned Toastmasters had been contacted by multiple prospective members over a period of time. The eighteenth member is still diplomatically wearing both the blue and red team ribbons and eating up the attention.

At each of the last four meetings we gained one new member, finally propelling us to 20 members! However, there are two months left of the contest period. The club president expressed members' deepest feelings: "I don't care whether my team loses, as long as the club wins by getting new members."

What will I do with my Tombstone pizza visual aid after the contest? I figure it's good for at least one Table Topics session. I'll toss it like a frisbee to designate speakers and ask philosophically, "What do you want on your *real* tombstone?"

I hope no one says, "Snails." **T**

**Pam Price, CTM**, is a freelance writer and member of Second Stage Club 3742-F in Irvine, California.

Continued from page 19

continue developing their speaking skills when they see a visual record of their progress.

- **Formally recognize member achievements.** Conducting a ceremony and giving formal recognition to members achieving their CTM, ATM and DTM awards becomes a high priority. Members who work toward their goals should be rewarded and applauded by their fellow Toastmasters.
- **Club, district and international leaders are recognized.** It is important to acknowledge those who demonstrate leadership skills and growth possibilities to others.
- **Member and club achievements are publicized.** By promoting Toastmaster accomplishments, we not only recognize individuals and clubs for their excellent efforts and achievements, but also bring the Toast-

masters message to a wider audience and attract potential members.

- **The Distinguished Club Program (DCP) is used for planning and recognition.** Outstanding clubs use the DCP as a tool for realizing the Club Mission, as well as for promoting educational achievement, membership and club building, club leadership and club communication. By making use of the DCP, we are able to measure our club's strengths as well as its achievements.

Those standards are necessary for the Toastmasters organization to deliver its quality service. Implementing them requires more than just issuing manuals or handbooks. It's a process that's understood after determining what quality member service means to the organization and how each member can help put it into effect. Quality member service standards can be integrated into district and club officer training and into the club meeting itself. The meeting's General Evaluator can evaluate performance as measured against the established service standards. Area Governor visits to the clubs will reinforce these service standards by measuring adherence to them, along with progress on the Distinguished Club Program.

But, all these standards aside, the most important activity in Toastmasters is interaction with members. This is the essence of member service at all levels of the organization – club, area, district and international. Every interaction or service at any of these levels has an impact on whether we get and keep members in a club or lose them.

Focusing everyone's attention on serving the member or prospect is a sizable undertaking, but one that's worth the effort. It requires commitment, zeal and absolute dedication. It requires

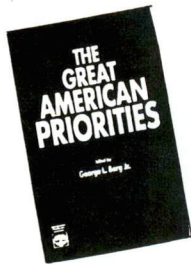
### THE REASONS MEMBERS LEAVE:

- **1% die**
- **3% move away**
- **9% move on to other products because of someone's recommendation**
- **9% find a cheaper product elsewhere**
- **10% are chronically dissatisfied**
- **68% go elsewhere because the people they deal with are indifferent to their needs**

not merely adequate member service, but quality member service. The service should be so superior that members will want to proudly spread the good word around and remain Toastmasters for life. **T**

**Thomas Montalbo, DTM**, a member of Sparkling Toastmasters Club 3602-47 in St. Petersburg, Florida, is author of *The Power of Eloquence*, available from World Headquarters.

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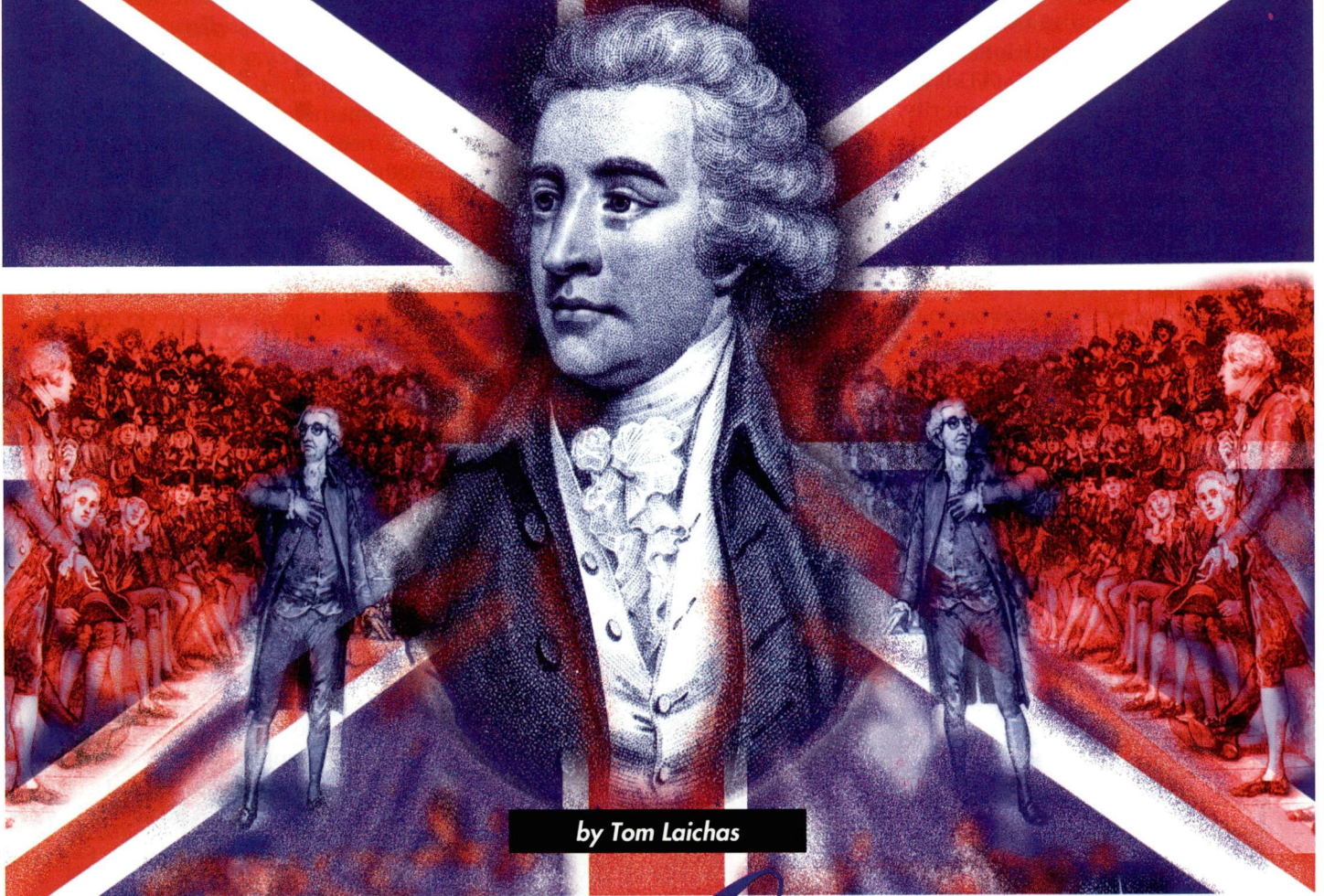
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# Edmund Burke:



by Tom Laichas

# Voice of Liberty

This 18th century British politician spoke his heart, his intellect and his conscience.

