

TOASTMASTER®

Become a Better Conversationalist

Tips for talking to anyone any time.

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Passionate
Leaders
of 2014

How 6 gifted speakers
changed their world.

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The Credibility Factor



Public speaking vs. communication. Management vs. leadership. These are common comparisons that individuals ponder during the evolution of their careers and lives.

As a Toastmaster, you are bound to make these kinds of comparisons. But there is one key question you will face when you come to the crossroad of our two core tracks: Which should I focus on first—the communication track or the leadership one?

Toastmasters founder Ralph Smedley once said, “Great is the power of the spoken word, when it is spoken in truth, by one whose life

supports what he says.” From the outside, it may seem that Smedley was highlighting oratory skills, yet on closer inspection we see that the act of speaking he described is framed in a much larger picture of speaking *in truth*.

Whether audience members seek to be inspired, informed or entertained, they also seek credibility in their speaker.

This is encompassed in an even larger context—within a life that *supports* what is spoken by an individual. In other words, having credibility.

It is common practice for a speaker to be introduced, and to have his or her achievements spelled out for the audience. This establishes the speaker’s level of experience and gives the person credibility when speaking about a particular topic, even if it is for a stand-up comedy act.

Whether audience members seek to be inspired, informed or entertained, they also seek credibility in their speaker. As speakers, credibility is exactly what we attempt to establish.

If I had to choose between speaking skills and credibility, I would opt to keep my credibility. The only way credibility can be established is through experience, which in turn leads to being recognized as an authority on a topic. This applies to public speaking as well.

So when you are faced with the question *Which track would you like to focus on?*, my advice would be, as author Stephen Covey says, to “start with the end in mind.” Whether you want to become a fantastic speaker or an outstanding leader, you will need to build credibility.

So the track of my choice is the credibility track. **T**



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International President

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We empower individuals to become more effective communicators and leaders.



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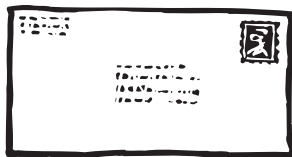
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“This article came to me at just the right time—while I was analyzing what went wrong.”

— Meeta Saran,
Innovative Speakers

Praise for Paper!

I have a computer and I know how to use it. However, I don't have an iPad, an Android or a Kindle. Going digital may sound like a good thing to some, especially to younger generations (those under 60; I am over 60). I, on the other hand, like my paper copy of the *Toastmaster* magazine. It can't be infected with a virus. It requires no batteries to read. I can easily mark on it. I can put paper copies in a three-ring binder, store them forever and retrieve them easily.

Besides, I always look forward to opening my mailbox and seeing the latest issue of the magazine, because it means I am still alive and able to get excited about something I enjoy. Keep those paper copies coming my way!

Charlie Peters, ACS
Spirit of Inquiry club
Seattle, Washington

Fond Memories

I loved the article on E.J. Burgay, DTM, PID, “A Mentor to Remember” (October). She was a mentor to me as well. We met when she ran for international director from the floor. I worked on E.J.'s campaign and we hit it off immediately. I had a blast. She mentored me during my three years as a district officer. I couldn't have asked for a better mentor. If I had a problem she would listen to me, and then step by step we talked through the solution. In my opinion, she was the epitome of Toastmasters.

E.J. really poked fun at her blindness. She said the only reason she won the World Championship of Public Speaking was because of Dutchess, her leader dog, who sat behind her on stage and kept peeking around her skirt as she spoke. How funny! Toastmasters lost a magnificent member when she passed. I deeply miss her.

Jacque Johanson, DTM, PDG
Ah Masters club
Fort Dodge, Iowa

Ode to Passion

International President Mohammed Murad, DTM, was absolutely correct in his column “The Magic Equation” (October). Without passion, practice and persistence, even those who are considered “geniuses” in their fields would not have succeeded. Leonardo da Vinci spent his life painting and repainting canvases. Albert Einstein started as a patent clerk. Steve Jobs dropped out of college, slept on the floor in friends' dorm rooms and returned bottles for the 5-cent deposits to buy food. Without a passion for their chosen fields, a drive to practice and the tenacity to persist, they would not be recognized today as the geniuses they were, and the world would be poorer for it. If they achieved success, so can we!

