

The TOASTMASTER®

OCTOBER 1998

Saluting Club Excellence!

International Hall of Fame: Honoring Toastmasters for their outstanding achievements during 1997-98



ALSO INSIDE:

Highlights from the International Convention in Palm Desert, California
The Care and Feeding of Audience Volunteers • What Should I Talk About?



VIEWPOINT

Making Dreams Come True

In 1924 our organization's founder, Ralph Smedley, had a dream. His dream "to afford practice and training in the art of public speaking" has stood the test of time. From that simple dream, Toastmasters International has evolved into the world's largest organization devoted to making effective oral communication a worldwide reality.

On October 22, we celebrate our organization's 74th anniversary with more than 175,000 members in 70 countries. Our volunteer members have made Dr. Smedley's dream come true. Our leaders of the past 74 years have built a strong foundation. Now it's our turn to accept the torch of leadership and continue their legacy. But how do we carry Dr. Smedley's dream into the next millennium? By building on our successful tradition of member service. We must have an attitude that places our members' interests at the center of all we do. As Dr. Smedley said, "Ours is the only organization I know that is dedicated to the individual."

What do members want from their clubs? Just ask them why they joined. For example, Dan dreamed of overcoming his speech impediment and went on to win a district speech contest. Tina wanted to improve her skills as a professional speaker and today her business is booming. Ron joined to overcome his fear of public speaking. He had to deliver his Ice Breaker three times, but he eventually served as a district governor. What do these Toastmasters all have in common? Their club members offered them a supportive and positive learning environment in which they could focus on attaining their goals.

Do you remember the excitement (or fear) of attending your first Toastmasters meeting? I still recall traveling to my first meeting 15 years ago, wondering why I was doing this to myself. Surely I could find some excuse not to attend! But when I stepped through the door I found a warm, friendly group offering me the same supportive and positive learning environment that Dan, Ron and Tina experienced. The members of my club allowed me to focus on my dream of becoming a better speaker.

Early in his career, Walt Disney said, "All our dreams can come true if we have the courage to pursue them." What is your Toastmasters dream for this year? Will you actively pursue that dream? Success will come to those members and leaders who commit themselves to a goal, believe in their ability to achieve it and stretch toward realizing their dream.

Together we can make Dr. Smedley's timeless dream come true for future generations of Toastmasters, if, as leaders and members, we focus on our dreams.

Terry R. Daily

Terry Daily, DTM
International President

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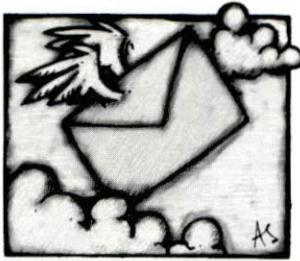
Toastmasters International empowers people to achieve their full potential and realize their dreams. Through our member clubs, people throughout the world can improve their communication and leadership skills, giving them the courage to change.

The Toastmasters Mission:

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

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

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



LETTERS

DREAM COME TRUE

After my husband became disabled and I became more involved in caregiver activities, I dreamed about being an advocate for day-care facilities and for care-givers. But I didn't have the skills that I knew I needed to fulfill these dreams. So when I retired three years ago, I decided to do something about this. Toastmasters was my solution. It saved my mind from turning to mush and helped me achieve my dreams.

A few weeks ago, I was asked to speak at the South County Senior Services Board of Director's meeting. I spoke on behalf of the Laguna Hills Adult Day Care Center. I told them what it means to us, and how lost we, the care-givers and the participants, would be without the services we so enjoy.

Can you imagine the joy I felt to have my dreams fulfilled? I was the advocate I dreamed of being. By taking that step, and by joining Toastmasters, I was able to gain the self-confidence and the skills to undertake such a challenge.

Ellen Dalrymple
Leisure World Club 5453-F
Laguna Hills, California

GENDER NEUTRAL ETIQUETTE

Surely many readers noticed the contradictory messages on page 10 of *The Toastmaster's* July issue. In her article, "Manners Matter," Elaine Phillips writes that a man should hold a woman's chair while she is being seated and stand as she departs, in both business and social settings. But in the same issue, Marjorie Brody refutes this advice in her sidebar on the "10 Commandments for Gender-Neutral Etiquette."

Clearly, Ms. Phillips' suggestion is a courtesy that may be employed in a social setting if the relationships

between participants warrant such actions. However, in a business setting, it seems inappropriate unless spouses or dates are present. This is not a question of traditional etiquette but of professionalism in the workplace.

Eugene Johnston
Bandag Club 3896-19
Muscatine, Iowa

'THANK YOU' REVISITED

In her article "Train of Thought" (April), Kathleen Wiacek states, "Do not end a speech with 'thank you.'" I disagree. Sometimes a "thank you" will add to a presentation's effectiveness.

A church group for which I conducted a Speechcraft course presented me with an award. Knowing I would need to make a speech, I discussed possible content with my family. My 5-year-old daughter suggested I say, "Thank you." I explained that the audience would be looking for something a little longer. She replied, "Say, thank you very much."

Gerald Hulst, DTM
Advance Club 5693-72
Auckland, New Zealand

MASTERING 30-SECOND MESSAGES

Patricia Fry says everyone needs a "30-Second Commercial" (August). One of the powerful lessons I learned from Toastmasters was how to make short presentations. We often have only 30 seconds. Toastmasters should check out the book *How to Get Your Message Across in 30 Seconds or Less* by Milo Frank. It takes more than 30 seconds to read, but it is time well spent.

George Torok, CTM
Skyway Club 3301-60
Burlington, Ontario, Canada

IT'S NO JOKE

"This Joke Is on You" (August) is required reading. Especially for jok-

ers. Elly Victoria Darwin presents a valuable message for everyone. It's a message that could save a friendship, save a job or prevent someone from being hurt. We all love to laugh – but for the right reasons. Elly Victoria Darwin knows what's what, and she tells it like it is.

Vincent Foy, ATM
Palm Beach Noon Club 22-47
West Palm Beach, Florida

A LOOSE GRIP ON CULTURE

Gary Pittman's "Get a Grip" (July) was a fine, informative article until the last section, where a strong cultural bias was displayed. Certainly the nose-rubbing greeting he described also evolved from a peaceful gesture or other important cultural aspect. This custom is undoubtedly practiced with the same solid belief in its effectiveness as Mr. Pittman holds for the handshake. I hope he will not be offended if his handshake is poorly received by someone who believes in the bow, the hug, the kiss on one or both cheeks, or the military salute.

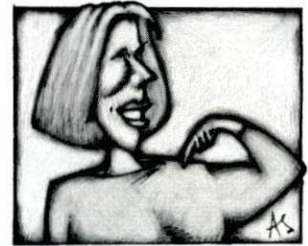
Since Toastmasters is an international organization, Mr. Pittman should be aware that some cultures are not thrilled by the handshake, as thoughts of when the handshakers last washed their hands flash through their minds!

Jessica Harper
Sand Creek Orators Club 8487-33
Rosamond, California

ETIQUETTE ISSUE GETS HIGH MARKS

Thank you for the July issues of our great magazine! I'm going to take one over to our local high school for the students to see. Every school in our great country should have at least one of this issue.

Adoré Farmer, CTM
Columbian Club 6421-7
Scappoose, Oregon



By Jo Condrill, DTM

Our Toastmasters experience provides us with the tools to persuasively speak up for a cause.

Ordinary Heroes:

Toastmasters Find the Courage to Carry On

SHOTS ECHOED THROUGH THE MARBLE HALLS OF THE U.S. Capitol on a bright Friday afternoon in July. Stunned tourists raced for cover. Armed guards stood their ground, drew their weapons and fired at the gunman. At the end of

the melee two guards were dead, and a tourist and the determined gunman were both gravely wounded.

Distinguished Toastmaster Gerard Counihan gave the first tour of the Capitol the next morning. One of the officers killed was Counihan's close friend. He credits Toastmasters for his ability to carry on in such difficult circumstances. Who would have imagined that his training giving countless manual speeches would be put to such a test? How many good people go about doing their jobs every day under extraordinary circumstances? They help us to become better people.

Millions of tourists from all over the world visit the U.S. Capitol building every year. Counihan, a member of the United States Senate Toastmasters Club 473-36, takes great pride in his job as a guide. The morning after the shooting, getting things back to normal was a top priority. Counihan was on the front line, putting fears to rest. He is now applying his courage and ability to speak under pressure in his campaign for a position on the school board in Washington, D.C.

District 51's Lt. Governor Marketing, Natasha Maimunah, DTM, of Jakarta, Indonesia, also was caught in a tragedy. Jakarta's Grey Thursday in May 1998 is indelibly imprinted on her memory as a day of evil. Thousands of people were killed or wounded during rioting, looting and burning in the streets as the economy collapsed. But no one spoke out against the atrocities until Maimunah wrote about the incidents in Toastmasters District 51's newsletter. Before her Toastmasters training, Maimunah, a mother

of four grown children, said she would not have had the courage to be so outspoken in her protest.

Suddenly the media wanted to hear from Maimunah. She was interviewed on television and later received several threatening phone calls. Undaunted, she contacted Indonesia's Minister of Justice, Human Rights Commission and Minister of Women's Affairs. "Why has no action been taken?" she asked. She challenged the authorities to restore order and provide security for the citizens. Maimunah served as the voice of the people during a time of conflict and fear.

She challenged Toastmasters in her district. "To deliver speeches is not for the sake of the speeches themselves, but to be a better person," she said. "To be a Competent Toastmaster is not the end goal but a process to reach our goal in life. Giving speeches to become a CTM is not to earn the district points, it is for

EDMUND BURKE

"The only thing necessary for the triumph of evil is for good men to do nothing."

our own benefits."

Everyday we have opportunities to speak against injustice, to speak for good. Our Toastmasters experience provides us with the tools to persuasively speak up for a cause. As Toastmasters we are trained to think logically, to evaluate situations constructively, to formulate and convey our thoughts effectively. Like Gerard Counihan and Natasha Maimunah, we can use our talents and training to further the good of humanity. What a powerful force we can be!



Jo Condrill, DTM, served on Toastmasters Board of Directors in 1994-96. She is the co-author with TI's Past International President Bennie Bough, DTM, of the book *101 Ways to Improve Your Communication Skills Instantly*, available from World Headquarters.



FOR THE NOVICE

By Lynn Kaminsky, ATM

How to select the right topics for your manual speeches.

What Should I Talk About?

You've just joined Toastmasters and are eager to give your speeches. The first one, the Ice Breaker, is easy – it's about you! Then you read ahead in your manual and you draw a blank. What to talk about? The following tips will help you get through the Communication and Leadership Manual while maintaining your excitement about speaking. Selecting the right topics is the secret.

- **Speak about you.** Tell the audience about things that you've experienced.
- **Speak about things you know.** You may not realize it, but you have knowledge that the rest of your club members would like to have. Think about your areas of interest and expertise and share them with others.
- **Speak about things you would like to know.** If something interests you or is a lifelong dream, your enthusiasm for that topic will be contagious. Research the

subject and present it to the audience.