*"Democracy. Duty. Freedom. Liberty."*

These words, harmlessly scattered through some political speeches, often seem to shrivel from benign neglect. Rarely does an orator raise such vocabulary from the dead, enunciating ideals without pretense, without embarrassment, endowing them with their full power, not merely to persuade an audience, but to move it.

Edmund Burke was such an orator. Burke practiced a rare form of political courage: he spoke his mind regardless of consequences. As a result, during much of his career in British

politics between 1765 and 1797, he was without formal political power. But he was never without influence. His speeches, reprinted in hundreds of editions over the last two centuries, have nurtured talents as diverse as Abraham Lincoln, Frederick Douglass, Winston Churchill, Martin Luther King and Margaret Thatcher.

Burke's power as a speaker derived from a respect not just for the integrity of ideas, but for the integrity of words. Burke cherished the ability of a well-chosen word, used in a novel way, to startle his audience out of its slumber, to win, if not its agreement, at least its attention.



By a turn of phrase, Burke could transform a dry legalism into a call to arms. With particular passion, Burke turned the word "impeach" against Warren Hastings, accused in 1787 of abusing his powers as governor general of the Indian state of Bengal. In England, as in the United States, only an elected body could "impeach" a public official. But Burke also used the word in its original sense, "to accuse":

*I impeach Warren Hastings Esquire, of high crimes and misdemeanors.*

*I impeach him in the name of the Commons of Great Britain in parliament assembled, whose parliamentary trust he has betrayed.*

*I impeach him in the name of all the Commons of Great Britain, whose national character he has dishonored.*

*I impeach him in the name of the people of India, whose laws, rights, and liberties he has subverted, whose country he has laid waste and desolate.*

*I impeach him in the name, and by virtue, of those eternal laws of justice, which he has violated.*

*I impeach him in the name of human nature itself, which he has cruelly outraged, injured, and oppressed in both sexes, in every age, rank, situation, and condition of life.*

Like Emile Zola, whose famous phrase "J'accuse!" indicted French military corruption on behalf of humanity at the end of the 19th century, Burke's "I impeach" sought to bring down upon Warren Hastings the moral indignation of the entire British people.

It was a risky piece of oratory, presumptuous in its ambition. But Burke was not averse to risks, in his politics or in his speeches. In a Protestant country, he spoke on behalf of Catholic equality. In the heart of imperial Britain, he championed Irish rights. As the British government moved to crush the American rebellion, Burke urged diplomacy and conciliation.

Burke's guiding principle was "liberty," a word he best examined in his "Speech to the Electors of Bristol." Like their contemporaries throughout Britain, the voters who elected Burke to represent the town of Bristol sent him formal written "instructions" on the issues of the day, instructions they expected he would follow in casting his votes in Parliament. In public debate, they believed, a good representative faithfully echoes his constituency's opinions.

Burke flatly disagreed. After voting contrary to instructions on the Irish question, he told Bristol's gentlemen electors:

*I did not obey your instructions!*

*The lovers of freedom will be free. None will violate their conscience to please us...Let me say with plainness, that*

*if...we do not give confidence to [our representatives'] minds...we shall at length infallibly degrade out national representation into a confused and scuffling bustle of local agency.*

*I have no idea of a "liberty" unconnected with honesty and justice.*

A representative, Burke argued, should not be the majority's puppet. Instead, he ought to be the most searching mind, the most faithful conscience that voters can find. If the men of Bristol were dissatisfied that he had "pushed [his] principles too far," it was a crime he could live with. "In every accident which may happen through [his] life," he told his audience, "I will call to mind this accusation and be comforted."

One issue which challenged Burke's political principles was that of Ireland, which in the late 18th century chafed under an often brutal British rule. Burke found the language his opponents used to describe the Irish offensive, "fitter to be scrawled with the midnight chalk of incendiaries...than to be mentioned in any civilized company." Irish immigrants, he continued, "do a great deal of [London's] most laborious work" and yet are victims of "the fury of the bigoted multitude."

Burke's language had particular resonance in a Parliament composed of "gentlemen" who contrasted their own manners with those of the London's "drunken rabble" and "vicious poor." Associating his opponents with the "midnight chalk of incendiaries" and "the fury of the bigoted multitude," Burke impugned both their dignity and their wisdom.

Burke's rhetorical skills faced their greatest trial in his opposition to Britain's war against the American rebellion.

***A***ccording to Burke, a  
***government's responsibility is not to  
today's majority, but to the majority of  
all its citizens, past, present and future."***

This speech on the topic, delivered March 22, 1775, was a masterpiece of rhetorical ingenuity, logical argumentation and marshaling of evidence.

Burke's challenge was that of virtually every politician who has ever opposed a war: to argue for peace while saving his reputation from those who would accuse him of betraying his country. He accomplished this by appealing to Britain's history. Recalling the centuries-long rebellion against British rule in Wales, Scotland and the border ("marcher") county of Chester, Burke asked how Britain had achieved peace and reconciliation in all three regions. The answer: the British government decided to forget that its subjects were Welsh,

Scottish or marcher. Instead, it treated them as English, admitting each to Parliamentary representation.

What the British government needed to do, Burke told Parliament, was change its vocabulary. Britain could retain her rule over America, Burke insisted, only "by grant, not by imposition." Echoing Jefferson and Paine, Burke insisted that the colonists ought to be defined not as "Americans" or as "colonists," but as Englishmen.

Privately, Burke believed that Britain might very well lose the war. Wisely, he did not emphasize this defeatism in his

***"A representative, Burke argued, should not be the majority's puppet. Instead, he ought to be the most searching mind, the most faithful conscience that voters can find."***

public address. Rather, he pointed out the risks of *winning* the war. Britain's power, Burke reminded his audience, could easily destroy the very object of its struggle, leaving the colonies "depreciated, sunk, wasted and consumed in the contest." Here was a rich and tragic irony:

*When I consider that we have Colonies for no purpose but to be serviceable to us, it seems to my poor understanding a little preposterous, to make them unserviceable in order to keep them obedient.*

Burke would not settle for that. "Nothing less will content me," he declared, "than whole America."

