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OCTOBER 2005

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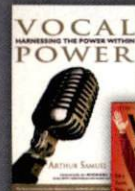


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## TO SUBMIT ARTICLES, CONTACT:

**Toastmasters International  
Publications Department:**  
P.o. Box 9052 • Mission Viejo, Ca 92690 Usa  
(949) 858-8255 • Fax:(949) 858-1207  
Voicemail: (949) 858-2865  
e-mail: [kmurphy@toastmasters.org](mailto:kmurphy@toastmasters.org)

**LETTERS TO THE EDITOR:**  
[letters@toastmasters.org](mailto:letters@toastmasters.org)

**TO CHANGE MAILING ADDRESS:**  
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# Rise to the Challenge!



■ We are living in a time that calls us to practice five Cs: *courage, caring, celebration, counting* and *action*. (OK – I concede that that's four Cs and an A).

As you all know, some of the USA's southern states were recently hit by Hurricane Katrina. Louisiana, Mississippi and Alabama felt Katrina's fury, with great destruction descending on New Orleans. As of this writing, we know that some of our members barely escaped physical harm, and many lost their homes, businesses and livelihoods. Many members have stepped forward, exercising *courage*, using their communication and leadership skills to help others. I urge those affected not to let this hurricane still your voice. Your voice needs to be heard!

In the midst of misery, hurricane victims have also experienced the power of *caring*. They found that their brothers and sisters in the Toastmasters family have been keeping them in thoughts and prayers. Toastmasters International cannot legally use members' funds for charitable activities. But we can still find ways to serve our extended family. As individuals, and not in the name of Toastmasters, we can raise funds, organize relief efforts and help wherever we can to benefit those who are suffering. Our Web site lists several links to charitable organizations. Many members are giving a helping hand, making donations and phone calls, writing notes of encouragement and sending care packages. They are serving our world.

*Celebration* was a theme at our International Convention held in Toronto. We celebrated the achievements of our members, clubs and districts. This was as it should be, for appreciation and recognition is the "paycheck" we receive as volunteers. I heard many of this year's district leaders promise that they would help their districts reach Distinguished status by June next year. At next year's International Convention, I look forward to celebrating those achievements!

Another reason for celebration is that October is the birth month of Toastmasters. Eighty-one years ago, Ralph Smedley started our life-changing organization. Since then, our organization has been transformed from a collection of clubs in California to the world's leading organization for helping people develop their communication and leadership skills. That is cause for celebration!

We know we have something to celebrate because we *count*. By "count," I mean that we measure our progress against our goals. Your club, area, division and district have been functioning with new leaders since July 1. This three-month mark is a good time to assess your progress. When we measure our progress, we see what needs to be improved. Then, let's take *action* to advance toward our goals. All plans are useless without action.

So let's continue to exercise courage and caring, overcoming the obstacles (or hurricanes) that come our way. Let's celebrate the life-changing power of our programs, count our progress and take massive action to ensure that we will have reason to celebrate!

Find your voice. Serve your world.

*Dilip R. Abayasekara*  
Dilip Abayasekara, DTM  
International President

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#### **The Toastmasters Vision:**

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

#### **The Toastmasters Mission:**

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

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

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

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### The Value of Storytelling

It's hard to convince me about the value of storytelling, which isn't my forte and hasn't been among my goals. But the July issue makes a compelling case for storytelling: Stories touch our hearts.

Mass-forwarded e-mail stories turn me off. Friends with good intentions forward these stories; I consider them spam and delete most of them. But in a Toastmasters speech, dramatic details make stories come alive. Most of all, e-mail cannot convey gestures, vocal variety or body language, all of which add to a speech's effectiveness.

Imagine an inexperienced Toastmaster telling a story with a monotone and stiff delivery; it would be just like an e-mail.

Lester Hemphill • Skylands Club 693785 • Mount Olive, New Jersey

### Avoid Political Turnoffs

When I read the July article, "Beyond the Bullet Point," I was immediately turned off by the story portraying a particular young naval officer (John Kerry) as a Vietnam hero. When you use politically charged examples to make your point, you are likely to alienate at least 50 percent of your readers.

An equally inappropriate, but contrasting story might have been that over 50 percent of American voters thought the young naval officer was at best an opportunist who took advantage of the system to escape Vietnam after serving less than half his term of duty.

In this particular case, I would have preferred the author to either not go "Beyond the Bullet Point," or use a story that would avoid alienating a good portion of her audience.

Tom Barnhart • WRY Club 4723 • Bellevue, Washington

### All the World's a Stage...

I thought Fred Rivera's article, "Be a Star When You Speak," was timely and appropriate to our current social landscape. We have truly become a

society where style matters as much as substance.

Without question, those who know how to play their parts and use charisma are more successful on the stage of life. The article outlined skills we all can develop. At no other time has the necessity for these tools been more prevalent. If Shakespeare's dictum, "All the world's a stage and all the men and women merely players" is true, do we know that we are constantly playing a role? More importantly, are we playing it well?

Edward S. Brown, ATM-G • City of Atlanta Club 3411 • Atlanta, Georgia

### It's a Small World

I was a guest speaker at a club on Long Island, New York, recently, and the area governor happened to visit and serve as my evaluator. After the meeting, she told me she thought she knew me from somewhere. She asked me if I had been to Las Vegas in the last couple of years. I told her I was there two years ago. It turned out she had been sitting next to me on the plane! Of course I had told her about Toastmasters. And here she was evaluating my speech two years later. I love Toastmasters!

Fern Rashkover, DTM • Leadership Roundtable Club 1636  
New York, New York

### Great Information

I just wanted to say thanks for a wonderful publication. I so look forward to receiving my magazine every month. In one sitting, I read it cover to cover – there is always great information! Many times it's similar information but presented with a slightly different twist, so there's always something new to be learned! I appreciate the stories and training very much.

Renee Swiggum • State Farm Downtowners Club 811064  
Bloomington, Illinois

### Practice for Perfection

I always find good articles in this magazine. "Dance Your Next

Speech" (July 2005) was no exception. This sentence really struck a chord with me: "The difference between professionals and amateurs is that professionals practice in private and perform in public; an amateur practices in public." This is true not only in dance and speech, but for much in our lives. If you practice, you can become a professional. Thanks very much for your outstanding work.

Huang Jun • Taihu Club 744761 • Wuxi, China

### What to Say When

At our last club meeting we had three guests. Our president began the meeting by introducing herself and welcoming everyone. She then asked the group to stand while the assigned Toastmaster gave an invocation and led us all in the Pledge of Allegiance. Within seconds, one of our guests spoke out and said, "Now that's really not true, is it? One nation under God?"

Our president hesitated. Then she thoughtfully said, "We have a program here at Toastmasters. And we will all be working on our listening skills. So, please hold your comments for now. You, as a guest, will be asked if you would like to make any comments at the conclusion of the meeting. But now, please listen and observe, since our program is designed with a specific format and only designated Toastmasters will be speaking in the assigned roles."

This was a brilliant statement; polite, yet firm. It sent the message that audience outbursts were not acceptable at our meetings.

One of the skills Toastmasters acquire is the ability to think clearly on our feet. But when a difficult situation arises, it is sometimes impossible to come up with a good solution on the spot. Keep this one in mind if a similar situation occurs in your club.

Shelly Rosenberg, ATM • Harpeth View Club 3376  
Nashville, Tennessee

**A tourbus driver has a captive audience for his speeches.**

## The Ultimate Table Topic

Being a Toastmaster has been a tremendous help in my job as a tourbus driver. My tour commentary is like giving a Toastmasters speech. I have a captive audience of passengers and I drive from one location to another, so I'm always giving speeches on different topics. While driving, I'm exercising my brain and getting feedback from my passengers. I treat my commentary as if I am preparing for a Toastmasters speech. I think to myself, "Let's expand on this subject" and I combine my local knowledge with my Toastmasters skills to keep the subject interesting.

As a Toastmaster, how can you use your driving time to prepare for a speech? (Your main focus should always be on driving safely.) Try thinking about a subject while you are out and about.

It is easier to speak about subjects you are familiar with, e.g. work and home experiences or hobbies. One of the easiest speech topics is talking about yourself; audiences are always interested in your lifestyle and family history. If you are out driving and have information on a landmark or a historical or geographical feature in your area, then you already have a good foundation for your next speech.

Audiences love a bit of humor injected into your speech. I find my passengers' attention span is limited to 15 minutes – anything longer and they get bored. So I use my Toastmasters skills to spice up my commentary with a bit of humor, voice pitch and variety. This helps

me command my passengers' attention for longer periods.

Before starting a tour, I get to know the nationalities of my passengers and, just as in Toastmasters, I familiarize myself with my audience. If you have a culturally diverse audience, adjust your speech accordingly. Remember, audience reaction to your speech is important. People in Asian cultures may be a bit more quiet and reserved than those in Western cultures.

At Toastmasters, we pride ourselves on starting and ending our meetings on time. As a tour operator, I keep a flexible and firm approach to time. I am always aware that some nationalities don't understand the Western obsession with timeliness, yet on a tour, punctuality and attention to time is important.

Treat your next Toastmasters speech like giving a tour commentary, with a subject that you are passionate about and for an audience you are familiar with. With that, you will



I often do tour commentary to people from various nations, so I take care to respect cultural differences. I don't mention anything in my speech that might embarrass or offend them. For instance, I've learned that speaking in a loud voice or using certain body language may offend some nationalities in an audience.

▲ The author, Mike Maran, and his tourbus.

definitely enhance your communication and speaking skills. **T**

**Mike Maran, ATM-B**, is a member of Ponsonby Club 2420 in Auckland, New Zealand. He can be contacted at [m.maran@clear.net.nz](mailto:m.maran@clear.net.nz).

The benefits of visiting clubs while traveling.

## Be a Touring Toastmaster!

I am a self-confessed touring Toastmaster. I absolutely love to travel and thrive on it.

Before I leave home, I always log on to the Toastmasters Web site, [www.toastmasters.org](http://www.toastmasters.org). Toastmasters club meetings invariably coincide with my holiday plans. The luck of the Irish! While club meetings follow the same structure, they are all so amazingly different.

I've been a Toastmaster for 10 years. It's when I am away from my home club that I realize just how much I have benefited from Toastmasters. I recall how I felt about public speaking before joining Toastmasters and appreciate how I have developed.

Embarking on new Toastmasters territory is an exciting adventure. It literally opens up a whole new world of people to you. This new world forces you to step out of your comfort zone. It gives you an opportunity to extend yourself. You learn how friendly you really are and how well you interact and communicate with people.

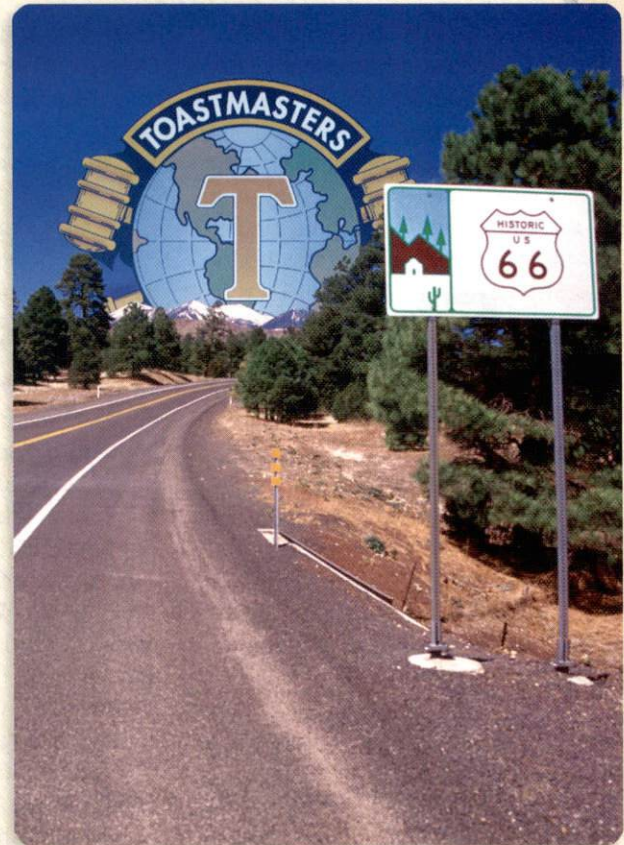
Being able to give a helping hand to the club you visit is a privilege. Evaluations are particularly helpful when given by a visiting Toastmaster. No preconceived ideas exist about the speaker. There is a wonderful freshness about the evaluation. The visiting Toastmaster may evaluate from different angles than what's the norm in the club. Not only does the speaker benefit, but all the club members benefit from this new perception.

Visiting clubs in continental Europe has been a particularly wonderful experience for me. I appreciate the different cultures and different languages and am amazed at how little difference a foreign language makes in understanding a speech. This is a real

learning curve as to the importance of body language, intonation and expression. It's a terrific feeling when you can stand back and admire the communication and organizational skills of Toastmasters in different countries. I'm inwardly ignited when I recognize the immense potential we all have. Each club has its own sense of humor, and different ambiances prevail.

Sometimes I'm a total stranger turning up at a meeting. Experiences and insights can be shared and the seeds of friendship sown. Observing others doing the same thing differently is most enjoyable and enlightening. Problems that a club is experiencing at that particular time may be similar to problems your club has had. Contributing your opinion might be just what the club needs to get over the hump. As a tourist in the area, you can gain valuable information from club members!

There is a wonderful opportunity to keep the momentum going while pursuing the advanced manuals if you give an occasional speech outside your club. To give a speech while "on tour" brings a whole new dimension to the word *advanced*. You have to be effective in front of an unknown audience. It's quite exhilarating and challenging, satisfying and rewarding. Listening to speeches from advanced manuals that you haven't tried might encourage you to expand your choices.



There is a wonderful array of variety and spontaneity within the Toastmasters structure. I have so many wonderful memories from the clubs I've visited:

- I recall a joke being told at the outset at one meeting. This was great fun. Laughing is a natural relaxant. It brings people together.
- Dancing after a meeting was a hilarious experience.
- Attending a joint meeting with 90 other Toastmasters was challenging.
- Being touched by a new member's poem.

There is something beautiful and vulnerable about visiting a new club. I've had fun and made some great friends while visiting other Toastmasters clubs. Try it! You will experience terrific stimulation and growth. It is a marvelous opportunity both to give and to receive. **T**

**Noreen O'Brien, ATM-B**, is a member of Thomond Club 7729 in Limerick, Ireland.

# A Fighting Spirit

By Julie Bawden Davis

▼ Renee Lam (bottom left, sitting) visited the Southern Toasters Club 673 of New Orleans just a few days before hurricane Katrina hit. Club President Marion Ferrante says all club members are safely evacuated with their families, but most have lost their homes and their belongings.

Editor's Note: We will update you on the fate of hurricane-affected Toastmasters in a future article on these pages.

When teacher and child advocate Renee Lam championed for the less fortunate, she never imagined that she would one day need support herself. As the Walnut Creek, California, woman sped along a busy freeway the evening of February 13, 2004, a van slammed into her car. She spent the following months in bed on pain medication and made her first steps with the use of a walker.

That crushing car accident, and still another this past July when she was rear-ended at a stoplight and rushed to the hospital, have left her with multiple injuries that cause her chronic pain. Going from an able-bodied educator, writer and accom-

plished speaker to a disabled individual at age 27 has been an overwhelming, yet eye-opening experience that she's managed with dignity and grace. Her secret? Toastmasters.

"The training Toastmasters gave me in terms of physical appearance, non verbal cues, posture, word choice, volume, pitch and tone has proved to be invaluable," says Lam, who is vice president of membership at Pleasanton Community Club 4762. "Toastmasters has enabled me to stand up for myself as a disabled person and get what I want and need. The support of fellow members has also gotten me through some very dark days."

As Lam has discovered firsthand, disabled individuals deal with limitations in areas that many take for granted. "It's a daily fight to push back the darkness and seek out feelers to 'see' the broader, bright world," says Lam. "After the accidents, my spirits were continually bolstered by calls from club officers and other members encouraging me to continue. When I could drive short distances after the first accident, I went directly to my Toastmasters meeting."

