

the Toastmaster

october 1994



CELEBRATING 70 YEARS OF SUCCESS:

Highlights from the 63rd Annual International Convention in Louisville, Kentucky

WHAT IF...THEY HAD BEEN TOASTMASTERS?

Moses, Dickens and Michelangelo: The need was there before 1924



Let's Celebrate 70 Years of Change

On Saturday, October 22, Toastmasters International celebrates its 70th anniversary – 70 years of people practicing public speaking; 70 years of people encouraging others; 70 years worth of leadership opportunities. Best of all, it's been 70 years dedicated to members building their self-esteem and making a change for the better!

By his own admission, Dr. Ralph Smedley, our organization's founder, did not realize the historical importance of that first meeting at the Santa Ana YMCA in 1924. He later said he thought it was merely another YMCA activity for the good of older members and friends.

The meeting opened with dinner for the 24 men in attendance. The chairman mentioned the value of speech training. The principal speaker spoke on how public speaking skills would benefit the ordinary citizen.

Afterwards, the group discussed costs of programs, meeting time and whether they should have a teacher. Encouraged, Dr. Smedley suggested they start with a program of short speeches and member comments. The group agreed and selected a temporary chairman and secretary and decided to meet again the following week.

Sound familiar?

Today, new clubs get organized in much the same way. Back in 1924, the participants selected leaders and planned the next meeting. It was easy then; it's even easier today.

Seven decades ago, nothing monumental or earthshaking took place. Nothing happened that in any way indicated the potential impact of that very first meeting.

Now, 70 years and three million or more members later, we recognize those first efforts. All of us have benefitted from them. Because of Dr. Smedley we are here today.

Over the course of those 70 years, how many people have improved the quality of their lives as a result of their Toastmasters experience? How many people have made life-changing decisions because their Toastmasters training gave them the impetus and the courage? How many have made career changes that brought about greater financial and personal rewards because of the skills they developed in their Toastmasters club? And how many families, churches, communities, other organizations and businesses have realized improvements because people trained through Toastmasters have caused changes for the better?

Think about it: As we celebrate the 70th anniversary of Toastmasters International, what effect will the club in which you are a member – or the new club you are working with now, or the new club you are going to mentor or sponsor this year – have on the next 70 years...?

Our history tells us that our efforts *do* cause changes for the better.

Pauline Shirley, DTM
International President

the Toastmaster

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Letters

UN"KIND" MISSION STATEMENT

I had the fortune of coming across your June 1994 issue and just finished reading your stated mission. Since word usage is especially important to your organization, I would suggest "betterment of *humankind*" instead of "betterment of *mankind*."

Anita G. Carswell
Huntington Beach, California

USING THE LOCAL LANGUAGE

I believe Robert Cockburn was doubly mistaken in his article, "Open to Interpretation" (July) in his comments about using the local language.

The correct translation of John F. Kennedy's statement when he said, "Ich bin ein Berliner" is "I am a man from Berlin." At the time Kennedy said this he was not only understood, but widely appreciated by his German audience.

It is true that a "Berliner" (in addition to being a man from Berlin) is a confection generally eaten on special occasions, although the sentence "Ich bin ein Berliner" can really only have the obvious meaning intended by President Kennedy. Similarly, a man from Vienna would call himself a "Wiener" and a man from Frankfurt would call himself a "Frankfurter" without suggesting they were sausages!

Secondly, in my experience, the British and Americans have a reputation for laziness (or possibly arrogance) in relation to speaking foreign languages. In

visiting many countries in Europe and Africa, I have found that an attempt to speak the local language is greatly appreciated – even if the grammar and pronunciation fall short of perfection.

Jim Rawcliffe
Concord Spellbinders Club 2993-65
Dunkirk-Fredonia, New York

YOUNG AT HEART

In the July issue, Mr. Robert Duphorne refers to two Table Topics articles in the May issue, stating, "I have seen this activity in an elementary school classroom and don't think it contributes to the mastery of basic Toastmasters skills (in reference to passing the softball)."

I used this method in our corporate club and received the "Sparkplug Award" for injecting enthusiasm! Mr. Duphorne claims to know what works and does not work with mature, intelligent Toastmasters. That may be so in his club, but the mature, intelligent Toastmasters in my club loved it!

Thanks to the authors, Mr. Bishop and Mr. Boyles, for what I found to be helpful ideas for making our meetings more fun.

Edna M. Snyder, ATM
Marion VAMC Club 7116-11
Marion, Indiana

VIKTOR VICTORIOUS

As a great fan of the Olympic Games, I was captivated by Fred Borchelt's article, "Pursuing Your Personal Olympics." Several of my speeches have focused on principles applicable to both Toastmasters and the Olympic Games.

Borchelt's stories about athletes who followed the five victory steps were a great source of inspiration. I would like to add one of my personal favorites: Ukrainian figure skater Viktor Petrenko. He is an inspiration to me because he follows the five victory principles not only in his skating, but in his life as well.

Edda R. Bevilacqua, CTM
Nina Club 80-33
Santa Maria, California

YOUR MOST DIFFICULT SPEECH

I found the July *Toastmaster* to be one of your best issues yet. The "How-To" articles were extremely helpful, especially the one by Edward C. Matthews about eulogies.

I recently was asked to give a eulogy for a dear friend and found it to be the most difficult speech I have ever delivered. When the time comes, keep in mind the points in this article – they will greatly assist you.

One thing to remember though: Don't expect any applause, even if you gave a great speech!

Dave Webb, CTM
Finnvocalors Club 8732-21
Vancouver, British Columbia, Canada

MORE EULOGY TIPS

I read with great interest the July 1994 article by Edward C. Matthews, ATM; "When You're Asked to Give a Eulogy." It was refreshing to see something in print on the subject that makes sense.

Since conducting my first funeral in 1965, I have tried to comfort thousands of families in church, chapel or graveside services. I'd like to comment on a few things mentioned in the article:

First, always ask the minister and/or funeral director how much time you have to speak and let them know what you plan to say. This helps the minister to better plan the service and to avoid repeating things better said by you.

Second, I wouldn't recommend having anyone introduce you, in case you can't get up due to the emotion of the moment. It is better for the eulogist to simply step up at the appointed time and introduce himself (if an introduction is necessary at all).

Mr. Matthews' advice was sound and fills a very important need. We never know when we'll be called upon to "say a few words" – but we can be certain it will be when they're needed the most.

Robert D. Hidde, D.D., S.T.D., CTM
Delta Club 1678-16
Tulsa, Oklahoma

CONVENTION FAN

Today I depart Louisville and the wonderful hospitality of District 11. I have been refreshed at the Toastmasters fountain of inspiration, knowledge and enthusiasm. By investing time and money, I was rewarded by a wealth of new experiences – new friends, motivation, exhilaration, not to mention perspiration!

I challenge every conventioneer to tell other Toastmasters how much attending our Annual Convention can contribute to their personal growth.

See you in San Diego!

Alison Lavick, DTM
Chatswood Communicators Club 5323-70
Sydney, Australia



Users of "alt.org.toastmasters" share ideas and ideals across a worldwide computer network.

by Joel Furr, DTM

Ready, Set...Internet

■ IMAGINE SITTING DOWN AT A computer, logging on to a remote computer system using your modem, and accessing a worldwide discussion group dedicated to Toastmasters International. This idea has become a reality with the creation of an Internet discussion group called "alt.org.toastmasters."

The "Internet" is the largest computer network in existence, spanning our planet via leased phone lines and overseas cables and satellite relays. Operated largely by military, educational and corporate users, the Internet unites computer users from Australia to America. No actual organization runs the Internet; it is a cooperative framework shared by thousands of organizations and users with several million participants. Using news software commonly available on computer systems (such as those running UNIX), anyone with an Internet user I.D. can access the world of Internet newsgroups.

A "newsgroup" is a discussion group dedicated to a particular subject. Messages sent to a given newsgroup will be shared with subscribers around the world. Newsgroups exist on thousands of subjects, from "sci.bio" for discussions of biological sciences to "talk.bizarre" for silly, off-the-wall chatter.

And now there is a newsgroup dedicated to Toastmasters talk – "alt.org.toastmasters." This newsgroup is available anywhere Internet can be accessed, from local bulletin boards to corporate mainframes. Dedicated to discussions of Toastmasters programs and clubs, alt.org.toastmasters was created by members of Toastmasters International who were active on the Internet and wanted to share ideas with each other. It has a potential audience of more than 10 million readers!

Wondering how to motivate your members to plug on after they've earned their

CTM award? You can ask other alt.org.toastmasters readers how their club tackles the problem. Never been to a meeting? You can read the "Frequently Asked Questions" messages for information about finding and joining a Toastmasters club. Looking for new ideas to increase the effectiveness of your visual aids? Just ask! All of these questions have been discussed on alt.org.toastmasters – and, in almost all cases, none of the people who "talked" in detail about these problems and their possible solutions ever actually met each other. It's like a massive electronic clubhouse where any question can be asked and any participant can offer solutions.

Perhaps the most exciting aspect about alt.org.toastmasters is its potential for getting the word out about Toastmasters to prospective members. Since anyone who regularly participates in Internet discussion groups is asked if he or she wants to "read" the group, many people will be able to access alt.org.toastmasters on their systems. Already quite a few readers have contacted World Headquarters requesting information

about the organization and there's no doubt many more will do so in the months – and years – to come.

Alt.org. toastmasters: It's like the bulletin board at your local supermarket, but with 10 million people walking past it each day. If you're on the Internet, check it out! **T**

Joel Furr, DTM, a member of the Durham Club 1203-37 in Durham, North Carolina, founded the alt.org.toastmasters newsgroups with his friend, Mike Charton, CTM, of the Morristown Club 3540-46 in Morristown, New Jersey. Mr. Furr's Internet address is jfurr@char.vnet.net.

COMMUNICATING IN CYBERSPACE

Thanks to information available on alt.org.toastmasters, my wife and I both joined our local Toastmasters club about a month and a half ago and have found it fabulous. At our first meeting, the club president asked us to stand and explain why we had come, and at the end of the meeting again asked us to stand and say what we thought of the session.

Well, we survived that first night, and the next (which is why we joined). Since then, we have both participated in the various meeting duties and have given our Icebreakers. I delivered mine last week and it was like magic: as if Toastmasters International was holding a key to a locked chain that would strangle me every time I had to "stand and deliver."

Bill Dankert
Bellevue, Washington



for the novice

Better speaking
certainly — but
that's only the
beginning!

■ "JUST WHAT IS THE PURPOSE OF THE Toastmasters Clubs?" said a man to me the other day as we talked about his becoming a member. "Is it just to teach men to face an audience, or is there something more to it than that?"

His question is not an unusual one, and is one that should be considered by every member, for it not only has its bearing on immediate matters, but definitely concerns the problem of continuous membership and the values of persistence.