Let's look at each project – after the Ice Breaker:

SPEECH 2 – "BE IN EARNEST."

This speech challenges you to convince the audience of your sincerity or conviction on a topic. I did my second speech on "Unfinished Business" – someone dear to me had just died and I realized how much we leave unsaid to those people closest to us. It was an emotional speech for me, and it helped the club members get to know me better. Other great topics for this speech are political issues, social causes, relationships and anything else you feel strongly about.

SPEECH 3 – "ORGANIZE YOUR SPEECH."

I love this speech because it can be about anything. Its purpose is to establish a clear opening, body and conclusion. I encourage everyone giving this speech to make an out-

line. This will help organize your thoughts and ensure a logical flow. My third speech was called "Wine and Noble Motives." I opened with a quotation and told of a lesson I learned through a personal experience. This was a funny speech, but it had a serious message – which was my conclusion.

SPEECH 4 – "SHOW WHAT YOU MEAN."

The purpose of this speech is to explore different ways to use body language. While this speech can be about anything, be sure to pick a topic that allows you to move and use gestures to illustrate points. In my speech, "Stay in Touch," I explored the different types of touch and how touch that is inappropriate for a situation can send a very wrong message. I used a member of the audience (with the member's prior consent) to help demonstrate my points.

SPEECH 5 – "VOCAL VARIETY."

For this speech, it is important to pick a topic that will allow you to exercise your vocal range – voice volume, pitch, rate and quality. I have heard this speech given to demonstrate different accents, teen vernacular and unpleasant encounters. In my vocal variety speech, I told a personal story and demonstrated peacefulness, fear, frustration and relief through my voice. It has been my experience that this

speech is most effective when used to describe people or situations.

SPEECH 6 – “WORK WITH WORDS.”

The purpose here is to use the most appropriate words to communicate your message. Again, I have frequently heard speakers describe dialects, slang, etc. But I don't feel as comfortable with that focus in this speech. I believe that at this point, the speaker should stretch his abilities and look for the most effective words to tell a story or convey an idea. I told about my experience of being diagnosed with multiple sclerosis and the many new words that came into my vocabulary as a result of that diagnosis.

SPEECH 7 – “APPLY YOUR SKILLS.”

Here, again, you are free to speak about anything. This is a checkpoint in your progress as a speaker. It urges you to put all the skills you have learned up to this point – believability, organization, body language, vocal variety and effective word usage – into your presentation. My speech was called “The Polish Wedding,” and it told the story of my 40th birthday. I felt this topic presented an opportunity to bring the speech goals together with a humorous story to help the audience get to know me better.

SPEECH 8 – “MAKE IT PERSUASIVE.”

The manual tells us we should “arouse emotional commitment to our cause” with this speech. Obviously, this is an excellent forum to speak about something



that you believe in strongly – political agendas, social causes, good nutrition, anything as long as you believe it is important. My speech was called “HELP!” I was serving as Vice President Education for the club at the time, and I found the job more than one person could ably do – so I appealed to the audience for help. I opened with an example of people's natural reluctance to ask for help, presented my case for help and concluded with a handout asking members to sign up for various jobs.

SPEECH 9 – “SPEAK WITH KNOWLEDGE.”

This speech should be written and delivered from a written text. In my opinion, this is one of the most difficult projects in the Communication and Leadership Manual. Finding a topic is not difficult – you can speak either about something you are expert in or research a subject that interests you. The speech must be written and rehearsed (and I cannot emphasize this enough) to get the timing and delivery just right. I gave my speech on “Speaking Well,” basically giving the audience a speech lesson from what I had learned at Toastmasters. It is difficult to read from a script, maintain eye contact, vocal variety and body language simultaneously. Practice is essential!

Often overlooked in life and in speaking are everyday occurrences that make life the tremendous, wondrous challenge that it is. These are the topics that win prizes and accelerate your growth as a speaker. Rather than speaking about world peace – though it is a worthy topic – tell the audience about how a

reconciliation with an old friend brought peace to you. Rather than outlining a plan to lower the national debt, outline your strategy for juggling career, child-rearing, special interests, family responsibilities and house maintenance. Be a real person to your audience and share capsules of your real life – you'll have a winning speech every time! **T**

Lynn Kaminsky, ATM, is a member of West County Club 2905-8 and of Fru-Con Club 5042-8 in Chesterfield, Missouri.

Good speech topics are here, there and everywhere.

ARE YOU OFTEN AT A LOSS FOR A SPEECH TOPIC? DO YOU find yourself hashing over the same tired subject in every talk you give? Maybe you're in awe of other Toastmasters who always seem to have something fresh to say. "Where does she get her ideas?" you wonder.

But if you claim you can't come up with good speech ideas, I'll say you aren't paying attention. Your world is brimming with ideas. For example:

TALK ABOUT WHAT YOU KNOW

In your first Toastmaster assignment, you're asked to "break the ice" by talking about yourself. Not only does this give your fellow Toastmasters the opportunity to get to know you, but it helps you get over the first-speech jitters by addressing a reasonably easy topic.

You can continue this trend by crafting speeches around specific aspects of your life and life experiences. Maybe you're in an unusual line of work or you have a unique perspective on customer relations. What are your hobbies? How do you volunteer? Do you travel?

A fellow Toastmaster presented a fascinating speech about her experiences traveling by jeep in Costa Rica and how the natives she met along the way impacted her life. I once shared my love for African violets with club members through a demonstration on how to start new plants from leaves. And another time I talked about some of my incredible experiences communicating with animals.

The key to creating a speech from your own experiences is to extract the fascinating and useful from the mundane. An "all about" speech isn't nearly as effective as one with a narrow focus. For example, instead of talking about your life as a dentist, tell what inspired you to choose dentistry as a profession, talk about your embarrassing moments as a dentist or reveal experiences with frightened patients and how you worked around their fears.

Maybe your job isn't really anything to write home about. But think about what you've learned over the years. Could you talk about how to work with difficult

people, for example? Maybe you're particularly organized and could coach others on how to organize their lives. Maybe you've found a way to arrive at work refreshed and renewed despite a hellish 90-minute commute. Who wouldn't want to learn that secret?

If you still can't think of anything about your life worth sharing, recall what aspects of your life friends and acquaintances often ask about. What do you discuss in

small talk at social events? Your weekend dog obedience classes? Your volunteer work at a woman's shelter? Your twin boys? Your hood ornament collection? If it's something people seem interested in during social conversations, it's probably worthy speech material.

SPEAK TO LEARN

Talk about what you want to know. Maybe you're curious about what a horticultural therapist does or you'd like to know more about attracting birds to your yard. Plan a speech around that topic and you'll have the chance to learn about it.

A couple of years ago, I got fed up with the plethora of garage-sale signs that remained plastered on posts and trees around our neighborhood long after the sales were over. I wondered if there was an ordinance against this practice and, if so, why it wasn't enforced. I wanted to know how our majestic oak trees were affected by people driving 3-inch nails into their trunks. I thought others might be interested too, so I spoke on this topic at a Toastmasters meeting.

Two years ago, I was taking Western line dance lessons. I was fascinated by the instructor's teaching methods and wondered if I could teach it. Curiosity got the best of me, and for a manual speech, I wore Western attire and actually performed and taught a familiar line dance to club members one evening. I could have followed up the lessons with additional talks on the origin of Western dancing, a show-and-tell session of Western dance wear and, perhaps, a demonstration of other styles of Western dance.

I once suffered a mild heat-related illness and wanted to know more about how heat affects us. I launched a

**Now
There's
an Idea!**



study and created a speech designed to alert others of the dangers on a hot summer day.

EAVES DROP

Throughout the course of your day, key in to your own conversations as well as to those around you. Idle conversation will never be the same once you learn how to extract ideas to use in developing potential speeches. A conversation with a neighbor expressing her growing fear for her safety in the neighborhood might result in a prize-

winning speech featuring steps you can take to ensure your safety at home and while traveling.

Overhearing someone complain about waiting in line at the post office might be impetus for you to create a speech on 10 things you can do while waiting, or how to turn waiting into a positive experience.

Someone once complained to me that he didn't know what to get his grandmother for Christmas. I turned that problem into a speech featuring great gift ideas for the elderly.

TALK ABOUT OTHER PEOPLE

We all know people who are worth talking about. For example, I have a friend who started a unique adopt-a-grave program in our local pioneer cemetery. This gave me material for several interesting talks.

Do you know anyone who might inspire some good speeches? It could be a former teacher who influenced your love of reading; an exceptional boss who earns the respect of his employees by listening and using a lot of praise; a woman who, because of a sun allergy, started making her own hats and has now created a booming business designing sun hats; or a quadriplegic teen who coaches youth basketball.

Don't overlook people you know, people you've met or those you've read about, as potential speech topics.

REPEAT WHAT YOU READ

Newspapers, magazines and television are great sources for speech ideas. Find out what's happening, establish your own slant, and you have the beginnings of a speech.

A news report on the rise in the number of fatherless families might prompt you to talk on the value of having both a mother and a father in the home. You could talk about organizations that have cropped up in support of fathers and fatherhood. Or you could organize a speech featuring 10 things parents can do every day to develop closer relationships with their children.

Keep a clipping file and you'll never be at a loss for a speech topic.

SPEAK FROM THE HEART

What are you passionate about? What are your pet peeves? Maybe you take your obligation to Mother Earth seriously by recycling, avoiding wastefulness and using biodegradable products, and it irks you to see fellow Americans shirking their responsibilities in these areas. Why not recycle your ire into knowledge and create speeches that teach others about your interests.

There was a time in our community when youngsters were vandalizing our pioneer cemetery. Grave markers were removed and tossed about, new plantings were uprooted. I was already giving historical talks featuring the cemetery's earliest burials to adult groups and decided to take my show into the schools. The results were immensely positive.

These days a number of topics provoke impassioned responses: the homeless situation, drug abuse, gang violence, recent court decisions, pornography on the Internet to name a few.

What rattles your cage? What delights you? These are the things great speeches are made of.

LOOK FOR IDEAS IN ALL THE WRONG PLACES

Learn to find speech topics everywhere you go. For example, talking to the father of one of my grandson's Little League team members, I discovered that he's a professional storyteller who uses his craft to rehabilitate prison-

ers and help at-risk teens. This man provided me with some fascinating speech material.

A couple of months ago, while waiting in line at the post office, I met a senior citizen who works as a handy-woman. She inspired me to prepare a talk featuring some of the businesses local retirees have started.

Carry a note pad with you at all times. You never know when and where inspiration will hit.

PLAY IT AGAIN, SAM

Turn an idea into several speeches. I often give speeches on local history throughout the community. Of course I need a little different slant for locals than I do for a visiting Elder Hostel group and yet another focus for students.