Like many who try Toastmasters, Lam initially decided to join because she sought skills in public speaking to help with her career, which included teaching English in a private school to high-level and ESL students, and working as a case manager and youth job developer. The latter position involved teaching disadvantaged and learning-disabled youths and writing grants for outreach programs.





"I initially joined Toastmasters because I felt that my career required more effective communication skills," she says. "As a Toastmaster, I learned how to speak on the spot, which improved my participation in conversations and business meetings."

Lam has completed service projects with her club, including Youth Leadership and Speechcraft programs, has served as vote counter for her district speech contests and keeps promoting Toastmasters, even after the accidents.

"I'm so convinced of the value of Toastmasters that rather than passively wait for people to ask me about the organization, I actively recruit mem-

### **"Toastmasters gives persons like me vital contact and connection with the larger professional community."**

bers," she says. Always prepared with a speech about how Toastmasters helps improve speech and communication in general, she also hands out business cards she created that contain information about meetings and Toastmasters International. "Just about every time I hand out the business card, the recipient shows up at our next meeting," says Lam.

Lam serves as a mentor for her club, often dispensing feedback and advice over the phone. She also participates in competitive speeches and has won several awards at the club level.

That she has such boundless energy in promoting Toastmasters and participating in events is amazing, considering her daily fight with pain. For Lam, her intense involvement echoes her belief that being disabled is no excuse for inactivity.

"My personal mission is to help disabled individuals equip themselves to communicate better and get as much as possible from life," she says. "Employment statistics show that physical impairments are a barrier for many individuals, but that doesn't have to be the case. Toastmasters gives persons like me

vital contact and connection with the larger professional community."

From her experience with not one, but two accidents and their debilitating consequences, Lam has picked up a number of survival skills for the disabled that she passes on to fellow Toastmasters and the public in general.

"Pain is very distracting," says Lam. "The good news is that there are many things a Toastmaster can do to continue public speaking and dampen the pain so that it doesn't dampen the spirit. Dealing with changes in posture due to physical injury and daily pain management is humbling for someone my age. It is a hurt to the ego to wear a TensUnit under my

blazer while public speaking, but I do it because it allows me to continue despite the pain." (This electric pack stimulates the muscles, massaging the body with electrical current and allowing the mind to focus.)

Lam finds she relies heavily on her Toastmasters training. "As you learn in Toastmasters, we say volumes non verbally with our appearance and gestures before we even communicate with our mouths. When I was really stressed from the effects of the accident, my body language didn't match my speeches. It was hard for people to believe I was happy to be speaking when my face showed so much pain. There are a variety of techniques that enable you to focus and communicate your message. Relaxation, deep breathing and visualization have helped considerably, as has bringing along a rolled-up towel for back support and a chemical ice-pack."

At home she's found that assistive technology for the disabled, such as voice-recognition software, is also extremely useful.

Though she can no longer teach, Lam is writing children's educational

materials and grants. She is also a performance storyteller for her local library system and tutoring centers.

On those days that Lam finds her physical limitations particularly burdensome, Toastmasters always helps. "If I'm having difficulty getting out of bed or motivating myself to go on, I'll call up my club's vice president education and ask to be booked as vote counter or even speaker at an upcoming meeting," she says. "Those phone calls give me something to strive for."

Lam's condition has also taught her compassion for herself. "Although I've always had empathy for others and strived to help them, I ironically have not had as much compassion for myself," she says. "The injuries have reminded me that I'm not made of steel and superhuman."

She may not be superhuman, but Lam is making great strides in improving her ability to navigate the world. Her doctors say she will have to live with chronic pain for the rest of her life, but Lam sees improvements. Whereas she used to need a walker to support herself, just recently she walked on stage during a club meeting without the aid of a railing. Health permitting, she hopes to be even more involved than she already is in the coming months. ■

**Julie Bawden Davis** is a freelance writer and longtime contributor to this magazine. She lives in Southern California.

**Editor's Note:** Do you or any Toastmaster you know have an inspiring story of how the Toastmasters program has helped you overcome challenges in your life? Please contact this magazine at [letters@toastmasters.org](mailto:letters@toastmasters.org) or write to us at: Toastmasters International, Attn: Publications Dept., P.O. Box 9052 Mission Viejo, CA 92688



Highlights from the 74th Annual  
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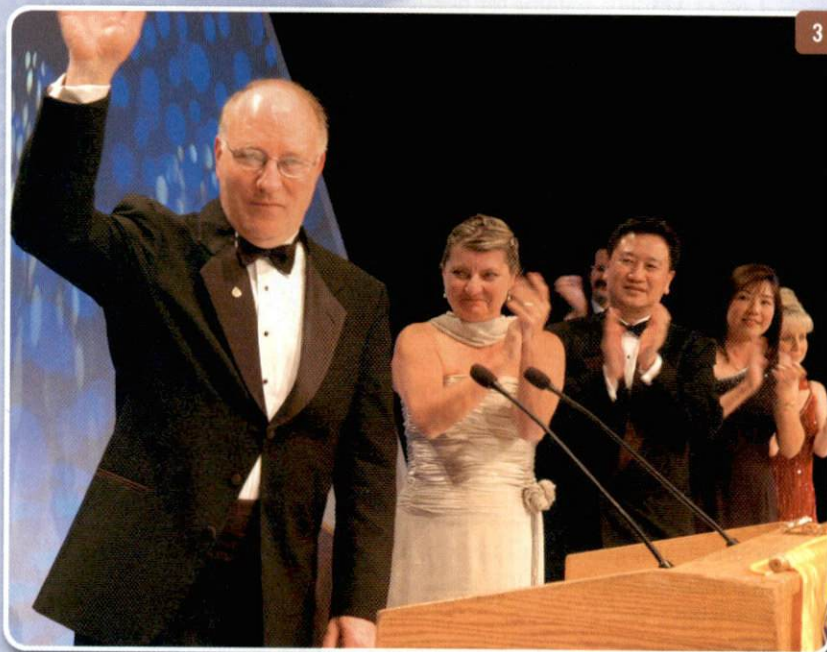


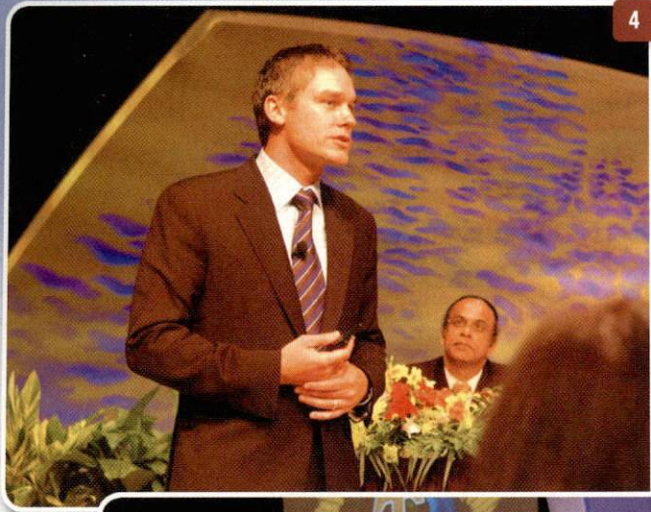
## Toastmasters

# Talk It Up

## in Toronto!

A record number of more than 1,700 Toastmasters from near and far met at the Westin Harbour Castle in Toronto, Canada, in August. Some came as seminar presenters, some came to campaign for a seat on Toastmasters' Board of Directors, some came just to see what all the fuss was about. But most people came to the convention knowing what to expect: a reunion with friends and fellow Toastmasters who share a common interest in becoming better speakers and leaders. The photos on these pages show some of the drama, suspense, pageantry and entertainment of the four-day event. But to truly understand what a Toastmasters International Convention is all about, you had to be there! We hope you will be there, too, at next year's convention in Washington, D.C., August 23-26, 2006. Once you come, you'll be hooked!

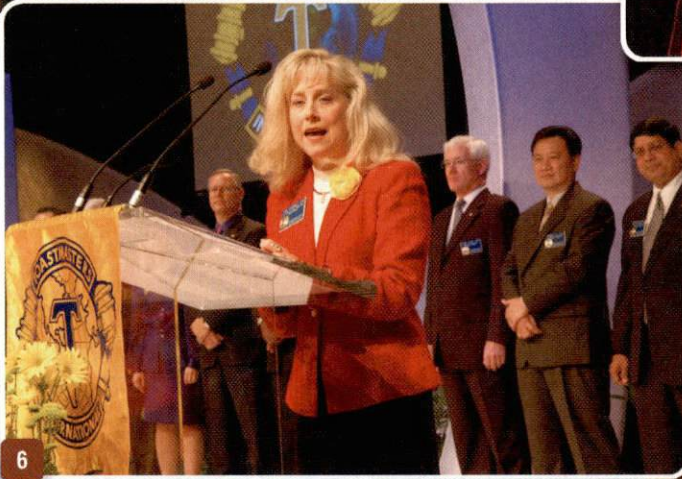




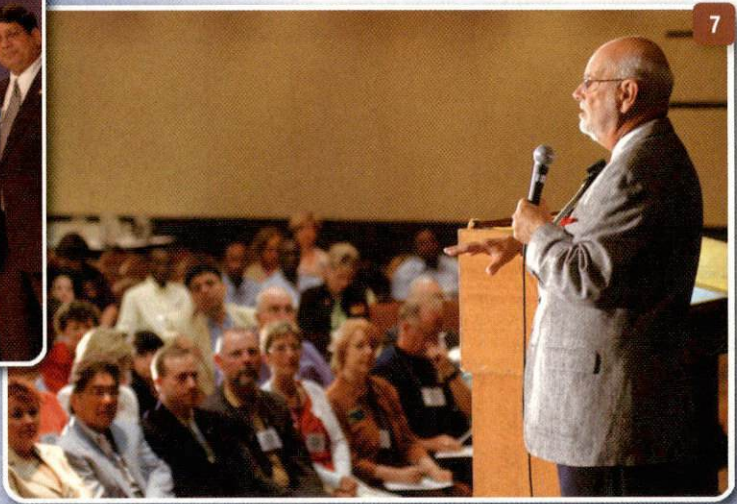
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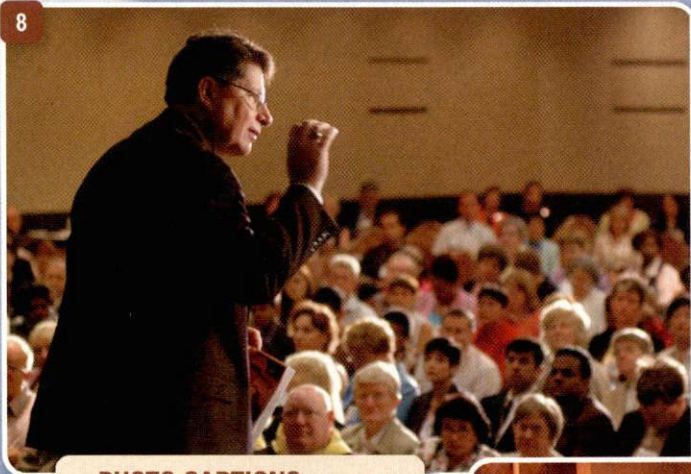
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**PHOTO CAPTIONS** (page 10)

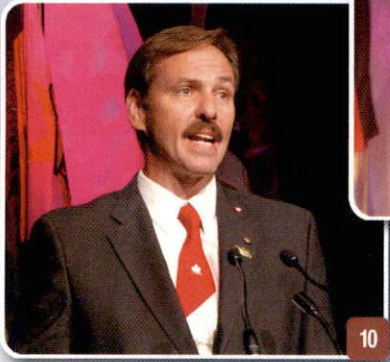
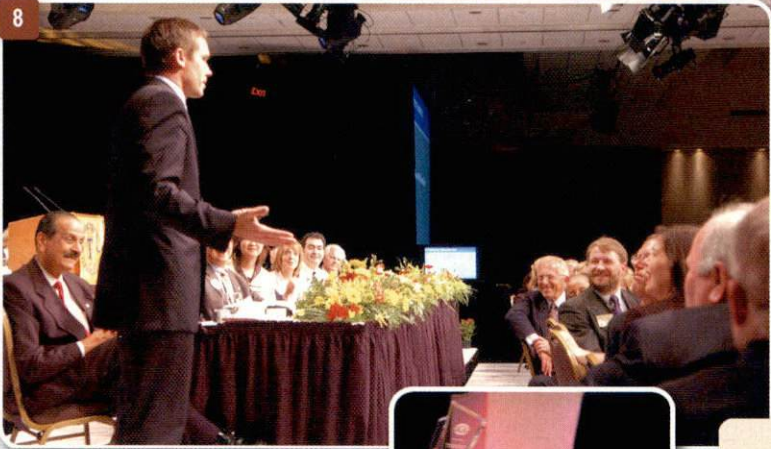
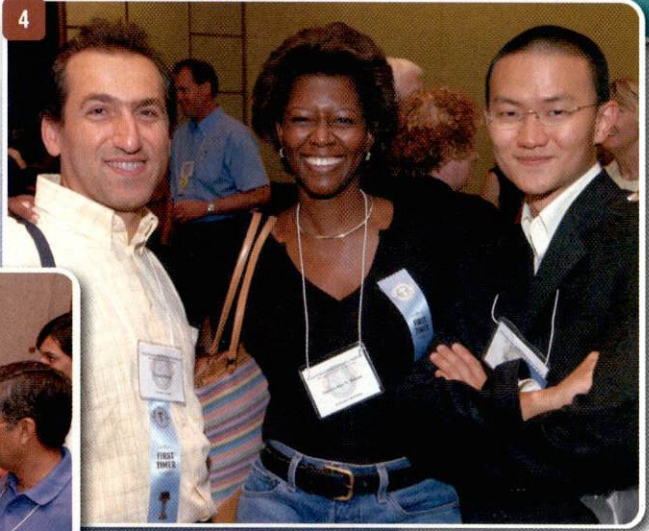
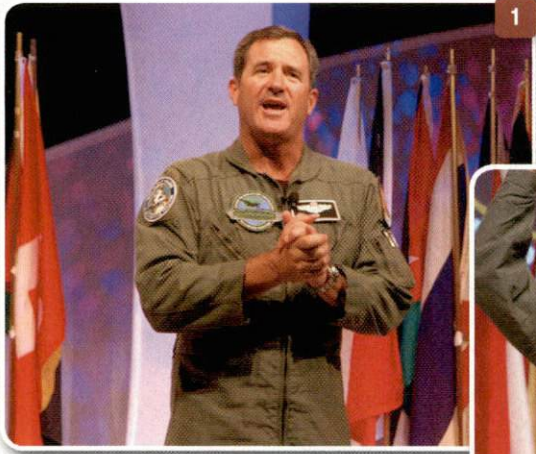
1. Newly elected International President Dilip Abayasekara celebrates with his wife, Sharon, at the President's Dinner Dance.
2. The convention began with the traditional Parade of Flags on Wednesday night.
3. 2004-2005 International President Jon Greiner is cheered as he ends his term in office.