The obvious purpose is to help men overcome the fear of the audience, gain facility in speech, and learn how to express themselves clearly and concisely, but this is really a minor consideration in the minds of those who more adequately understand the possibilities of the work. The fundamental thing is to develop personality. Self-expression of

were to become personal I could name scores whose individual histories prove this assertion — men whose lives have been enriched, whose ability to serve has been increased, whose talents have been discovered, whose mental horizons have been extended, all because of the opportunity for personal development which they have found in the simple but effective program of the Toastmasters Club.

Much of this is beyond the present thinking of the newer clubs, but it must always be borne in mind that the fundamental motive of our movement is to make men better citizens, better Christians, better members of the human brotherhood by teaching them to use the best that is in them.

This process of personality development is not one that can be carried through in a short time. A man can spend six months as a member of a Toastmasters Club and then drop out, feeling that he has learned to make a pretty good speech. Many, to their own detriment, do just this. Perhaps such a man has gained what he wants, but he totally missed our real purpose, and he has failed to take advantage of the opportunity to gain for himself a priceless endowment of moral and spiritual growth. It is the man who persists through the years who finds the genuine treasure in the Toastmasters idea.

I have in mind one man who joined one of the clubs a number of years ago. He showed quick improvement. He became an excellent speaker, and in the course of a year, other things intervening, dropped out, counting himself to have achieved success. After an interval of more than a year, he came back again and started in earnest on the quest for something, the exact nature of which he did not understand, but which he wanted. The result today, after persistent application for more than two years, is that this man has arrived at the place of true mastery, both of his speaking ability and of

Our Fundamental Purpose

any constructive sort helps in the integration of character, in the building of personality and in the discovery and conservation of latent abilities. No kind of self-expression is more effective to these ends than that involved in public speech.

My own interest in the Toastmasters Clubs would be very much less if learning to make a speech represented the ultimate value in it. I have been led to give thought and energy to the promotion of Toastmasters because I have learned, through many years of experience, that it affords the finest and most efficient means for bringing out and developing the very best that is in men. If I

by *Ralph C. Smedley*

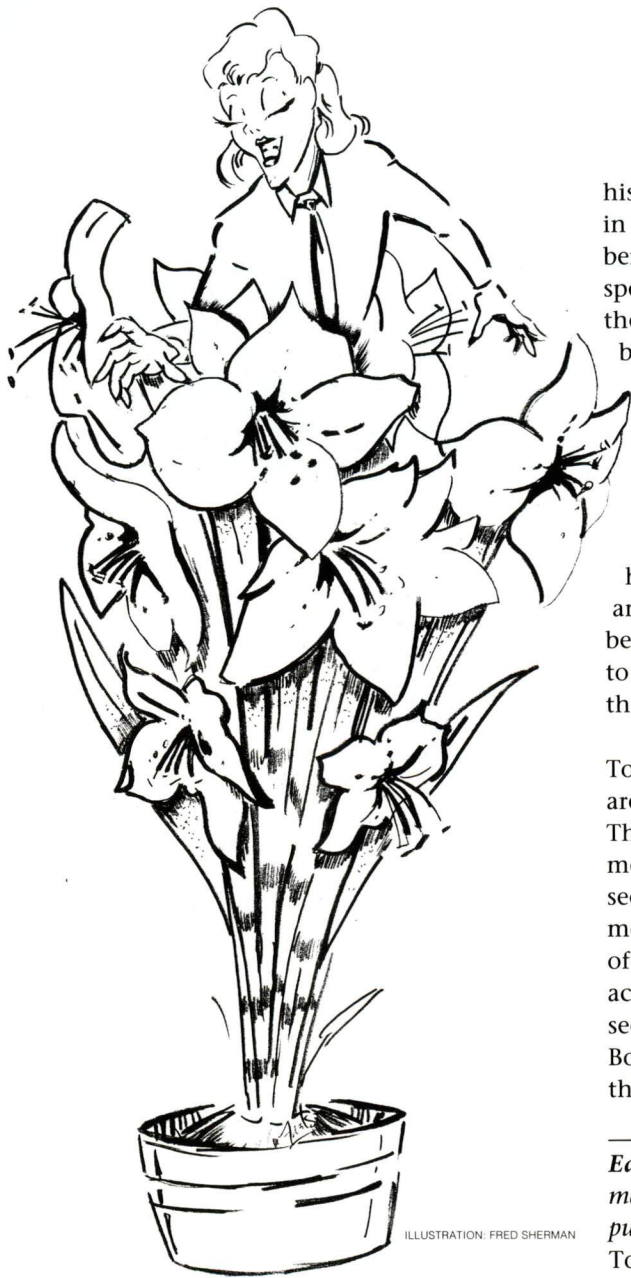


ILLUSTRATION: FRED SHERMAN

his own self. He has discovered new realms in his own mind which he had never known before. He has made himself far more than a speaker — he is a thinker. In his service to the community he is a new man. In his own business he has won advancement. His life means more to him and to his environment than it could ever have meant without some such stimulating, guiding influence as he has found in the Toastmasters Club.

This experience is typical of many who have stayed with the work. It is the best argument I know for long-continued membership, and it is a convincing testimonial to the mental, spiritual and social values of the movement.

When we think of the purpose of the Toastmasters Club let us remember that there are two rather distinct groups of purposes. The first is the superficial one, of helping men to learn to make better speeches. The second is the fundamental one, of helping men to build themselves into the very best of which they are capable. The first can be achieved in a comparatively short time. The second is a work of years — of a lifetime. Both purposes are worthy, but the second is the one that really counts. **T**

Editor's Note: This article, written by Toastmasters founder Ralph Smedley, was originally published in the December 1935 issue of The Toastmaster.

"Self-expression of any constructive sort helps in the integration of character, in the building of personality and in the discovery and conservation of latent abilities."



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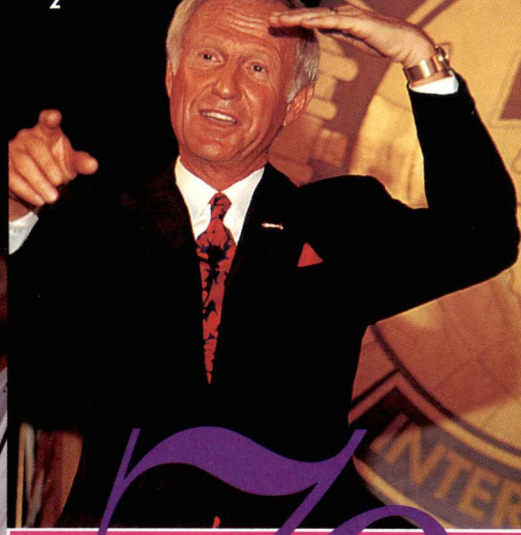
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Celebrating 70 Years

The race was on as Toastmasters from around the world gathered for the 63rd Annual International Convention in a city where winning has become a tradition. Nearly 1,500 members met at The Galt House Hotel in Louisville, Kentucky, on August 16-20 to applaud Toastmasters International for 70 years of excellence in communication and leadership training.

PHOTOGRAPHY: JEFF JOWDY

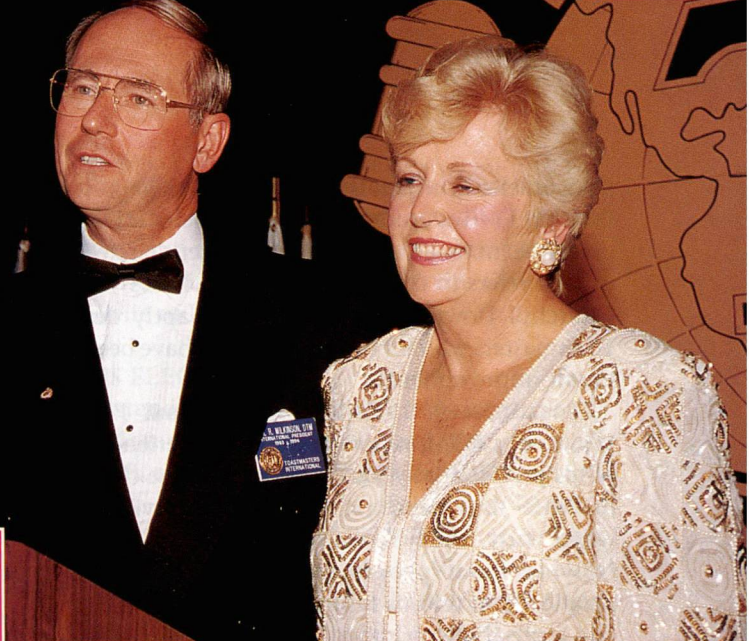


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**Highlights from the
994 International Convention
in Louisville, Kentucky –
*Of Success***

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

Between reunions with old friends and meetings with new ones, convention participants witnessed their leaders in action, were enriched by communication experts and inspired by great speakers. They also honored the achievements of the past year by award-winning members and the organization as a whole.

AT THE STARTING GATE
With traditional pomp and pageantry, the 63rd Annual International Convention began Wednesday, August 17, with the colorful Parade of Flags down the ballroom aisle. Local Toastmasters proudly carried the national flags of all

1. **The First Couple:** Newly elected 1994-95 International President Pauline Shirley, DTM, celebrates with husband J.D. at the President's Dinner Dance.
2. **Sharkproof:** Keynote speaker Harvey Mackay tells Toastmasters how to "Swim with the Sharks."
3. **Parade of Flags:** A host district delegate proudly places his flag on stage at the Opening Ceremonies.
4. **The Golden Gavel:** Motivational speaker Les Brown receives the prestigious Golden Gavel Award from President Neil Wilkinson, DTM.
5. **People Building People:** 1993-94 International President Neil Wilkinson, DTM, and his wife, Jean, who is a DTM, bid a fond farewell to their presidential duties.
6. **All in the Family:** Supporters of International Director candidate Peggy Richardson, DTM, gather around her.
7. **A Winning Candidate:** Gavin Blakey, DTM, campaigns for a seat on the organization's Board of Directors with Bea Duffield, ATM.
8. **And They're Off!** Host District Chairman Michael Martin welcomes Toastmasters to "A Night at the Races."
9. **Campaign Success:** Newly elected Third Vice President Len Jury, DTM, and fellow Toastmaster Dave Fulton, DTM.
10. **Stuck to a Bucket:** 1994 World Champion of Public Speaking Morgan McArthur, ATM, rounds 'em up with his winning speech.
11. **Best of the Best:** The International Speech Contest culminates with top honors going to (from left): Second Place winner Hans Lillejord, CTM, First Place winner Morgan McArthur, ATM, and Third Place winner Jock Elliott.



58 countries in which the organization is represented. Host District 11 Governor Cathy Campbell, DTM, welcomed everyone, noting that while the winner's circle in Louisville usually refers to the "Running of the Roses" at the famous Churchill Downs racetrack, it more aptly describes local Toastmasters who for the past 50 years have been committed to self-improvement.