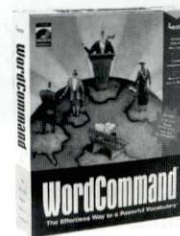
If your topic is home-schooling, for example, you could talk about who's home-schooling their children, why they're choosing to home-school and the results they're getting. Another speech might focus on the home-school environment – how do parents keep their child focused on studies, where do they get their materials, how closely do they stick to the prepared curriculum? Another angle might be a report on how the school system views and supports home-school parents. Additionally, you could talk about the social implications of home-schooling. Are the children getting enough social interaction with other children and how is this being arranged?

Still can't think of anything to talk about? Start paying attention. You may be surprised at the abundance of ideas that surround you. **1**

Patricia L. Fry, CTM, a frequent contributor to this magazine, is a full-time writer living in Ojai, California.

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By Mark Majcher, ATM

Toastmasters Share Their Lessons Learned

Ideas Worth Imitating

We all believe participating in Toastmasters programs promotes better speaking, listening and thinking. Prove it to yourself. Rent a movie you viewed long ago, preferably prior to your Toastmasters career, and watch the movie now. See whether your awareness of plot, dialogue, gestures and your overall understanding is dramatically increased the second time around.

■ I recently was the Topicmaster for our club, and I took an approach that was well received. I selected 10 issues of National Geographic magazine with covers ranging from the Yellowstone fires to the Sistine Chapel restoration. Slips of paper with the magazines' months printed on them were placed in a container. Club members were asked to draw a piece of paper and were given the corresponding issue. Then they spoke about the theme of the magazine's cover.

STEPHEN KYTE • CORNWALL, ONTARIO, CANADA

■ Not all clubs are alike, so a great way to get ideas for your club is to visit other clubs in your area. If you belong to a small club, you may be missing out on some of the activities of larger clubs. When looking for a second club to join, I visited six clubs near my office and was surprised by the different personality of each. Visiting other clubs also gives you an opportunity to share the strengths and ideas of your home club.

CARLA CHISSELL • WASHINGTON, D.C.

■ Start a "personal dictionary." When reading, look for new and unique words. Record words you feel comfortable using (i.e. words that you fully understand and fit your style). For my personal dictionary, I use a pocket-size telephone address book that is already labeled alphabetically. I keep one at the office and one at home. I keep my "dictionary" handy and write down words down for future use, or record them on my bookmarks.

AMANDA CHAN • TORONTO, ONTARIO, CANADA

■ Enunciate: During a recent speech, a couple of excellent listeners pointed out that I mispronounced some words. I was pleased to get this feedback, and now I practice enunciating these troublesome words. I wrote them in the front of my daily planner so I am frequently reminded and can practice whenever

er I open it. The words I practice are: picture – not piture, arctic not artic, twenty – not tweny, singing – not singin.

GEORGE TOROK, CTM • BURLINGTON, ONTARIO, CANADA

■ Like many clubs, we have members who only glance at the schedule when they receive it. To encourage members to read the meeting schedule, I have allocated a space to call attention to club activities. I also place humorous, educational and motivational articles on the back of the schedule. I highlight each person's name anywhere it appears. And I make one or more intentional errors on the schedule – the first person to point out the errors receives a small prize.

EARNIE GRAY • LEXINGTON, OKLAHOMA

■ When I prepare a speech I always include at least one real-life incident that speaks from the heart. It can be related either to me or to my children. Adding a personal touch always enhances the quality of my speeches.

MIRIAM SEQUEIRA • DOHA, QATAR

■ Our club's past president challenged us to complete at least one CTM a year in addition to other challenges we've accepted. As a hypnotist, it is easy for me to make presentations on the subject of "hypnosis." So I've challenged myself to complete a second CTM without using the words "hypnosis" or "hypnototherapy" in any of my 10 presentations.

EDWIN M. BEEBE, ATM • TUCSON, ARIZONA

Share with us that favorite tip, strategy or action that has made you a more effective communicator. Entries may be edited for clarity and length.

Send to: Mark Majcher
 "Topical Tips"
 1255 Walnut Court
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 or E-Mail: majcher@spacey.net

Helping members lose their fear of impromptu speaking.

By Jana Bickel, ATM-G



Table Topics

For The Tongue-tied

Do you remember the first time you were called to answer Table Topics? Did your knees fall out from under you? Did your mouth suddenly go dry? My first experience was not as bad as some. I got an easy topic, describing where I would like to go on my next vacation. Others I know were not so lucky. One new member completely blanked out and sat down after only a few seconds. Another giggled the entire time. For some people, Table Topics is the most intimidating task they will ever face in Toastmasters. Mastering the skill of impromptu speaking may be the most valuable skill we can learn in our clubs, yet many potential members are turned off by their first experience.

When I first became educational vice president of a new club in 1990, I had my work cut out for me. We chartered with almost 40 people, with varying degrees of speaking skills. One by one, members started dropping out. I noticed that many of those who did not renew were the ones most afraid of Table

Topics. One reason may have been the way we approached Table Topics. We gave more thought to the cleverness of the topics than to helping people learn a difficult skill. To me, Table Topics is like learning to swim: Some people learn by being pushed into the water while others require a step-by-step approach. Here are some methods I have used for easing new members into Table Topics:

1 Allow participants to pick from a variety of topics. Once, as Topicmaster, I pasted envelopes on poster board with labels such as hobby, vacation and movies. Participants picked the category. I opened the envelope and then read the Table Topic written on a piece of paper inside. By allowing participants the opportunity to choose their own topics, they immediately relaxed and gave more confident impromptu answers.

2 Tailor your questions to the participant's skill level. For less skilled participants, provide sim-

pler, more general topics – subjects that more people are likely to know something about. Here are three examples:

- Describe your favorite movie or television show.
- What do you like/hate about your present job?
- Describe a recent vacation.

These kinds of topics give the participants a broader range of subjects to discuss. For instance, "Explain what we should do about the nuclear energy problem" requires more in-depth knowledge of a narrow subject than the question, "What do you think is a major problem in the work force today?" The latter phrasing allows participants to choose a problem that they think is more important and discuss it with greater confidence.

3 Announce a theme for the next meeting and link Table Topics to the theme. For example, during the Christmas season one

year, we went around the room and asked each Toastmaster to describe a Christmas memory. This kind of meeting, which is especially good during holidays, encourages everyone to participate in Table Topics and gives members an idea of what to expect as a Table Topic.

4 Give participants their topics when they arrive at the meeting.

Although some Toastmasters may say the speech would not be impromptu, it is a step in that direction. Besides, it is much more common in real life for people to be asked to speak on something they know about and to be given more than a few seconds preparation time. As an illustration, about 10 minutes before a district executive meeting was due to start, the district governor asked me to give the invocation. The 10 minutes allowed me plenty of time to mentally rehearse and give a polished presentation.

5 Conduct training on how to answer a Table Topic. Time set aside for the training could be 10

minutes or an entire meeting — or the training could be staged over several meetings.


- First, train on how to stall for time, by perhaps moving to a related topic or changing the subject completely. Some Toastmasters believe that one must always speak to the topic. Although this may be true for a speech contest, it doesn't necessarily have to be the case at a club meeting, where it should be perfectly acceptable to change the topic.
- Next, talk about how to organize the topic. Although the idea of organizing a Table Topic may seem like an oxymoron, practicing organizational patterns helps people internalize them so that they begin using them, often without even realizing that they are doing so. A chronological pattern, for instance, is effective for relating a topic's history or telling a story. Listing a subject's pros and cons or stating and supporting an opinion are good approaches for editorial topics. The rule of three – three

reasons, three examples, three events – is a good fallback position for almost any subject.

- Review effective openings and closings.
- Last and most important, give participants an opportunity to practice some of the suggested techniques.

Our goal in Toastmasters is to provide quality training for all members. Survey your new members' impromptu speaking skills and design your Table Topics accordingly. To ease newer or less experienced members into Table Topics, give them more choices, more general topics, more theme meetings, more time to prepare and more training. Gradually make the topics harder. This approach will enable us to better meet more of our members' needs. Perhaps then, we will see anxiety about Table Topics decrease and our membership increase. **1**

Jana Bickel, ATM-G, is a member of Nova Club 5507-52 in North Hollywood, California.



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CAN WE TALK?

By Wayne & Anna Lovern

Expertise in impromptu speaking requires a wide range of skills. Here's how to develop them.

A New Take on Table Topics

What's your favorite club activity?
What's your least favorite? If you're like many Toastmasters, you have the same response for both questions: *Table Topics*. It's entertaining to watch others stand up and struggle for

words, but struggling in front of others yourself is the pits.

All Toastmasters agree that Table Topics develop important skills: thinking on your feet, quickly organizing your thoughts and delivering a short speech in a cogent manner. Our club has a good Table Topics program, but we're always striving to improve it.

Our basic premise is this: Table Topics should develop a Toastmaster's extemporaneous speaking skills. Notice the word *skills* is plural. It's plural because there is more than one type of extemporaneous speaking skill. A wide range of skills can be developed if a Toastmaster must think in different ways to respond to the different types of questions he or she is asked.

In our club we frequently ask the easy *Recall Question*. It takes this form: "Tell us about the most interesting neighbor you've ever had."

Such questions require the Toastmaster to search his or her memory, select the most appropriate answer, select a couple of

points to illustrate that choice, quickly organize the material and present the answer to club members in a clear and entertaining manner.

We seldom use the *Future Oriented Question*. It takes this form: "What should the goals of our Toastmasters' club be for the next year?" To respond, the speaker has to look into the future, reason out what's possible and not possible, prepare a response and make a presentation. It can be argued that this type of question is easier for younger club members to answer, while recall questions may be easier for older members as they have more life experiences to draw from.

The *Opinion Question* develops additional skills. It takes this form: "In your opinion, what should the county fireworks policy be and why?" Chances are good that the Toastmaster hasn't formulated a concrete opinion. To answer this

question, the speaker must review the information in his or her memory, formulate an opinion, select facts that support the opinion and make a presentation. Most of us will get this type of question at work in a committee meeting when the boss asks for our opinion. Developing this skill can lead to improved job performance.

The *Viewpoint Question* puts the Toastmaster in a role-play situation. It takes this form: "From a city manager's viewpoint, what would be the best fireworks policy for our community?" This type of question forces a Toastmaster to assume a role and formulate an argument from that perspective. Developing this skill also can be beneficial to your career. For example, employers often ask employees what the responses of competing companies are likely to be if their company takes a certain course of action.

Several types of questions require speakers to solve problems. *Identify the Problem Question* takes this form: "Fewer and fewer voters are going to the booths on election day

- identify the problem." Learning to articulate a well-defined problem is the first step in preparing a great speech. It's also a valuable management skill. It has often been said that managers think up the problems and employees find the solutions.