Stacci Thomas, ACB, ALB
Downtown Dazzlers club
Chattanooga, Tennessee

Moving Experience

Many thanks to Christine Clapp for the August article “Training Tomorrow's Leaders.” Having coordinated a Youth Leadership Program in Belgium this year, I can echo the article's words of praise, gratitude and impact. The secret is out: YLP is in.

When one of our students evaluated the headmistress's speech at our banquet, we knew we had given our students the tools to stand on their own feet. Seeing parents shed a happy tear and hearing students' rhetoric in university interviews has been very fulfilling. The greatest challenge was for our Toastmasters coaches who had to “up their game” to keep up with the youths' learning curve.

Thank you for pulling together these YLP perspectives. I hope the article will encourage others.

Jeffer London, CC
The Brussels Toastmasters club
Brussels, Belgium

Easy Formula

I loved the article “Structure Your Speech for Success” by Brent Kerrigan (September). Having joined Toastmasters recently and being just three speeches into it, I have experienced the difference between delivering a structured speech and an unstructured one. Two of my speeches were structured, and well-received by the audience. One was not well-structured, and I could see the difference even while delivering it.

This article came to me at just the right time—while I was analyzing what went wrong. Thanks, Brent, for the 1-3-1 approach. It not only holds the audience's attention, but it also comes in handy when writing a speech.

Meeta Saran
Innovative Speakers
San Diego, California

Good Work

I read the August *Toastmaster* and I think the level of professionalism in the magazine has increased tremendously. The articles “Convey Confidence with Body Language” by Denise Graveline and “From the Heart” by Linda Allen (a profile of Toastmaster Barbara Seymour Giordano) were excellent. Keep up the good work.

Charles Wetesnik, CTM
Slick Talkers club
San Antonio, Texas

DO YOU HAVE SOMETHING TO SAY?

Write it in 200 words or less. State your name, member number and home club, and send it to letters@toastmasters.org. Please note: Letters are subject to editing for length and clarity, and may be published in both the print and electronic editions.

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Three seasoned members recall the early days.

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By Courtney Ferguson, ACS, CL; Margie Florio; Nicholas Marcattili, ATMB, CL; and Mary Nesfield

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3 ways to enjoy the *Toastmaster* on the GO!

See the December issue and past issues on these tablets:

- iPad (second-generation iPad and newer)
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- Kindle Fire HD

Simply download the *Toastmaster* magazine app for your tablet from the Apple, Google Play or Amazon app stores.

December Special Tablet Features

- ▶ Watch world-renowned psychologist Dr. Paul Ekman talk about his research on facial expressions.
- ▶ Read the advice award-winning Gene Perret has for speakers when things go wrong.
- ▶ Learn about the role that member volunteers play in the revitalized education program.

For more information, go to toastmasters.org/magazine.

AROUND THE GLOBE

MEMBER MOMENT



Pioneering New Paths in Russia



Larissa Zorina, DTM

Larissa Zorina, DTM, of Moscow, Russia, understands the power communication holds to transform borders into bridges. A native of Russia, Zorina is vice president education of Moscow's only German-speaking club, the Redefluss Moskau club, which she helped charter almost 11 years ago. She is the only—and possibly the first—member in Russia to earn DTM recognition, an accomplishment she achieved this past July.

Zorina's club, as well as the other three Toastmasters clubs in the country, currently does not belong to a district, but she is collaborating with dedicated members to change that.

Professionally, Zorina is a business trainer and coach in the field of communication and presentation. A proud mother of two, she loves to travel and has visited 33 countries. She is fond of learning languages and is fluent in Russian, German and English; she also speaks conversational Italian and Turkish.

Why did you join Toastmasters?

I was looking for an opportunity to practice speaking English. I learned about Moscow Free Speakers, the only Toastmasters

club in Russia at the time, while reading *The Moscow Times*. I was fascinated by the program and immediately saw more in it than just practicing English.

Please describe your DTM journey.

It took me 14 years to earn the award. This year I became a sponsor for the new Toastmasters club in St. Petersburg, so that brought me closer to achieving my DTM.

What makes your club unique?

It's the only German-speaking Toastmasters club in Moscow and the 10th in Europe. Our club maintains close relationships with German-speaking Toastmasters in Europe. The members of our club vary in age from 25 to 80. They include several teachers of the German language, business trainers and coaches, engineers, a journalist, a personal assistant, a recruiter, a pensioner and an employee of the Moscow Zoo.