Toastmasters 1993-94 International President Neil Wilkinson, DTM, reported on the experiences and events of his presidential year. He said it became clear to him and his wife Jean during their numerous visits to districts worldwide that Toastmasters truly is about people building people. "You told us in no uncertain terms that you joined because of the program, but stayed because of the people."

In a recent membership survey, President Wilkinson said, members gave the organization a 96 percent approval rating. Surveyors reported that no other organization had ever scored that high. "It's because all of you are people building people," he concluded.

Keynote speaker and best-selling author Harvey Mackay then commanded the stage with his presentation of "Swim with the Sharks." As president and CEO of Mackay Envelope Corp., he advised Toastmasters on how to make the best of today's competitive and ever-changing market by using the simple, common sense ideas that helped him transform a bankrupt company into a \$10-million business.

A former Toastmaster himself, Mackay shared with the audience the trademark gems of wisdom that catapulted his three books to the top of *The New York Times* best-seller list. For speakers: "Perfect practice makes perfect." For managers: "People don't care how much you know about them once they realize how much you care about them." For salespeople: "Never say 'no' for the other person." For job-seekers: "A goal is a dream with a deadline." For executives: "You can't build your businesses with a revolving door." And for entrepreneurs: "Sometimes it's risky not to take a risk."

Mackay, who was named one of Toastmasters International's Five Outstanding Speakers of 1993, closed his hour-long presentation by emphasizing the importance of visualization - of projecting yourself into a successful situation. "I can only say that it has always been one of my dreams to travel around the country, address prestigious

1. **Grammy Award Winner:** Entertainer Jerry Reed made sure the "Night at the Races" offered plenty of fun and laughter.
2. **Just One More, Please:** Keynote speaker Harvey Mackay donates and signs copies of his best-selling book, *Sharkproof*, to appreciative delegates.
3. **Toastmaster in Action:** Art Fetting, CSP, leads a seminar on "Touching People's Lives."
4. **A Champion Speaker:** 1992 International Speech Contest winner Dana LaMon, ATM, shares his insights into winning a race.
5. **G'Day!** Aussie Toastmasters campaign for their favorite candidate.
6. **They Are Winners:** President Neil Wilkinson poses with award recipients during the Hall of Fame ceremony.



groups of people such as yourselves and be able to talk about three books that I have written."

OUT OF THE PAST

Toastmasters who had traveled from far and near to celebrate the organization's anniversary received a special treat. The screening of a never before seen film featuring Toastmasters International's founder, Dr. Ralph Smedley, allowed members to come face-to-face with the man they have heard so much about. In the film, which was found in an unmarked box by World Headquarters staff, Dr. Smedley talks about the organization's purpose and future. There is no doubt he would have been proud of the progress that has been achieved in the nearly 40 years since the film was recorded.

Dr. Smedley's voice rang out loud and clear through the ballroom as Toastmasters watched with anticipation and interest. "Many thousands of men throughout the free world have profited by Toastmasters training and have

been led into more productive living by this means," he said. "I hope to see many thousands more given the advantage of this training in the years to come."

RECAPPING A SUCCESSFUL YEAR

Executive Director Terrence McCann then reported on the organization's growth during the past year. Toastmasters International has grown from 5,000 to more than 8,000 clubs worldwide in the past decade, he said. However, the last few years have produced some difficult times for the organization due to recession and the changing corporate structure. "These factors have affected our membership to some degree. But our goal this year was to make sure we remained over that 8,000 mark and I'm proud to say that our club, district and international leaders through their motivation and hard work have enabled us to keep that line where it should be – over 8,000 clubs."

McCann said membership growth continues to be a top priority at World Headquarters. For example, he said, publications such as *The Toastmaster*, *District Newsletter* and *TIPS* continually feature new and creative ideas designed to stimulate growth.

He noted that Toastmasters experienced a strong year in educational accomplishments: More than 14,000 members received the CTM award, more than 3,000 earned ATMs and 360 became DTMs.

Discussing in detail the results of a recent membership survey, McCann

said researchers found that almost 97 percent of members were satisfied enough with the Toastmasters program that they would recommend it to others. Among the other research compiled in the survey: updated demographic information, top reasons members join and leave the organization, and what improvements members would like to see in Toastmasters programs.

SIGHTS AND SOUNDS

Following Wednesday's Opening Ceremonies, conventioners sampled local restaurants and spent the afternoon attending education sessions on topics such as managing question and answer sessions, increasing an audience's listening power, and using Toastmasters training to touch people's lives. Delegates preparing to cast their votes at Thursday's Annual Business Meeting gathered at the Candidates' Forum to hear last-minute presentations by candidates campaigning for a seat on the organization's Board of Directors.

The evening offered an opportunity for Toastmasters and their families to enjoy the sights of Louisville – visiting Churchill Downs and the Derby Museum, touring the historic downtown district or cruising down the Ohio River on the grand Belle of Louisville steamer.

NEW LEADERS ELECTED

Many people attended the convention not only to learn new ideas and meet new friends, but also to elect Toastmasters officers for the coming year. At Thursday's Annual Business Meeting, delegates elected Pauline Shirley, DTM, as the organization's 1994-95 International President; Ian Edwards, DTM, as Senior Vice President; Robert Barnhill, DTM, as Second Vice President; and Len Jury, DTM, as Third Vice President.

Delegates also elected the following nine Toastmasters to serve two-year terms on the organization's Board of Directors: Gavin Blakey, DTM, of Ashgrove, Australia; Jo Condrill, DTM, of Alexandria, Virginia; Dee Dees, DTM, of Gilbert, Arizona; Darleen Price, DTM, of Tacoma, Washington; Kai Rambow, DTM, of Islington, Ontario, Canada; Peggy Richardson, DTM, of Bloomington, Illinois; Ned

"In a recent membership survey, members gave the organization a 96% approval rating. Surveyors reported that no other organization had ever scored that high."

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Wallace, Jr., DTM, of Columbia, South Carolina; Dona Wheaton, DTM, of Calgary, Alberta, Canada; and Scott Williams, DTM, of Simi Valley, California.

Delegates also voted on six proposals, which are described in detail on pages 14-15 of this magazine.

The Toastmasters and Guests and DTM Luncheons served up not only appetizing fare, but dynamic speeches by Dana LaMon, ATM, and Dorothy Chapman, DTM. Later, Toastmasters gathered in the Grand Ballroom to celebrate the accomplishments of individual members, clubs and districts at the exciting Hall of Fame ceremony. Awards were presented for achievements ranging from Distinguished Districts and Top Five Clubs to Top 10 Newsletters and Top Five Membership Campaigns. (A list of clubs, districts and Toastmasters honored for their efforts in 1993-94 appears on pages 27-29 under the heading of "International Hall of Fame.")

A NIGHT AT THE RACES

By day's end, conventioners were ready to whoop it up Southern style with dinner, dancing and entertainment featuring Grammy Award-winner Jerry Reed, co-star of the hit comedy "Smokey and the Bandit." In the spirit of the



Kentucky Derby, conventioners turned out in force donning their riding caps and boots as they joined other Toastmasters in the winner's circle for a night of fun and laughter.

THE GOLDEN GAVEL

After a morning of informative education sessions on Friday, Toastmasters eagerly took their seats at the sold-out Golden Gavel Luncheon to watch Les Brown accept this year's Golden Gavel Award. This prestigious honor was bestowed on Brown in recognition of his superior skill in communicating a high-powered message and motivating people to improve their lives. Born into poverty and labeled "educable mentally retarded" at an early age, Brown rose to become a state legislator, television talk show host, and author of the highly acclaimed book, *Live Your Dreams*. Voted one of the Five Outstanding Speakers by Toastmasters in 1992, he is currently the president of his own speaking and training firm, Les Brown Unlimited.

In his acceptance speech, Brown said he was deeply honored and humbled to be included among those accomplished speakers who have previously received the award.

"Some of the best speakers I've ever seen, people I've admired, have been members of your organization."

LES BROWN

And, after complimenting Toastmasters on the speaking talent they exemplify, he launched into a moving presentation that held audience members spellbound and culminated with a standing ovation.

Brown said one of his goals is to help the organization increase its membership and to give members a forum where they can be exposed to professional speaking. "I think the reason we have a limited number of well-known speakers on the national level is primarily that professional speakers who have been in the industry for a long time are intimidated by Toastmasters members."

So Brown said he has begun organizing speaking programs which give Toastmasters an opportunity to "open" for him. And, when people ask him how they can become better speakers, he tells them to join Toastmasters. "Some of the best speakers I've ever seen, people I've admired, have been members of your organization. Now more than ever we need people who share the vision of your founder, Ralph C. Smedley, who believed that if people can learn how to become effective communicators it can change their lives. I know that's true in my own situation."

Urging members to believe in themselves, Brown re-

mind his enthusiastic audience, "Someone's opinion of you does not have to become your reality."

COLLAGE OF TOPICS ADDRESSED

Throughout the week, various communication experts shared their secrets for personal and professional success. Popular topics dealt with problem solving for effective meetings, putting punch into technical talks, and preparing a winning speech. Most seminar leaders were Toastmasters, who by their own example demonstrated the potential of the Toastmasters program. Members also facilitated and participated in productive group discussions about such subjects as using computer technology to manage club and district record-keeping and maximizing the benefits of the Distinguished Club Program.

CHANGING OF THE GUARD

Following additional education sessions Friday afternoon, Toastmasters dressed in black-tie elegance and gathered in the Grand Ballroom to honor their newly elected officers and International Directors at the President's Dinner Dance. Neil Wilkinson passed on his presidential pin to incoming President Pauline Shirley, who kicked off her term with an inaugural speech defining her presidential theme: "Make a Change for the Better."

After briefly outlining her goals for the coming year, President Shirley urged everyone to actively recruit members. "Imagine how many new members we would have if each of us tenaciously sought out members the way we sought out membership information for ourselves."

"We cannot rest on our laurels," she added. "Greater opportunities lie ahead." President Shirley closed by asking all members to commit to making a change for the better in the coming year.