Too many people gravitate toward simple solutions to problems. They want black and white, right and wrong answers. The *Components of the Problem Question* forces Toastmasters to think deeper. It takes this form: "Our public schools are becoming more violent. Identify three or four major factors that increase the tensions and stress in schools today." This type of question forces a Toastmaster to identify many factors that may contribute to a problem instead of fixating on one obvious answer. And it also encourages

the speaker to examine the relationships between cause and effect.

Many Table Topics programs already use the *Solve the Problem Question*. It takes the familiar form: "How can our club attract more members?"

All three problem-solving questions can be used in sequence: Ask the first speaker to define the problem, the second to identify the components of the problem and each additional speaker to solve a part of the problem. If any Toastmaster fails to do an adequate job in keeping the sequence going, the Topicmaster can simply direct the same question to another speaker.

The *Process Question* is often asked in our club. It takes this form: "Explain how a bill gets through our state legislature and becomes a law." This question is designed to give a

Toastmaster experience at clearly explaining how something works.

A range of questions can be used in a variety of fun Table Topics formats. Have a problem-solving night, a local or national issues night, a debate night where speakers must take opposing views, and a role-play night. We try to keep our club's program fun, and we always keep in mind that to help Toastmasters develop a wide range of extemporaneous speaking skills, we must ask a wide variety of questions. Of course, we do try to aim easy questions at new members and challenging questions at more experienced members. ①

Wayne Lovern, CTM, and Anna Lovern are freelance writers and members of the McBrian Lincoln Douglas Club 51-8 in Springfield, Illinois.

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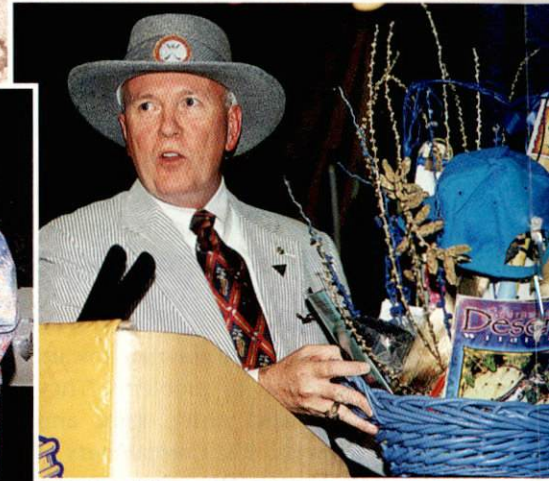
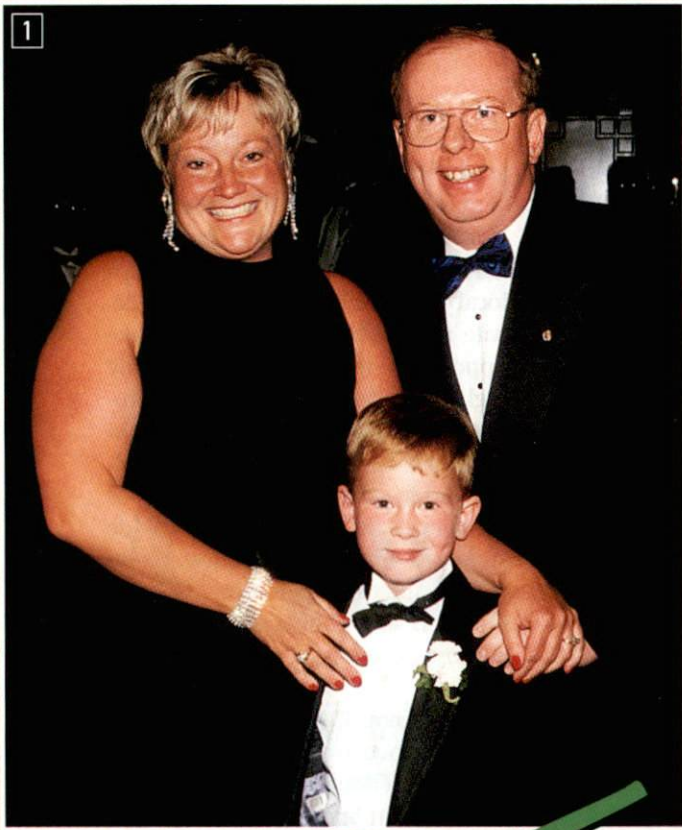
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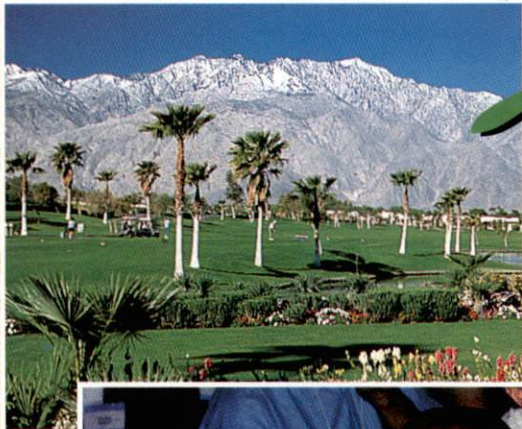
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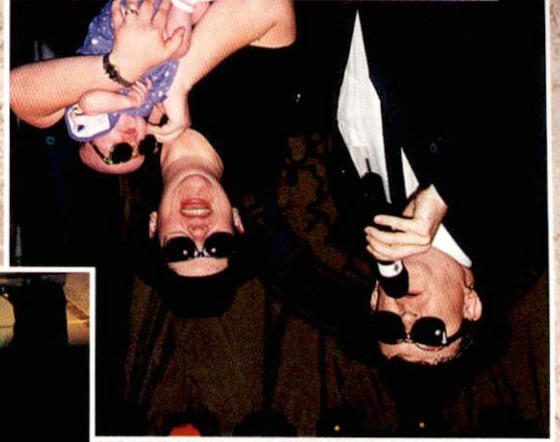
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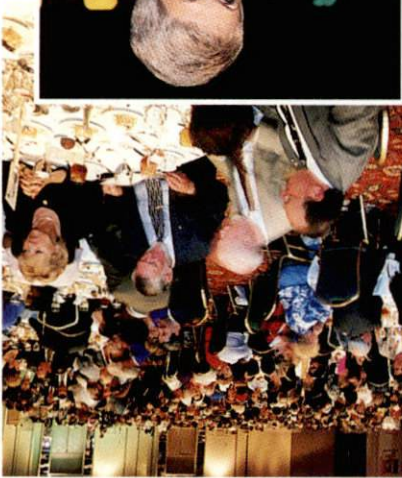
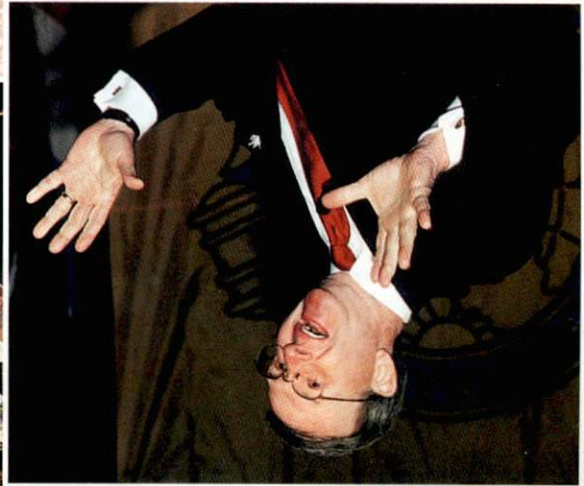
Fun In The C



*S*corching temperatures of 118 degrees Fahrenheit did not deter Toastmasters from traveling near and far to California's Palm Desert in search of fun and fellowship at Toastmasters' 67th Annual International Convention. They were not disappointed: The luxurious Marriott's Desert Springs Resort and Spa provided an oasis of lush gardens, pools and golf courses, as well as good food and unparalleled service. In the time-tested recipe for convention success, meetings ran like clockwork; seminar speakers educated, motivated and entertained; and talkative Toastmasters made new friends.



אליזבת! ממש





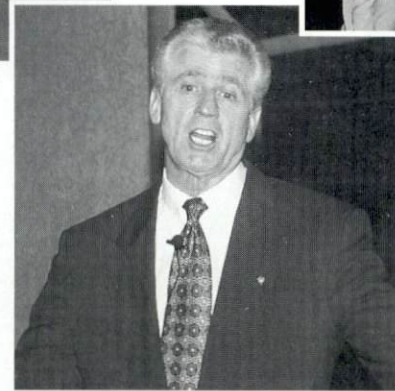
Presenter Bill Hodges tells Toastmasters how to get started as professional speakers.



Seminar leader Connie Merritt shares tips for avoiding platform disasters.



Carol Dean Schreiner, DTM, teaches storytelling techniques.



Wayne Choate, DTM, an Accredited Speaker and past District 33 Governor, leads a session on "Up Your Attitude."

The 67th Annual International Convention opened with usual flair on Wednesday night, August 19, with the tradi-

tional Parade of Flags down the ballroom aisle. Toastmasters representing all the 70 countries in which the organization is represented proudly carried national flags, accompanied by applause from delegates.

Host District 12 Governor Michael Bayne, DTM, welcomed everyone to "the golf capitol of the world." Quoting Toastmasters' founder Ralph Smedley, he said, "We learn best in moments of enjoyment" ... "So let's get into the swing of things," he said, waving a golf club and encouraging the audience to take advantage of the many opportunities for fun and personal growth the convention had to offer. Toastmasters 1997-98 International President Len Jury, DTM, then reported on the experiences and events of his presidential year.

"This year has truly offered the Thrill of Success for our organization," he said. "Together we have built 698 new clubs worldwide, and we have seen a more than 2 percent gain in membership growth," (to a record membership count of 174,923). He said several Toastmasters districts this year "did the impossible" and broke records in terms of club and membership building. He especially pointed out Districts 51 and 75, which each created more than 50 clubs and each brought in approximately 2,000 members. "These are shining examples of how people

can break through barriers and put away 'I couldn't do that' ideas. Don't close doors when you can be opening them," he implored delegates. "Never

lose sight of our organization's mission and the teamwork required to achieve it."

Keynote speaker Don Hutson, who is chairman and CEO of U.S. Learning in Memphis, Tennessee, and a former president of the National Speakers Association, then commanded the stage with his message, "Your Personal Image of Excellence." Hutson demonstrated his passion for excellence in a speech full of personal anecdotes and motivational nuggets, such as "There are no unrealistic goals, only unrealistic time frames," and "Until you muster the courage to identify and confront what immobilizes you, you'll never be as good as you were meant to be." Afterward, delegates eager for personal achievement and a more lasting dose of inspiration lined up to buy Hutson's autographed books and audiotapes.