What is the most challenging aspect of leadership you've experienced so far?

Delegation. Sometimes I try to do too many tasks myself. My advice to new leaders is to develop trust with responsible committee members so all the work doesn't fall on your shoulders.

Which language do you prefer for expressing your ideas?

The most comfortable language for me is my native language, Russian. The German language is very precise and is good for explaining something, whereas English is more flexible. It has more potential for humor and word play. Although, I have delivered two humorous speeches in German.

What is one thing you would like people to know about Moscow?

There are boundless opportunities in the field of culture and personal development.

In Brief

WATCH CONVENTION EVENTS ONLINE

Did you miss the 2014 International Convention? If you were there, do you want to experience it all again? Sign up for Toastmasters On Demand (toastmastersondemand.com), an easy-to-use website where you can pay to watch convention events instantly on any device with Internet.

TUNE IN

Listen to the Toastmasters Podcasts for conversation, tips and laughs. Each one includes an informative and entertaining interview with a noteworthy personality. toastmasters.org/podcast

START A YOUTH LEADERSHIP PROGRAM

Ready to demonstrate your leadership abilities? Organize a YLP and experience the rewards of giving youth the tools they need to achieve success. Learn more at toastmasters.org/YLP.

SPICE UP YOUR FONTS

Don't use the same familiar, standard typefaces in your presentations. Download free fonts from websites like fontsquirl.com and Google Fonts (google.com/fonts) for a more sophisticated display. For Toastmasters promotional items, use branded fonts as indicated in the Brand Manual at toastmasters.org/brandmanual.



SNAPSHOT



In March 2014, the Bermuda Toastmasters club and the ToastMarshters club, both in Hamilton, Bermuda (and the only two clubs in Bermuda), held an inter-club speech competition. Members also celebrated Toastmasters International's 90th anniversary with a cake, held by Corville Hylton, ACB, ALB.

To see more anniversary party photos, visit toastmasters.org/90thanniversary and click on "Club Celebrations."

FACTS WORTH KNOWING

Wow! Cultures Share Many Emotional Expressions

Ask someone in China to react to something surprising, and most likely a person in the United States will know which emotion he or she is showing.

Dozens of universal expressions exist for emotions, and people show them in similar ways across several cultures, according to March 2014 research by Daniel Cordaro, a psychologist at the University of California at Berkeley and Yale University.

Until about five years ago, scientists thought six basic emotional expressions were revealed in the face: happiness, sadness, disgust, fear, anger and surprise. Then, earlier this year, Cordaro found there are more complicated expressions shared across cultures than previously thought, such as happily surprised and sadly fearful. He tested his idea by showing people from four continents a one-line description of a story, such as "Your friend just told you a very funny story, and you feel amused by it," then asked participants to act out an emotion without words. In examining the results, researchers found there were 30 similar facial and vocal expressions.

However, expressions of sympathy, desire and coyness didn't translate across cultures. Also not universal: making the sound "aww" to react to something cute.

Source: Mashable, "Study Finds Humans Have Developed Dozens of Universal Expressions"



Until five years ago, researchers considered only six basic emotions, but as demonstrated by the expressions of the 12 people above, the sight of an empty wallet alone can generate more than six emotional responses.

AROUND THE GLOBE

WHAT'S THE BUZZ?

Does your club follow any guidelines for themed meetings?

"Themes add variety to meetings and give members ideas to build on. We list themes for six upcoming meetings on a duty roster, and members sign up in advance for club roles or prepared speeches. They often volunteer for Toastmaster and Topicsmaster roles when a theme appeals to them, because the Toastmaster can tie the theme into his or her presentation and the Topicsmaster can choose topics loosely based on the theme. The roster gets filled each month this way."

Albert Pellissier, CC, ALB

GSU Baton Rouge club
Baton Rouge, Louisiana

"A few days before a meeting, our Toastmaster emails a theme to the Table Topicsmaster, the joke master and the grammarian (for Word of the Day), who may incorporate the theme in their roles."