THE FINAL STRETCH

The highly anticipated International Speech Contest finals on Saturday morning topped off a successful and memorable convention. Each year, more than 10,000 Toastmasters participate in the 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 each August at the International Speech Contest. This year, more than 1,500 people watched in awe as the nine



1. **DTM Luncheon Speaker:** Past International Director Dorothy Chapman, DTM, tells her audience of Distinguished Toastmasters how to prepare for leadership challenges.
2. **Enjoying Their Work:** Outgoing International Directors Jo Anna McWilliams, DTM, and Howard Steinberg, DTM, during the Board of Directors meeting.
3. **Friendly Hosts:** Volunteers from Host District 11 assist delegates with everything from sightseeing ideas to convention registration.
4. **Time for a Break:** Delegates chat and shop in between speaking sessions.
5. **Honoring a Special Toastmaster:** 1994-95 International President Pauline Shirley presents a plaque to Helen Montalbo, the widow of Thomas Montalbo, DTM, in honor of her husband's contributions to Toastmasters International.
6. **Proxy Prowlers:** Delegates campaign for their favorite candidates.
7. **Friendly Fire:** Popular speaker Kay du Pont, ATM, addresses the topic, "How Being Your Own Sweet Self Can Burn Others."

deliverance from an old life. It's about discovering life anew when we let go of what holds us back."

Besides public speaking, McArthur lists "dream-chasing" among his hobbies and "proving it's never too late" among his accomplishments.

In addition to the championship trophy, he was presented with a \$2,000 award from the Daniel and Betty Bloomfield Foundation for his achievement.

Second place honors went to Hans Lillejord, CTM, of Maui, Hawaii, who delivered a speech titled "Some Words Are Diamonds, Some Words Are Stones." Jock Elliott of Brisbane, Australia, captured third place with his speech "Que Sera."

Six other speakers competed in the contest: Glenda Durano, ATM, from Region III, V.J. Smith from Region IV, Paul Denney, CTM, from Region V, Italo Magni, CTM, from Region VI, Mark Brown, CTM, from Region VII, and Tony Bolar, CTM, from Region VIII.

ACCREDITED SPEAKERS SELECTED

Also honored at the International Speech Contest were two newly conferred Accredited Speakers: William Ecker, ATM, of Denton, Maryland, and Gerald Green, DTM, of Penang, Malaysia.

The Accredited Speaker Program recognizes Toastmasters who have acquired professional-level speaking skills. To earn the Accredited Speaker 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.

A FOND FAREWELL

President Shirley gave special thanks to the many host district volunteers who so generously donated their time to make the convention run smoothly. District 5 Governor Janice Robinson then encouraged everyone to join her next year for the 64th Annual International Convention in San Diego, California - "the city that makes you feel good all over."

Festivities drew to a close with a slide show accompanied by the hit Dire Straits song, "Walk of Life." Images of the past five days flashed across two big screens, recalling the excitement, fellowship and personal growth that had made the week so memorable. Toastmasters had experienced the "winning feeling" in Louisville and were already making plans to meet again next year at the 1995 International Convention in California.

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talented contestants vied for the title of "World Champion of Public Speaking." Video cameras projecting the action onto two huge screens ensured that no one in the audience missed out on the excitement.

After the votes from the judges were counted, Morgan McArthur, ATM, a 36-year-old veterinarian from Idaho Falls, Idaho, emerged as the popular winner. McArthur, who placed second in last year's contest, made a powerful comeback this year with his speech, "Stuck to a Bucket."

Using personal anecdotes and clever analogies, McArthur took an inspirational and humorous look at what keeps each of us from pursuing our dreams and living the life we really want to live. His speech began, "This is the story of a lesson I learned on an emergency veterinary call. My message is not about the delivery of a new life, but it's about

Delegates Pass 4 of 6 Proposals at the 1994 Annual Business Meeting

Delegates had an opportunity to vote on six proposals at this year's Annual Business Meeting. Here is a summary of the action taken:

PROPOSAL

A:

PASSED

AMENDMENT AND RESTATEMENT OF THE ARTICLES OF INCORPORATION

This proposal was approved by the delegates. The revised Articles of Incorporation, which became effective on August 18, 1994, will be sent to all Club Presidents and District Officers in October.

district Constitution and Standard District Bylaws. A copy of the newly revised document will be mailed to District Officers in October.

PROPOSAL

D:

PASSED

AMENDMENT AND RESTATEMENT OF THE CLUB CONSTITUTION AND STANDARD CLUB BYLAWS

This proposal was approved by the delegates. In October, all Club Presidents will receive a copy of the new document. Each Club must adopt the document, complete the Certificate of Adoption in the inside front cover, fill in the blanks in the Bylaws portion of the document and complete the Certificate of Secretary found in the back of the document. The fully executed and completed document must then be mailed to World Headquarters for inclusion in the permanent file of each Club. Complete details will accompany the mailing. District Officers will also receive a copy of this document.

PROPOSAL

B:

PASSED

AMENDMENT AND RESTATEMENT OF THE BYLAWS OF TOASTMASTERS INTERNATIONAL

This proposal was approved by the delegates. The revised Bylaws of Toastmasters International, which became effective on August 18, 1994, will also be sent to all Club Presidents and District Officers in October.

PROPOSAL

C:

PASSED

SUBSTITUTION OF DISTRICT ADMINISTRATIVE BYLAWS FOR DISTRICT CONSTITUTION/BYLAWS

This proposal was approved by delegates and became effective August 18, 1994. This new document automatically replaces the Dis-

PROPOSAL

E:

DEFEATED

REGIONAL ELECTION OF INTERNATIONAL DIRECTORS

This proposal was not approved by the delegates. International Directors will continue to be elected by the entire voting membership at the Annual Business Meeting.

PROPOSAL *F*:

DEFEATED

ELIMINATE VOTING PRIVILEGES OF PAST INTERNATIONAL PRESIDENTS AND PAST INTERNATIONAL DIRECTORS AT THE ANNUAL BUSINESS MEETING

This proposal was not approved by the delegates. Those past leaders who have given so much of their time and talent to our organization – the Past International Presidents and the Past International Directors – will continue to receive one vote at the Annual Business Meeting.



A "Governing Documents Panel Session" was held on Wednesday evening of the Convention. The session was chaired by International President Neil R. Wilkinson, DTM. Panelists included Third Vice President Robert Barnhill, DTM, Executive Director Terry McCann, Legal Counsel Joseph P. Rinnert and Nonprofit Counsel Greg Colvin. Delegates asked questions and discussed their concerns about changes to the governing documents.

PHOTOGRAPHY: JEFF JOWDY

Important Change!

The International Convention schedule changes in 1995, so mark your calendar now!

1995 Convention Schedule

San Diego, California

August 16-19, 1995

Wednesday August 16

Registration opens (10:00 a.m.)
First-timers Reception
Open Board of Directors Meeting
Proxy Prowl

Thursday August 17

Opening Ceremonies
Golden Gavel Luncheon
Educational Sessions
Candidates' Forum

Friday August 18

Annual Business Meeting
DTM Luncheon
Toastmasters and Guests Luncheon
Hall of Fame
Fun Night

Saturday August 19

Speech Contest (morning)
Educational Sessions
President's Dinner Dance (closing event)

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You have the opportunity to continue the legacy of our organization's founder by contributing to the Ralph C. Smedley Memorial Fund. The fund is used to develop new and innovative educational materials, such as the video-cassette "Meeting Excellence" and the Success/Leadership Series. Importantly, your entire contribution goes toward developing new educational materials for clubs and members. Not one penny is used for administrative costs! Contribute \$10 and receive a special Toastmasters International paperweight. A club donating \$50 or more will get a unique club banner ribbon. Donors of \$100 or more receive a special plaque and have their names permanently inscribed on a donor recognition plaque at World Headquarters. In addition, every contributor will be recognized in *The Toastmaster* magazine.

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

1924



1994

Shortly before his death in 1965 at age 87, Toastmasters founder Dr. Ralph C. Smedley reminisced: "As I look back at over half a century of connection with the Toastmasters movement, I am impressed by the fact that a simple idea, put to work in so simple a manner, has grown into such an instrument for service for so many people. It must have met a real need."

Indeed, the need was there. But as often is the case, everybody talks about the need for doing something, but nobody does anything about it. Nobody, that is, except someone like Ralph C. Smedley. He said, "I happened along when the need was evident." Characteristically, he was being modest: It took more than just happenstance to create a successful worldwide educational organization.

16 Past International Director Sandy Robertson, DTM, in describing Smedley, said, "It took much patience, persistence and faith to keep plugging away as he did for 20 years." Indeed, "plugging away" aptly describes what Smedley did to launch and nurture the Toastmasters movement.

After graduating in 1903 from Illinois Wesleyan

University in Bloomington, Illinois, Smedley stayed in that area and became Educational Director of the Young Men's Christian Association (YMCA). Realizing that the older high school boys at the YMCA needed training in communication, he formed a weekly club in which members took turns making short speeches, evaluating them and presiding at the meetings. The group became "The Toastmasters Club," mainly because the meeting resembled banquets with toasts and after-dinner speakers. The young members enjoyed the club atmosphere, and their communication skills improved.

A SLOW BEGINNING

When the YMCA promoted Smedley to General Secretary and transferred him to Freeport, Illinois, he organized another Toastmasters club. This time the older men at the YMCA expressed interest in participating in the communication training. Now the membership included businessmen and other professionals.

Whenever Smedley was transferred to different YMCA's in other cities, he organized new Toastmasters clubs. In addition to Bloomington and Freeport, he opened clubs in Rock Island, Illinois, and San Jose, California. In each YMCA in those cities, the Toastmasters club operated successfully



After 70 Years, Ralph Smedley's investment continues to provide dividends.

while Smedley was there, yet shortly after he left, it died. Why? Smedley explained: "I observed a tendency among my fellow secretaries at the YMCA to regard the Toastmasters clubs as a sort of peculiarity – an idiosyncrasy – of mine. Perhaps it was not altogether orthodox as a 'Y' activity."

But that didn't stop Smedley. "Perseverance and faithful effort will produce results," he once said. "Your good results will be in proportion to the work you invest." Undismayed, he kept plugging away.

PERSISTENCE PAID OFF

After San Jose, Smedley's YMCA career brought him to Santa Ana, California, where he organized yet another club.

The Santa Ana Toastmasters Club held its first meeting in the YMCA basement on Oct. 22, 1924. This date marks the beginning of our organization. Since then the Toastmasters movement has forged ahead uninterrupted.

Men in neighboring towns heard about the new communication and leadership club, visited it, liked what they saw and expressed interest in forming their own Toastmasters clubs. Smedley helped them organize.

Steadily, the number of clubs increased. A federation was needed to coordinate the activities of the clubs and to standardize their methods. After a club was organized in

by Thomas Montalbo, DTM

Vancouver, British Columbia, Canada, the federation was named, "Toastmasters International," which subsequently incorporated in 1932.

In a few years, as the number of clubs increased, districts were created. In keeping with the times, the organization in 1973 opened club membership to women.

In 70 years, Toastmasters has expanded from one club with 24 members to 8,000 clubs with 170,000 members. More than three million men and women have benefitted from Toastmasters training. Smedley's experience in launching the Toastmasters movement showed that it takes more than a good beginning to sustain permanent success.