Burke's commitment to liberty did not always put him in the minority of British opinion. Burke's opposition to the French Revolution demonstrated that. Though not a speech, Burke's "Essay on the French Revolution" was written with all the passion and skill of his public addresses.

In this closely reasoned argument, Burke defined "liberty" as a fundamental human right. Government, he argued, has a responsibility to protect that liberty if need be against the majority; a government's responsibility is not to today's majority, but to the majority of all its citizens, past, present and future.

By seizing property, silencing dissent and abrogating tradition, the French Revolution had created a government responsible only to the majority of that time. Burke had opposed the American War because conciliation would expand the scope of liberty. In the 1790s, he favored war against the French revolutionary regime to preserve liberty.

What he saw extinguished in the French Revolution and what he tried all his life to nourish in British political life was the right to free expression. Commenting once on anti-Catholic legislation, he told Parliament,

*I will stand up at all times for the rights of conscience...if I have more strength than my brother, it shall be employed to support, not to oppress his weakness; if I have more light, it shall be used to guide, not to dazzle him.*

That could be his epitaph.

**Tom Laichas** teaches history at the Crossroads School in Santa Monica, California. His profiles of famous speakers appear regularly in this magazine.

You have the opportunity to continue the legacy of our organization's founder by contributing to the Ralph C.

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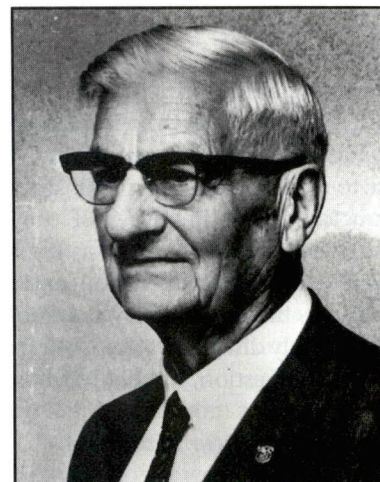
## Keep the Legacy Alive!

All contributions are tax deductible. The support of you or your club will result in people learning, growing and achieving through Toastmasters. Why not discuss this during your club's next business meeting? Contributions should be sent to:

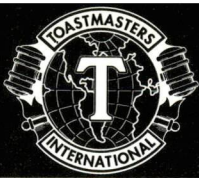
### The Ralph C. Smedley Memorial Fund

TOASTMASTERS INTERNATIONAL  
P.O. Box 9052  
Mission Viejo CA 92690, U.S.A.

If making an honorary or memorial contribution, please indicate the name and address of any person(s) to whom acknowledgement should be sent.



Ralph C. Smedley



## international hall of fame

### PRESIDENT'S DISTINGUISHED DISTRICTS

- District 21**  
Irene Evans, DTM
- District 73**  
Eamonn Moran, ATM
- District 7**  
Eugene Hamilton, DTM
- District 60**  
Ralph Williamson, DTM
- District 61**  
Jane C. Stuart, DTM
- District 71**  
Brian O'Connor, ATM

*\* District receives "Excellence In Leadership Award" for completing 1992-93 with three or more consecutive years as a Distinguished District.*

### SELECT DISTINGUISHED DISTRICTS

- District 39**  
Robert N. Young, DTM
- District 63**  
Irma O. Perry, DTM
- District 54**  
John Hutchins, DTM
- District 66**  
Martha G. Rollins, DTM
- District 43**  
Richard F. Benson, DTM
- District 65**  
Richard Westerberg, DTM

*\* District receives "Excellence In Leadership Award" for completing 1992-93 with three or more consecutive years as a Distinguished District.*

### INTERNATIONAL SPEECH CONTEST

- REGION I**  
Morgan McArthur  
Club 3505-15
- REGION II**  
Chelsea Wakefield  
Club 7016-F
- REGION III**  
Jana Barnhill  
Club 6145-44
- REGION IV**  
Glenn Crook  
Club 8728-64

**REGION V**  
Gary Pittman  
Club 2217-43

**REGION VI**  
Otis Williams, Jr  
Club 1249-40

**REGION VII**  
Dilip Abayasekara  
Club 1833-18

**REGION VIII**  
Richard Spencer  
Club 1453-58

**OVERSEAS**  
Jock Elliott  
Club 2572-69

### INTERNATIONAL TAPED SPEECH CONTEST WINNERS

- 1st Place** - K. Loghandran,  
Club 752-U, Malaysia
- 2nd Place** - Matthews Kurien,  
Club 8258-U, Saudi Arabia
- 3rd Place** - Austin Sequeira,  
Club 2916-U, Saudi Arabia

### FRENCH TAPED SPEECH CONTEST WINNER

Denis Hamel  
Club 3366-64, Canada

### SPANISH SPEECH CONTEST WINNER

Miguel Nuñez Galvez  
Club 1828-34P, Mexico

### DISTINGUISHED DISTRICTS

- District 70**  
David Heggart, DTM
- District 72**  
Ian D. Mitchell, DTM

**District 69**  
Barrie Fuller, DTM

**District 41**  
Les Kruse, DTM

**District 44**  
Pat A. King, DTM

**District 16**  
Barbara Dillon, DTM

**District 2**  
Betty W. Eisenzimmer, DTM

**District 13**  
Alice K. Sankey, ATM-B

**District 12**  
Kay Starr, DTM

**District 1**  
Virginia Rodriguez, ATM-S

**District 5**  
Douglas Thompson, DTM

**District 8**  
Charles N. Carpenter, DTM

**District 52**  
Leo Hoffman, DTM

**District 56**  
Ferol Beer, DTM

**District 62**  
Anita D. Daus, DTM

**District 2**  
Randy Prier, DTM

**District 45**  
William M. Daoust, DTM

*\* District receives "Excellence In Leadership Award" for completing 1992-93 with three or more consecutive years as a Distinguished District.*