GOLDEN GAVEL AWARD

After a morning of educational sessions, delegates took their seats at the sold-out Golden Gavel Luncheon to watch Jeanne Robertson receive Toastmasters' highest honor for communication excellence: the Golden Gavel award. A former president of the National Speakers Association, she is one of the most popular professional speakers in the United States and it's easy to see why: She had her audience of nearly 1,500 Toastmasters in tears — from laughing that is. Robertson charmed the crowd with her self-deprecating humor in a personal acceptance speech about the hazards of aging — especially as a former beauty queen — and of being taller than most women (she's 6-foot-2). "If you can keep smiling when things go wrong, people will assume you've got things under control," she advised. She encouraged Toastmasters to follow her example and use personal stories to illustrate points in their presentations. "Don't take yourself so seriously. Learn to laugh at yourself and at situations that may not be funny when they happen."

CAPTIONS FROM PAGES 8 & 9. CLOCKWISE FROM TOP LEFT:

1. 1998-99 International President Terry Daily of Plymouth, Minnesota, celebrates his inauguration with his wife, Judy and their son, Taylor.
2. David MacLeod, ATM, District 71's Lt. Governor Marketing from England, and Sachiko Kobayashi, ATM-S, from Japan, strike a pose during the President's Dinner Dance.
3. District 12 Governor Michael Bayne, DTM, displays a "desert survival kit."
4. Keynote speaker Don Hutson inspires delegates to strive for excellence.
5. Nearly 1,200 Toastmasters fill the ballroom at the sold-out Golden Gavel luncheon.
6. Golden Gavel recipient Jeanne Robertson entertains with personal stories.
7. District 71 Toastmasters are honored for achieving Select Distinguished District status.
8. Distinguished Toastmasters from New Zealand honor Speech Contest winner. From left: 1997-98 International President Len Jury, International Director Glen Murphy, International Speech Contest winner Brett Rutledge, and 1997-98 District 72 Governor Richard Logan.
9. Delegates represent their countries at the Parade of Flags.
10. Host District Chairman and past District 12 Governor Bill Cortus, DTM, with his wife Mary Anne, and daughter, Evelyn Rose, at the Fun Night.
11. Luncheon speaker Byron Ricks, ATM, enjoys a moment with his son.
12. View from the hotel of the golf course and the San Bernardino mountains.



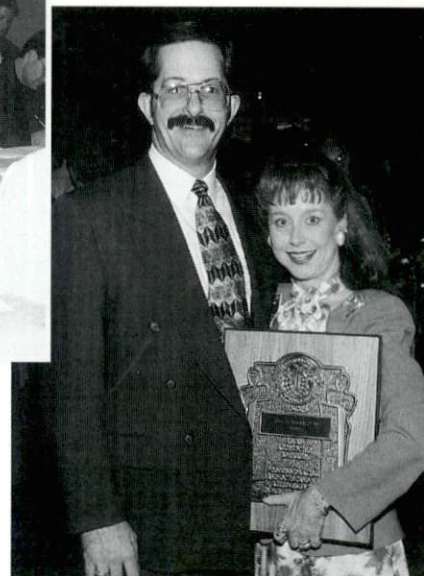
Seminar leader William Thompson, Ph.D., offers advice on how to improve one's speaking career.



Toastmasters complete an assignment in the "High Performance Leadership" workshop.



Denise McGregor, ATM, tells how to turn speeches into books and articles.



Past International President Robert Barnhill congratulates his wife, Jana, on earning the prestigious Accredited Speaker award.

Throughout the week, various communication experts shared their secrets for personal and professional success.

Convention attendees had a plethora of seminars to attend and could choose from five different tracks of topics: Speaking, Personal Growth, Motivation and Leadership, Club and District Success, and Professional Speaking. Most seminar leaders were Toastmasters who, by their own example, demonstrated the potential of the Toastmasters program.

NEW LEADERS ELECTED

During Friday's Annual Business Meeting, delegates elected new officers to serve on the organization's Board of Directors: Terry Daily, DTM, as the organization's 1998-99 International President; Tim Keck, DTM, as Senior Vice President; Jo Anna McWilliams, DTM, as Second Vice President; and Alfred Herzing, DTM, as Third Vice President.

Delegates also elected the following nine Toastmasters to serve two-year terms on the organization's Board of Directors:

- Region 1: Susan Niven, DTM, of Langley, B.C., Canada
 - Region 2: Greg Scott, DTM, of Riverside, California
 - Region 3: Paula Tunison, DTM, of Austin, Texas
 - Region 4: Dwight Edstrom, DTM, of Rapid City, South Dakota
 - Region 5: Floy Westermeier, DTM, of Rolla, Missouri
 - Region 6: Jim Vogeles, DTM, of Cincinnati, Ohio
 - Region 7: Terry Schutt, DTM, of Mount Laurel, New Jersey
 - Region 8: J. André Brooks, DTM, of Roanoke, Virginia
- Director From Outside the United States and Canada:
Glen Murphy, DTM, of Rotorua, New Zealand

After enjoying good food and inspiring speeches at the Toastmasters and Guests luncheon and the popular inaugural Club Leadership luncheon, delegates took time to celebrate the accomplishments of individual Toastmasters,

clubs and districts at the festive 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 1997-98 appears on pages 28-30 in this issue, under the heading "International Hall of Fame.")

By the end of the day, conventioners were ready to celebrate with a "Rock and Roll/Disco" themed costume party. Delegates dressed in poodle skirts, bell bottoms, tie-dyed T-shirts and hot pants celebrated with a blast to the past and waxed sentimental over classic rock and disco tunes. The dance floor was packed with twisting Toastmasters who, for a change, let the music do the talking.

THE WORLD CHAMPIONSHIP OF PUBLIC SPEAKING

On Saturday morning, delegates were up early for the most popular event of the convention: the highly anticipated International Speech Contest.

A crowd of nearly 1,700 Toastmasters and their guests gathered in the huge ballroom to watch in awe and cheer their favorite contestant. Brett Rutledge, CTM, of Auckland, New Zealand, emerged the popular winner and claimed the title of 1998 World Champion of Public Speaking.



Joan Allen, ATM, presents a speech for her Accredited Speaker award.



Volunteers from Host District 12 make sure the convention runs smoothly.



Delegates peruse Toastmasters merchandise in the Convention Bookstore.



District 73 Toastmasters are recognized for earning Distinguished District status.



Ulrika Ryden from Stockholm, Sweden, and Nancy Swartz, DTM, from Peyton, Colorado.



International Director Jim Voegle, DTM, campaigns for office.

By a process of elimination using club, district and regional contests throughout the year, Rutledge and

eight other finalists were selected from more than 10,000 Toastmasters worldwide for the annual competition. Rutledge, a 28-year-old management consultant with four years' experience in Toastmasters, commanded the stage with his seven-minute speech titled, "My Little World." Rutledge incorporated pantomime and Darth Vader impressions in his funny tale of childhood struggles with an overactive imagination.

Taking second place was Barret Hanson, CTM, of Decatur, Georgia (Region 8), with his speech "A Horse of a Different Color." Wearing leather riding gloves and straddling an imaginary black stallion, Hanson urged people to "grab life by the reins." Third place went to Robert Ferguson, CTM, a psychologist from Lexington, Kentucky (Region 6), who presented "Look For the Open Window," a speech in which he used a ladder as a prop. His speech, as did most of the presentations, encouraged the audience to listen to their hearts, strive for their goals and dare to dream.

The six other speakers competing in the contest were: Gene Dent from Region 1, Denice Young from Region 2, Zen Foy from Region 3, Michael Bayer



They are the champions: International Speech contest winner Brett Rutledge, CTM



Second place winner Barret Hanson, CTM



Third place winner Robert Ferguson, CTM

from Region 4, Rick Brunton from Region 5, and Dacia Jones Nickerson from Region 7.

Also honored at the World Championship of Public

Speaking were the newly conferred Accredited Speakers: Joan Allen, ATM, of Huntington Beach, California; Jana Barnhill, DTM, of Lubbock, Texas; Robert Hooley, DTM, of Vancouver, British Columbia, Canada; and Kai Rambow, DTM, of Islington, Ontario, Canada. 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.

District 30 Governor Alvin Joyner, DTM, then invited everyone to next year's convention in Chicago, Illinois.

PASSING THE TORCH

After an afternoon of educational sessions, Toastmasters dressed in black-tie elegance and gathered in the ballroom to honor the newly elected officers and International Directors at the President's Dinner Dance. 1997-98 President Len Jury handed over his presidential pin to incoming President Terry Daily, who began his term with a speech about his chosen theme, "Focus on Your Dreams."

"All our dreams can come true, if we have the courage to pursue them," Daily said, quoting Walt Disney. He said successful companies like Disney, Coca Cola, McDonald's and yes, Toastmasters International, need to stay true to their founders' dreams to be successful. "Smedley's priority was to serve the members, to anticipate their needs in communication training and to fulfill those needs. Likewise, we (the organization's officers and leaders) must have an attitude that places members' interests at the center of all we do," he said. "My theme, 'Focus on



1997-98 International President Len Jury and his wife, Heather.



First-time convention attendees have a good time. From left: Lee Wai Kum from Hong Kong, Judith Nakamatsu from Los Angeles, and Christine Lau from Hong Kong.



Toastmasters don poodle skirts and bobby socks for the Rock 'N Roll/Disco costume party.



Past International Director Larry Prickett with his wife, Joy, in "period costume" at the Fun Night.

Your Dreams,' is about members setting goals for themselves and then focusing on that goal to achieve success."

Host District Chairman and past District 12 Governor Bill Cortus, DTM, thanked the many local Toastmasters who so generously volunteered their time and efforts to make the convention run smoothly. Cortus himself was then thanked by Past International President Robert Barnhill, DTM, for his hard work in coordinating the host district's activities.

As the convention drew to a close, Toastmasters enjoyed a night of dancing and final farewells to new and old friends. Some were already making plans to reunite

next year at the 1999 International Convention in Chicago. When asked what they liked best about the convention, many Toastmasters agreed with Frances Hawthorne from Des Moines, Iowa: "The speakers and the speech contests are great, but the best part is the international flavor of the convention – the camaraderie, the conversations and the sharing with Toastmasters from all over the world." 1

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

CHICAGO!

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TRACK 5 - CLUB & DISTRICT SUCCESS

STREET FIGHTING: MARKETING MEMBERSHIP IN YOUR CLUB
John Latin, DTM. Learn from a past International President how to organize and charter new clubs, and make your area, division and district grow. Audio 13-4

EFFECTIVE TOASTMENTORING
JoAnne McDowell - Take on the role of mentor and guide others to fulfill their personal and professional potential. Audio 13-6

WORKING FOR SUCCESS
Clare Murphy, DTM. Discover how working for success can make 1998-99 a stellar year of accomplishment and success in your club and district. Audio 13-14

PANEL: BECOMING A DISTINGUISHED DISTRICT
Brian O'Connor, DTM; Paul Clark, DTM; Heather Loveridge, DTM; Ruth Newsome, DTM; Ron Sauby, DTM. Hear and learn valuable information on what it takes to achieve area, division and district success. Audio 13-20

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Don Hutson. Audio 13-28

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Jeanne Robertson - NO TAPES AVAILABLE.