A LIFE'S WORK

The Santa Ana Toastmasters Club and the Toastmasters movement were fortunate to be able to grow and become firmly established under Smedley's leadership of 41 years. He conceived it, believed in it, and devoted his life to Toastmasters' success. With much enthusiasm, confidence and hard work, he persuaded men to become Toastmasters, inspiring and motivating them to develop their abilities to communicate.

The organization began with two manuals – *Basic Training* and *Beyond Basic Training* – written by Smedley in the office after business hours. These manuals served Toastmasters for decades until they were updated with the new Communication and Leadership manuals. Even so, the new manuals retained Dr. Smedley's

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a Long way



basic concepts. He also found time to write extensively about public speaking and parliamentary procedure. His books, *The Voice of the Speaker*, *Speech Evaluation* and *The Amateur Chairman* were popular with Toastmasters. Smedley also wrote *The Great Peacemaker*, a biography of Henry M. Robert, author of the famed *Robert's Rules of Order*.

Smedley himself wondered in his later years how he ever found the time and energy to fulfill all his obligations. Until 1941, he maintained his job as General Secretary of the Santa Ana YMCA. His responsibilities were those of a top executive: He handled finances, fund raising, program planning, membership issues, and the supervision of YMCA employees. In addition, he served as liaison with the local Board of Directors and national officers. As Toastmasters' Executive Secretary and Editor of *The Toastmaster* magazine, he also had his hands full with Toastmasters work.

"I am impressed by the fact that a simple idea, put to work in so simple a manner, has grown into such an instrument for service for so many people. It must have met a real need."

After much consideration, Smedley resigned from his YMCA job in 1941 to devote his full-time attention to Toastmasters. He located a modest one-room office, equipped with desk, typewriter, telephone, filing cabinet and a hand-operated, second-hand addressing machine. A secretary was hired to help with the correspondence, while Smedley focused on administrative duties and on researching and writing materials needed by the clubs.

GROWTH MEASURED IN OFFICE SPACE

Continuing growth necessitated more help and larger quarters. Four rooms were rented. Past International President Ted Blanding (1942-43) was hired as Executive Secretary (later called Executive Director) and Smedley became Educational Director, concentrating on educational processes and materials.

As the Toastmasters organization grew, so did the need for more space. In 1962, Toastmasters International – by then an organization of 80,000 members and 3,500 clubs –

constructed its own 27,000 square foot building in Santa Ana. Smedley took part in the dedication ceremonies. A second growth spurt came following the decision to accept women as members in 1973. By 1985, the Santa Ana building was serving 120,000 members and 5,300 clubs worldwide. Expansion and remodeling were necessary to provide 5,000 additional square feet of warehouse space.

But within four years, the organization had outgrown the headquarters. In July 1990, Toastmasters International moved to a new world headquarters in Rancho Santa Margarita, California. Today, more than 170,000 members take part in 8,000 clubs in the United States, Canada and 58 other countries. Thousands of corporations and government agencies sponsor in-house Toastmasters clubs as communication training workshops for their employees. Specialized clubs meet at military bases, colleges and universities, churches and prisons. There are Toastmasters clubs for senior citizens, professional groups, bilingual groups, singles and the visually impaired.

The growth of Toastmasters International attests to the usefulness and universality of Dr. Smedley's teaching. He said the whole world needs Toastmasters' services: "Through better communication, we can help create better understanding, and understanding is what this world needs."

"Where Ralph Smedley stood out was in his encouragement of a simple club program through which men could develop their confidence and learn to understand other people (and themselves) better," Past International Director Sandy Robertson says. "Promoting better understanding between all peoples is his real achievement."

Ralph Smedley's contributions to society have not gone unnoticed. In 1950, Wesleyan University granted him the honorary degree of doctor of humane letters, and Santa Ana named a junior high school after him in 1955. In 1956, Toastmasters itself honored him with the title of honorary president and lifetime board member. The Santa Ana Toastmasters Club even renamed itself the Smedley Number One Club in honor of its founder.

But perhaps the best tribute is one that takes place at every meeting of the Smedley Number One Club: A photograph of Smedley and the original club charter are placed in an empty chair near the lectern to represent his continuing inspiration.

Leaving a unique legacy, arising from an idea of unselfish service, nurtured and brought to fulfillment by a noble-minded man, Dr. Smedley's teaching and fame will endure as long as the Toastmasters organization which he founded does. ①

This article was adapted from an article previously published in this magazine called "Reflections on Dr. Ralph C. Smedley," written by Thomas Montalbo, DTM.

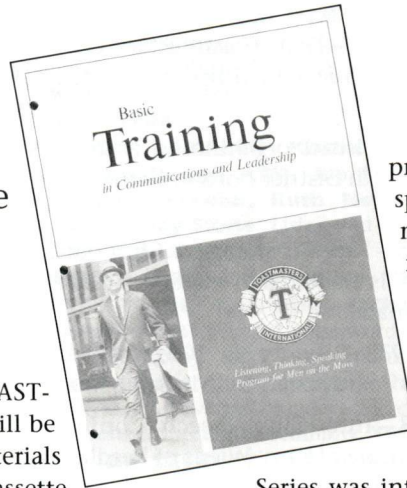
by Debbie Horn

The TI educational program has come a long way since the early days of learning by “word of mouth.”

■ ANYONE LOOKING THROUGH TOASTMASTERS International’s Supply Catalog will be amazed at the amount of educational materials — books, manuals, audio and video cassette programs — available for members. The catalog offers a wealth of up-to-date information to help members develop their communication and leadership skills.

What a change from earlier days! When the first Toastmasters clubs were formed in the 1920s, learning was entirely experiential. Members had no manuals, no evaluation guides and no written materials to help them in their efforts to improve. All information was given verbally by Founder Dr. Ralph C. Smedley and spread by “word of mouth” to other clubs.

As the organization grew, this method became impractical. In 1928, Dr. Smedley wrote the “Manual of Instructions” for clubs, which included a pamphlet titled, “Ten Lessons in Public Speaking,” the organization’s first speech manual. Additional educational material was included in



Members completing the basic training program wanted to learn more advanced speaking skills. In 1950, the first “advanced” manual, “Beyond Basic Training,” containing 16 speech projects became available. The current multi-manual Advanced Communication and Leadership Program was introduced in 1978.

1979: SUCCESS/LEADERSHIP

The 11-program Success/Leadership Series was introduced in 1979 with “How To Conduct Productive Meetings” and “Parliamentary Procedure in Action.” This seminar-style set of programs provides instruction today in such areas as listening, evaluation, thinking, leadership, training and management. Toastmasters International also produced two audio cassette programs designed to help members improve their speaking skills: “The Effective Speaker” and “Humor, Speaking and You.”

In 1986, Toastmasters International helped create a video guide to public speaking, “Be Prepared to Speak,” and followed up with three others on meetings, leadership and sales. In 1992, “The Better Speaker Series” made its debut; each 10-minute program in this seminar series offers additional tips and techniques for speakers. In 1993, “The Successful Club Series” appeared. Each program in this seminar-series provides help in developing a successful club.

THE EVOLUTION OF TOASTMASTERS EDUCATION

“The Gavel,” which began publication in 1930 as a two-page mimeographed newsletter. The name was changed in December 1932 to “The Toastmaster,” and the first issue of *The Toastmaster* magazine was published in April 1933.

1942: BIRTH OF THE BASIC MANUAL

Dr. Smedley’s manual, “Basic Training for Toastmasters,” was introduced in 1942. This 12-project manual provided the organization’s first in-depth instruction in speaking. Rewritten and revised over the years, it was finally replaced during the 1970s with the Communication and Leadership Program manual.

Other new materials include “High Performance Leadership,” which provides instruction and practical experience in leadership, and two new Advanced Communication and Leadership Program manuals, “Interpersonal Communication” and “Special Occasion Speeches.”

By continually striving to stay in touch with members’ needs, Toastmasters International is committed to providing the finest educational materials related to public speaking available anywhere! **T**

Debbie Horn is the manager of the Education and Club Administration Department at World Headquarters.

TI History at a Glance

October 22, 1924 – The first meeting of the Number One Toastmasters club in Santa Ana, California.

January 19, 1926 – The second Toastmasters club is chartered, in Anaheim, California.

August 11, 1927 – Representatives of five Santa Ana Toastmasters clubs plan the formation of a "Federation of Toastmasters Clubs."

October 25, 1928 – First *Manual for Toastmasters Clubs*, copyrighted by Ralph Smedley.

October 4, 1930 – The name Toastmasters International is adopted and officers are elected.

October 4, 1930 – Publication of *The Gavel*, the first Toastmasters magazine.

December 19, 1932 – Toastmasters International is incorporated.

April 1933 – First issue of *The Toastmaster*.

January 9, 1933 – First Toastmasters club outside of California established in Seattle, Washington.

July 6, 1935 – District organization is instituted, starting with District 1 of Southern California.

October 1935 – First Toastmasters Club outside of the U.S. is chartered in Victoria, British Columbia, Canada.

January 29, 1938 – Charter No. 100 presented to the Century Toastmasters Club in Santa Ana.

August 1938 – Inter-Club Speech Contest started. First winner: Henry Wiens of Reedley, California.

July 1946 – District 18 of Scotland becomes the first district outside the United States.

1948 – First TI Articles of Incorporation and Bylaws are published.

1950 – The first "Certificate of Achievement" is issued for the new advanced course, "Beyond Basic Training."

June 1951 – First Regional Conference is held in Des Moines, Iowa.

October 27, 1962 – Dedication of new World Headquarters in Santa Ana, California.

1964 – The first Able Toastmaster Award (ATM).

1968 – The first Competent Toastmaster Award (CTM) is issued for completing Basic Manual.

August 1969 – *Communication and Leadership Manual* introduced at the International Convention in Cleveland, Ohio.

1970 – The first Distinguished Toastmaster (DTM) award is issued.

August 1973 – Membership opens to women.

1978 – The multi-manual *Advanced Communication and Leadership Program* is introduced.

1979 – The first two Success/Leadership Programs are introduced.

1981 – The Accredited Speaker Program begins.

October 1982 – Membership reaches 100,000.

1984 – *The Communication and Leadership Program* manual is revised, and two new educational awards are introduced: the ATM Bronze and ATM Silver.

April 1989 – Membership reaches 150,000.

July 1989 – *The Distinguished Club Program, Distinguished Area Program and Distinguished Division Program* are introduced.

June 1990 – World Headquarters moves to Rancho Santa Margarita, California.

January 1993 – Toastmasters International charters its 8,000th club.

June 1993 – The *High Performance Leadership Program* is introduced.

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Toastmasters International is proud to announce the release of **Speaking of Success...** a 16" x 20" limited edition print that appears on the cover (bottom center) of this issue of *The Toastmaster* magazine, in commemoration of the

meeting of the first Toastmasters Club in Santa Ana, California in October 1924.