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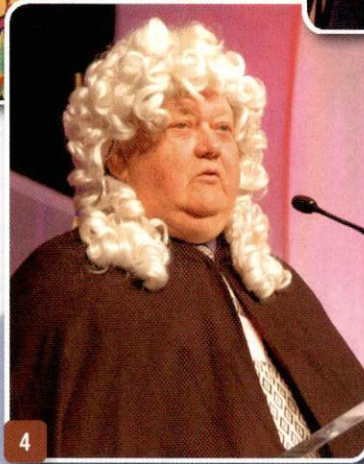
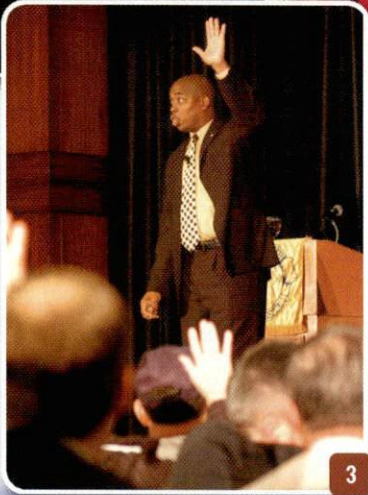
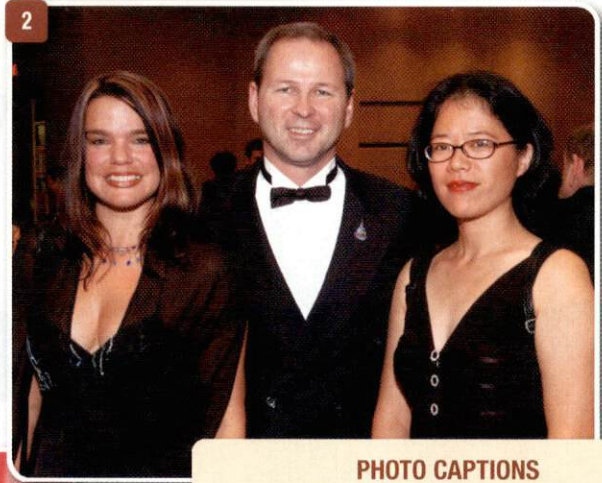
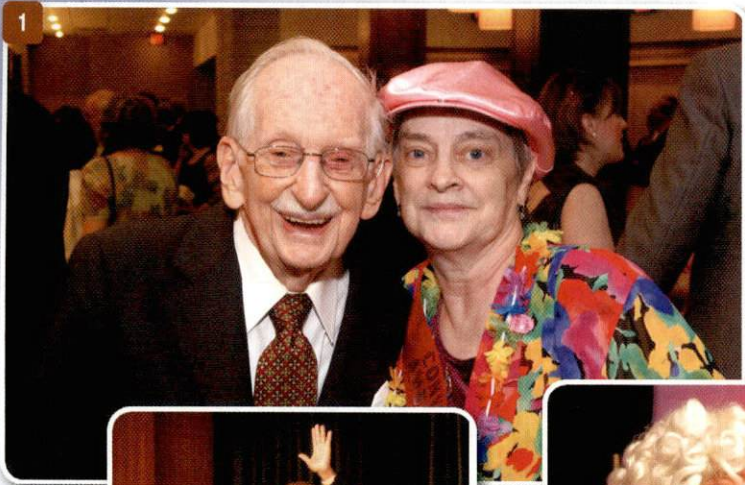
**PHOTO CAPTIONS** (page 11)

4. Leadership expert Marcus Buckingham accepts the Golden Gavel Award for his research and books on what it takes to be a good leader and manager.
5. They are speech contest champions. From left: Angela Louie of New Westminster, British Columbia, Canada, placed 2nd in the World Championship of Public Speaking. Lance Miller from Glendale, California, placed 1st, and Erick Rainey of Edinburgh, Scotland, placed 3rd.
6. Jana Barnhill of Lubbock, Texas, was elected Toastmasters' 3rd Vice President and is the newest member of Toastmasters' Executive Committee.
7. Emmy-award winning comedy writer Gene Perret shares tips on using humor in speeches.
8. Last year's World Champion, Randy Harvey, puts his speaking skills to good use.
9. A full house at the Opening Ceremonies.



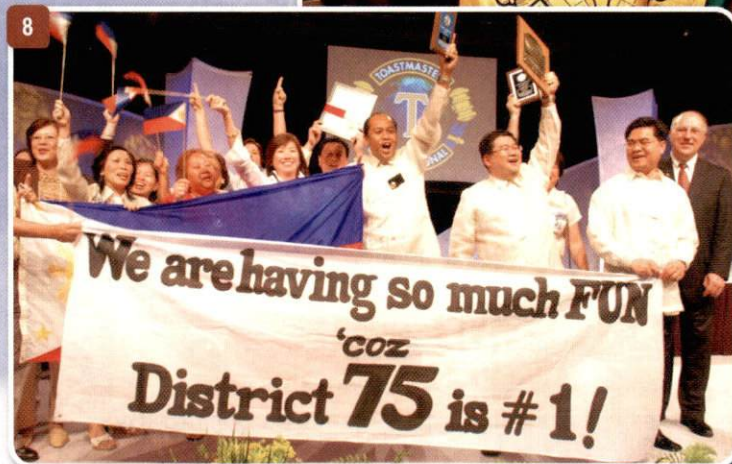
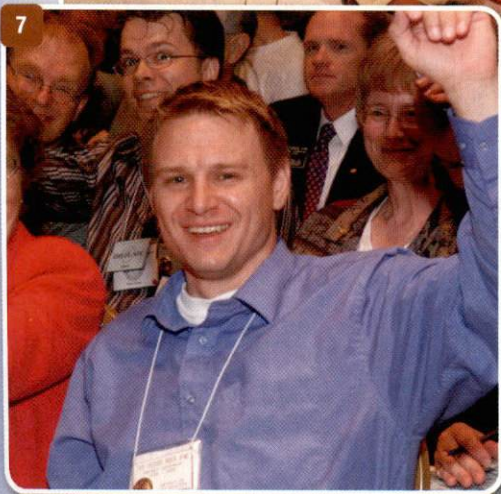
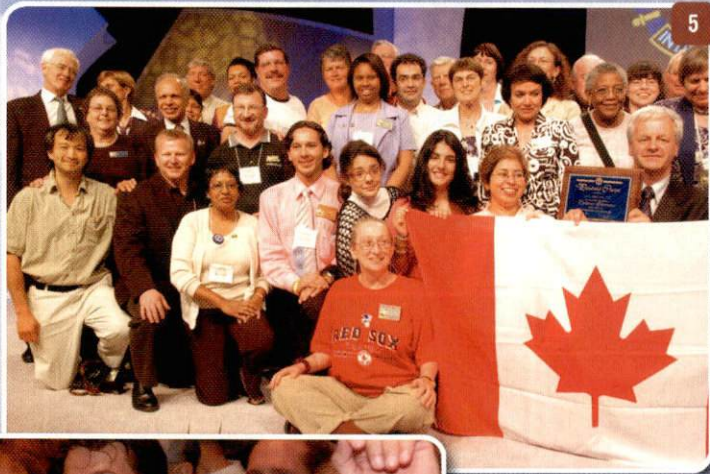
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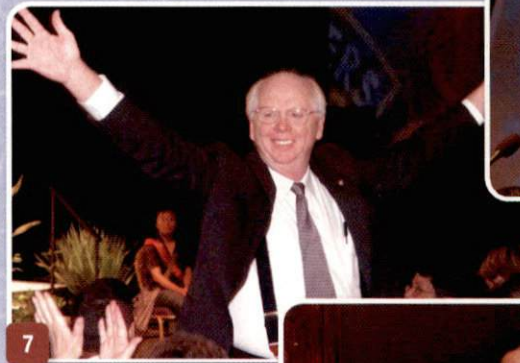
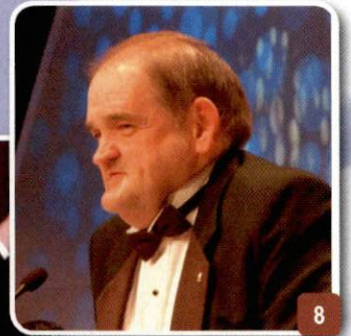
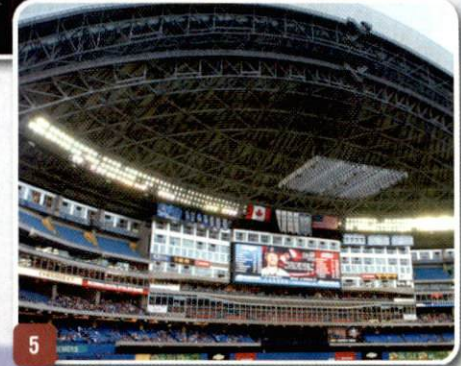
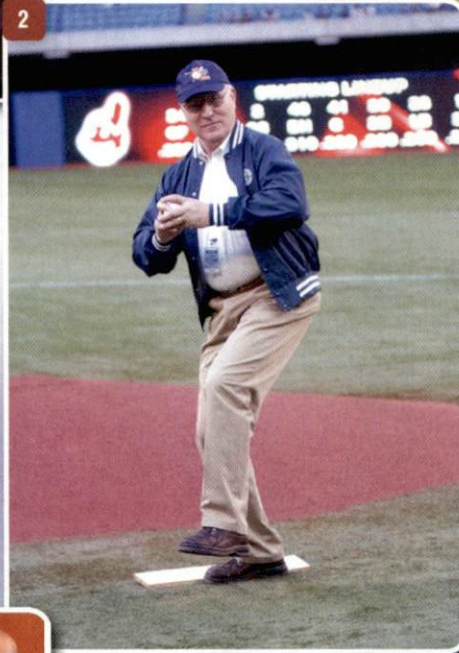
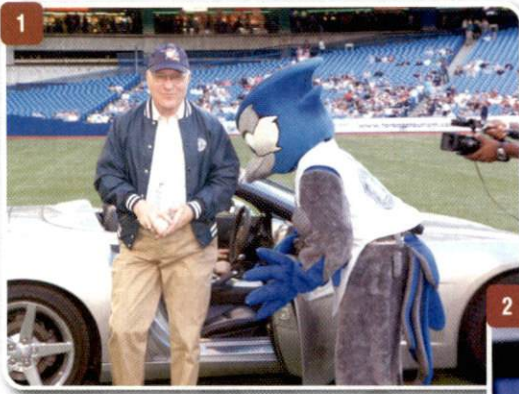
- 1 & 2. A.J. Bourke, a fighter pilot and president of the company Afterburner, with his wingman "Pitch," spoke about the concept of "flawless execution" at the Opening Ceremonies.
- 3. Delegates rehearse for the Parade of Flags.
- 4. First-time convention attendees meet at the First-Timers' Welcome.
- 5. Worry-management expert and Toastmasters Accredited Speaker Denise Marek leads a session on how to turn fears into action.
- 6. District 73 Governor Andris Bilkens from Australia holds court in the bookstore.
- 7. A luncheon audience have fun with balloons.
- 8. Golden Gavel recipient Marcus Buckingham wows the audience.
- 9. Lance Miller of Glendale, California, celebrates his victory as the 2005 World Champion of Public Speaking.
- 10. District 60 Governor John Rich welcomes everyone to Toronto.



**PHOTO CAPTIONS**

1. 99-year-old Past District 31 Governor Charlie Keane and friend.
2. Canadian delegates dress up for the Dinner Dance: From left: Josee Leclerc, Jacques Brunet and Angela He.
3. Past International Speech Contest winner Mark Brown leads a session about leadership.
4. Past District 36 Governor Jim Ronning explains the historical significance of next year's convention venue: Washington, D.C.
5. District 60 Toastmasters celebrate their President's Distinguished District status at the Hall of Fame ceremony.
6. President Dilip Abayasekara presents a club banner to a representative of one of his home clubs.
7. District 42 Governor Troy Wruck casts his vote during the Annual Business Meeting.
8. Toastmasters from the Philippines celebrate being the most successful district.





### PHOTO CAPTIONS

- 1 & 2. International President Jon Greiner is greeted by the Toronto Blue Jays mascot as he enters the field to throw out the first pitch in a baseball game attended by thousands of Toastmasters.
3. Toastmasters cheer for their favorite team.
4. The Blue Jays vs. the Cleveland Indians: The Indians won!
5. Toronto's Skydome: home of the Blue Jays.
6. European Toastmasters leaders from District 59 celebrate a successful year.
7. Cliff Heinsch from Brooklyn Park, Minnesota, is elected to the Toastmasters Board of Directors.
8. Host district 60 Chairman Ralph Williamson thanks his crew of volunteers.
9. Steven Kliner from Montreal attends his 24th convention with friends.
10. Luncheon speaker Mimi Donaldson debunks myths about "the battle of the sexes."

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# Speechwriting 101

By Colin Moorhouse

## What are the elements of an engaging speech?

Some time ago, I gave a talk to a Toastmasters regional conference on the subject of speechwriting. Because I've been a freelance speechwriter for a decade now, the organizers thought I would offer a valuable perspective on the subject.

I remember arriving at the conference to sign in, and there was an elderly gentleman standing nearby. He had been a Toastmaster for decades. When he heard that my topic was going to specifically be about speechwriting rather than presentation issues, he gave me a bit of a disdainful look and declared how he'd never written out a speech in his life – and he had given hundreds of speeches. I wasn't prepared to argue with such a distinguished gent who had that much experience under his belt, but it seemed a strange sort of boast.

I always tell my CEO/politician clients that no matter how they plan to deliver the speech we work on, they should have a fully written-out document if for no other reason than that the speech becomes part of their written history. Like that skeptical Toastmaster, I too have hundreds of speeches under my belt, each and every one written out – word for word – as I would like my clients to deliver them. And they often do.

To write a good, fully fleshed-out speech, I need to see the words on paper.

So what makes a good speech? What are the common threads that

cause audiences to stand up and applaud at the end? Why do so few speeches rise to that level?

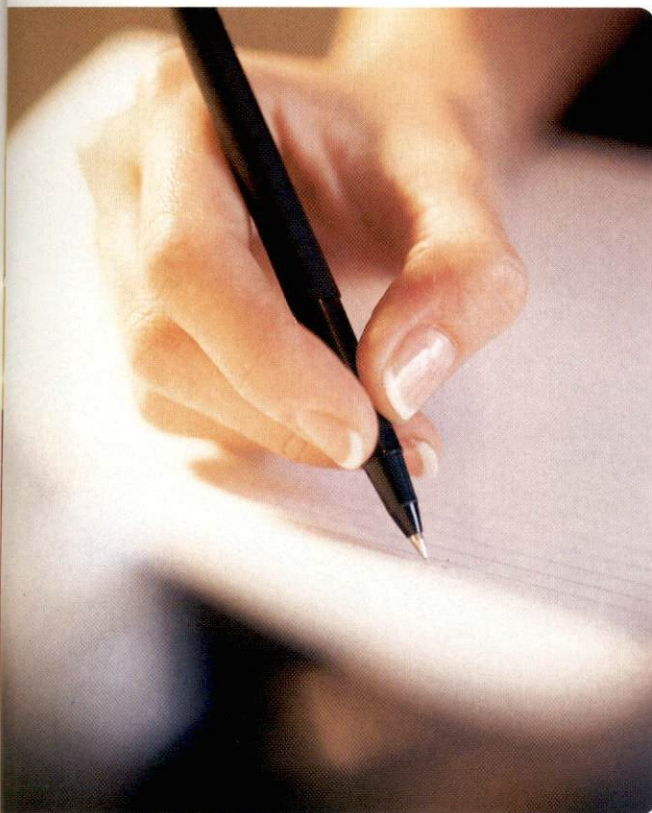
It seems to me that whatever the speaker's reason for giving a speech – making a policy statement, imparting new information, talking about an internal reorganization or speaking about the state of the nation – what he or she must do at some fundamental level is engage the audience. While the propagation of information may well be a desired byproduct of a speech, remember this: Engagement has a far longer half-life than information. You want the audience to associate the connection they feel with the speaker, not with the facts he or she is spewing out in the moment.

Which leads to the next obvious question: Just what are the elements of an engaging speech? At the risk of being dreadfully specific, I would say there are five. And the first two you don't have much control over.

The first relates to the speaker's **innate oratorical skills**. Richard Burton, Winston Churchill and Martin Luther King Jr. could all have read entries from the phone book and they would have sounded good. The trouble is most people – even with the best speech coaches in the world – tend to sound wooden, flat and monotone. So scratch that one off your list.

The next factor is the **nature of the event**. Some events are just fraught with expectation or emotion. Think of George Bush's post-9/11 address





to Congress. Think eulogies in memory of a great person or the passing of a close friend. There are in these types of events a built-in assumption that the listener will be engaged. Even if the speech itself is less than inspiring, the speaker is forgiven because the "event" supercedes all else.

Unfortunately speechwriters have little control over the nature of event, but they should certainly use that as their starting point when they consider issues of cadence, tone, rhythm and, depending on circumstance, formality or intimacy.