### PRESIDENT'S TOP FIVE DISTINGUISHED CLUBS

*Clubs with Fewer than 20 Members:*

**Videomasters**  
Club 7512-7

**Daylighters**  
Club 2039-7

**Greater Newark**  
Club 1833-18

**High-Riser**  
Club 1171-42

**Leon Valley**  
Club 6058-56

*Clubs with 20-29 Members:*

**Turning Point**  
Club 6146-68

**Plaza**

Club 8461-18

**EER Speakezes**

Club 6974-36

**Danville**

Club 3305-66

**Good Time**

Club 535-29

*Clubs with 30-39 Members:***Plantation**

Club 2582-47

**Joint Venture**

Club 7137-2

**St. George**

Club 2982-70

**Pukekura**

Club 2176-72

**Toastmasters-By-The-Sea**

Club 298-1

*Clubs with 40 or more Members:***Lincoln-Douglas**

Club 1196-54

**Conoma**

Club 454-16

**Sunrise Center**

Club 3359-39

**Tai-Pan**

Club 2100-75

**South County**

Club 1957-8

**ACCREDITED SPEAKERS**John Noonan, DTM  
Club 1734-21Sheryl Roush, DTM  
Club 5315-5Dana Lamon, DTM  
Club 4177-33John Kinde, DTM  
Club 89-33**TOP TEN MEMBERSHIP CAMPAIGNS****Club Toastmasters Rive-Sud**  
Club 2273-61**Sheridan Park Toastmasters**  
Club 628-60**SRI Organon**  
Club 1435-4**Pathfinders**  
Club 2734-30**Gold Coast Daybreakers**  
Club 1900-33**Dublin 2601 Toastmasters**  
Club 2601-71**Norfolk Toastmasters**  
Club 686-66**Star Performers**  
Club 8452-68**Bankers Hollering**  
Club 8259-42**Whitsunday Toastmasters**  
Club 6934-69**TOP TEN CLUB BULLETINS****Overlake Overview**  
Club 2889-2  
Steven Gersman, CTM, Editor**Toasters' Choice**  
Club 3572-4  
Daniel Joseph Pelton, Editor  
Ann Krause, CTM, Editor**Vox Spiritus**  
Club 4368-4  
Roz Dolling, ATM, Editor**The Planetarium**  
Club 8113-4  
Glen Norman, CTM, Editor**Screamer**  
Club 4685-39  
David Pessarano, Editor**Hot Pursuit**Club 6901-42  
John Anderson, CTM, Editor  
Brian Stecyk, CTM, Editor**Toast Times & Record**Club 919-53  
Roger H. Brown, DTM, Editor**Globe Notes**Club 5310-61  
Deidra L. Roberts, Editor**Waterloo Whispers**Club 3796-69  
Jenny Mansell, CTM, Editor**Oatley Oracle**Club 787-70  
Jennifer Gilchrist, Editor**TOP TEN DISTRICT BULLETINS****The Fourcaster**District 14  
Karrie Allen, DTM, Editor**The Link**District 21  
I. RONALDA SHAND, CTM, Editor  
ROBERT CHEN, CTM, Editor**Double Dozen**District 24  
Todd Neuhalfen, ATM, Editor**Success Express**District 27  
Marie Grady, CTM, Editor  
Barry Lee Coyne, CTM, Editor**Tarheel Talker**District 37  
Lori Bates, ATM, Editor  
Rita Miller, CTM, Editor**Prairie Horizons**District 42  
Betty Ann Coderre, CTM, Editor**52 Review**District 52  
Pat Jensen, CTM, Editor**The Pelican Patter**District 68  
Kirk Carney, ATM, Editor**Corroboree**District 69  
Helen Flynn, ATM, Editor**District 70 News**District 70  
Pixie Fagen, ATM, Editor**OUTSTANDING TOASTMASTERS OF THE YEAR**John Angiolillo, ATM, D-F  
Steve Zeitlin, ATM, D-1  
Robert John Allen, ATM, D-2  
Elizabeth Bebo, ATM-B, D-3  
Glen Norman, CTM, D-4  
Roy Menzies, ATM-S, D-5  
Keith Hardy, DTM, D-6  
Rhonda Coakley, D-7  
Mary Hose, ATM, D-8  
Miriam Holman, ATM, D-9  
Matt Surak, DTM, D-10  
Dee A. Young-Anderson, D-11  
George Mitchell, DTM, D-12  
Ruth E. Ray, DTM, D-13  
Kattie Kendrick, D-14  
Larry Barns, ATM, D-15  
Don Beaulieu, ATM-S, D-16  
Jeannie Rapstad, D-17  
Thomas G. Lagana, ATM-S, D-18  
Andrew Yarne, ATM-S, D-19  
Janet E. Schultz, DTM, D-20  
Dorothea Hendricks, DTM, D-21  
Angela Sharpe-Gumbert, DTM, D-22  
John Candelaria, DTM, D-23  
Jerry Hardesty, D-24  
Bob Lanz, DTM, D-25  
Shirley Escott Davis, D-26  
James H. Schoetter, ATM, D-27  
Joseph Wissman, D-28  
Marietta Irby, ATM, D-29  
Thomas M. Brennan, ATM, D-30  
Ulysse Maillat, ATM, D-31  
Debora Alldredge, D-32  
Paul Smith, ATM-B, D-33  
C.P. Carlos Serrano Cuellar, ATM, D-34P  
Anna C. Zaczynski, ATM, D-36  
Lori Bates, ATM, D-37  
James D. Beissel, DTM, D-38  
Arne Sampe, DTM, D-39  
Carole Erb, ATM, D-40

Pat Baker, ATM, D-43  
 Linda Boynton, ATM, D-45  
 Margaret Adams, CTM, D-46  
 Jeanette Eggleston, DTM, D-47  
 Jim Luke, DTM, D-49  
 Vic Dennis, CTM, D-52  
 Vishnu Khade, DTM, D-53  
 Curtis Maki, CTM, D-54  
 Consuelo L. Samarripa, D-56  
 Willie Mae Thomas, CTM, D-57  
 Russell L. Kelly, CTM, D-58  
 Taimi Henderson, ATM, D-60  
 Florence Rumsey, D-62  
 Joyce Benedict, ATM, D-63  
 Peggy Kirk, D-64  
 Veronica Hart, ATM, D-65  
 Dick Biondo, DTM, D-66  
 James Hance, ATM-B, D-68  
 Hazel Jeary, D-69  
 Max Shean, DTM, D-70  
 Mary Keogh, CTM, D-71  
 Yvonne Cowling, ATM-B, D-73  
 Cindy Bath, CTM, D-74  
 Benedicto D. Trinidad, D-75