The **Speaking of Success...** print reminds us that strong communication skills are valuable tools for success. Displaying this composition in your office, home or Club meeting room will serve as a reminder of the lessons, skills, and goals you have achieved as a Toastmaster. It also makes a great gift for an outgoing Club Presi-

dent, recognition for outstanding achievement, or as a personal memento for you or a fellow Club member.

A limited edition of these prints will be signed and numbered by the artist. Place your order before November 31, 1994 and you will receive a certificate of authenticity, that guaran-

PEAKING OF SUCCESS...



tees your print is a limited edition issue. Orders may be placed after this date, but will not be signed or numbered.

Prints are shipped flat in a protective box. Immediate shipment is made by the United Parcel Service or U.S. Mail. Undamaged delivery is guaranteed.

Prints cost \$20.00 each, plus \$5.00 shipping per order. To order, please contact the World Headquarters Order Department at (714) 858-8255, Fax: (714) 858-1207 or write to Toastmasters International, P.O. Box 9052, Mission Viejo, CA 92690, USA.

1994 ANNUAL CONVENTION, LOUISVILLE

If just ONE GOOD IDEA can "Take You to the Top" in Toastmasters, wouldn't it be worthwhile to listen to the *best*?

Toastmasters AUDIO CASSETTES and VIDEOS are your TOOLS for SUCCESS!



AUDIO CASSETTES & VIDEOS

- "1994 WORLD CHAMPIONSHIP OF PUBLIC SPEAKING"** Mark Brown, Jock Elliot, Glenda Durano, V.J. Smith, Morgan McArthur, Paul Denney, Italo Magni, Hans Lillejord, Tony Bolar The best in public speaking will entertain you. **TS923/924** (2 CASSETTES); **VIDEO: TS930**
- "INTERDISTRICT SPEECH CONTEST"** Brian Hannan, Bryan Buchanan, Jock Elliot, Brian Cluer, Brian Northam, Johnny Uy, Sarah Yarrow Hear finalists of the "Overseas Region" compete to be a contestant in the World Championship. **TS901; VIDEO: TS932**
- "SWIM WITH THE SHARKS"** Harvey Mackay Best-selling author named one of Toastmasters' Five Outstanding Speakers of 1993 and "Mr. Make-Things-Happen" by Fortune magazine. Succeed in your professional life by sharkproofing your attitude. **TS902; VIDEO: TS934**
- "SPEAKING FOR RESULTS"** Robert Gedaliah Liberate your power to speak confidently and effectively in every situation; transform nervous energy into a clear presentation postured with poise and impact. **TS913; VIDEO: TS936**
- "GOLDEN GAVEL LUNCHEON"** Les Brown Former state legislator, television talk show host and author of his highly acclaimed book, *Live Your Dreams*, helps people shed mediocrity from their professional and personal lives. **TS918; VIDEO: TS938**

AUDIO CASSETTES

- "REPORTS OF THE PRESIDENT AND EXECUTIVE DIRECTOR"** Neil Wilkinson DTM, Terrence J. McCann Stay up-to-date with the developments and progress of Toastmasters International. **TS903**
- "LISTEN TO YOUR AUDIENCE: KEEP THEM LISTENING"** Alison Lavick DTM Maximize your effectiveness as a speaker and as a listener by 100 percent! Recognize subtle strategies that will stimulate audiences to listen. **TS904**
- "TOUCHING PEOPLE'S LIVES"** Art Fettig CSP Use your Toastmasters training to create a difference at your job, within your community and in your personal life. Art's insightful and timely advice will touch your life...forever! **TS905**

- "MANAGING QUESTION AND ANSWER SESSIONS"** Betty Birrell DTM Learn to survive challenging, sometimes hostile audiences and skillfully deal with aggressive and difficult questions with a hands-on approach. **TS906**
- "SPEAKERS SAMPLER"** Kimball Gross ATM-B, Bob Jordan ATM, Joe McBride DTM, Nancy McLean, Ruth Newsome DTM, D. Conway Stone Listen and enjoy a wide array of speaking talent. **TS907**
- "FRIENDLY FIRE: HOW BEING YOUR OWN SWEET SELF CAN BURN OTHERS"** Kay duPont ATM Prevent your words and actions from going awry; understand the nuances of diversity to avoid cultural, racial, social, physical and verbal blunders that could question your respect and credibility. **TS908**
- "DON'T BE LEFT AT THE STARTING GATE"** Dorothy Chapman DTM Prepare for the leadership challenges of tomorrow, become motivated to action and be inspired to achieve success in today's world. **TS909**
- "WINNING BY A KNOWS"** Dana LaMon Get the winning edge with the 1992 World Champion of Public Speaking as he challenges you to breeze through the finish line at home, work or at play. **TS910**
- "ACCREDITED SPEAKER PROGRAM"** William Ecker, Gerald Green, David Wallace, Louise Whittings Hear candidates give their qualification speeches in their final steps in achieving the designation, "Accredited Speaker". **TS911/912** (2 CASSETTES)
- "PUT ON YOUR THINKING CAP"** Sherrie Kenyon ATM-S Simplify your problem-solving abilities and learn to make better decisions by keeping your thinking skills focused. **TS914**
- "HOW TO MAKE A DRY PRESENTATION WET"** Howard L. Rivenson DTM Splash the right ingredients into your next speech and keep your listeners alert, interested and involved. **TS915**
- "NEW DISCOVERIES: LOOKING AT LIFE IN A WHOLE NEW WAY"** Diane Goodhart ATM-S, Margueritte Hubbard ATM-S Discover four basic ingredients that will enrich your experience in Toastmasters and other areas of life. **TS916**
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- "IT'S POSSIBLE: SECRETS OF A CHAMPION"** Otis Williams, Jr. Join the 1993 World Champion of Public Speaking as he shares his secrets to developing a winning speech. Realize your desire of becoming a speech contest champion. **TS919**
- "THE HUMOR HAMBURGER"** Andy Cole DTM Beef up your next speech with humor. "Catch up" on the latest techniques and find out how to muster the proper tools for a presentation your audiences will relish. Bon appetite! **TS920**
- "COLORING OUTSIDE THE LINES"** Jeffrey Tobe ATM Find the right color and gain insight to your own creative power and approach any business or personal situation by unlocking your imagination. **TS921**
- "GETTING THE MOST FROM YOUR TOASTMASTERS MEMBERSHIP"** Margo Chevers ATM Attain your professional, personal and club goals by using the Toastmasters program. **TS922**
- "PRESIDENT'S INAUGURAL ADDRESS"** Pauline Shirley DTM Toastmasters' newly elected President gives her stimulating inaugural speech as she leads the way into the next year. **TS925**
- "STRETCH FOR THE GOLD"** Barbara L. Hunt DTM, Charles Davis ATM-S Find out what it takes to maximize the benefits of the Distinguished Club Program and help your club become the best. **TS926**

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can we talk?

■ SOMETIMES, I WISH THAT ALEXANDER Graham Bell had never been born.

Think of it: no telephone, no infernal device to invade a person's privacy selling me something I don't need and interrupting my busiest and most intimate moments.

I don't know how you feel about it, but I find it disconcerting to know that anyone, anywhere in the world, can simply dial a few numbers and intrude into my home or work without my permission — and consider himself entitled to my immediate attention!

What irritates me the most about people's

become such a common part of our everyday lives that "telephobes" like me can only hope to arrive at a state of peaceful co-existence with the contraption.

In that spirit, I offer this suggestion: Before you place your next phone call, ask yourself, "Is this call really necessary?" Perhaps if we can cut down on the number of needless phone calls, some of us might look upon Alexander Graham Bell's little invention a bit more favorably.

I'm not the only one who feels this way. Recently, my wife and I were spending a

Telephones Can Ta

22

by Joseph Pozzuoli



ILLUSTRATION: FRED SHERMAN

Before you dial
that number,
ask yourself,
"Is this call *really*
necessary?"

misuse of the phone is the amount of time it wastes during the business day. As a lawyer, I find that clients will often call to ask me if certain things have been completed, or if a date has been set for closing their deals. As politely as I try to tell them, they never seem to get the message that the delay in doing these things is often directly proportional to the amount of time I must spend on the phone.

I know what you're probably saying right about now: "The telephone is here to stay, so stop grumbling about it and get used to it." And of course, you are right. The telephone can never be un-invented and it has

week visiting a friend. One morning, our friend's car was acting up, so she took it to her mechanic for service. After lunch, she tried to call the shop to find out how the repairs were coming along. She got a busy signal. During the course of the afternoon, she dialed time and again, and each time she got a busy signal.

Finally, shortly before 5 o'clock, the mechanic called to say that her car was ready to be picked up. Indignant, she informed him that she had been trying to call him all afternoon, and had repeatedly gotten busy signals. He replied that he took the phone off of the hook while he was working on the

cars so he wouldn't be interrupted, since he ran a one-man business and did all the work himself.

Our friend recounted this conversation to us, and she was aghast. "How can anyone leave their phone off the hook like that?" she asked. I tried to explain: "Maybe he figured that he couldn't work on the cars and talk on the phone at the same time."

It didn't connect. "But what if someone's trying to reach him?" she went on. Since she was also complaining about the length of time the mechanic had taken to fix the car, I decided that there was no point in pushing the discussion any further.

Another source of needless phone calls is the failure of the caller to use an answering machine properly. Often, a caller will have some information to convey to the person

privilege, even if he only leaves a message on your machine, asking you to call him back. This can go *ad infinitum* (not to mention *ad nauseam*).

Clearly, the phone company has no incentive to get people to cut down on the number of unnecessary calls. If anything, it is in the company's interest to encourage as many calls as possible, necessary or otherwise.

This was demonstrated in a recent mailing I received with my phone bill from New York Telephone. The flyer discussed the proliferation of fax machines in today's society and offered suggestions on "fax etiquette."

What the company recommends is that, if you are going to fax something to someone, you call that person up and tell him that you are sending a fax. Then you should send the fax itself (which is nothing more than a phone call, after all), and finally, you should call the person yet again and ask if the fax was received.

By my count, that makes three phone calls. Might it not be possible simply to tell the

person, in the first call, the information to be contained in the fax, and save the time, effort and expense of the other two calls?

I may be fighting a losing battle here, but I continue to believe that it is sometimes more efficient *not* to make a phone call. Before you make your next call, ask yourself, "Is this call really necessary?" There's a good chance that the answer will be "No." **T**

Joseph Pozzuoli is a lawyer and freelance writer from Mount Vernon, New York.

"What irritates me about people's misuse of the phone is the amount of time it wastes during the business day."

ke Their Toll

he is trying to reach, but there is no need for any conversation and dialogue about it. For example, the caller might simply need to leave a price quote or a mailing address, or some other information that the person being called is expecting or will clearly understand.