The third element of engagement is **humor**. If you can get them laughing, you have got it made. Unfortunately it is usually easier to make an audience cry than to make them laugh. And having your audience cry is not usually regarded as the optimum outcome. Writing humor can be terribly difficult. I run very far if I have a client who asks me to write a speech with lots of jokes! Unless you are Jerry Seinfeld, it can't be done. But do not despair. Because the best humor – the most authentic humor – comes out of personal stories. Which leads me

to the fourth element – **storytelling**.

In almost every interaction with human beings, there is an element of storytelling. And speeches are no different. We all suffer from the human condition. We all have the same frailties and insecurities. When speakers reveal theirs through the medium of story, audiences recognize themselves and say "oh yes, he/she is one of us. And now I trust the message as well as the messenger."

The final and perhaps most powerful element of engagement is the **appropriate use of language**.

As the writer, this is what you have most control

over. I am often asked as a speechwriter, how can I write with the distinctive voice of each speaker, especially when I often don't get to meet my clients? To which I reply that I don't even try. I write in a style that is simple, straight forward, in every person's language – meant for the ear and not the eye.

So there you have it: humor, language and story are the key factors we can control when writing a speech. And you don't even need to have all three! Write a speech that makes the audience laugh a little, that draws them in with a story or two. Deliver a simple message (singular). And keep it short.

Finally, be very brave when you review the final draft and ask yourself, "Would I want to sit through this speech?" If the answer is yes, the chances are pretty good you will have an engaged audience who will ask you – or your client – to come back again and again. **T**

**Colin Moorhouse** has been a freelance speechwriter for more than a decade. Contact him at [Colin\\_Moorhouse@telus.net](mailto:Colin_Moorhouse@telus.net).

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**Audiences are comprised of people with diverse social and cultural backgrounds. Here are some tips to help you with the challenge!**

**By Ramez Naguib**

**G**iving a presentation or speech is difficult. It requires expertise in your subject and total attention to what you are saying, the tone you are using, and the needs and culture of your audience members – and that's just the beginning. Always remember that your audiences do not have the luxury to rewind or slow down your speech. So you have to get it right the first time!

Combine all of this with international audiences of people who do not speak your language, come from diverse backgrounds and have different business and ethical standards than you are used to, and the matter becomes really challenging.

This article is based on my experience and will give you a few simple suggestions for speaking to international audiences.

### **Speak Clearly and Slowly**

This may seem an obvious point when addressing people who speak another language, but it is an especially noteworthy point. Make sure your pronunciation is clear and try to speak with a neutral accent. People within the United States can easily cope with different accents; this is not the case for international audiences.

Be cautious not to speak too fast. For example, the normal pace of speech in the U.S. could be considered fast and incomprehensible for international audiences. Again, always remember that your audiences may not use your language on a daily basis.

In one technical presentation I gave to Japanese customers in Osaka, the first question from them was about whom to contact for technical questions. I immediately replied "I'm gonna be your contact." So they asked back: "And what is the e-mail of Ms. Amgona?"

**Remember: Speak clearly and slowly.**

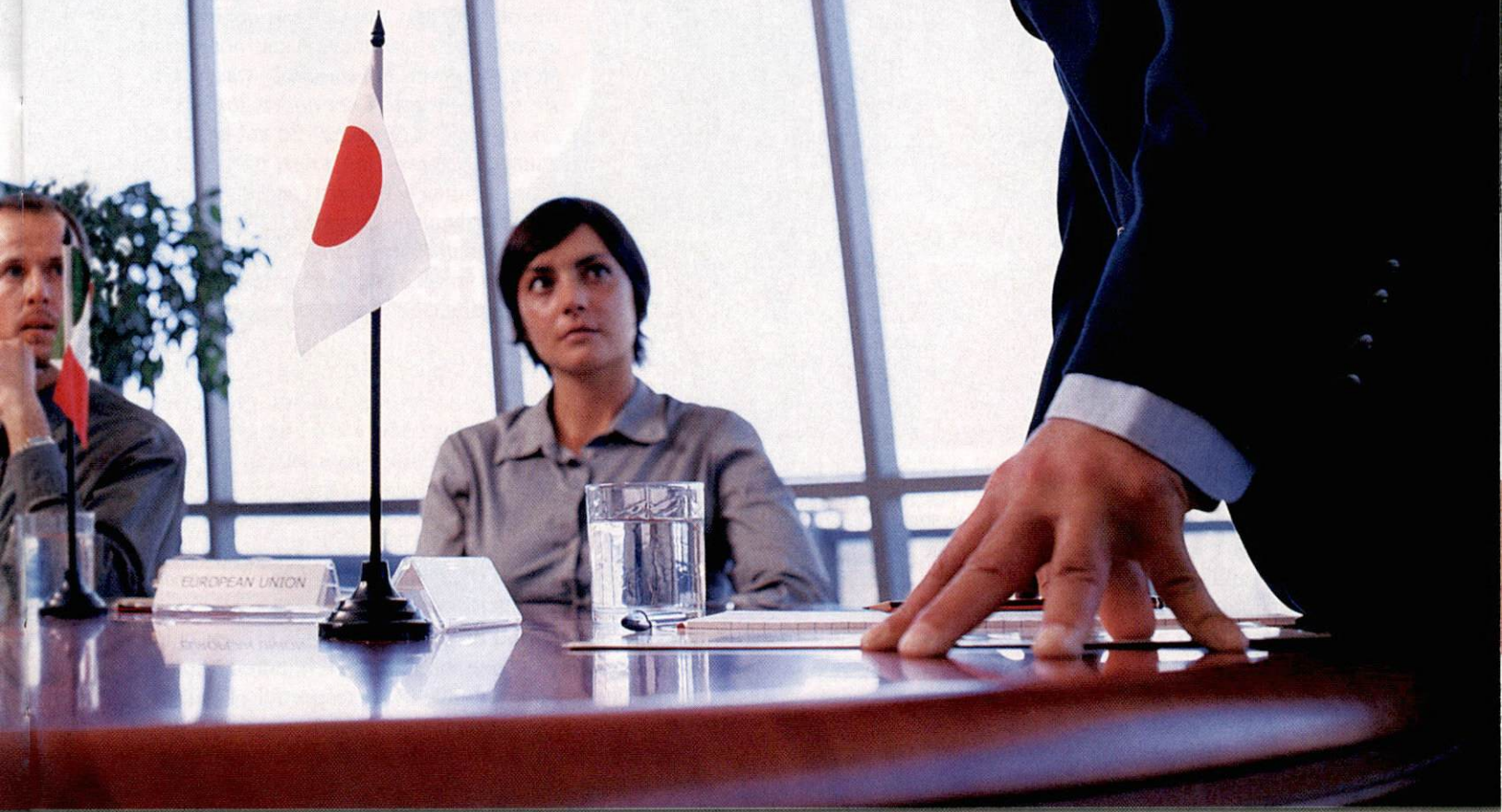
# TALKING INTERNATIONAL AUDIENCES



### **Use Metaphors Cautiously**

Metaphors are always welcome in international presentations because they bring the message closer to the audience. The important catch, however, is to be sensitive to cultural norms.

# ING TO NATIONAL AUDIENCES



Some metaphors that are appropriate in one culture can be offensive in another. (A funny analogy appropriate with Western audiences could be completely offensive to Eastern audiences.) Do *not* mention political or religious figures or events in your presentation. People tend to be

very sensitive in such areas. Likewise, stay away from references to sports not practiced in the host country, such as baseball or American football.

While giving a speech to a newly formed joint venture in India, the Western managing director wanted to empha-

size the open culture he wanted to have with his new partners, so he said, "I don't believe in *sacred cows*." The Sikh-dominated Indian partners did not receive this expression well! **Do not use metaphors that can be wrongly understood by your audiences because of their cultural background.**

### Know Your Words

The general rule goes like this: Unless you are sure of the meaning of the word you are saying in a foreign language, do not use it. This is because similar words in foreign languages can have completely different meanings in different contexts that may not really convey what you are trying to say. Slightly varying a vowel or the pronunciation of a word can completely alter its intended meaning.

Talking to Brazilian engineers about the competence we have in their field, I said, "*We do this day-in-and-day-out*." Their feedback was that we might not be competent enough since this represents only 50 percent of our business. "*Didn't you say that you are working on it only half the days of the week?*" **Do not use expressions that are known only to people coming from a certain background.**

### "That's the Way We Do It Back Home!"

Never, *ever* say this phrase when talking to people who are not from "back home." It can give the impression that you are showing off or being boastful. You will be met with hostility concerning whatever you try to say after that. On the contrary, try to praise the audience and tell them how much you have learned from them – even if that's not necessarily the case.

Giving a technical speech during an industrial fair in Frankfurt, the North American presenter was asked how he came to make some of the assumptions in his calculations. The reply was, "*Well, that's the way we do it back home!*" Needless to say, the German engineers attending the presentation did not appreciate this answer and the reply was, "*Well sir, in case you did not notice, this is Frankfurt, not Chicago!*" **Do not use these annoying expressions! Know that each and every location is different and that a product or technology that may be suitable for one place does not automatically make it suitable for all. Make sure your comments are specifically targeted for your audience.**

### Watch Your Body Language

Before you even say a word, your posture and gestures convey a message to your audience. Crossing your legs in the United

States is completely natural; sitting in the same position in Kuwait may be impolite.

### My Final Advice to You: When in Rome, "Speak" Like the Romans!

Know the background of your audiences and their cultural norms. Do they say "one thousand-five hundred kilometers" or "fifteen hundred miles?" Be respectful of their language, currency, beliefs and traditions. Know that there is no one correct way to do things. Each country has its norms and heritage that you should try to accommodate. And always remember: "*Blessed are the flexible, for they shall not be broken!*" **T**

**Ramez Naguib** is a member of BAC Talk Club 8986 in Jessup, Maryland. He has lived, worked and studied in Africa, Asia, Europe and North America. Contact him at [RNaguib@BaltimoreAircoil.com](mailto:RNaguib@BaltimoreAircoil.com)



In a meeting with top officials from the national Saudi Arabian electrical company, one of the Western managers tried to look a bit friendly after a long, tense meeting. He said to the Saudis "*kbalas*," a word he heard them exchange among themselves during the meeting. The Saudis got very annoyed by this rude gesture. In Arabic, *kbalas* means "finish?" However, in the context the Western manager said it, it meant in the Arabic culture "wrap it up and finish." **Avoid expressions in foreign language that you do not fully understand.**

### Avoid Slang

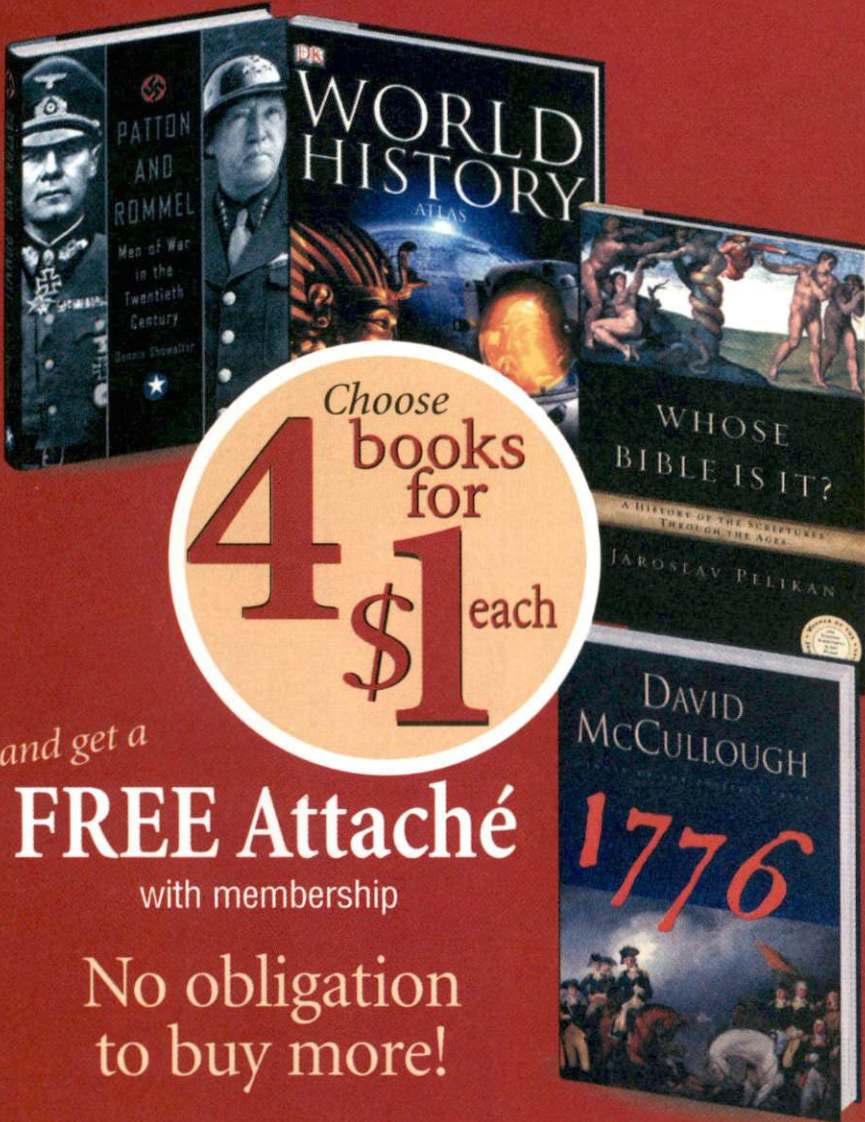
Your audience may not understand slang. Someone from Guangzhou who seldom speaks languages other than Chinese may not comprehend expressions commonly used in Texas. Phrases such as "*gave him a cold shoulder*," "*barking up the wrong tree*" or even common ones such as "*do this a.s.a.p.*" may be confusing to non-native English speakers.

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Many years ago, I asked a friend, (now my wife), from Hong Kong to visit me in Macau (on the south coast of China). She agreed to come the next Saturday afternoon. So I sat around and waited. Two o'clock turned into four o'clock and I finally called her. "I thought you were coming over to visit." She replied, "I am coming - next Saturday!" What I didn't realize was that in the Chinese way of counting time, "next" means "the

more than ever. Your next door neighbor is as likely to be from Armenia as Arkansas. And your next business trip may take you anywhere from Mexico to Madagascar.

Communicating across cultures begins with the basic understanding that one size does not fit all. Simply because you practice certain cultural habits or patterns does not mean the rest of the world does. "When in Rome, do as the Romans do" makes perfect sense in Rome, Romania or Rio de Janeiro.