Ron Maroko, DTM, D-F  
 Elise Dee Beraru, DTM, D-1  
 Bruce F. Meaker, ATM, D-2  
 Grace Johnson, DTM, D-3  
 Ken Koga, ATM, D-4  
 Terry Hewins, DTM, D-5  
 Tom Willison, DTM, D-6  
 David Hiller, DTM, D-7  
 Floy Westermeier, ATM, D-8  
 Kathleen Probasco, ATM, D-9  
 Linda Brown, CTM, D-10  
 Cathy A. Campbell, D-11  
 Gary Shumway, ATM-S, D-12  
 Robert Kempney, D-13  
 Belinda Mitchell, D-14  
 Martha Swanson, ATM, D-15  
 Sandy Bach, DTM, D-16  
 Alea Lohr, D-17  
 Denise V. Fitzgerald, CTM, D-18  
 Selwyn Julien, ATM, D-18  
 Tom Hammer, ATM, D-19  
 Eunice Meidinger, ATM, D-20  
 Susan Niven, DTM, D-21  
 Onnie Tucker, ATM, D-22  
 Annie Kopko, ATM, D-23

Gene Deyoe, ATM, D-24  
 Brenda Waddoups, DTM, D-25  
 Pat Spotanski, D-26  
 Thomas L. Guthrie, ATM-B, D-27  
 Jim Sziget, DTM, D-28  
 Gary Bunde, ATM, D-29  
 Toni F. Rodgers, ATM, D-30  
 Janine Danielson, CTM, D-31  
 Mark Hamilton, ATM, D-32  
 John Cushman, ATM, D-33  
 Amada Salinas Arenas, D-34P  
 Sushma Singhal, DTM, D-36  
 Dutch Stamey, ATM, D-37  
 Carol Rautenstraugh, DTM, D-38  
 Patty Fong, DTM, D-39  
 Mary Well, DTM, D-39  
 William Hodges, DTM, D-40  
 Ron Walls, ATM-B, D-43  
 J. L. Rowland, D-44  
 Jacqueline Valentine, DTM, D-46  
 Wayne Craft, ATM, D-47  
 David Jacobs, CTM, D-52  
 Gordon G. Gaulin, ATM, D-53  
 Sharon Jones, DTM, D-54  
 Bill Dunn, D-56  
 Jan Sundell, ATM, D-57  
 Harold Swanner, D-58  
 Gina Cook, ATM-B, D-60  
 Elvira Filion, DTM, D-61  
 Gail Lewis, D-62  
 Marjorie Norris, DTM, D-63  
 John Maclise, CTM, D-64  
 Gloria Langston, ATM, D-65  
 Charles Bennett, ATM, D-66  
 Carolyn Motl, D-68  
 Frank Higgins, ATM, D-70  
 Cecil Kirk, CTM, D-71  
 Jane Walker, DTM, D-73  
 Irene Downer, ATM, D-74  
 Arsenio R. Reyes, D-75



Janice Baylis, ATM-S, D-F  
 Marcia James, ATM, D-1  
 Steve M. Haynack, ATM-B, D-2  
 Terri Sparks, ATM, D-3  
 Reema Mahamood, ATM, D-4  
 Dee Anne Snyder, ATM, D-5  
 Karen Butler-Moore, ATM, D-6

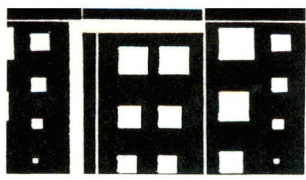
Sharon Rundell, CTM, D-7  
 James Schwarz, CTM, D-8  
 Donna Hull, ATM, D-9  
 Robert Condon, CTM, D-10  
 Mike Bodenhamer, D-11  
 Deepak Ubhayakar, ATM, D-12  
 Richard Vargon, D-13  
 Walter Zurowski, ATM, D-14  
 Sheri Patton, CTM, D-15  
 Colata Jody Harlan, ATM-S, D-16  
 Mary Haglund, D-17  
 Thomas G. Lagana, ATM-S, D-18  
 Bonnie Gould, DTM, D-19  
 Carolyn Ballard, ATM-S, D-20  
 Randall Edge, DTM, D-21  
 Peter Harris, CTM, D-22  
 Dee Martin, ATM, D-22  
 Regina Merritt, DTM, D-23  
 B. J. Axthelm, ATM, D-24  
 Sandra R. Lewis, ATM, D-25  
 Greg Lawson, D-26  
 Gwendolyn E. Talbot, ATM-B, D-27  
 Marilyn Knapp, D-28  
 Kay Carlow, D-29  
 Nancy Brown, D-29  
 Alvin Joyner, ATM, D-30  
 Stephen Licari, ATM, D-31  
 Everette Shaw, D-32  
 Ben Nagatani, ATM, D-33  
 Pedro Luis Estrella M., D-34P  
 Joice Franklin, ATM-B, D-36

Tom Johnson, ATM, D-37  
 Richard Warner, D-38  
 Jack Swagerty, ATM, D-39  
 Erin Hutchinson, D-40  
 Peggy Vandenberg, ATM, D-43  
 Joel Beesinger, CTM, D-44  
 Perry Munroe, DTM, D-45  
 Joan O'Kray, CTM, D-46  
 Albert Leon, ATM, D-47  
 Soen L. Kwee, D-49  
 Audrey Gauna, CTM, D-52  
 Joseph A. Purcell, ATM-B, D-53  
 Gloria Horne, DTM, D-54  
 Kathy Blair, D-56  
 Patrick McManus, ATM, D-57  
 Katherine Cheema, ATM, D-57  
 Roger W. Ellingwood, CTM, D-58  
 Lois Gingrich, ATM, D-60  
 Pierre Gauvin, D-61  
 Cindy Karns, D-62  
 Ruth Newsome, ATM, D-63  
 Marg Larcombe, CTM, D-64  
 April Neave, ATM, D-64  
 Artie Claudino, CTM, D-65  
 Daniel D. Sparrow, ATM-B, D-66  
 Jimmie Allen, D-68  
 David Grantham, ATM, D-70  
 Rosarie Nolan, ATM, D-71  
 Danny Owen, ATM, D-73  
 Ronald Duff, ATM, D-74  
 Petronilla M. Pasimanero, D-75

# See You At The Starting Gate!

Louisville, Kentucky  
 August 16-20, 1994

Experience southern charm and elegance at the Galt House Hotel, site of the 1994 Toastmasters International Convention in downtown Louisville, Kentucky. Mark your calendar and be prepared to participate in a spectacular Toastmasters event!