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Michael Hart; Anita Lewandowski, ATM-B; Edna Robbins, DTM; Buy Zumpetta, ATM. Enjoy from a cross section of Toastmasters speakers. Audio 13-22

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TOASTMASTERS TOWARD 2000
Dana LaMon, ATM. Learn from an International Speech Contest Winner how to approach the new millennium with a clear vision of success. Audio 13-3

BE LIKE GUMBY
Byron Ricks. It's not the number of times you get knocked down in life that counts, it's the number of times you get back up. Be like Gumby and increase your personal effectiveness at home, at work, or at your club.
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TURNING YOUR SPEECHES INTO NON-FICTION BOOKS
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Rafael Colon. Put sizzle into your speaking career, market yourself as a professional speaker, and avoid the pitfalls that can keep you from reaching your goals. Audio 13-7

GETTING STARTED AS A PROFESSIONAL SPEAKER
Kai Rambow, DTM; Bennie Bough, DTM; William Hodges, DTM; Connie Merritt, R.N. Find out what it takes to jump-start your speaking career from this panel of platform professionals. Audio 13-10

SPEAKING FOR PROFIT AND PLEASURE
William Thompson, PhD. Make the platform work for you. Improve the way you present yourself and watch your speaking career soar to greater heights. Audio 13-21

TRACK 4 - MOTIVATION & LEADERSHIP

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Kim Wilson. Discover how to be a great leader so you can approach your next leadership role in this fun and fast-paced session. Audio 13-9

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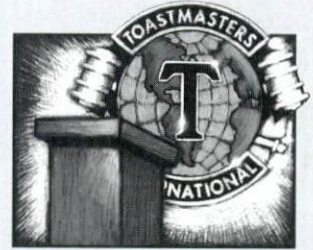
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Past International President wanted to
 “give new members a high standard of excellence.”

In Memory of Earl M. Potter, 1914-1998

EARL M. POTTER STOOD OUT IN A CROWD – WITHOUT ANY noticeable effort. An approachable man with an easy smile, friendly personality and distinctive voice, Potter’s dedication and sincere interest in the well-being of others was

apparent immediately and will be long remembered by those who knew him well.

Potter, who served as Toastmasters International President in 1968-69, died on July 16, 1998, at the age of 83. He is survived by his wife, Helen, and their daughter, Karen Bohuski, both of whom reside in Bowling Green, Kentucky.

An advocate of self-improvement, Potter became a Toastmaster in 1956 when he joined the St. Clair Club 496-8 in Belleville, Illinois. He served in every major club and district office and was District 8 governor in 1961. Potter was elected to the Toastmasters International Board of Directors in 1962. He subsequently served as what’s now called Third, Second and Senior Vice-President and was elected International President in 1968.

Potter’s commitment to individual self-improvement and community service found other outlets as well. In addition to his involvement in Toastmasters, Potter was a Junior Grand Warden of the Grand Lodge A.F. & A.M. of the state of Illinois, a member of Illinois’ Advisory Committee for Manpower Training, and a Vice-President and board member of the East St. Louis Chamber of Commerce. Potter also was active in the Scottish Rite Masons for many years, serving in various leadership capacities.

“Potter was eager to help people. He was dedicated to the Toastmasters organization because it did just that. That’s why he stayed from being a new member all the way to serving as International President,” said Buck Engle, former Executive Director of Toastmasters International and a long-time friend of Potter’s.

As Training Director for Monsanto Chemical Co. headquartered in St. Louis, Potter found many opportunities to spread the word about Toastmasters.

“Any place he would go, if someone was having trouble speaking, they’d ask, ‘Well you’re a Toastmaster, what

can I do to get better?’ And he’d say, ‘Join a club!’” remembered Potter’s wife, Helen. “Then he would give them someone to contact and make sure Toastmasters literature was sent to them. But he never pushed anybody

into joining Toastmasters; they had to be interested in it on their own.”

Indeed, Potter understood the essential need for a strong, committed Toastmasters membership. “The most important part of our organization is the individual club member and what he is able to gain through membership in his Toastmasters club,” Potter wrote in the September 1968 issue of *The Toastmaster* magazine.

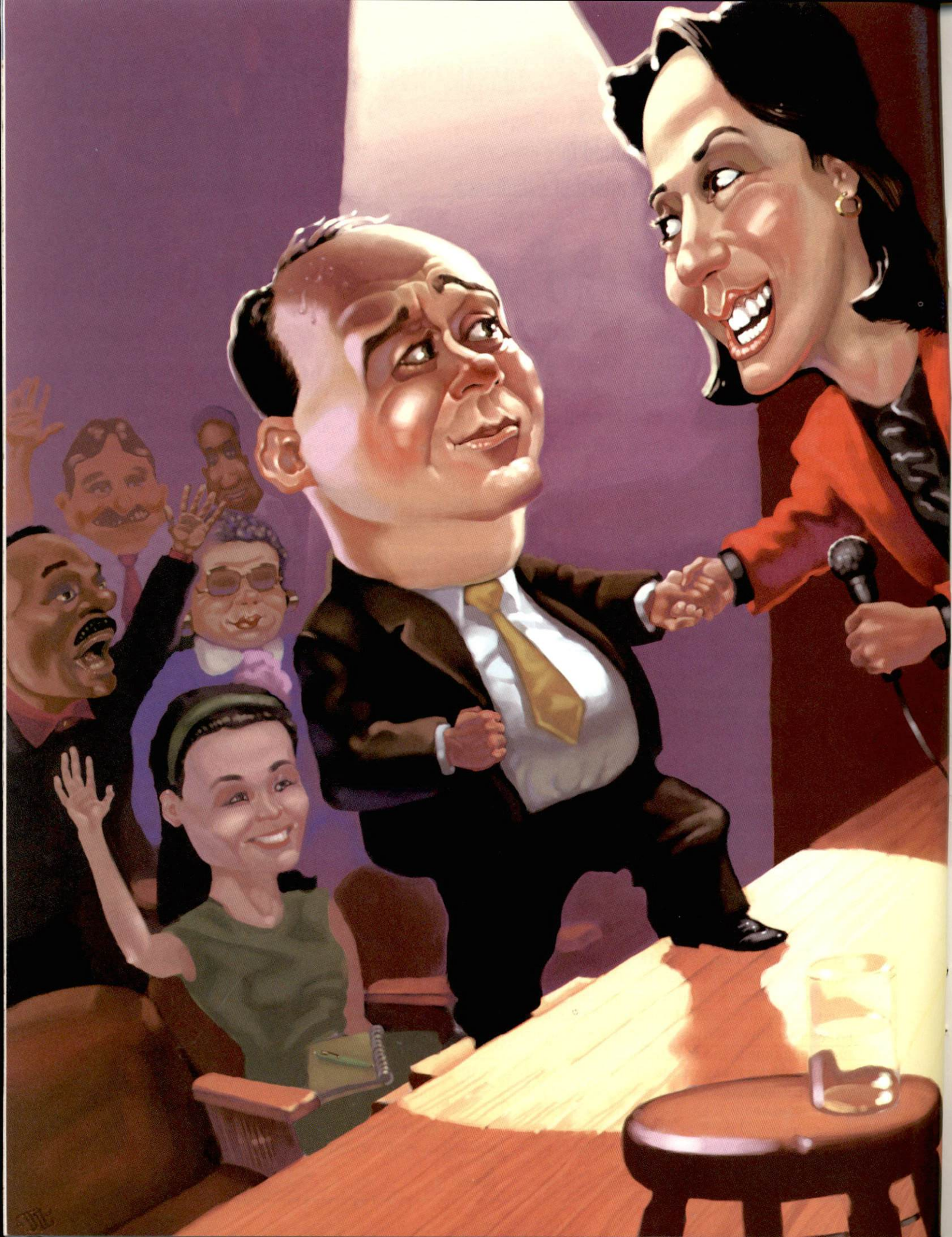
During his tenure as president, Potter aggressively targeted membership building and club programming. His presidential theme, “Clubs On the Move Serve and Grow,” is still relevant today. His goals for increased program completions, community participation, new membership and membership retention were directed at individual clubs.

“[Potter] thought in the broadest sense that by building clubs you would thereby help the individual members,” Engle said. “He wanted to give new members a high standard of excellence so they would think not just of themselves, but of the impact they could have in their families, their jobs and the community. He was thinking in terms of better listening, leadership and communication, which would eventually result in better communities.”

A champion of the individual, Potter understood the very real connection between self-improvement and improved communities. He truly believed individuals have a responsibility to help those around them and to better their surroundings.

“Pledge yourself to take full advantage of the opportunities in communication, leadership and individual development provided by your club. Promise yourself to be better prepared to participate in your business, profession, government and community,” he wrote in the July 1969 issue of *The Toastmaster*.





AThe Care and Feeding of **audience** **Volunteers**

May I have a volunteer from the audience, please?" the speaker asks. A moment of quiet hesitation falls over the listeners. The excitement is almost palpable, as audience members consider the question. "Should I?" some are wondering. Others are thinking, "No, not me!" Slowly, or perhaps eagerly, people raise their hands. The presentation suddenly takes on a new, more personal dimension! As the volunteer walks toward the platform, the speaker now has the undivided attention of every person in the audience!

WHY INVOLVE AUDIENCE VOLUNTEERS?

Recruiting audience volunteers can add interest and educational value to a speech or seminar. Volunteers increase the impact and memorability of the presentation. A speaker can employ volunteers to demonstrate a product or procedure, illustrate some aspect of human behavior or teach a skill.

A volunteer's performance can lend credence to the message. The audience feels a sort of kinship with the volunteer and looks upon him or her as "one of us." So whatever happens to the volunteer on the platform, the audience experiences it vicariously. If the volunteer's actions exemplify the speaker's words, then they "prove" to the audience that the speaker is truthful and knowledgeable.

Volunteers add punch to your presentation — but treat them with respect.

A volunteer also can add to the sense of fun and entertainment, especially if the speaker recruits someone who can become "part of the act." Sometimes, when the personality mix is right, the speaker and volunteer can play off each other for humorous results.

Despite these advantages, calling on audience volunteers carries a risk for the speaker. There is an element of unpredictability, because you can never know exactly how a person will

respond. You need some know-how to employ volunteers effectively.

HOW TO DO IT RIGHT

Below are seven pointers for working with volunteers during your presentation. These guidelines are culled from books on stagecraft and group dynamics, my own experiences as a speaker, as well as conversations with many colleagues who are professional trainers and seminar leaders.

1 Prepare your presentation with a specific purpose for the volunteer. If you decide to use a volunteer in your presentation, have a clear purpose in mind for doing so. Make certain that what you ask the volunteer to do will clearly illustrate your point. Plan the volunteer's task and how you will instruct him or her to accomplish it. Practice your instructions on friends, family and fellow Toastmasters to make sure your wording is clear and easy to follow, and that others can carry out the task smoothly in the desired manner. By timing your practice sessions,

you can determine how much time to allow for the volunteer portion of your presentation.