By Herbert Lee, ATM-G

## ures

**Cultural differences often lead to international business blunders.**

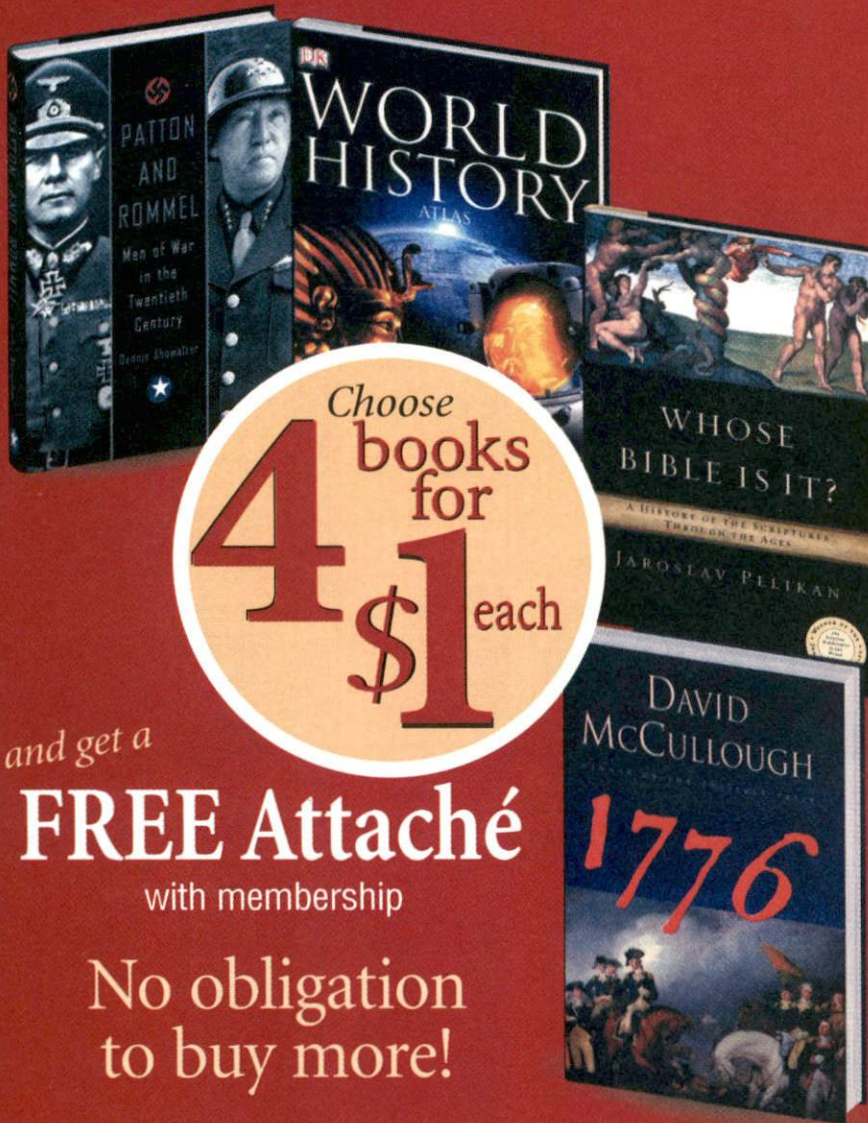
David A. Ricks, in his book *Blunders in International Business*, writes: "Cultural differences are the most significant and troublesome variables ... The failure of managers to fully comprehend these disparities has led to most international business blunders." Failing to recognize and adapt to these differences can mean the difference between a done deal and a faceless failure.

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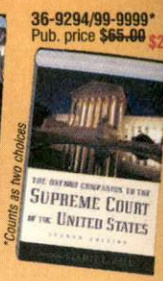
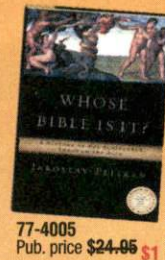
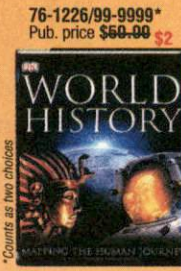
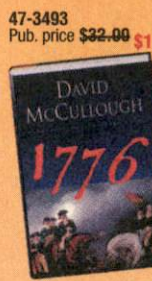
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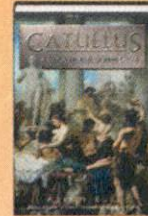
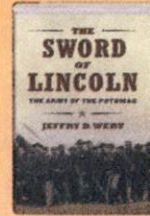
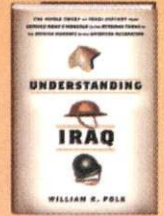
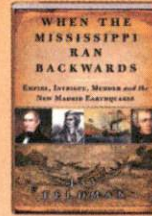
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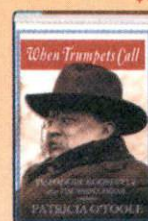
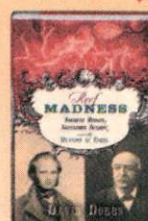
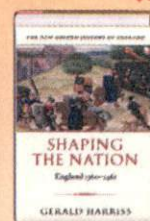
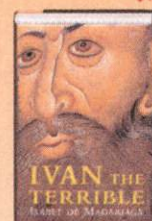
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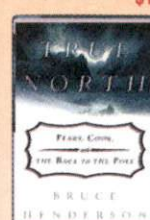
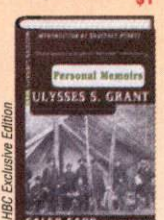
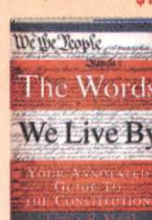
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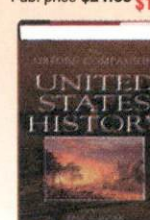
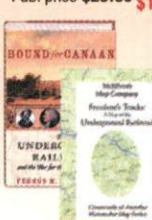
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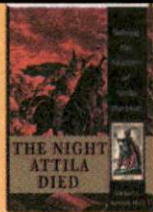
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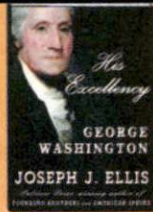
**Ramez Naguib** is a member of BAC Talk Club 8986 in Jessup, Maryland. He has lived, worked and studied in Africa, Asia, Europe and North America. Contact him at [RNaguib@BaltimoreAircoil.com](mailto:RNaguib@BaltimoreAircoil.com)



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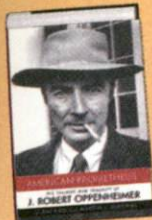
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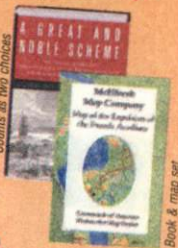
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Many years ago, I asked a friend, (now my wife), from Hong Kong to visit me in Macau (on the south coast of China). She agreed to come the next Saturday afternoon. So I sat around and waited. Two o'clock turned into four o'clock and I finally called her. "I thought you were coming over to visit." She replied, "I am coming – next Saturday!" What I didn't realize was that in the Chinese way of counting time, "next" means "the

more than ever. Your next good neighbor is as likely to be from Armenia as Arkansas. And your next business trip may take you anywhere from Mexico to Madagascar.

Communicating across cultures begins with the basic understanding that one size does not fit all. Simply because you practice certain cultural habits or patterns does not mean the rest of the world does. "When in Rome, do as the Romans do" makes perfect sense in Rome, Romania or Rio de Janeiro.



By Herbert Lee, ATM-G

ures

**Cultural differences often lead to international business blunders.**

David A. Ricks, in his book *Blunders in International Business*, writes: "Cultural differences are the most significant and troublesome variables ... The failure of managers to fully comprehend these disparities has led to most international business blunders." Failing to recognize and adapt to these differences can mean the difference between a done deal and a faceless failure.



size the open culture he wanted to have partners, so he said, "I don't believe in The Sikh-dominated Indian partners did expression well! **Do not use metaphors understood by your audiences because of background.**

### Know Your Words

The general rule goes like this: Unless meaning of the word you are saying in guage, do not use it. This is because sign languages can have completely different contexts that may not really trying to say. Slightly varying a vowel of a word can completely alter its inten



In a meeting with top officials from Arabian electrical company, one of the tried to look a bit friendly after a long, said to the Saudis "khalas," a word he exchange among themselves during the Saudis got very annoyed by this rude gesture. In Arabic, khalas means "finish?" However, in the context the Western manager said it, it meant in the Arabic culture "wrap it up and finish." **Avoid expressions in foreign language that you do not fully understand.**

### Avoid Slang

Your audience may not understand slang. Someone from Guangzhou who seldom speaks languages other than Chinese may not comprehend expressions commonly used in Texas. Phrases such as "gave him a cold shoulder," "barking up the wrong tree" or even common ones such as "do this a.s.a.p." may be confusing to non-native English speakers.

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**Ramez Naguib** is a member of BAC Talk Club 8986 in Jessup, Maryland. He has lived, worked and studied in Africa, Asia, Europe and North America. Contact him at [RNaguib@BaltimoreAircoil.com](mailto:RNaguib@BaltimoreAircoil.com)



# Communicating Across Cultures

By Herbert Lee, ATM-G

*Every country has its own way of saying things. The important thing is that which lies behind people's words.*

— FREYA STARK, *THE JOURNEY'S ECHO*

Many years ago, I asked a friend, (now my wife), from Hong Kong to visit me in Macau (on the south coast of China). She agreed to come the next Saturday afternoon. So I sat around and waited. Two o'clock turned into four o'clock and I finally called her. "I thought you were coming over to visit." She replied, "I am coming — next Saturday!" What I didn't realize was that in the Chinese way of counting time, "next" means "the

Saturday following this one." That was my first lesson in communicating across cultures.

These days, people are traveling more than ever. Your next-door neighbor is as likely to be from Armenia as Arkansas. And your next business trip may take you anywhere from Mexico to Madagascar.

Communicating across cultures begins with the basic understanding that one size does not fit all. Simply because you practice certain cultural habits or patterns does not mean the rest of the world does. "When in Rome, do as the Romans do" makes perfect sense in Rome, Romania or Rio de Janeiro.

**Cultural differences often lead to international business blunders.**

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# Lost in Translation

## Tips on working with translators

By Herbert Lee, ATM-G

One of the challenges of cross-cultural communication is working with translators. Here are some guidelines:

### Position

The interpreters need to see you speaking to maximize their understanding of your body language and facial expressions.

- The interpreter should receive a copy of your presentation in advance (the earlier the better).
- Ensure that all interpreters have copies of any handouts you are using.

### Speaking Style

- The most common error is speaking too fast. This is compounded when speaking to multinational audiences.
- Put yourself in the shoes of someone listening to a speech given in their second language. Then consider the interpreter simultaneously translating your speech. Language like German or Spanish are one third longer than English. You must speak much slower than you are used to for a translator to follow you.
- Avoid using jargon or colloquial terminology; interpreters may not be aware of their meaning. Sometimes the same term conveys a different meaning in another language. If you have to use such terms or phrases, always explain what you mean or test them out on a "local" beforehand.
- If participants become involved in a dialogue with you, always pause between exchanges to ensure that the interpreters have finished interpreting the last person's comments and are ready to translate your contribution.

### Seven Ways to Drive Your Translator Crazy

- Speaking too fast
- Using jargon or colloquial phrases
- Telling jokes (humor doesn't translate easily)
- Talking with your back to the interpreters
- Not giving the interpreters your presentation and handouts in advance
- Speaking without notes (for the translators to have something to work with)
- Failing to rehearse (with the translator)

Robert L. Stevenson, in his book *Global Communication in the Twenty-First Century*, says "language, more than anything else, is the heart of culture." Assumptions about culture affect the way people communicate with each other.

Culture usually refers to the diverse ways in which people think, act or behave – toward themselves, with their families and with people in their own society. Culture includes customs related to religious, social, political and family values. Various cultures have divergent values for

time allocation and use, for family values and conversation, and for "personal space." These differences need to be recognized, valued and appreciated before any real communication can take place.

The main criteria for understanding other cultures is simply to know your own. Very often, we don't know what our own culture is, so it's difficult to understand someone else's. Why do we shake hands when we meet? Why don't we discuss religion and politics in casual

conversation? Culture provides a framework for acceptable behavior.

### Listen with an Open Mind

When trying to communicate across cultures, put aside personal feelings and listen deeply. So learn to "hold your tongue" and develop your listening skills.

It's easy to offend others with seemingly harmless remarks. Comments such as "those people" or "they are all alike, except for you" or any statements regarding "us and them" create disunity and provide a



poor backdrop to effective communication. The more you know about your own culture and other cultures, the greater your chances are of bridging these differences. Having an open mind and being sensitive to differences are key factors in making you a better communicator.

### Verbal and Nonverbal Behavior

Language is much more than words. And every language has linguistic preferences. These linguistic preferences can often give clues about the behavior, manners and thinking of that particular culture.

Look for the nuances in the way people from different cultures use language. For example, the English use understatement and modesty; they are sometimes vague to avoid any confrontation and extremely polite. Spaniards and Italians, on the other hand, like to be flowery with their language, preferring eloquence and expressiveness over exactness. Germans are very logical in manner and words.

Asians, including Japanese and Chinese, consider harmony an important virtue and will avoid confrontation at all costs. For that reason, they will often say yes to

many things with the understanding of "Yes, I hear you" or "Yes, I understand," and not necessarily "Yes, I agree."

### Gestures

As Toastmasters, we realize the value of gestures. However, there are no universal gestures. (The only universal one would be a smile. A warm, friendly smile goes a long way toward conveying sincere interest in others). What might be consid-

ered a gentle gesture in one culture could be a gross gyration in another. For example, in the West, to beckon someone to come over, you usually hold out your hand with the palm up and then move your fingers, gesturing the person to come. In Asian cultures this is considered vulgar. This gesture in Asia is done with the palm facing down and then rolling the fingers.

Communicating across cultures takes great sensitivity and awareness. By studying other cultures, we become more insightful and adaptable in our communication efforts.

No one expects you to know all the nuances of his or her culture. Just as others are expected to respect and understand your culture, they will make allowances for any missed cues on your part. Leave plenty of room for give and take.

To become successful as an cross-cultural communicator:

- Remember that your own culture provides acceptable framework for behavior and belief.

**"The main criteria for understanding other cultures is simply to know your own."**

- Be aware that your preferences and behaviors are culturally based and not the "correct" or only ones.
- Become sensitive to a range of verbal and nonverbal behavior.
- Have an open mind to other views and ways of doing things.
- Remember there are no universal gestures. What a gesture means in North America may be an insult in another country or vice versa. **T**


**Herbert Lee, ATM-G**, is a member of Macau Club 615031 in Coloane, Macau. He can be contacted at [herbert@chinamarketingstrategist.com](mailto:herbert@chinamarketingstrategist.com)

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# SPELLING BEE





# A Spell of Good English

By Richard Lederer, Ph.D.

Remedies for the 'awesome mess' of English spelling.

One night when Joel Chandler Harris, creator of the Uncle Remus tales, was at his editorial desk, an old-time reporter looked over and asked, "Say, Joel, how do you spell the word 'graphic'? With one f or two?"

"Well," replied Harris in his gentle drawl, "if you're going to use any f's, you might as well go the limit."

Few employers would be as jovial and patient as Harris with spelling atrocities. Increasingly, business executives complain about the poor English produced by their employees. Often what they mean by poor English is poor spelling, since errors in orthography are the most conspicuous of all defects in written English. As an editor once advised: "A burro is an ass. A burrow is a hole in the ground. As a writer, you are expected to know the difference."

Well, you might say, spelling is no problem today – after all, we have spelling checkers on our computers. That's like saying that doctors became unnecessary with the discovery of aspirin. Spelling checkers are wonderful for catching typographical errors and some misspellings, but they can be a mixed blessing if they make writers overconfident. The main problem with these "spell check" programs is that they cannot distinguish between or among homophones, which are words that sound alike but have different meanings, such as *role/roll*, *deer/dear*, *alter/altar* and *to/too/two*.

The hazards of relying on the computer to proof your writing are well illustrated in a poem that has made the rounds on the Internet for several years, in one variation or another. Here's the first stanza:

#### An Owed to the Spelling Checker

*Wee have a spelling checker.  
It came with hour PC.  
It plane lee marks four are revue  
Miss steaks wee can knot sea.*

Confronted by what linguist Mario Pei calls "the awesome mess of English spelling," you may well wonder if you can ever become a better speller. You can, especially if you imbibe six handy and relatively painless home remedies:

# Laughing at Missed Aches

From the anals – oops, annals – of business writing, here are some orthographically challenged sentences that the spell-checker missed:

- “Please bare with us while we are working to improve service.”
- “In all offices no smoking is aloud.”
- “The companies manufacture iron and steal.”
- “You are invited to Sally Curtis’ retirement party. No gifts, just the honor of your presents.”
- “The company will decide whether or not to recognize same-sects marriages.”
- “The contractor shall provide uninformed police officers for traffic control.”
- “The year-end earnings should wet the appetite of any investor.”
- “It would be wreckless to expand operations at this juncture.”

**1 Identify the particular spelling demons that torment you.** Tape a list of these demons to your desk or your bathroom mirror. Review them frequently and you will make progress. Remember that even the worst spellers write far more words correctly than they misspell. The words that cause writers trouble tend to be the common words, and their number is relatively small. According to a number of studies, the most frequently misspelled words and word groups are:

- There/their/they’re
- To/too/two
- receive
- existence/existent
- occur/occurred/occurrence/occurring
- definite/definitely/definition
- separate/separation
- belief/believe
- occasion/occasional
- lose/losing

**2 Own a reliable and up-to-date desk dictionary and use it constantly.** As soon as a misspelled word comes to your attention, look up the correct spelling. The average time for locating a word in the dictionary is 20 seconds; surely this is 20 seconds well spent.