## hall of fame

### DTM

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

John T. Willison, 4709-6  
Richard S. Rodgers, 2979-7  
Diane K. Norton, 5864-14  
Pat Fox, 2297-18  
Charles R. Denison, 5139-21  
**Sandra Ford, 7966-21**  
Marlene Evelyn Johnston, 8178-21  
Edward H. Dowd, 651-27  
Vita A. Schneider, 1900-33  
Franklin Souza, 5218-39  
Namon Harris, Jr., 1684-43  
Nancy Gallagher, 1702-47  
Thelma Hoyt, 865-53  
Sharon A. Jones, 79-54  
William Postin, Jr., 1196-54  
Consuelo L. Samarripa, 3407-56  
Terence W. Kirk, 2729-60  
James F.O. Enraght-Moony, 8595-69  
Cheryl Keane, 4821-70  
Nigel Bryan, 5335-70  
Peter Elliott, 7456-72  
Solly Joffe, 5476-74  
Isobel Ogier Berry, 8185-74  
Gilbert U. Flores, 4503-75

### ATM Silver

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

John Carrie Benjamin, 7137-2  
Roy Menzies, 1583-5  
William M. Sachs, 7129-5  
Michael Lewis, 4928-8  
Thomas Daugherty, 199-11  
Samuel C. Wieder, 4021-13  
Dorothea Hendriks, 3922-21  
Gary J. Smith, 6590-25  
E. Barney Barnum, 6474-37  
Renate F. Daniels, 1813-39  
Scott A. Zingler, 4532-40  
Wilma J. Meyers, 3817-46  
K. Eugene Dilworth, 1196-54  
Thomas A. Potter, 1196-54  
Mary Ann Gerber, 3741-54  
Bill Chadwick, 4993-60  
Philip Hugh Ian West, 2254-70  
Desmond Mortimer, 105-73  
Petronilla M. Pasimano, 1088-75  
Adelina C. Royo, 4933-75

### ATM Bronze

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

Kitty Barton, 602-F  
Marian R. Critten, 791-2  
Dennis D. Armstrong, 5092-2  
John L. Stutz, 16-3  
Patricia Krueger, 73-3  
Jodie Kay Petra, 2961-3  
Rosemarie Miller, 7490-3  
Wilbur H. Smith, 1919-4  
Marcia A. Smith, 4802-4  
Georgeen Dietz, 4878-6  
Lori Spangler, 4911-6  
Diane K. Choukalas, 5474-6  
Pam Doan, 7280-6  
Esther F. Peterson, 6224-9  
Joan Hiles, 290-12  
Beverly G. Belcher, 242-13  
Tom Lagana, 8461-18  
Jacqueline Teague, 3984-21  
Norma Watt, 5488-21  
Ed Tackaberry, 8178-21  
David Yngsdahl, 2953-25  
Diane Lybbert, 7266-25  
Carolyn Lynch, 7882-25  
Bette I. Grasmick, 2429-26  
Elizabeth M. Boaz, 4950-26  
Jon J. Martindale, 5986-27  
Julian T. Stone, 8653-31  
Malik Rashid, 8653-31  
Vannessa G. Anderson, 1594-32  
Marsha West, 4622-33  
Raul R. Bravo Cacho, 5627-34  
Dottie Reeder, 5960-35  
Denise Blair, 7683-39  
Gloria A. Peaks, 3500-40  
Elizabeth Posieka, 284-42  
George L. Tully, 1949-46  
Margaret C. Foster, 2413-46  
John V. Fanning, 5486-47  
Oliver N. Skoglund, 6157-48  
Jana Bickel, 8231-52  
Ronald A. Godby, 79-54  
Jack S. Ragsdale, 1196-54  
John M. Smith, 1196-54  
Carolynn Lee Conley, 4908-56  
R.L. Ross, Sr., 5811-56  
Leslie J. Hoy, 6058-56  
John F. Wilbanks, 6299-58  
Michael L. Wearing, 5645-60  
Harold Elgee, 5600-61  
Gregory W. Hopper, 3117-63  
Kenneth Crowell Roberts, 3117-63  
David B. Doan, II, 7989-63  
Ruth Rinot, 1117-70  
Stephen Howard, 1117-70  
George Douglas Murray Morton, 3554-70  
Roger Albert Killeen, 5483-70

### ATM

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

Alfred C. Lee, 6939-U  
Maureen Riggs, 1707-F  
Clement Pepe, 2717-F  
Diane Restelli, 4220-F  
Paul R. Oeser, III, 5580-F  
Alton Craig Lowe, 6245-F  
Ruth A. Nippe, 7097-F  
John A. Fitzgerald, 7766-F  
William B. Kendall, 5983-1  
Robert E. Sears, Jr., 74-3  
Brian Anciaux, 1820-3  
Judith A. Benson, 6199-4  
Kerri Cozens, 7402-4  
Susan Hollingsworth, 888-5  
Hal Slater, 5315-5  
Norman W. Townsend, 6373-5  
Susan Lee Navratil, 430-6  
Jeffrey T. Lapp, 2019-6  
Tom McNamara, 2206-6  
Vernell Queen, 2312-6  
Wendell Zwart, 4535-6  
Darlene Roy-Johnson, 9205-6  
G. William Gurney, 364-7  
Margie Anne LaTourrette, 852-7  
Gerald W. Kohler, 2586-7  
Connie J. Gibbs, 5633-7  
Kerry Shroy, 5633-7  
Carol Stroker, 525-8  
Susan Hayden, 4043-8  
Mary L. Kerwin, 4502-8  
Jim Love, 7934-8  
Kelly Diana Gombert, 7189-10  
Carol M. Bunda, 3293-11  
Shirley A. Koegel, 5254-11  
Ronald D. Speedling, 4199-12  
Judith Bailey, 6142-12  
Bert Allen Cooper, 8396-12  
William J. Walter, 1646-13  
Patricia R. Schuetz, 5592-13  
Jessie Pauline Looper, 1375-14  
Jared William Christensen, 3791-15  
Hari Musapeta, 148-16  
Ronald G. Stanberry, 3046-16  
Barbara Ann Corrigan, 6319-16  
Judy Bohrsen, 5544-17  
Faith Lord, 2851-18  
Kathleen M. Smith, 6711-18  
Marilyn Hagemoser, 3595-19  
Raola M. Giles, 3595-19  
Richard Barnes, 965-21  
Lloyd McInnis, 1612-21  
C. Verona Arbuckle, 1929-21  
Tracy Sapergia, 2171-21  
June Clappison, 4812-21  
Charles R. Denison, 5139-21  
Susan Smiley, 8273-21