2 **Select volunteers who seem receptive and cooperative.** Get acquainted with your audience so you can choose volunteers wisely. If possible, be present when your audience enters the room and introduce yourself to some of them. Engage in some friendly banter prior to your formal presentation. In this way, you can determine those people who seem happy to be there and agreeable toward your message – they might make the best volun-

“Give assistance, positive feedback and encouragement where appropriate.

Do not upstage or embarrass your volunteer in any way.”

teers! When you begin your presentation, watch the faces of your audience. When you see nods of approval and smiles of agreement, those are good potential volunteers! Maintain eye contact with the people you want most for volunteers, and, if it suits your style, engage them verbally from the platform before asking for help.

Some speakers screen volunteers before inviting them to the platform. They ask people who raise their hands a few simple questions, and choose from among those who give the most promising answers or favorable responses. Speakers might ask about previous experience with the product or knowledge of the subject matter. Some stage entertainers and seminar leaders announce, in advance, that they reserve the right to choose the volunteers who seem best suited for the demonstration and the right to dismiss any volunteers who are not well-suited, so that the audience might derive the most benefit and/or enjoyment from the presentation.

3 **Make your invitation sound attractive.** When you ask for volunteers, indicate that their role is special. Say they will learn or benefit more from volunteering than anyone sitting in the audience. Don't refer to volunteers in one-down terms, such as “subjects.” Make your volunteers the stars of the show! Let them anticipate that they will have fun and be treated with respect.

4 **When the audience member joins you on the platform, welcome her and quickly establish rapport.** Shake hands. Engage in some social chitchat. Agree to call each other by your first names. If the volunteer seems nervous, smile and agree that the perspective from the platform is, indeed, different from that of the audience.

Say things to compliment the volunteer and put her at ease. Attend to her comfort as much as possible.

5 **Ensure that your volunteer's performance is successful, safe and rewarding.** Do whatever you can to make sure the volunteer can carry out your instructions and complete the task satisfactorily. Make the task easy and simple and praise the volunteer's efforts. Give assistance, positive feedback and encouragement where appropriate. Do not upstage or embarrass your volunteer in any way. In fact, if the volunteer gets a laugh at your expense, so much the better – the audience will love it!

As the speaker, you are responsible for the well-being and safety of the volunteers who share your platform. Never involve the volunteer in anything that is risky psychologically or physically – after all, you don't want a lawsuit on your hands! If your platform is on a riser with stairs, make sure a hand rail is provided, or there is someone to assist the volunteer with the stairs. Don't let a volunteer wander too near the edge of the platform, or bump into anything. If you offer a volunteer a chair, make sure it is a sturdy, stable chair. Accommodate volunteers with disabilities – for example, offer a chair to someone on crutches. Have a glass of water nearby, in case the volunteer's mouth becomes dry. If there are obstacles on the platform, such as a microphone cord or amplifiers, point these out to the volunteer and make sure he steps around them (ideally, microphone cords will be taped down).

If your volunteers are going to engage in physical activity, such as jumping or hopping, make sure they are physically up to the feat and properly attired. Ask them to remove any gum to prevent choking. Always keep an eye on your volunteers and make sure they are safe. Some presenters go so far as to have volunteers sign waivers of liability prior to their participation. If your volunteer, or anyone in your audience for that matter, should become injured or ill, stop the presentation and obtain emergency assistance immediately.

Treat volunteers with courtesy and respect and behave in a professional, ethical manner at all times. Unless surprise or discovery is an element of your presentation, inform your volunteers in advance about what they can expect from their participation and what you want them to do. Check for their consent and understanding. Let your volunteers know how much time is allowed for their participation. If you want children to volunteer, obtain permission for their participation from parents or chaperones who are in the audience (or invite the parent or chaperone to accompany the child).

Never touch a volunteer gratuitously. Touch only when necessary. Touch gently, with courtesy and respect. Always let volunteers know where and when you plan to touch them and obtain at least tacit consent. If your demonstration involves touching, as in the case of

demonstrating first aid, giving a cosmetic make-over or showing a massage technique, of course your volunteer expects to be touched. In any event, always keep your subject informed by commenting along the lines of "I am going to steady your elbow now."

6 Prepare for contingencies. Since volunteers are unpredictable, you must prepare for what could go wrong. If a volunteer seems afraid or reluctant to undertake the task you have described, don't coax or prod or insist. If possible, give choices, advice and assistance on how to proceed, or offer the option that he can return to his seat in the audience. If a volunteer wants to opt out, be gracious and accept his decision. Thank him for his effort. If the volunteer makes an obvious mistake, cover for him as much as you can, help out or let him start over. Take responsibility for the volunteer's mistake in any way you can. You could say, "This is not an easy task, and no one does it perfectly." Perhaps you can use humor to alleviate tension, as long as it is not at the volunteer's expense. Say something that helps the volunteer maintain composure and save face. Make it clear that you value participation, not perfection.

One solution for a reluctant volunteer, or one who is inept, is to choose a "committee" of volunteers. Your volunteers will feel more comfortable because there is safety in numbers. Now if one volunteer does not produce the

"Make it clear that you value participation, not perfection."

desired behavior, you always have back-ups. Just say, "That's a good job. Now let Susan have a turn."

Stay on task with your volunteer and don't get sidetracked if she wants to change the task or go beyond what you have asked. As a mental health counselor who gives self-help seminars, I often invite audience members to discuss personal experiences relevant to my presentation. Sometimes I engage volunteers in a brief growth or learning exercise to demonstrate a point. I am very careful, however, not to get into intensive psychotherapy on the platform! If you give your volunteer too much latitude, you could lose control of your presentation, run overtime, and get into subject matter beyond the scope of your speech!

If a volunteer becomes disagreeable or oppositional, use your judgment to determine whether to allow the person to stay on the platform. Remain as agreeable and friendly as possible and don't get into a power struggle. Perhaps you could say, "You make a very good point that this process (or product) is not for everyone. Only certain people can do it or benefit from it, and I am glad you have made that clear." Another possible solution is to

glance at your watch and say, "We are running out of time and I am going to move onto the next part of the presentation. Thank you so much for your participation." Escort the volunteer off the platform, amidst a round of applause.

What if no one volunteers? This is a rare occurrence. Usually in any group there are enough "hams," extroverts or Toastmasters that someone will volunteer. However, it is possible that in a small group no one will volunteer. If so, do this: Engage the group in a brief activity (relevant to your topic) in which some will perform better than others. Then praise the audience members with the best results and ask one or a few of them to come forward as volunteers.

7 Reward your volunteers! When the demonstration is complete, thank your volunteers for participating. Tell them what a great job they did! Escort them off the platform and make sure the audience gives them a round of applause. Some speakers even give small gifts as the volunteers leave the platform. If you are promoting a product, give the volunteer a free sample. Other audience members will want one too!

CONCLUSION

Volunteers can add an exciting dimension to your presentations! Care for them by treating them with dignity and respect. Feed them with accolades and praise. See to it that they have fun, experience success and receive applause. Look after their welfare. In the eyes of the audience, whatever happens to the volunteer could happen to one of them. So conduct yourself in a professional, courteous manner at all times, and make your volunteer's participation worthwhile and pleasurable! **T**

Judith E. Pearson, Ph.D., DTM, is a Licensed Professional Counselor practicing in northern Virginia. She is a long-time member of Galloping Governors Toastmasters Club 8539-27.



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Region II

Denice Young
Club 2646-1

Region III

Zen Foy
Club 4884-16

Region IV

Michael Bayer
Club 7815-64

Region V

Rick Brunton
Club 1983-35

Region VI

Robert Ferguson
Club 7305-40

Region VII

Dacia Jones Nickerson
Club 1330-31

Region VIII

Barrett Hanson
Club 1375-14

Overseas

Brett Rutledge
Club 3830-72

Accredited Speakers

Joan Allen, ATM

Club 5410-F

Jana Barnhill, DTM

Club 6145-44

Robert Hooley, DTM

Club 3435-21

Kai Rambow, DTM

Club 8630-60

International Taped Speech Contest Winners

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M. V. A. Krishnan, 1836-U,
Manama, Bahrain

2nd Place

Luz F. Escobido, 8490-U,
Riyadh, Saudi Arabia

3rd Place

Joy Lona Thudyan, 2916-U,
Manama, Bahrain

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Club 8755-66

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Club 6708-33

CLUBS WITH 20-29 MEMBERS:**Komen**

Club 8714-27

Business & Professional

Club 1169-68

Downtown

Club 2455-68

Bridge City

Club 5107-42

Mactan

Club 9442-75

CLUBS WITH 30-39 MEMBERS:**Master Motivators**

Club 7213-12

Meycauayan

Club 8390-75

Sinolog

Club 2395-75

Wry Toast

Club 8358-26

Rotorua

Club 3353-72

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Club 8401-38

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District 61

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District 71

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District 72

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District 75

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Jerry Weltner, DTM - D-2

Janette Gann, DTM - D-3

Doris Tse, DTM - D-4

Doug Evans, DTM - D-5

James Miller, DTM - D-6

Allan Edinger, DTM - D-7

Floy Westermeier, DTM - D-8

Edwin A. Keeney - D-9

Joseph W. Gyurko, CTM - D-10

Douglas A. Rydman, DTM - D-11

Darrell Zeller, DTM - D-12

Brian Sibenac, CTM - D-13

Martha Messenger, DTM - D-16

Alea Lohr, ATM-S - D-17

Karen Storey, DTM - D-18

Sarah O'Brien, ATM-B - D-19

Craig Vigen, CTM - D-20

Rex Pawlak, ATM-S - D-22

Ralph B. Wallace, DTM - D-23

Sheila A. Nelson, ATM-S - D-24

Sarfaraz Nazir, DTM - D-25

Ledema Renfrow, DTM - D-26

Brent Stidley, ATM-G - D-27

Marilyn Albee, DTM - D-28

Edward T. Merry Jr., DTM -

D-29

Toni Rodgers, DTM - D-30

Victor Carbone - D-31

Don Sellers, DTM - D-32

Satya Sarkar - D-32

Kay Collis-Wilson, DTM - D-33

Carlos A. Tijerina Gutierrez -

D-34

Dick Hawley, DTM - D-35

Michael A. Zier, DTM - D-36

Tom Watts, ATM - D-37

William F. Poland, ATM-G - D-38

Al James, DTM - D-39

Wayne Baughman, DTM - D-40

Mary Lee Waldman - D-41

Andrew Kirk, ATM-G - D-42

Lynn Pafford, DTM - D-43

Olivette Aviso - D-45
 Shelia Spencer, ATM-B - D-46
 Dr. Ann Tillman, DTM - D-47
 Darlene Allen - D-48
 Raymond Rose, ATM - D-49
 Grace Tyler, DTM - D-50
 Ahmed Bazari, ATM-G - D-51
 Ruth Zafian, ATM-B - D-53
 Pamela Sue Janssen, CTM - D-54
 Anita Wright - D-56
 Suzanne Harrington-Cole, ATM - D-57
 Sally Philbin, ATM, D-57
 William L. May Jr., CTM - D-58
 Dona Stanley, ATM-S - D-61
 Robert Brentin, DTM - D-62
 Sue Love, DTM - D-63
 Sara Mosher - D-64
 Harold Roth, DTM - D-65
 Ali Zaidi - D-66
 Theresa Seal, CTM - D-68
 Ted Mackness, DTM - D-70
 Sue Warner, CTM - D-71
 Doris Moore, DTM - D-72
 Edmund Breen, ATM-G - D-73
 Alice Hampshire - D-74
 Melanie T. Lim, DTM - D-75