Ira Margolis, CL

Community Voice Toastmasters
Cumming, Georgia

"The Toastmaster asks speakers to provide introductions to their speeches, and also asks the Topicsmaster for a Table Topics theme. The Toastmaster then creates a theme to weave a more cohesive meeting."

Aida McInnis

Leaders and Learners club
Vestal, New York

"In our corporate club, themes are sometimes tied to company issues. For example, if the company is downsizing, the Toastmaster may select themes related to handling change. It's a good opportunity for the Toastmaster to hone leadership skills."

David Cragin, Ph.D., ACG, ALB

Merck West Point Toastmasters
West Point, Pennsylvania

Members contributed to the discussion on the LinkedIn Official Toastmasters International Members Group.

QUOTE OF THE MONTH

"Grasp the subject, the WORDS will follow."

— CATO THE ELDER
(234-149 B.C., Roman statesman and orator)

INTERNATIONAL INTERPRETATIONS

What's In a Name?

We all have names, but why is there such variation between cultures in the order and length of names? Here's a look at naming customs in a sample of countries.

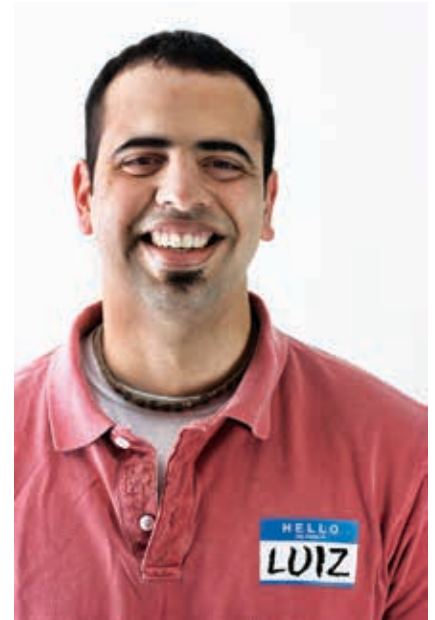
In **Poland**, the family name follows the personal name. The ending of a Polish family name is determined by a person's gender: *-ski* or *-cki* for a man (e.g., *Kowalski*), *-ska* or *-cka* for a woman (e.g., *Kowalska*).

In mainland **China**, the family name is placed first, with all letters capitalized, followed by a personal name (e.g., *CHEN Zhifu*). Those who have westernized their Chinese name have reversed the name order or used an English and Chinese name (e.g., *Zhifu CHEN*, *James WANG Zhifu* or *James Zhifu WANG*).

In some **Southern Indian states**, family names generally don't exist. For example, in Tamil, the personal name of a man or a woman is preceded by his or her father's personal name. In some regions of Southern India and Sri Lanka, the name of a village of origin is placed before the father's personal name.

Spanish names usually adopt this pattern: personal name + father's paternal family name + mother's paternal family name (when married, a woman usually replaces her maternal family name with her husband's paternal family name). Spanish family names often end in *-ez* (such as *Gonzalez*), while personal names end in *-s* (such as *Luis*). The opposite is true of **Portuguese** names: family names end in *-es* and personal names in *-z* (*Luiz Gonzales*).

Source: *Financial and Banking Information Infrastructure Committee*, "A guide to names and naming practices"



If your personal name ends in z, it's likely that you are of Portuguese descent.



90TH ANNIVERSARY

Smedley's Generous Gesture

Toastmasters International was formally incorporated in December 1932. Over the years, Ralph Smedley took out copyrights in his own name for the many articles and manuals he had written for use by the membership. But he eventually assigned all his rights, claims and property interests in the name, plan and products to Toastmasters International. Some people said Smedley should have capitalized on his work and made a fortune. His reply? *"I would rather be rich in friendship than in money. It is a privilege to make a contribution to the welfare of my fellow man, and I have never regretted transferring all the controls to the corporation."*



MEET MY MENTOR



Norman Priestley, DTM

No one has the potential to influence a member's experience like a mentor. Sarah Hemsley is a self-employed podiatrist and a member of Hastings Morning Talkers in Port Macquarie, New South Wales, Australia. She shares how her mentor, retired schoolteacher Norman Priestley, DTM, has helped her.

Why did you join Toastmasters?

I was a Toastmaster in college, and I rejoined a few years ago to overcome the panic and inadequacy I felt when I was put on the spot to speak. Toastmasters gives me the skills, and the confidence, to handle those situations.