But instead of leaving a message that says, "The address you should send that letter to is..." the caller will say, "I have the address you needed. Call me back." This, naturally, necessitates yet another phone call, and perhaps a continuation of the game of "telephone roulette" that results when two people who are trying to call each other repeatedly connect with each other's answering machines.

There is, of course, another party hovering above all this — the telephone company, sitting there, unseen yet ubiquitous, collecting its tribute every time a ringing phone is answered, regardless of whether the call achieved its purpose.

Even if you don't leave a detailed message on your friend's answering machine and instead just ask to be called back, you pay the phone company for the privilege. When your friend calls you back, your friend pays the phone company for the

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We all know people who could benefit from membership in a Toastmasters club. Fortunately, we also know people who have become Toastmasters and received those benefits. In fact, since the first club was called to order on October 22, 1924, in the basement of a YMCA building in Santa Ana, California, the Toastmasters organization has helped millions of people enhance their speaking skills.

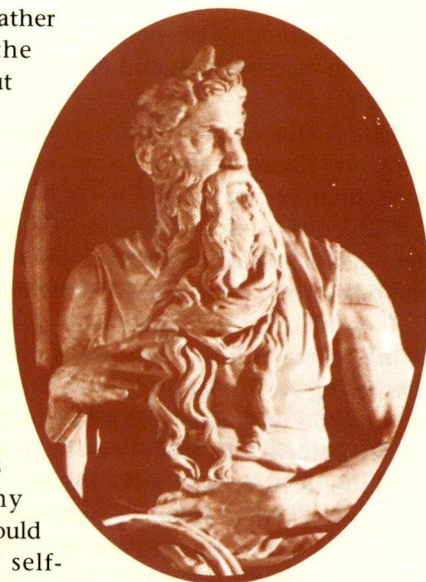
But what if Toastmasters International had existed 90 or 100 years ago – or even further back in time – and many historical figures had been given the opportunity to develop or improve their communication skills? Would important events have unfolded differently?

One need only study history to realize that the world has been shaped – for better and for worse – by individuals acting according to their own personalities and abilities. With that in mind, it seems entirely possible that certain individuals might have benefitted from Toastmasters membership in ways that would have smoothed their destinies, perhaps made a difference in the outcome of their individual fates, the fates of those around them – and, in a few cases – the outcome of world events.

Far-fetched? Perhaps. But consider some of the qualities – leadership, confidence, skill development, poise, organization – that can be enhanced by membership in a Toastmasters club. Now get ready to stretch your imagination...but not as far as you might think!

tation worked out rather well. But leading the Children of Israel out of slavery was not a calling that Moses gladly accepted.

Despite the fact that God recognized the potential of this son of slaves, Moses was overwhelmed at the prospect of leading an exodus and questioned God's choice. That's why leadership training could have raised Moses' self-confidence. By starting out as a club officer, then becoming Area Governor and perhaps Division Governor, Moses eventually would have been far better prepared to lead the multitudes out of Egypt. But, alas, there was no Toastmasters club in ancient times to boost the skills and esteem of those upon whom leadership was bestowed. Poor Moses...talk about on-the-job training!



Moses

24

by Janet Whitcomb, CTM

“What If... They Had Been Toastmasters?”

Moses, Dickens and Michelangelo –
The need was there before 1924.

Reluctant to Lead

Slow of tongue and disinclined to accept responsibility from God – no wonder Moses lost his temper and threw down the tablets in disgust! Doing so cost him a pleasant retirement in The Promised Land. But if Moses had worked on his impromptu speaking abilities and management skills, his might have been an easier path.

Of course, as we know, the generally superb leadership that Moses provided during those 40 years of desert habi-

Dealing with Shyness

At the beginning of this century lived a very unhappy woman whom many considered a threat to the future of Imperial Russia. This woman's name was Alexandra, and her husband was Tsar Nicholas II.

Much of Tsarina Alexandra's bad reputation stemmed from her own lack of self-confidence. Although she was comfortable relating to people on a one-on-one basis, the Tsarina became exceedingly nervous and agitated during



Tsarina Alexandra

obligatory court occasions. Many important and influential persons from government and society would record in their diaries and memoirs that the Tsar's consort flushed unbecomingly when forced to speak, frequently becoming so tongue-tied that she could only respond with an unsmiling stare.

To put it mildly, this was unfortunate. After a while, courtiers and dignitaries mistook the Tsarina's silences

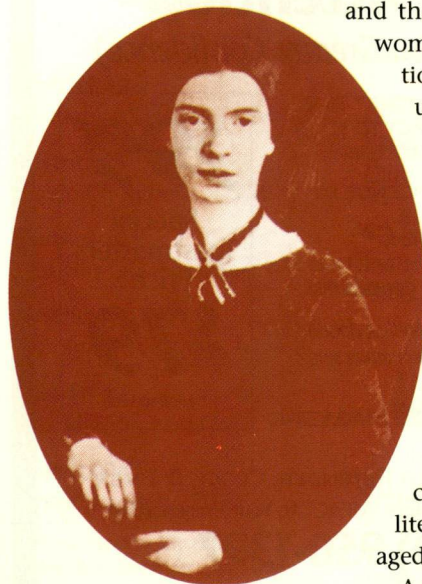
for arrogance. Eventually, due to her inability to cope with crowds, Alexandra became a recluse with only a limited number of contacts beyond her immediate family and friends.

Meeting on a regular basis with an encouraging group of Toastmasters would have given the Tsarina an opportunity to face her fears in a nonthreatening and supportive atmosphere. Through Toastmasters networking, she could have widened her circle of associates and perhaps developed a far more accurate concept of what Russian citizens required of their Tsar. This would have been especially helpful, since many historians blame Alexandra's isolation – and the way she encouraged her husband to isolate from others – as a reason for the fall of the Russian monarchy.

Expressing Ideas to a Larger Audience

Mention the name of Emily Dickinson and the image of a reserved woman in white, surreptitiously peering out of an upstairs window, is likely to come to mind. This American poet was so reclusive, in fact, that the majority of her exquisite poems remained unknown to the public until after her death. Yet Emily did enjoy the recognition she received from those few literary agents who managed to pay her a visit.

A "20 and under" Toastmasters club would have



Emily Dickinson

challenged the introverted Miss Dickinson and provided a forum for her talents. Then, if she wished, she could have advanced to larger circles of attention by visiting other clubs and participating in area and division speech contests. Such self-paced participation would have encouraged this shrinking violet to blossom.

How many of us have something to share with others, but are uncertain or uncomfortable about doing so? Like Emily, we "hide our light under a bushel." But how much better to develop our talents now, rather than leave to chance whether our hidden abilities will ever be appreciated. The saddest phrase in any language is "if only." Membership in a Toastmasters club gives us the opportunity to articulate our ideas and dreams before it is too late.

Improved Speaking Skills

Few English language authors have had the skill and artistry with words exemplified by 19th century novelist and essayist Charles Dickens. So celebrated was he in his native England and abroad

that his stories, often published in serialized form, were awaited at the shipping docks by eager readers, hoping that the latest installment had arrived. Grateful publishers paid Dickens by the word, and readers of the time – undistracted by computer games or cable television – eagerly perused his colorful Victorian prose.

Eventually Dickens began to schedule tours. Rather than lecture, he

typically read from his own works. But although Dickens attracted full houses wherever he traveled, at least one audience member came away disgruntled. For despite Dickens' penchant for melodramatic plotting and a personal fondness for the theater, popular young humorist Samuel Clemens found the British author's narrative style distinctly nonemotive. During a New York City visit, Clemens – who was winning considerable fame under the pen name of Mark Twain – was invited to attend a Dickens reading. But later he noted that the venerable author's recitation of a passage from *David Copperfield* was delivered with "no heart, no feeling" – leaving Twain "greatly disappointed."

Dickens' literary reputation assured his financial success as a public orator. But he could have been a more engaging speaker if he had worked on his vocal variety and pacing. A Toastmasters club would have provided the ideal

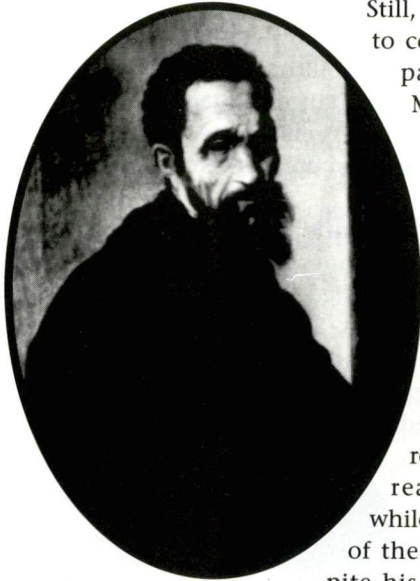


Charles Dickens

forum; after practicing his dramatic readings and recitations, the constructive feedback provided by fellow members would have been invaluable.

Goal Setting and Time Management

Michelangelo Buonaroti was an artist and not a speaker. His most lasting communications were achieved with chisel and brush rather than with words.



Michelangelo

Still, Michelangelo needed to communicate with his patrons, the powerful Medici family, and most importantly with his eventual employer, the formidable Pope Julius II. Unfortunately, the painter and the priest had an antagonistic business relationship, due in part to Michelangelo's reluctance to hold to a reasonable schedule while painting the ceiling of the Sistine Chapel. Despite his genius, around this time Michelangelo also began

to lapse into habits some might identify of a procrastinating nature. Indeed, during the last 14 years of his life, Michelangelo did not finish a single painting; in his final 22 years, the man who had given life to "La Pieta" was either incapable or unwilling to complete a single sculpture.

But if Michelangelo had been able to access a Toastmasters club membership, he would have learned time management and realistic goal setting. The temperamental artist might also have acquired some diplomacy in his dealings with Pope Julius, tactfully explaining he could not always hold to a strict schedule, since, after all, he was dependant upon inspiration from a Higher Power!

Critics of the current century have faulted the last 94 years for escalating social problems and an overall lack of spiritual values. But the 20th century has also witnessed the advent of a worldwide organization dedicated to the advancement of communication and self-improvement. As we celebrate the 70th anniversary of Toastmasters International, we can count ourselves fortunate that we have had the opportunity to practice our skills of eloquence, interaction and leadership within the friendly environment of a Toastmasters club! **T**

Janet Whitcomb, CTM, a member of Rancho Speech Masters Club 9113-F, is a writer with the District and Club Administration Division at World Headquarters.