Hans Snyder, 8326-23  
Pat Gallagher, 713-25  
Stephen Culpepper, 2690-25  
Julia C. Kocher, 6530-25  
Therese L. Weickert, 5951-26  
James K. Queen, 3308-27  
Marc Sullivan, 6694-28  
Karen D. Cox, 5457-30  
Carol A. Marcus, 8293-30  
Susan M. Malfitano, 8293-30  
Steve Fortson, 333-32  
Pamela Jane Morgan, 4681-32  
Keith W. Laird, 7131-33  
Johnny Rodriguez, 5198-36  
Clyde Alexander, 1420-37  
John Cecil Pierce, 4806-37  
Clyde J. Shellman, 2960-38  
George Pfender, 2988-38  
T. Cole Hackley, 215-39  
Buddy H. Fujii, 456-39  
Joseph A. Velky, 1070-39  
Joseph W. Denton, 2307-39  
Steve Mauser, 9102-39  
Marla R. Keam, 577-42  
Caron Cornwell, 939-42  
Norma Lenor Trudeau, 3483-42  
Carol Ann Sakundiak, 6131-42  
Allan Cathcart, 6374-42  
Reeder Huddleston, 4269-44  
Diane Ernestes, 6385-44  
H. Dorothy Doyle, 2738-45  
Kenneth Tewksbury, 9082-45  
Melvin Travis, 5265-46  
Kip Barkley, 3659-47  
David L. Hansen, 3674-47  
John W. McCall, 5080-47  
Wentworth A. Stubbs, 6796-47  
Arnold S. Grot, 919-53  
George I. Kauzlarich, 1196-54  
Ila M. Lewis, 1196-54  
William H. Malmgren, 1196-54  
Classie Lemons, 1763-56  
Alma M. Smith, 5811-56  
Joseph S. Marullo, 6045-56  
Jim Jacobus, 8066-56  
Susan Weeks, 6203-58  
Stephen H. Dockman, 1586-60  
Joy E. Fox, 3597-60  
Doreen McRitchie, 4080-60  
Jamie O'Haire, 4080-60  
Martin Kilby, 4537-60  
Wayne Norbraten, 8059-60  
Lisette Drolet, 2051-61  
Alan Richard Mills, 2959-61  
William J. Prince, 1926-62  
James Booth, 2411-64  
Deborah Louise Morgan Martin, 596-66  
Mike Arwari, 2619-66  
Linda M. Hubchen, 6830-68  
Raymond Lange McMurray, 3796-69  
Susan Reid, 6686-69  
Hurtle M. Barrett, 8774-69  
Marie Therese McGowan, 1218-70  
Daniel M. Kennedy, 4821-70  
Kathy Jackson, 2487-71

Anthony Stuart Cross, 1679-72  
 Nora Gray, 4793-72  
 Robert Davis, 1179-73  
 Michael William Broberg, 4203-73  
 Mick Dulaney, 6312-73  
 Charles Bertram Davies, 4125-74  
 Steven E. Gardiner, 4165-74  
 Graham F. Boucher, 4835-74  
 Melwyn Erasmus, 8625-74  
 Eli R. Trinidad, 35-75  
 Jose Percival Borja, 5356-75

## ANNIVERSARIES

60 years

Orange County Braille, 15-F

50 years

Winnipeg, 250-64

45 years

Moscow, 575-9  
 Broad Ripple, 517-11  
 Stillwater, 576-16

40 years

New Horizons, 1360-7  
 Valparaiso, 255-11  
 Columbus, 549-11  
 Somass, 1303-21  
 Prince Albert, 1318-42

35 years

Early Risers, 2117-4  
 Loop, 2819-30  
 Calliope, 2821-47  
 Randolph AFB, 2845-56  
 Downtown Toastmasters, 2853-56  
 Forest City, 2729-60  
 Sydney, 1921-70

30 years

Ocean State, 854-31  
 White Oak, 3637-36  
 Revenooers, 3653-36  
 Defense Mapping, 3660-36  
 State Farm, 3513-48  
 Youbetwecan, 3672-52  
 Martinsville, 3115-66

25 years

Hilltoppers, 3046-16  
 Lonestar, 1286-25  
 Ford New Holland, 3155-38  
 Telstar, 3217-45  
 Telco, 3819-45  
 Metairie, 2940-68

20 years

Speak-Easies, 1770-45  
 Alexandra, 838-72

15 years

NATO School, 2980-U  
 Golden Bell, 2211-2  
 Northwest Wind, 692-6  
 Don Barnes Memorial Chapter, 1863-11  
 We Speakers, 2216-16  
 Hinooner, 3191-26

Hogge Creek, 1210-40  
 TM 2950, 2950-49  
 City of Angels, 251-52  
 JR, 1214-64  
 Endicott, 2584-65  
 Pennant, 3585-70  
 Rangitoto, 848-72  
 JRA Chartered Accountants, 2859-74  
 G M C, 1539-75  
 South Cotabato, 3329-75

10 years

Voyagers, 5315-5  
 Eagan Communicators, 5298-6  
 Reel Prose, 5305-6  
 First Masters, 3866-7  
 All American, 5307-14  
 Challenger, 5301-16  
 Reddy, 5295-19  
 Speakers of Tomorrow, 5313-19  
 Golden Triangle, 5297-25  
 Noonshiners, 5314-26  
 American Family Exec., 2517-35  
 F R B, 5309-36  
 Nooners, 3475-39  
 East Alabama, 5304-48  
 Great Plains, 1710-53  
 Frankly Speaking, 2892-56  
 Lindsay & District, 5299-60  
 Westmount, 5312-60  
 Teleglobe, 5310-61  
 Ginninderra, 4289-70  
 Port Mac Quarie, 5308-70  
 South Perth Sayers, 1961-73  
 Goldfields, 3775-74

## NEW CLUBS

Speechcrafters, 9486-1  
 Redondo Beach, California  
 Exchange Club, 9290-2  
 Seattle, Washington  
 Seattle University, 9262-2  
 Seattle, Washington  
 Northern Lights, 9492-2  
 Everett, Washington  
 Fil-AM, 9493-5  
 National City, California  
 Seaside, 9494-5  
 Del Mar California  
 Encinitas, 9495-5  
 Encinitas, California  
 MCG, 9470-7  
 Portland, Oregon  
 West Linn, 9473-7  
 West Linn, Oregon  
 River's Edge Rappers, 9474-7  
 Portland, Oregon  
 Surrey Civic, 9460-21  
 Surrey, British Columbia, Canada  
 Talk of the Town, 9467-21  
 Victoria, British Columbia, Canada  
 Bon Hams, 9469-25  
 Bonham, Texas  
 Chautauqua, 9464-30  
 Palos Hills, Illinois  
 Cardkey Achievers, 9489-33  
 Simi Valley, California  
 SEC, 9461-36  
 Washington, D.C.  
 Opportunity Talks, 9484-39  
 Sacramento, California  
 Top of the Hill Talkers, 9466-40  
 Cincinnati, Ohio