How long has Norman been your mentor?

I watched Norman do Table Topics the second time I attended a club meeting. He spoke with such ease and humor, and I warmed to him straight away. When I approached him at the end of the meeting to ask him to be my mentor, he was delighted.



FROM LEFT: Sarah Hemsley and Norman Priestley

“He’s a wonderful teacher—one who is honest, patient, funny, considerate, discrete and frank, but never critical or negative.”

— Sarah Hemsley

What is it like to be mentored by Norman?

Norman has about six mentees, and he helps all of us with anything we find difficult. He’s a wonderful teacher—one who is honest, patient, funny, considerate, discrete and frank, but never critical or negative. He doesn’t set expectations beyond our current abilities. He simply guides us as we work at our own pace, with no pressure.

After we give a speech, he speaks with us personally or sends his feedback in an email. He and his wife, Norma, are very supportive, and often they both come to watch new members give their first speech.

What is the best advice Norman has given you?

Make every word fight to be on the page! It’s a line he once heard someone say, but it resonated with him. I always follow that advice when I write a speech. It has stopped me from “waffling” and has taught me to be succinct when I write.

What is your favorite thing about him?

Norman is wise, well-spoken and has a great sense of humor. He is simply a lovely man who has dedicated a large part of his life to Toastmasters.

NOMINATE YOUR MARVELOUS MENTOR!

Do you know an exceptional mentor who has positively influenced you or other Toastmasters? Send a 200-word description and photo (1 MB or larger) of you and your mentor to MentorMoment@toastmasters.org.

COMMUNICATION TIP

Party Talk



It’s the time of year when office parties abound. Even though such holiday events are filled with food and festive decorations, remember they are still tied to your workplace. Some tips:

- **Keep it appropriate.** Holiday work parties are not the place to tell off-color jokes or use sexual innuendo. If you’re not sure whether it will offend, don’t say it. “Nothing can ruin a budding or even established career faster than ‘letting your hair down’ in a way that keeps your colleagues whispering, ‘Can you believe what he said?’” writes networking expert Don Gabor in a *Toastmaster* magazine article called “Talk Smart at the Holiday Office Party.” Also not a good idea: bringing up politics or controversial topics.
- **Keep it moving.** Don’t stay in one place for too long, whether you’re talking to work buddies or munching appetizers. Chat with your work friends for a few minutes and then connect with others so you don’t appear cliquish.
- **Keep it classy.** Don’t complain or gossip about a boss, colleague or clients. This is a common faux pas, especially when someone drinks too much. If you’re in a group where such talk is going on, politely excuse yourself, or try steering the topic to something more positive, suggests Gabor. “Even if you’re not the one making the crass remarks, if word gets back to the ‘offending person’ you will still pay the price long after the party is over.”

TRAVELING TOASTMASTER



1 | DEENA BENJAMIN, DTM, FROM CLAREMONT, CALIFORNIA, poses near the Petronas Towers during the 2014 International Convention in Kuala Lumpur, Malaysia.

2 | ATMA PRAKASH, CC, CL, AND HIS WIFE VANDANA, FROM CRANFIELD, ENGLAND, UNITED KINGDOM, don traditional tea plucker attire at the Happy Valley Tea Estate in Darjeeling, West Bengal, India.

3 | JOHN JURGENS FROM PORT ORCHARD, WASHINGTON, vacations on Grand Cayman Island in the Caribbean.

4 | ZIBUSISO DUBE FROM JOHANNESBURG, GAUTENG, SOUTH AFRICA, leaps with joy near Lion's Head mountain in Cape Town, South Africa



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Don't Be a Drop-out!

Lesson learned from my 18-year-old son.

BY SHARON DURGIN, DTM

Several years ago I almost dropped out of Toastmasters. I was unemployed for the first time in my life, and I wasn't feeling so great about job prospects. My journey through the Toastmasters education track was complete, having earned the Distinguished Toastmaster award in March 2007. I was approaching my 10-year anniversary in my club and thought this would be the perfect time to discontinue my membership. But a funny thing happened when I mentioned this to my 18-year-old son.

Michael was soon to start his senior year in high school. One night, during a mom-and-son talk about his future, I mentioned I was thinking about dropping out of Toastmasters. He very quickly responded that he wished I wouldn't do that. He caught me by surprise.