**3 Look for patterns.** Despite its apparent chaos, much of English spelling makes sense. As pointed out earlier,

two words that are frequently interchanged are *stationary*, “not moving,” and *stationery*, “writing paper.” Yet there exists a reasonable distinction between them: *-ary* is characteristically an adjective ending, as in *ordinary* and *military*, whereas *-ery* is just as typically a noun ending, as in *machinery* and *mystery*. As you become more aware of such patterns, you will easily distinguish the adjectives *ingenious* and *callous* from the nouns *genius* and *callus*.

**4 Think of words as made up of component parts.** The old saying “It’s hard by the yard but a cinch by the inch” applies to spelling as well as other matters. The common misspellings of *misspelling* (often *mispelling*) and *disappoint* (often *dissappoint*) are caused by a failure to perceive the prefix-root components of these words: *mis+spelling* and *dis+appoint*. Other examples:

back	+	ground	=	background
dis	+	satisfied	=	dissatisfied
pre	+	judice	=	prejudice
re	+	commend	=	recommend
room	+	mate	=	roommate
un	+	necessary	=	unnecessary
with	+	hold	=	withhold

**5 Learn and apply a relatively small number of spelling rules,** each of which pertains to a large cache of words:

- Words ending in *y* preceded by a consonant usually change the *y* to *i* before a suffix not beginning with *i*, as in *cry/cried*, *baby/babies*, *busy/business* and *beauty/beautiful*.
- Drop the final *e* before adding a suffix beginning with a vowel, as in *dine/dining*, *hope/hoping*, *desire/desirable*, *orate/oratory*, *sale/salable*. Exceptions: *ce* or *ge* before *a* or *o* do not drop their *e*, in order to retain their soft sound, as in *serviceable*, *singeing*, and *outrageous*. Note that the pairings *love/lovely*, *nine/ninety* and *state/statement* retain the final *e*, because the suffixes begin with consonants.
- Write *i* before *e*, except after *c*, or when sounded as *ay*, as in *neighbor* and *weigh*.
  - Exceptions to this rule abound – *either*, *leisure* and *financier* come to mind – but most *ie-ei* words adhere to the pattern, including the gremlins *achieve*, *believe*, *ceiling*, *niece* and *receive*.
- Now take a breath and learn the toughest but most useful spelling rule in English: Words ending in a single consonant preceded by a single vowel double the final consonant before a suffix beginning with a vowel if the accent falls on the last syllable of the root word. Whew! It takes a lungful of words to recite this rule, but the application is easy:
  - *Hop/hopping*, but *hope/hoping* (*hope* falls within rule B, above)
  - *Pin/pinning*, but *pine/pining* (*pine* falls within rule B, above)

- *Pet/petting* but *carpet/carpeting* (the accent in *carpet* falls on the first, not the second, syllable)
- *Refer/referred*, but *reference* (the accent in *reference* falls on the first syllable)

**6 Use mnemonic devices to subdue your spelling demons.** A mnemonic device is a memory aid that may work for you where other strategies fail. The following memory tricks may help you to exorcise some of your most bedeviling (not bedevilling) spelling demons:



- *all right*. *All right* is the opposite of *all wrong*.
- *beautiful*. The only English word that ends in *full* is *full*. *Beautiful*, *wonderful* and the like end in *-ful*.
- *business*. *Business* descends from *busyness*.
- *calendar*. Memorize this sentence to help you tame the demons ending in *-ar*: "The *particular burglar* and *beggar* took only a *grammar* book, *calendar* and a *sugar bowl*."
- *cemetery*. Note that almost every other letter is an *e*.
- *definite*. Something that is *definite* has *finite* boundaries.
- *desert/dessert*. You want no more than one desert. Hence, one *s*. You want more than one dessert. Hence, two *s*'s.
- *environment*. There is *iron* in the *environment*.
- *forty*. It is strange that *forty* drops the *u* that appears in *four*. You'll have no problem, though, if you memorize the sentence "The soldiers built a *fort forty* yards from the clearing."
- *grammar*. *Ma* wants you to use good grammar. She also wants you to remember that the letters after the *g* read the same forwards and backwards.
- *lose*. *Lose* loses an *o* from *loose*.

- *minuscule*. You get a *minus* if you don't use the preferred spelling of *minuscule*.
- *parallel*. The two *l*'s make parallel lines in the middle of *parallel*.
- *piece*. You'll not experience an unwelcome vowel movement if you remember "I want a *piece* of *pie*."
- *prejudice*. This word begins with the same six letters as *prejudge*.
- *principal/principle*. The *principal* is your *pal*. A *principle* is a rule that ends with the same two letters as *rule*. Let the *a* in *principal* remind you that *principal* can also be an adjective.
- *recognize*. There is a *cog* in *recognize*.
- *repetition*. There is a *pet* in *repetition*. Just place *re*-before *petition*.
- *rhythm*. If you've got it but can't spell it, divide *rhythm* into two three-letter syllables, each having an *h* in the middle.
- *ridiculous*. The adjective begins with the same seven letters as *ridicule*.
- *secretary*. A *secretary* keeps *secrets*. To master the demons that end in *-ary*, memorize this sentence: "The stationary *secretary* earned a raise in *salary* for using a *dictionary*."
- *sentence*. Count *ten* before you write *sentence*.
- *separate*. There is a *rat* in *separate*.
- *stationary/stationery*. Something that is *stationary* is standing. Remember the *a* in *stand*. *Stationery* stores sell *letter paper*. Remember the *er*'s in *letter paper*.

## Online Spelling Sites

**www.sentex.net/~mmcadams/spelling.html:**  
Online test of 50 commonly misspelled words.

**Wordsmyth: www.wordsmyth.net/:**  
You can specify for exact match or spelled-like, e.g. "dawg" matches "dog."

**Merriam-Webster: www.m-w.com/dictionary.htm:** If there's no match, it offers words of similar spelling and/or meaning.

You'll be a good speller if you memorize 50 to a 100 demons, learn a small number of fundamental spelling rules and mnemonic devices, and frequently consult a reputable and up-to-date dictionary of the English language. **T**

**Richard Lederer, Ph.D.**, is Toastmasters' 2002 Golden Gavel recipient. His most recent book is *Comma Sense: A Fundamental Guide to Punctuation*.



# Mentoring Our Youth

By Linda Wilkinson, ATM-B

**A mother starts a Youth Leadership Program to help her kids gain confidence.**

It was not a big surprise. I knew that my daughter Chérie, at age 14, did not like speaking in front of her peers. Nevertheless, when I found out she had refused to read a report in front of the class, knowing that her grades would suffer, I was shocked. Not only that, but my son Mark, who was 17 at the time, was just as shy when it came to speaking in front of a group. I realized I needed to do something about it.

I was a brand new Toastmaster at the time and gaining new confidence every week as I practiced the skills I was learning. Wouldn't it be great if I could pass on this confidence to my kids? It was then that I learned about the Youth Leadership Program.

Youth Leadership is an informal course in communication created by Toastmasters International. The goal is to help develop the speaking and leadership skills of young people, ages 14 to 17. With the guidance of experienced Toastmasters, the young participants conduct the meetings them-

selves. Over the course of eight weeks, they learn how to prepare and present two speeches, they practice impromptu speaking and learn how to evaluate their peers. They also learn parliamentary procedure and how to vote in a democratic manner.

Because the Youth Leadership Program models a Toastmasters meeting, it contains many of the same elements. There are two elections – one at the beginning of the program and another one halfway through. In this way, six participants get an opportunity to experience the leadership roles of president, vice president and secretary.

The president opens and closes the meetings and the secretary gives a report of the previous meeting. Then comes the prepared speech segment with the vice president in the role of timer. And what would a Toastmasters meeting be without Table Topics? You can be sure that the participants dread this just as much as new Toastmasters do, but they increasingly gain self-assurance with practice.

The more I learned about the Youth Leadership Program, the more I wanted my kids to be involved. There was just one catch – I had to organize and facilitate it! Thankfully, I received help from Linda Baron, the past president for our club. She gave me the Youth Leadership Coordinator's Guide (Catalog No. 802) to assist me in planning the program. While there was preparation involved, the manual made the leadership role less stressful because instructions were so clear and easy to follow.

▼ The author (second from right) and her Youth Leadership Program participants.



I had a few ideas on how to find young people interested in the Youth Leadership Program, such as talking to the principal of my daughter's school and phoning friends with kids in the 14- to 17-year-old age range. As it turned out, however, a friend from a local home-schooling group was looking for someone from our club to teach public speaking and leadership skills to group of teens. It was a perfect fit! She not only found a place for the group to meet, but she also advertised in the home-school newsletter and found 13 participants for the program.

So it was with great trepidation that I waded into the role of Youth Leadership coordinator. I was fearful and felt unprepared for the role. However, eight weeks later, I knew that not only did 15 teens experience growth as young leaders and speakers, but I also grew by leaps and bounds. My comfort zone as a leader definitely expanded.

For graduation, we wanted to let the teens practice their new skills at our regular weekly Toastmasters meeting. Each young person was matched up with a mentor whom they assisted in a role for the evening. Parents and friends enjoyed watching the young speakers show off their speaking and evaluation skills. It was also a good way to showcase our club in the community. I wrote an article for the club newsletter

## Four Ways to Start a Youth Leadership Program in Your Community

By Linda Wilkinson, ATM-B

- Ask the Language Arts teacher in your teen's school, or a school near your club, if they are interested in offering public speaking and leadership skills as part of their curriculum.
- Write up a proposal outlining details of the Youth Leadership Program, including the benefits, and present it to the principal of the school. Some students may be willing to stay after school to participate.
- Find out if there is a home-school or youth group in your area that would enjoy getting together once a week to practice their public speaking. They may even be able to get credit for the class, depending on what home-school courses they are using.
- Share your vision with your Toastmasters club and ask if any other Toastmasters are eager to mentor the younger generation.

and made sure that all the participants got a copy. I also submitted a news release to the local newspaper.

"I liked the good feeling I had when I finished my speech and everyone applauded," said Mychele Freund, who served as president for the last four weeks of the program. She also felt that her role as president helped her learn to relax when she had to go up front to speak to her peers. Chérie had this to say: "Youth Leadership gave me confidence to speak in public."

You can imagine my delight when I realized that Chérie felt more self-assured. Mark also gained

more self-confidence and has since thought of joining a Toastmasters club. If he had not attended Youth Leadership, I don't think he would have considered it.

The Youth Leadership Program is a win-win situation for everyone. Not only do the young people acquire confidence both in speaking and in leadership, but club members get to be involved in leading and directing them in a positive way. And that can only be positive for the growth of the Toastmasters club. **T**

Linda Wilkinson, ATM-B, is a writer in Spruce Grove, Alberta, Canada.

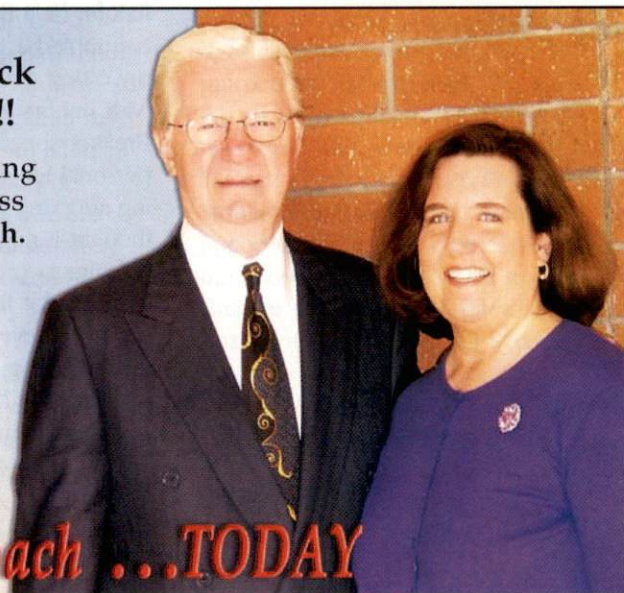
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# Involve Your Child in the Toastmasters Experience

By Shelly Felt, CTM

**“For rather than take time away from my family, my participation leads to enjoyable and memorable experiences with my children.”**

A year ago, I felt conflicted about joining Toastmasters. Although improving my speaking skills is something I've long wanted to do, I worried it might be an activity that would take me away from my two daughters. Already trying to stretch work, family and personal energy to cover everything that needed doing, I wondered: Should I add one more obligation?

I decided to at least try membership and see whether it worked. To my surprise, I discovered that participation in Toastmasters was not an either-or option. For rather than take time away from my family, my participation leads to enjoyable and memorable experiences with my children, helps me take time to reflect on topics of interest, and, yes, it improves my public speaking.

## **Ask for Help Practicing**

I stumbled across a way to involve my oldest daughter in Toastmasters with my first speech. As the Ice Breaker speech was to be about my personal life and experiences, including adopting my girls from China, I thought it might interest my nine-year-old. Emma proved more than willing to help. She listened attentively as I practiced several times. Lucy, my four-year-old, also listened, as she likes to do whatever her big sister does.

When I came home from Toastmasters that evening, relieved after my first speech, Emma told me she was glad I had practiced with her the “Story of Us,” and said she looked forward to helping me prac-

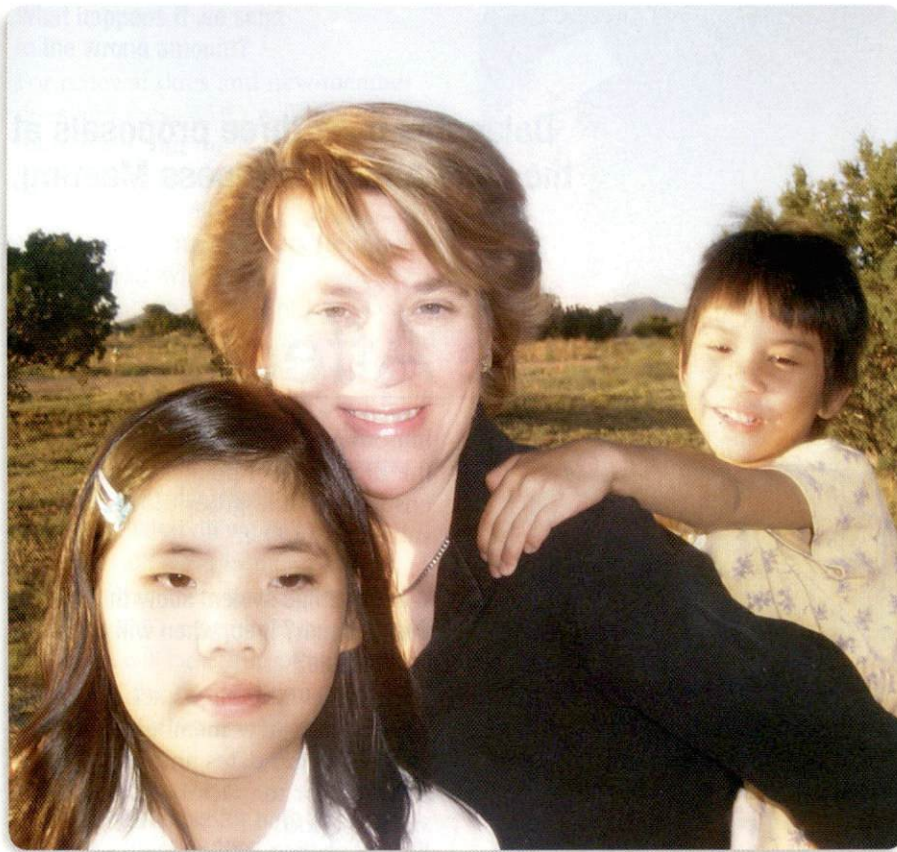
tice future speeches. True to her word, she has practiced with me ever since. It makes me happy that Emma helps me, and I think it makes her feel good too, because she sees my improvement. And as Emma sees me work to overcome my nervousness about public speaking, it makes my voice more authentic when I tell her to practice her drums or do her homework. I'm practicing something too.