CMA, 9476-42  
 Calgary, Alberta, Canada  
 Ashdown Communicators, 9465-43  
 Ashdown, Arkansas  
 Toast Masters of the Universe, 9477-46  
 Upper Saddle River, New Jersey  
 Manatee WCR, 9459-47  
 Bradenton, Florida  
 Miami Bilingual, 9483-47  
 Miami, Florida  
 FDOT District VII, 9491-47  
 Tampa, Florida  
 Pride of Clearlake, 9463-56  
 Houston, Texas  
 Audible Persuasion, 9533-56  
 Haiston, Texas  
 Greater Greenwood, 9475-58  
 Greenwood, South Carolina  
 Visioneers Advanced, 9472-61  
 Kanata, Ontario, Canada  
 Transformed, 9488-62  
 Battle Creek, Missouri  
 Third National Bank, 9479-63  
 Nashville, Tennessee  
 Smithkline Beecham Articulators, 9480-63  
 Bristol, Tennessee  
 Wawanesa Speak Easy, 9485-64  
 Winnipeg, Manitoba, Canada  
 Piedmont Advanced, 9468-66  
 Axton, Virginia  
 Alstonville, 9471-69  
 Alstonville, New South Wales, Australia  
 Victoria University of Wellington,  
 9478-72  
 Wellington, New Zealand

Theatrics, 9487-72  
 Cambridge, New Zealand  
 South Coast Speakers, 9481-73  
 San Remo, Victoria, Australia  
 Vocal Image, 9482-73  
 Glen Waverly, Victoria, Australia  
 CUB Speakeasy, 9500-73  
 Carlton, Victoria, Australia

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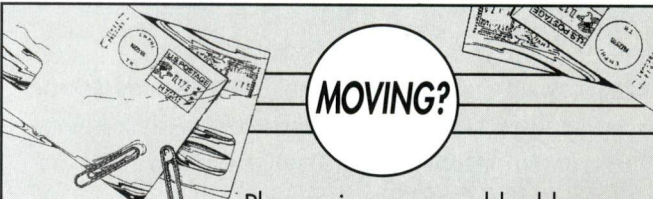
Theodore C. Wood, DTM, in memory  
 of Past International President  
 Alex Smekta.  
 Delta Toastmasters Club No. 6872-57,  
 in memory of Rosine Redeiss  
 District 57, in memory of Rosine Redeiss

Contributing Club

Super Speakers Toastmasters Club  
 No. 4701-6  
 Castries Toastmasters Club No. 4205-U

Associate

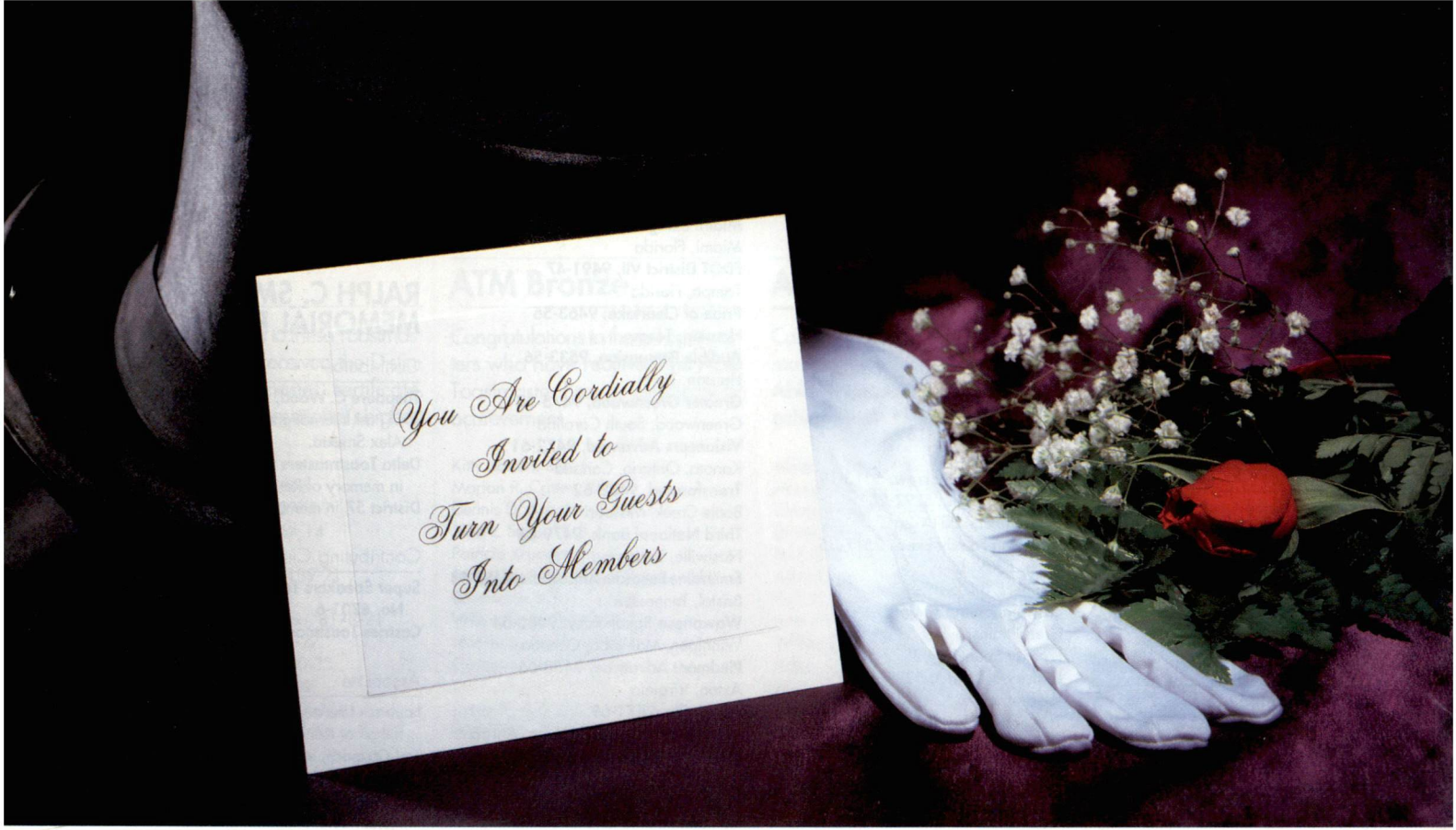
Laubach Literacy of Canada, on  
 behalf of Kai Rambow, DTM  
 Ted Olcovich, in memory of  
 Al Miranda  
 Matthew B. Winthrop, CTM



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Complete Title (club, division or district office)			
Would you like a list of clubs in your area?    YES    NO			
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