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District 21*

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Darrell Grimes, DTM

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Dorothea Perry, DTM

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Club 3505-15

REGION II

Hans Lillejord
Club 910-49

REGION III

Glenda Durano
Club 6360-23

REGION IV

V. J. Smith
Club 3712-41

REGION V

Paul Denney
Club 5457-30

REGION VI

Italo Magni
Club 606-61

REGION VII

Mark Brown
Club 3605-46

REGION VIII

Tony Bolar
Club 3380-58

OVERSEAS

Jock Elliott
Club 9457-69

ACCREDITED SPEAKERS

Gerald Green, DTM

Club 752-51P

William Ecker, ATM

Club 2077-18

INTERNATIONAL TAPED SPEECH CONTEST WINNERS

1st Place - Austin Sequeira

Club 2916-U, Bahrain

2nd Place - Austin Thomas

Nevis
Club 8258-U, Saudi Arabia

3rd Place - Kris Pandit

Club 1059-U, Saudi Arabia

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District 35

Justin Gottfreid, DTM

District 53

Raymond M. Johnson, DTM

District 12*

Kenneth G. Averill, DTM

District 15

John Howard, DTM

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Judy M. Steele, ATM

District 72*

Laurel Francis, DTM

District 39

Joe Samora, DTM

District 62*

Bruce Frandsen, ATM

District 42

Florence F. Mawson, DTM

District 69*

Davina Daniel, ATM

District 71

Norman Fox, ATM

District 40

Wayne E. Baughman, DTM

District 19

R. W. Smith, DTM

District 66*

J. Andree Brooks, DTM

District 36

Paulette A. Claiborne, DTM

District 8

Ted Wear, DTM

District 32

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District 10

Brent L. Bowen, DTM

District 52*

Robert A. Caldwell, DTM

District 31

David W. McIlhenny, DTM

District 61*

Jacques Borne, DTM

District 20

Bruce Lund, ATM-B

District 60*

Diane L. Wilson, DTM

District 65*

Ruth P. Matson, DTM

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FRENCH TAPED SPEECH CONTEST WINNER

Normand Rochon

Club 5842-61, Canada

PRESIDENT'S TOP FIVE DISTINGUISHED CLUBS

Clubs with Fewer than 20 Members:

Walking Tall
Club 9252-18

Athenians
Club 8716-14

L.I. Progressive Speak
Club 8926-46

Inspirational
Club 9509-2

Off-Broadway
Club 4986-16

Clubs with 20-29 Members:

Free Speakers
Club 8401-38

Danville
Club 3305-66

Town Criers
Club 1743-30

Hereford
Club 275-44

Master Motivators
Club 7213-12

Clubs with 30-39 Members:

Lincoln-Douglas
Club 1196-54

Greater Greenwood
Club 4081-11

Queen City
Club 5406-75

Caterpillar Employees
Club 79-54

Richmond County
Club 3817-46

Clubs with 40 or more Members:

Bayanihan
Club 2844-75

Conoma
Club 454-16

Manila Bay
Club 1088-75

Good Time
Club 535-29

Parramatta
Club 2274-70

TOP FIVE MEMBERSHIP CAMPAIGNS

Crosswoods Toastmasters
Club 2718-40

Tuesday Toasters
Club 3004-63

Colombo Toastmasters
Club 5324-U

Universal Toastmasters
Club 7653-47

CalCompetents Toastmasters
Club 8458-F

TOP TEN CLUB NEWSLETTERS

Riyadh Toastmasters Newsletter
Club 6897-U
Horace Caviness, DTM, Editor

2828 Review
Club 2828-2
Jennifer Brindle, ATM, Editor

Valley Toastmasters Newsletter
Club 5056-3
Glenn Pike, DTM, Editor

The Planetarium
Club 8113-4
Glen Norman, ATM, Editor

Beach Speech
Club 54-5
Trish Brown, CTM, Editor

The Dynamic Voice
Club 726-28
Joseph H. Wissmann, DTM,
Editor

Platform
Club 4388-51P
Mary Ong Schneider, Editor

Brindis
Club 9020-56
Irene Adela Peche, Editor
Bo Lora, Editor

The Star Performer
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Randy Smith, Editor
Dede Ricard, Editor

Tiara
Club 5406-75
Maribelle Adelfa Navarro-
Veloso, Editor

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Images
District 12
Bill Cortus, ATM, Editor

The Georgia Gavel
District 14
Beth Bradfield Thwaites, DTM,
Editor

The Link
District 21
Gary Harper, ATM, Editor
Stu Taylor, CTM, Editor

Success Express
District 27
Susan Szollosi McKenney,
Editor

Yankee Activator
District 53
Judith Boynton, Editor

Forum 56
District 56
Jeff Riggs, DTM, Editor

The Spirit of 60
District 60
JoAnn Woodhall, CTM, Editor

Corroboree
District 69
Josephine Brown, Editor

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District 72
Gaelle Deighton, DTM, Editor

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Robert Young, ATM-B
Club 6353-4

David Mitchell, DTM
Club 6961-72

Rose C. Martino-Gerhard,
DTM
Club 1964-46

Robert F. Happel, DTM
Club 1743-30

Irene Evans, DTM
Club 3767-21

Ruth I. Brenner
Club 8016-30

Benedicto D. Trinidad
Club 2844-75

Frank J. Tillman, DTM
Club 3915-47

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Robert Young, ATM, D-4
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Susan Navratil, DTM, D-6
Russ Carpenter, D-7
Michael Lewis, D-8
Kathleen Ellis, D-9
Louise Barton, ATM, D-10
Monte L. Coate, ATM-B, D-11

Chuck Weck, DTM, D-12
 Roberta Johnson, D-13
 Sara Braswell, CTM, D-14
 Lawrence Geisler, D-15
 Kathryn Violette, ATM, D-16
 Sharyn Solum, ATM, D-17
 Karen K. Spangler, ATM, D-18
 Phyllis Allen, DTM, D-19
 Jean Siirila, CTM, D-20
 Ron Harger, DTM, D-22
 Elizabeth S. Reil, DTM, D-23
 Mary-Lynne Alberry, ATM-B, D-24
 Maurice Lamothe, DTM, D-25
 Susan M. Chichester, DTM, D-26
 Darryl E. Harris, CTM, D-27
 Marilyn Albee, ATM-B, D-28
 Mable R. Spencer, ATM, D-29
 Marc Nagele, DTM, D-30
 Stephen Licari, ATM, D-31
 Darleen Price, DTM, D-32
 Nadia Jurani, ATM, D-33
 Carlos Ibarra Miranda, D-34P
 Gerald Ward, ATM-B, D-35
 Sylvia C. Jones, CTM, D-36
 Susan Lackey, DTM, D-37
 Peg L. Beissel, ATM, D-38
 Denise Blair, DTM, D-39
 Bob Terrell, ATM, D-40
 Ben Rensvold, D-41
 Judy Dola, DTM, D-42
 Kevin L. Vorheis, CTM, D-43
 William D. Gillis, CTM, D-45
 Rose Martino-Gerhard, DTM, D-46
 Jay Baer, DTM, D-47
 Randall E. Lang, CTM, D-48
 Doug Kelly, DTM, D-49
 Marcia Bruce Bush, CTM, D-52
 Leonard J. Laskowski, CTM, D-53
 John Powers, ATM, D-54
 Mercedes Balli, DTM, D-56
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 Michael Whitaker, CTM, D-58
 Brenda Philp, D-60
 Elvira Filion, DTM, D-61
 Margaret T. Norman, ATM-B, D-63
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 Claude Payton, DTM, D-14
 Elizabeth T. Morris, D-15
 Marjorie Smith, ATM, D-16
 Mary Haglund, ATM, D-17
 Maurice Shamash, CTM, D-18
 Pat Amadeo, D-19
 Clyde Eisenbeis, ATM-B, D-20
 Peter Harris, D-22
 Len Hall, D-23
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 Sandra Lewis, ATM-B, D-25
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 Rosemary Senneff, DTM, D-27
 Marilyn Knapp, ATM, D-28
 Gary Godfrey, CTM, D-28
 Nancy Brown, ATM, D-29
 Bill Wendt, CTM, D-30
 Ray Tremblay, ATM, D-31
 John McDonough, D-32
 Aggie Knoblock, DTM, D-33
 Emiliano Llano Salas, D-34P
 Joice O. Franklin, DTM, D-36
 Gayle Lawson, ATM-B, D-37
 Jack Swagerty, ATM, D-39
 Connie Fricke, ATM, D-40
 J. P. Skelly, ATM, D-41
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 Jean Ellerie, ATM-B, D-47
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 Heather Loveridge, D-60
 Antoinette Renaud, DTM, D-61
 John Orsini, ATM, D-62
 Cynthia J. Powell, CTM, D-63
 April Neave, ATM, D-64
 Carol Ann Stafford, ATM, D-65
 Frank Connelly, ATM, D-66
 Frank Parks, D-68
 Brenda Jones, DTM, D-70
 Roger Lord, DTM, D-71
 Craig Robinson, D-72
 Julie Cody, ATM, D-73
 Yvonne Anderson, CTM, D-74
 Mel Erasmus, ATM, D-74
 Adelina C. Royo, ATM-S, D-75

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 Marion Boswell, ATM, D-38
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- Seymour Levin, 4471-38
- Beverly Tindall, 6110-42
- Robert Stedwill, 6161-42
- Rose M. Stubbs, 5440-44
- Linda S. Willing, 7060-54
- Daniel Ball, 3319-61
- Teresa Beauregard, 9125-61
- Zahid A. Babar, 1719-63
- David Naccari, 1998-68
- Joan Turner, 4204-68
- Don Waugh, 5284-69
- Roslyn M. Tufrey, 8096-69
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Congratulations to these Toastmasters who have received the Able Toastmaster Silver certificate of achievement.

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- David K. Patterson, 5935-5
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- Ivan V. Beggs, 1690-10
- Monica E. Mendoza, 1374-12
- George Mitchell, 8396-12
- Marilyn Mitchell, 8396-12
- Donald R. Beck, 8691-12
- M. Coleman Hull, 454-16
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- Fred J. Daniels Jr., 5739-39
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- Deanna Bartcher, 3631-47
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- Roger H. Brown, 919-53
- Joseph Tomich, 1196-54
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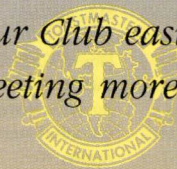
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_____ 375 @ \$9.95	_____ 1317 @ \$6.50	_____ 90 @ \$3.00
_____ 216-V @ \$14.95	_____ 351 @ \$5.00	_____ 96 @ \$0.05
_____ 216-P @ \$14.95	_____ 350 @ \$5.00	_____ 91 @ \$3.12
_____ 1310-H @ \$8.00	_____ 352 @ \$5.25	

Standard Domestic Shipping Prices

Order Total	Shipping Charges	Order Total	Shipping Charges
\$0.00 to \$2.50	\$1.10	35.01 to 50.00	6.50
2.51 to 5.00	2.30	50.01 to 100.00	7.60
5.01 to 10.00	2.95	100.01 to 150.00	9.95
10.01 to 20.00	4.05	150.01 to 200.00	12.25
20.01 to 35.00	5.55	200.01 to —	Add 7% of total price