## **Research Topics of Family Interest**

As part of the preparation for my second speech, which focused on the moon's phases, Emma, Lucy and I waited for the full moon to rise one night. When I explained that the moonrise that night – the second full moon of the month – was called a blue moon, Lucy told me she was the Blue Moon Fairy and stretched up her arms toward the beautiful New Mexico sky. Since that night, Lucy points out the moon whenever she sees it, and we discuss its position in the sky, whether it is waxing or waning, and what shape it is.

## **Visit Toastmasters for an Hour**

The school calendar is posted in the kitchen. I usually keep pretty close track of the administrative days when the girls are scheduled to be off. But the evening before I was to give a speech at my noon-time club meeting the next day, I saw that Emma was off that day. How had that happened? Rather than cancel at the last minute, I brought her with me to visit my Toastmasters club.



▲ The author, Shelly Felt, with her daughters Emma and Lucy.

During the hour-long meeting, the Table Topicsmaster gave my daughter an opportunity to speak during Table Topics. After concluding her speech (“What is your favorite subject in school?”), Emma lit up at the group’s applause. She later asked how old she had to be before being allowed to join the club. (The answer is 18.)

Consider it a variation on Bring Your Child to Work Day, because Bring Your Child to Toastmasters for an Hour is a way to build a bridge of common experience to your child. Now when I talk about my meeting, Emma can visualize the meeting room, the other participants and just what I do there anyway.

The club that I belong to is receptive to occasional visits from children – and grandchildren. A long-time club member, “Flossie”, who just turned 75, was the first woman lawyer in Santa Fe. In addition to her career accomplishments, she also raised three children. She recently brought her college-age grandson to the meeting. I found their deep connection inspiring and reassuring.

“Keep doing what you’re doing,” Flossie wrote as a comment on that first speech I presented. “And keep practicing with Emma.” How often do parents get positive reinforcement? I still value that comment.

### Seek Out a Club that Allows for Flexibility

I’ve been able to work on my speaking skills when I’ve had time, at my own pace and my family’s, so there is no pressure other than my own desire. In addition, my club meets once a week at noon on Tuesdays, so it is easy to add sessions to my schedule, unlike afternoon or evening slots, which are much tougher for us.

### Share Table Topics at Home

When I come home on Tuesday night, there is always at least one new fact, joke or story I can share with my family that I’ve learned at Toastmasters. Lately, we’ve also added Table Topics to our dinner conversation. Thus far we have asked Emma

to speak for one or two minutes on subjects such as the following:

“Do you think children’s TV time viewing should be limited? Why or why not?”

“What was the best trip you ever took?”

I am often surprised by the answers, which give me a chance to listen to Emma with full attention. The Table Topics game provides her a chance to organize her thoughts and to focus – an especially helpful exercise for a nine-year-old. Lucy participates too, although she chooses her own topic and her presentation is usually one sentence long.

By the way, Emma gets her turn to ask her parents Table Topics, too. Be prepared to be challenged if you choose to do family Table Topics! I recently had to discuss for two minutes whether or not children should be home-schooled.

There are other ways to involve your children in the Toastmasters experience. Some Toastmasters clubs sponsor Youth Leadership programs, for example. For Toastmasters interested in helping 4-H clubs, the North Carolina Cooperative Extension Service has published excellent public speaking activity guides (for ages 5-8, 9-12 and 13-19) that are available at this address: [www.nc4h.org/extension/clubs/present/pg15.html](http://www.nc4h.org/extension/clubs/present/pg15.html)

Given my girls’ interest, it is probably not long before I start organizing a Youth Leadership group. For now, though, it’s enough of a step in the right direction for my daughters to practice “family speaking.” I’m thinking about incorporating a “word of the week” into our home routine, but I’m not sure yet where to fit it in. Multiplication tables may be more important right now. I am also thinking about putting a copy of my Ice Breaker speech in each girl’s memory box, as it is our story. But I haven’t yet been able to organize such a box the way I would like. Oh well, maybe I’ll have time to do that next year. **T**

**Shelly Felt, CTM**, is a member of La Tierra and Capitol clubs in Santa Fe, New Mexico. Contact her at [shelly\\_felt@yahoo.com](mailto:shelly_felt@yahoo.com).

## Delegates pass three proposals at the 2005 Annual Business Meeting.

# How the Dues Increase Affects You

Here is a summary of the action taken by delegates at the 2005 Annual Business Meeting in Toronto, Canada, on August 26, 2005:

### **PROPOSAL A: Increasing Membership Dues and Fees**

This proposal, which required a two-thirds affirmative vote, was approved by the delegates. On October 1, 2005, the following dues schedule becomes effective:

Dues for Districted Clubs:	\$54 annually, \$27 payable every six months
Dues for Undistricted Clubs:	\$42 annually, \$21 payable every six months
New-member Fee:	\$20
Charter Fee:	\$125
Club Reinstatement Fee:	\$162

*This proposal passed by 77% affirmative vote.*

### **PROPOSAL B: Electronic Technology**

This proposal, which required a two-thirds affirmative vote, was approved by the delegates. Effective August 26, 2005, Toastmasters International will now be able to take advantage of a new corporate law that allows the use of e-mail and other modern technologies to give official notices and take official action at the Board of Directors level.

*This proposal passed by voice vote.*

### **PROPOSAL C: Disciplinary Proceedings**

This proposal, which required a two-thirds affirmative vote, was approved by the delegates and became effective August 26, 2005. California nonprofit corporate law – under which all Toastmasters clubs operate – requires that the disciplinary procedures either be spelled out in the TI bylaws or be provided to every club and delegate each year. Providing this information annually would be administratively burdensome and expensive. Delegates voted to comply with the law by adding disciplinary procedures in the TI bylaws. The amendments make no significant changes to the organization's disciplinary procedures, which have been in place since 1993.

*This proposal passed by voice vote.*

## FAQs About New Dues

### **Is there a grace period?**

Any person joining a club, paying renewals, submitting a charter fee or reinstating a club for the period beginning October 1 and beyond will pay the new rate. There is no grace period.

### **Are there any exceptions to the increase?**

There are no exceptions to the increase. The rate increase applies to all transactions with a begin date of October 1, 2005, or later. It is

important that all members support the organization financially to ensure that one group does not subsidize another.

### **Will the online system show the new dues amount? If so, when will that be available?**

Yes. The TI Web site is set up so you can add new members with October begin dates and pay renewals for the October through March period.

### **Where do we get new applications?**

New-member applications reflecting the price increase have been sent to all clubs along with their dues-renewal invoice. In addition, new forms are available for downloading from the TI Web site. However, the fastest and best way to add new members to your club is to enter the information online.

New-club charter applications and forms reflecting the new dues structure are available on the TI Web site. Printed copies are available as well.

### **If I use a previous version of an application, will it be accepted and processed?**

Since the new application is available online, we ask that you use the new form. However, if you use a previous version of the application, we ask that you mark and submit the correct dues amount. If an "old" application with the "old" dues amount is received, it will be processed, but the club will be billed the difference, which is payable within 30 days.

### What happens if we send in the wrong amount?

For renewal dues and new-member dues and fees, WHQ will process the transaction, but the club will be billed the difference, which is payable within 30 days.

For chartering clubs and reinstating clubs, WHQ will notify the sender that the incorrect amount has been received. The paperwork will be held until the correct dollar amount has been received.

### My club forgot to send in applications for members who joined prior to October 1. What do we do?

You can still send in membership applications with join dates prior to October 1. The new-member fee and the dues will be at the old rate.

However, the renewal payment beginning October 1 will be at the new rate.

### My club paid dues for both the April 2005 and October 2005 periods in April. What do we do?

Your club will be billed for the additional amount due for the October 2005 period, i.e., \$9 per person.

### Our club chartered between April 1 and September 30. How much prorated dues do we have to pay for the October 2005 period?

When your club chartered, members paid six months dues in advance. No additional money is required for that period. However, your club will be billed at the new rate for the prorated renewal dues. For example, if your club chartered in June 2005, the six months dues paid in advance covered the months of June through November. In September 2005, your club will be billed for the remainder of the October dues renewal period (December through March). The payment due for those months will be at the new rate (\$4.50 per month vs. \$3.00 per month per charter member).

### Should we send new-member applications with our renewal?

As in the past, we ask that you not include new-member applications with



your renewal. It not only slows down processing, but it also delays the dispatch of the New-Member Kit.

For immediate service, please add your new members and pay your dues renewals online.

### Do we have to change our club bylaws? If so, how?

Article III of the Club Bylaws requires that clubs indicate the amount of dues and fees they collect from their members. Depending on how much your club currently charges members (International dues plus club dues), it may be necessary to change your club's bylaws. A copy of the *Club Constitution and Standard Club Bylaws* can be found on the TI web site: [http://208.179.231.194/apps/Sections.nsf/Files/SectionIV-3/\\$file/SectionIV-3.pdf](http://208.179.231.194/apps/Sections.nsf/Files/SectionIV-3/$file/SectionIV-3.pdf)

Club bylaws may be amended at any duly called and noticed business meeting of the club at which a quorum is present, by the affirmative vote of at least two-thirds of the active members present and voting. The amendment must be proposed in writing by an active member at the meeting immediately preceding the meeting at which the amendment is to be voted on.

Should a bylaws amendment be necessary, you can take care of this important matter by:

- visiting the TI Web site and, under Club Business, clicking the title "Club Bylaws." This will bring up a template for you to complete. Upon hitting the send button, your club will have fulfilled the amendment requirements. This feature will be available in mid-September.
- sending an e-mail to **clubby-laws@toastmasters.org** with the relevant information. Upon receipt, the information will be filed with your club's original documents.

### Who can I contact if I have any questions?

For questions about new members or reinstating clubs, please e-mail **membership@toastmasters.org**. For questions about renewals, please e-mail **renewals@toastmasters.org**. For questions about chartering a club, please e-mail, **newclubs@toastmasters.org**. If calling WHQ, please ask for the Member Services Department. Any one of our representatives will be happy to assist you.

Remember: Toastmasters is the best value for anyone seeking communication and leadership training. An investment in Toastmasters is an investment in your future!

# About Online Discussion Groups

At their best, online discussion groups expand your business and social contacts, exposing you to worldwide camaraderie, information and opinions you wouldn't otherwise find.

In one discussion group I frequent, the camaraderie was recently shattered when the moderator banned one of the regulars because of continuing inflammatory and insulting posts, despite complaints from members and warnings from the moderator. It was an agonizing decision for the moderator, and though members agreed with the decision, the group consequently erupted into a paroxysm of analysis and debate about the incident.

Among other things, instead of discussing the subject matter of the group, people speculated about the mental status of the person banned. "There's a lot of anger in him, which is very sad," said one person. Another said that she liked him, and "the rising level of anti-social behavior has me worried for him." Online, such situations, sometimes, are inevitable.

Online discussion groups can be unmoderated or moderated. With the former, people are basically free to speak as they wish, with the main constraint being group pressure; with the latter, people have to speak according to tighter rules and guidelines or risk having their posts censored or their participation banned.

It's easier than ever to form your own online discussion group today, whether you do it through your organization's Web site, from your own personal blog or with the help of Yahoo! Groups ([groups.yahoo.com](http://groups.yahoo.com)), a part of the Yahoo! conglomerate of Internet services.

Yahoo! Groups is a free, advertising-supported service. Creating a dis-

ussion group is easy. Yahoo!'s automated system walks you through the process, even providing a handy way to send e-mail to people, inviting them to join.

Yahoo! recommends that you first look through the Yahoo! Groups directory. This will let you know if there's already another group like yours, and how to categorize your group if you do create it.

People can participate in your Yahoo! Groups via e-mail or from the Yahoo! Groups Web site, with e-mail participation being faster and more convenient. You receive messages from other participants just like any other e-mail messages, but when you respond, your messages go to everybody in the group.

Being a group moderator is tricky, however. Some moderators look at themselves as lords of minifiedoms, abusing the power that moderation gives them and heavy-handedly ordering people around. Successful moderation requires a light touch and a heavy dose of tact, empathy, patience and self-effacement.


Russ Allbery, a system administrator at Stanford University, has put together an FAQ about moderation ([www.eyrie.org/~eagle/faqs/mod-pitfalls.html](http://www.eyrie.org/~eagle/faqs/mod-pitfalls.html)), and offers these sage words of advice for would-be moderators:

"Are you able to be infallibly polite? Or at least know when you need to cool off a bit before responding? Remember, people expect anything they post to be approved, and you're going to have to reject some of it. They're going to be upset about that. Quite frequently they're going to be angry. Sometimes very angry. You don't get the luxury of losing your temper."

Rejecting posts is inevitable. Joel Spolsky, designer of FogBugz ([www.fogcreek.com](http://www.fogcreek.com)), a project-management program with discussion group features, has this to say about online discussions:

"Any public discussion group elicits antisocial behavior from a small number of disruptive users, whether through boredom, maliciousness or the desire to perpetrate a scam. As soon as you delete their posts, whether they're spam ads for mortgage refinancing or simply off-topic, people like this will log on under a different name to complain about censorship and prattle about their First Amendment rights."

Spolsky continues: "This creates a secondary effect of well-meaning people who didn't see the deleted post quoting Voltaire and complaining about censorship as well, and the downward spiral begins. If this happens too much, it will drive people away."

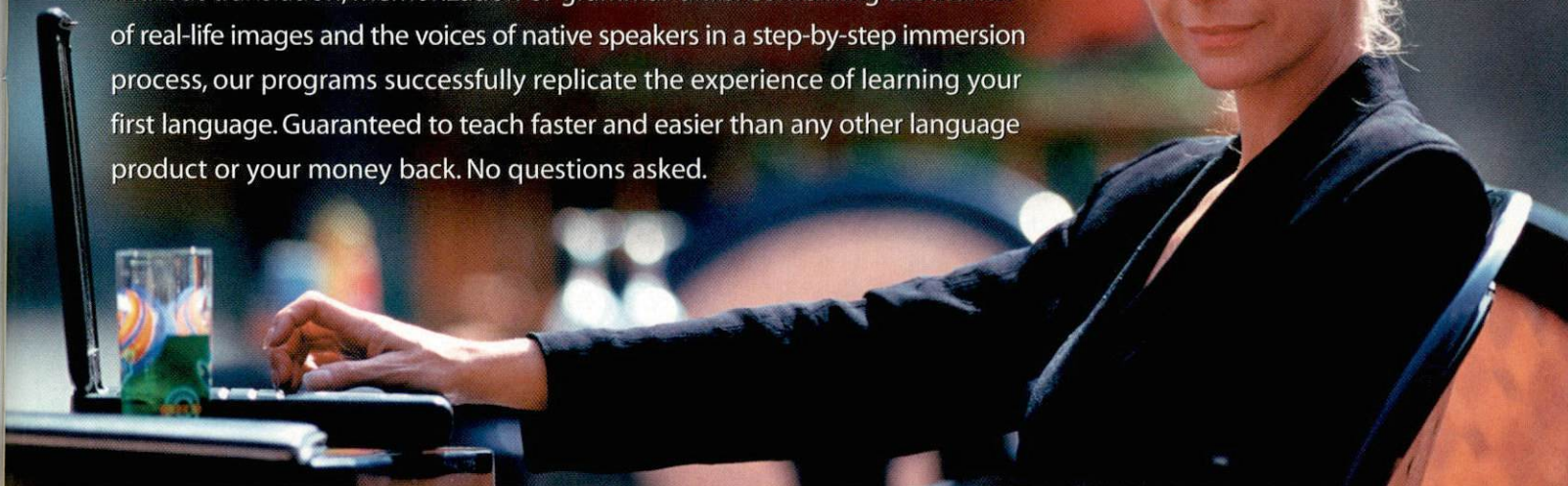
To avoid such a tragedy of the commons, Spolsky advises moderators to politely explain to participants why their post was inappropriate and if possible to move it to an off-topic area, away from the main discussion. 