Division Governors of the Year

Ed Mihalka, DTM - D-F
 Gale Mitchell, ATM-B - D-1
 Suzanne Hakam, ATM-B - D-2
 Dee Dees, DTM - D-3
 Lee Dimmitt, ATM - D-4
 Mark Rivest, ATM - D-5
 Karolyn Hoard, ATM - D-6
 Julie Carlson, ATM - D-6
 Beryl Anderson, DTM - D-7
 Angell Chisholm, ATM-G - D-8
 Sue Walters - D-9
 Joe Lacey, CTM - D-10
 Glory J. Smith, DTM - D-11
 Darrell Zeller, DTM - D-12
 Joanne T. Noon, CL - D-13
 Renee Gushen, ATM-S - D-15
 Pat Jacobsen, ATM - D-16
 Lillian Johnson, DTM - D-18
 Gary Witte, CL - D-19
 Elaine C. Wentz, ATM-B - D-20
 Jo Ellen Cooper, ATM - D-22
 Adam Avery, CTM - D-23
 J. Robert Stahn, DTM - D-24

Jennifer O. Johnson, DTM - D-25
 Sharon Heck, ATM-B - D-26
 Loretta Johnson, CTM - D-27
 Marlene Purdy, DTM - D-28
 Erma T. Lamousin, DTM - D-29
 Brenda Pargulski, CTM - D-30
 Hank Fleming - D-31
 Everette Shaw - D-32
 Don Steiner - D-32
 Gayle Brown, DTM - D-33
 Rene Nahele Aguilera - D-34
 Judy Bauer, CTM - D-35
 Diann T. Ellerbe, DTM - D-36
 Peter Knudsen, ATM - D-37
 Mary V. Jones, ATM - D-38
 Carl Griffin, CTM - D-38
 Ed Kriz, CTM - D-39
 Meridith Hildreth-Fody - D-40
 Arlene Lynch - D-41
 Jacquie Schnider, DTM - D-42
 Jerry Smith, ATM - D-43
 Linda Doerfler - D-44
 Don Abramson, DTM - D-46
 Elaine Thornburg, ATM - D-47
 Beverly R. Hood - D-48
 David Kekumano, ATM-S - D-49
 Richard Myers, DTM - D-50
 Gea Ban Peng, DTM - D-51
 Joel T. Garcia, ATM-B - D-53
 Elizabeth Pearson, ATM-B - D-54
 Tom Osborn - D-55
 Marcia Hudgens - D-56
 Karen Leffler - D-57
 Victoria Kay Richardson, CTM - D-58
 Jeannine Taillefer, CTM - D-61
 Lee Lebbin, ATM-G - D-62
 Connie Gilliam, DTM - D-63
 Tannis Gordon - D-64
 Nancy Ellen Scott, DTM - D-65
 James Blowers - D-66
 Ron Brown, ATM - D-68
 Margaret Hawrylcw, ATM-B - D-70
 John Gibson, DTM - D-70
 Margaret Worthy, ATM - D-71
 Lynne Lusty, DTM - D-72
 John Loy, ATM - D-73
 Sandy Scott - D-74
 Wilhelmina T. Demesa, DTM - D-75

Area Governors of the Year

Paul Wims - D-F
 Claudette Payne, ATM-B - D-1
 John Lee, ATM - D-2
 Dee Anne Michael, ATM-B - D-3
 James Tsolinas, CTM - D-4
 Blake Williams, CTM - D-5
 Oscar Wolske, ATM - D-6
 Gary Schmidt, ATM - D-7
 Dori Drummond, ATM - D-8
 Edwin Provancha - D-9
 Barb Kaplan, CTM - D-10
 Kathleen M. Kyle, ATM-S - D-11
 Janet Laiblin, ATM-G - D-12
 Brian Sibenac, CTM - D-13
 Keith Trolinger, ATM-S - D-16
 Lila Garrick, CTM - D-17
 Aimee Higgins - D-18
 Kelly Kursinsky, CTM - D-19
 Kirk B. Nybakken, CTM - D-20
 Rob Zachritz, CTM - D-22
 Van A. Branham, ATM - D-23
 Jolene Boshart, DTM - D-24
 Clyde Vasey, ATM-S, CL - D-25
 Phil Winkler, ATM-G - D-26
 David Piantanida, ATM - D-27
 John Harden, ATM-B - D-28
 Neville A.D. Thompson, ATM-S - D-29
 Alice S. Morrissey, ATM - D-30
 Ariela Marshall - D-31
 Barbara Blubaugh - D-32
 Alfred Juett, ATM - D-33
 Francisco Pesqueira Carrasco - D-34
 Ed Reid, ATM - D-35

Jeanne Krutza, ATM - D-35
 Rosita H. Dee, ATM-G - D-36
 Jay Nodine, DTM - D-37
 Joseph Lee, ATM-S - D-38
 Mary Ann Smith, CTM - D-39
 Elwood West - D-40
 Sharon Jensen - D-41
 Jon Merchant - D-41
 Karen Haggarty, ATM-S - D-42
 Susan Tsimortos, ATM - D-43
 Tony Neitzler - D-44
 William Tighe, DTM - D-45
 Joyce Parr, ATM-B - D-46
 Deanna Othmer, DTM - D-47
 Barbara Schudel - D-48
 Ocean, ATM - D-49
 Joe Bosso, ATM-G - D-50
 Prasad Sovani, ATM-G - D-51
 Amy DiDonna, ATM - D-53
 Dwayne E. Mickelson, CTM - D-54
 David Wood - D-56
 Louis Stifter, ATM - D-57
 Geneva Anderson, CTM - D-58
 Jean-Luc Leterme, ATM - D-61
 Willie Vinson - D-62
 Chuck Ellsworth - D-63
 Harland Bell - D-64
 Lucy Cummings - D-64
 Robin Bartholomew, ATM-S - D-65
 Pat Jordan - D-66
 Hunter Bridges, CTM - D-68
 Judith Bush, CTM - D-70
 Anne O'Brien, ATM-B - D-71
 Robyn Murphy, DTM - D-72
 Howard Wills, ATM - D-73
 Riana Avis - D-74
 Michael Angelo O. Chua, ATM-B - D-75

"It's kind of fun to do the impossible!"

WALT DISNEY

"The thing always happens that you really believe in; and the belief in a thing makes it happen."

FRANK LLOYD WRIGHT



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

DTM

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

Henry Ochoa Jr., 8839-F
 Hwa Chang, 5013-U
 Laura June Blackwell, 5942-1
 Ruby J. Broome, 5942-1
 Murphy B. Witherspoon, 6072-1
 Karen A. Evons, 3491-2
 Cynthia Kerford Bennett, 7080-3
 Ed Tregenza, 1939-4
 Norman G. Pefley, 7806-4
 Alexander H.S. Soetjpto, 1229-8
 Edwin Rowold Jr., 8234-8
 Janet Laiblin, 8588-12
 Ralph Morrell, 1683-14
 Marion L. Harris, 8369-18

Alec Zolotochin, 4142-21
 Mark S. Novak, 6810-25
 Charles Dixon, 2295-33
 Kay Collis, 6150-33
 Helen R. Beale, 1366-35
 Vivian N. Hughes, 5377-36
 Sharon L. Jensen, 3258-41
 John V. Slyker, 3165-44
 Tony Neitzler, 5440-44
 Diane Longstreet, 8891-47
 Hee Kee Meng, 1759-51
 Henry Soh Chiow Chan, 8975-51
 Anna M. Lopez, 860-55
 Natalie Flores Prim, 860-55
 Barbara Lee Bakke, 9475-58
 Michael Hinton, 3200-61
 Lee Lebbin, 4380-62
 Randy Cline, 3930-63
 John Bruce Delikatny, 7815-64
 Roger Killeen, 5483-70
 Ian David Nicholas, 3353-72
 Thomas R.W. Waaka, 6289-72
 Valdah L. Thompson, 3062-73
 Janet Morrison, 9420-73

Anniversaries

OCTOBER

65 years

Orange County Braille, 15-F

55 years

Winnipeg, 250-64

50 years

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

45 years

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

40 years

Early Risers, 2117-4
 Calliope, 2821-47
 Randolph AFB, 2845-55
 Downtown Toastmasters, 2853-55
 Forest City, 2729-60
 Sydney, 1921-70

35 years

Ocean State, 854-31
 Revenooers, 3653-36
 Defense Mapping, 3660-36

State Farm, 3513-48
 Martinsville, 3115-66

30 years

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

25 years

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

20 years

Golden Bell, 2211-2
 Northwest Wind, 692-6
 Heritage, 1863-11
 We Speakers, 2216-16
 Hogge Creek, 1210-40
 Camp Smith, 2950-49
 City of Angels, 251-52
 Pennant, 3585-70
 Rangitoto, 848-72
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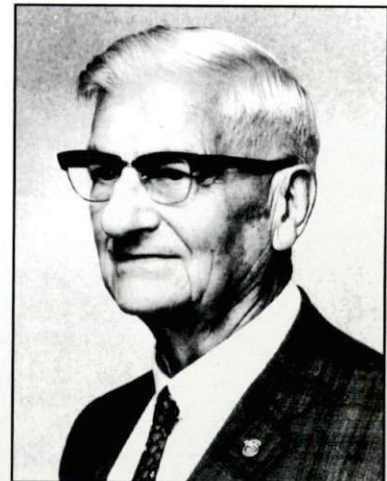
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- 394-MIE Most Improved Evaluator
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___ 394-BTT	___ 601-BTT	___ 407-C
___ 394-MIS	___ 601-MIS	___ 407-D
___ 394-MIT	___ 601-MIE	___ 407-E
___ 394-MIE	___ 601-MIT	___ 407-F
___ 394-BH		___ 407-G
___ 394-BG	Buttons - 85¢ each	___ 407-H
___ 394-EA	___ 392-BE	___ 407-I
	___ 392-BTT	___ 407-J
Medals - \$6.95 each	___ 392-MIT	Speech Ribbons Set - \$4.00
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___ 5772	___ 392-BH	
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