**Reid Goldsborough** is a syndicated columnist and author of the book *Straight Talk About the Information Superhighway*. He can be reached at [reidgold@netaxs.com](mailto:reidgold@netaxs.com).

**Editor's Note:** Visit [groups.google.com](http://groups.google.com) and search for [alt.org.toastmasters](http://alt.org.toastmasters), a member-created Toastmasters online discussion group.

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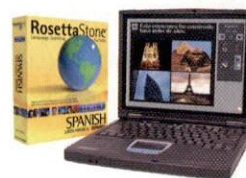
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- District 56\***  
Max Rasquinha, ATM-S
- District 71\***  
David Thompson, ATM-B
- District 67\***  
George Yen, DTM
- District 34**  
Acela Castro Lopez, DTM
- District 2**  
Emmanuelle Hager, DTM
- District 61\***  
France Vezina, DTM
- District 64\***  
Dallas Bagby, ATM-G

### Distinguished Districts

- District 72**  
Colin Perfect, DTM

- District 70**  
Reginald Stewart, DTM
- District 12**  
Lois Sicking, DTM
- District 36**  
Kristin Nicholson, DTM
- District 3**  
Cyndi Newburn, DTM
- District 40**  
Gary Mull, DTM
- District 38**  
Evelyn Easton, DTM
- District 54**  
Michael Smith, DTM
- District 16**  
Jodi Santangelo, ATM-B
- District 45**  
Carl Duivenvoorden, DTM
- District 79**  
A. Imtiaz Ahmed, DTM
- District 39**  
Audrey Samora, DTM
- District 11**  
Wilbur Hyde, DTM
- District 26**  
John Barnes, DTM
- District 55**  
Harry Truman, DTM
- District 1**  
Maria-Isabel Soto, DTM
- District 80**  
Gea Ban Peng, DTM
- District 43**  
John Eichler, DTM
- District 27**  
Donna Gordon, DTM
- District 73**  
Marlene Sinclair, DTM
- District 32**  
Suezy Proctor, DTM

- District 31**  
Chris Lowe, DTM
- District 66**  
William Snader, DTM
- District 30**  
Dietmar Wagenknecht, DTM
- District 22**  
Bob Driskill, ATM-G
- District 19**  
Diane Stone, DTM
- District 4**  
Linda Kenney, DTM
- District 69**  
Alix Fortescue, DTM
- District 13**  
John Smith, ATM-S
- District 18**  
Raymond Kane, DTM
- District 52**  
Robert O'Donnell, DTM
- District 65**  
Harry Carlson, DTM
- District 23**  
Roy Crawford, DTM
- District 24**  
Melinda Haag, DTM
- District 28**  
Sheryl Blessing, DTM

### International Speech Contestants

- Region I**  
Angela Louie  
Club 9132-21
- Region II**  
Lance Miller  
Club 2374-52
- Region III**  
Jerry Aiyathurai  
Club 3006-25

**Region IV**  
Rowena Romero  
Club 5824-42

**Region V**  
Stefan Koehler  
Club 173-35

**Region VI**  
J.A. Gamache  
Club 3604-61

**Region VII**  
Mack Mercer  
Club 5464-31

**Region VIII**  
Chakisse Newton  
Club 7735-58

**Districts Not Assigned to Regions**  
Douglas Kruger  
Club 920-74

Erick Rainey  
Club 7584-71

### Accredited Speaker Program

Terry L. Mayfield, ATM-B  
Club 1670-52

### International Taped Speech Contest Winners

**1st Place**  
Warwick John Fahy  
Club 585 • China

**2nd Place**  
Ashan Jayanath Walpita  
Club 630851 • Sri Lanka

**3rd Place**  
Pradeep Kumar  
Club 9496 • India

### Top Five District Newsletters

#### The Roadrunner

District 3  
Editor: Cathy Campbell, ATM-S

#### The Fourcaster

District 4  
Editors: Kelly Centers

#### The Link Newsletter

District 21  
Editor: Ross Evans, ATM-S

#### District 40 Success Times

District 40  
Editor: Amy Wendling, ATM-S

#### Do It Now!

District 80  
Editor: Poh Kim Siong, DTM  
Goh Wei Koon, ATM-S

### President's 20+ Awards

#### District 71

David Thompson, ATM-B  
Governor

#### District 67

George Yen, ATM-G  
Governor

#### District 79

A. Imtiaz Ahmed, DTM  
Governor

### President's Extension Awards

#### District 51

A. Arulnathan, DTM  
Governor

#### District 60

Joan Binetti, DTM  
Governor

#### District 75

Michael Angelo Chua, DTM  
Governor

### 2004 Presidential Citations

J. André Brooks, DTM  
Roanoke, Virginia

Y. H. Chen, ATM-G  
Kaobsiung, Taiwan

Jo Condrill, DTM  
San Antonio, Texas

Pierre Desrochers, DTM  
Montreal, Quebec, Canada

Danie Hardie, DTM  
Edmonton, Alberta, Canada

Jim Hart, DTM  
Oak Ridge, Tennessee

Dale Hartle, ATM-G  
Wellington, New Zealand

Linda Hawk, DTM  
Bozeman, Montana

Jeff Johnson, DTM  
Fort Worth, Texas

Jennifer O. Johnson, DTM  
Overland Park, Kansas

Jim Kokocki, DTM  
Saint John, NB, Canada

Terry McCann, ATM-S  
Dana Point, California

William F. Meyn, DTM  
Alameda, California

Glen Murphy, DTM  
Corvallis, Oregon

Jenny Pagano, DTM  
Greenfield, Indiana

Alaguthevar "Swami"  
Ponnuchamy, DTM  
Adliya, Babrain

Sandy Robertson, DTM  
Victoria, BC, Canada

Brian S. Robinson, DTM  
Toronto, Ontario, Canada

Denny Saunders, DTM  
Tulsa, Oklahoma

Larry V. Shipman, DTM  
Dunlap, Illinois

Ned E. Wallace Jr., DTM  
Irmo, South Carolina

Frances A. Weaver, DTM  
Kenosha, Wisconsin

Dan Winterburn, DTM  
Sunnyvale, California

### Outstanding Toastmasters of the Year

Susie Gulick, ATM-B • D-F  
Gloria Davis, ATM-S • D-1

David Livingstone,  
DTM • D-2

Edward Paluch, DTM • D-4  
Joyce Persichilli, DTM • D-5

George Francis Kane, DTM  
• D-6

Marsha Larson, ATM-B •  
D-9

Logan Page, DTM • D-10  
Ron Todd, ATM-S • D-11

John (Jack) Nelson, DTM •  
D-12

Pamela Johnson, CL • D-13  
Mark Kozlowski, ATM-B

• D-13

Ingrid Richburg, ATM-S  
• D-14

Anita Baker, DTM • D-16  
Frank Storey, DTM • D-18

Peter Hawthorne Jr., DTM  
• D-19

Peter Roosen, DTM • D-21  
Pamela Turner, DTM • D-22

Donna Labatt, DTM • D-23  
Jean Dier, DTM • D-24

Victor James, CL • D-25  
Cora Jacobson, ATM-B

• D-27  
Pamela D. Jones, ATM-G

• D-28  
Will Hsiung, ATM-B • D-30

Judith Artley, ATM-S • D-31  
Steve Fuller, CL • D-32

Anastacio Escobedo Ponce,  
DTM • D-34

Andy Little, ATM-S • D-35  
Imelda Rocha, CTM • D-36

Yolanda Potter, CL • D-37  
Rita Jane Smith, ATM-S

• D-38  
Elizabeth (Liz) Schroeder,

CTM • D-39

Carol Kormelink, DTM  
• D-40

Doug Kalin, DTM • D-42  
Velma Smothermon, DTM

• D-44  
Jacqueline LaFleur, DTM

• D-45  
Vijayn U. Nair, DTM

• D-46  
Derwood McKinley, ATM-B

• D-47  
Sherry Ann Stowell, ATM-S

• D-49  
Jo Nell Fulwiler, DTM

• D-50  
Law Lee Poh, ATM-B

• D-51  
Ute Brinkmann, DTM

• D-53  
Aloysia George, ATM-G

• D-54  
Margaret Cathey, AL • D-55

Orval Mosby, DTM • D-57  
Eileen Jago, DTM • D-58

Deborah Cameron, ATM-B  
• D-59

Marilyn Latchford, ATM-G  
• D-60

Cindy Pavella, DTM • D-62  
Anita Monohan, DTM

• D-63  
Ray MacIsaac, ATM-B

• D-64  
Kay Whipple, ATM-S

• D-65  
Margie Strum, ATM-B

• D-66  
Tina Chang, ATM-B • D-67

Frances Morrison, CTM  
• D-68

Pauline Shepherd, DTM  
• D-70

Johanna Haskins, CL • D-71  
Kevin Prohl, ATM-G • D-72

Geoff Morrissey, DTM  
• D-73

Karen Levy-Strauss, CL  
• D-74

Encarnita S. Alvar, DTM •  
D-75

Jaime Pamintuan, DTM •  
D-75

Susi Douglass, DTM • D-77  
Linda Hawk, DTM • D-78

Maisoun Armouti, DTM •  
D-79

Paisal Sae-lor, DTM • D-80

### Division Governors of the Year

Arvee Robinson, DTM  
• D-F

Dannette Montague, AL  
• D-1

Paul Yarbrough, ATM-B  
• D-2

Louise Wolf, DTM • D-4

Cindy Scott, ATM-S • D-5

Scott C. Miller, DTM • D-6

Jennifer Henage, ATM-B  
• D-9

Cindy Mann, ATM-B • D-10

Sharon Trimble, ATM-G  
• D-11

Thomas Jameson, DTM  
• D-12

Kamal Das, DTM • D-13

Cindy Cannon, DTM  
• D-14

Mary Pursley, DTM • D-16

Erastus Mon'gare, DTM  
• D-18

Le Ann Blankenburg, DTM  
• D-19

Barry Monaghan, DTM •  
D-21

Diana Kovac, DTM • D-22

John Donnellon, ATM-G  
• D-23

Joyce Keel, ATM-B • D-24

David Watkins, ATM-B  
• D-25

Alonzo White, DTM • D-27

Carolyn Lee, ATM-B  
• D-28

Pamela Melick, ATM-S  
• D-30

Prakash Bhatt, DTM • D-31

Rod Rehfeld, ATM-B  
• D-32

Paula Coe, DTM • D-33

Jose Francisco Orozco  
Robles, ATM-B • D-34

Kathy Shine, ATM-G  
• D-35

Jim Dooley, DTM • D-36

Charisse McLeod, ATM-S  
• D-37

Veronica (Ronni) Laino,  
DTM • D-38

Theresa Dimmitt, DTM  
• D-39

Alan Skidmore, DTM • D-40

Lynne Christenson, ATM-S  
• D-42

Maria Solano, ATM-S  
• D-44

Kevin Clements, ATM-S  
• D-45

Michelle Nelson, DTM  
• D-46

Duquesa Dean, DTM  
• D-47

Karen Lugo, ATM-B  
• D-49

Phil Mazur, ATM-G • D-50

Koay Leeng Sze, ATM-B  
• D-51

Richard Frantz Jr., ATM-S  
• D-53

Mary Ann Milam, DTM  
• D-54

Cindy Vogel, ATM-B  
• D-55

Nicole Dupuis, ATM-B  
• D-57

John Murphy, CTM • D-58

Lee Tapia, DTM • D-59

Gary Evans, DTM • D-60

Michael A. Cox, ATM-S  
• D-62

Robert C. White, ATM-S  
• D-63

Catriona Younger, DTM  
• D-64

Thomas Frisk, ATM-S  
• D-65

Alice Blake, DTM • D-66

Bright Huang, ATM-B  
• D-67

Marie Clesi, CTM • D-68

Joan Rinaldi, ATM-S  
• D-70

Joe Gibbs, CL • D-71

Steve Bullock, DTM  
• D-72

Peter Keogh, DTM • D-73

Rob Douglas, ATM-S  
• D-74

Magdalena Anos, ATM-S  
• D-75

Marjorie Kennedy, DTM  
• D-77

Pat Garcia Duggan, DTM  
• D-78

Philip D'Mello, ATM-B  
• D-79

Jocelyn Siew Kwee Yong,  
AL • D-80

### Area Governors of the Year

Stacy Bradshaw, ATM-B  
• D-F

Lisa Gaines, ATM-B • D-1

Michael Sun, DTM • D-2

Silvana Wasitova, ATM-B  
• D-4

Lyn Kadushin, ATM-B • D-5

Harriet Beadell, DTM • D-6

Sean Eiholzer, CL • D-9

Penny Spear Figueras, CL  
• D-10

Eliot Forrest, ATM-B • D-11

Mary Ann Zeller, DTM •  
D-12

Kalyan Sen, CTM • D-13

Connie Stokes, ATM-G  
• D-14

James Lambert, ATM-B  
• D-16

Karen Dredske, CTM • D-18

Jeff Christiaansen, ATM-G  
• D-19

Robert Larmour, DTM • D-21

R. W. Thompson, ATM-S  
• D-22

Marianne Powers, CTM  
• D-23

Pat Hannan, ATM-S • D-24

James Tucker, ATM-B  
• D-25

David Hseih, ATM-B • D-27

Claudia M. Scott, ATM-B  
• D-28

Tien Van Bui, ATM-B • D-30

Marie Peeler, ATM-S • D-31

Tom Oswald, ATM-B • D-32

Patricia Townsend, DTM  
• D-33

Ma. Guadalupe Delgadillo  
Guillén, ATM-B • D-34

Rebecca Alvarado, ATM-B  
• D-35

Christy Mowbray, ATM-B  
• D-36

Andrew Kaplan, ATM-B  
• D-37

Tonya Hartman, ATM-S  
• D-38

Ted Richard, ATM • D-39

Larry Lagedrost, ATM-S  
• D-40

Leigh Mumford, DTM • D-42

Bebe Terrell, ATM-S • D-44

Wendy Harding, DTM  
• D-45

Fran Okeson, DTM • D-46

Jamaro Thompson, ATM-B  
• D-47

Sheri Mc Nerthney, ATM-B  
• D-49

Robert Fulwiler, ATM-G  
• D-50

Sheila McCulloch, ATM-B  
• D-50

Wendy Wong Bee Kee,  
ATM-S • D-51

Norm Thibodeau, ATM-S  
• D-53

Bob Grenier, DTM • D-54

Samuel Robinson, DTM  
• D-55

Justin Lola, ATM-B • D-57

Sharon Jordan, ATM-G  
• D-58

Matthias Senn, ATM-B  
• D-59

Kathryn Mackenzie, ATM-G  
• D-60

Martha Wilson Moore,  
ATM-S • D-62

Katherine Padgett, ATM-S  
• D-63

Andrew Tunny, ATM-B  
• D-64

Edward W. Alexander, CL  
• D-64

Linda Penniston, ATM-B  
• D-65

Gene Loepz, ATM-B • D-66

Mike Yang, ATM-B • D-67

Frank Parks, DTM • D-68

Robyn Peck, ATM-S • D-70

Jane Cameron, ATM-B  
• D-71

Pauline Neale, ATM-B  
• D-72

Bernard Marmion, ATM-S  
• D-73

Lois Strachan, ATM-G • D-74

Venchito Bandelarua, CL  
• D-75

Bonnie Kempke, ATM-S  
• D-77

Sheila Haas, ATM-B  
• D-78

Abdulrazaq Ali Al-Turki,  
CTM • D-79

Katherine Tan Ah Neo,  
DTM • D-80

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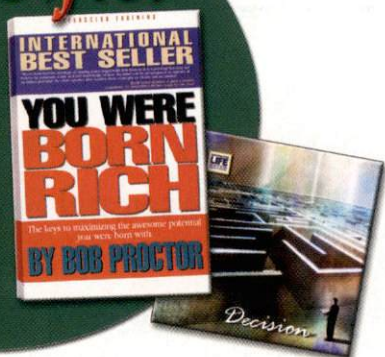
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