When I asked Michael why he thought I shouldn't quit, he said it was because he wanted to join—but only if I stayed.

I had taken Michael and his sister to numerous meetings throughout the years, but neither had ever expressed a strong opinion about my involvement. Suddenly something was changing. When I asked Michael why he thought I shouldn't quit, he said it was because he wanted to join—but only if I stayed. He told me about a very arduous project he needed to complete as a senior, and how a big part of his grade would be based on a presentation he'd have to make before an expert judging panel during the final week of classes. He also expressed how he wanted to get an "A" on this project.

Michael had struggled with grades, and for him it was a lofty goal to achieve such a high score. So of course I renewed my membership and signed him up as a new member. Michael jumped right in and, with a little encouragement from me and a few other members, he was elected sergeant at arms. In our club, the member in that role gavel the opening of every meeting,



Sharon Durgin with her son, Michael.

so I knew he would have lots of opportunities to get comfortable in front of people. He says, "Speaking at every meeting really made me pay attention more, and it helped me learn to listen better."

For his school project, Michael chose to build a canoe—not from a pre-cut kit but from scratch. His speeches in the club paralleled closely with his senior project. He spoke about selecting his project, finding an expert mentor and encountering struggles and challenges along the way. In the process he also earned a Competent Communicator award.

Finally, at one meeting, he delivered the speech he would later give

in front of the high school judging panel.

About a month before his presentation was due, Michael was asked by the school principal to give a speech at the Spring Fling banquet. He agreed but was very apprehensive, since the audience would include more than 400 people: all his friends, the guys on his basketball team, parents, teachers and school administrators. But he nailed it! Michael used humor, emotion and even a little suspense, and halfway through his speech, he was interrupted by a standing ovation.

Just two weeks later, Michael gave his senior project presentation. "Giving all the speeches [in Toastmasters] really helped me stay organized so I could present my project without a bunch of *ahs* and *ums*," he says.

Not only did Michael earn his A, his score was one of the highest in the class, and the assistant principal told me the judges had commented on his excellent presentation. "I was nervous at first," Michael says, "but now I feel comfortable presenting in class."

Michael's experiences showed me the power of the Toastmasters program and reminded me why I should continue to renew my membership. ■

SHARON DURGIN, DTM, is Lieutenant Governor Education and Training for District 58, and a member of one corporate club, one officer club and two community clubs. She works for an engineering firm as a 3D-piping designer.



If you ask open-ended questions and practice good listening skills, you will enjoy conversations more.

Become a Better Conversationalist

How to talk to anyone any time.

BY PATRICIA FRY, ATMS

This is a condensed version of an article that originally appeared in the August 2010 issue of the Toastmaster magazine.

Do you ever feel awkward during conversations with neighbors, co-workers, acquaintances or even family members? Join the crowd. Many people feel uncomfortable while trying to form a connection during verbal exchanges—making a point or recognizing what others mean can sometimes be tricky.

If your attempts at personal conversations are less than satisfying, you may wonder, “Is it them or is it me?” Don’t worry—natural communication doesn’t always come naturally, but as experts tell us, it can be learned. One place that helps is Toastmasters. While the Toastmasters *Competent Communication* manual focuses on public speaking, many assignments in the *Competent Leadership* manual can help you practice one-on-one communication.

You can also learn the art of small talk by improving your impromptu speaking skills, which will ultimately make you more comfortable with everyday communication. For extra practice, you can hone your conversation skills by speaking with members and guests at club meetings.

Here are some tips to help you be more effective at everyday conversation.

To Become a Better Conversationalist:

Express a sincere interest in the other person. In fact, if possible, learn a little about this person before you have the opportunity to engage in conversation. Dale Carnegie said, “It’s much easier to become interested in others than it is to convince them to be interested in you.”

Ask meaningful questions. See if you can get this person to tell you what they think about a topic, event or news item, or how they feel about it. Ask open-ended questions—the kind that must be answered with more than a yes or no. Instead of asking, “Did you enjoy your cruise in Alaska?” try this: “What was your favorite port and what made it special?” or “Which excursion would you recommend in Juno?”

Give compliments. There’s always a reason to say something nice, and there’s no better way to attract the undivided attention of someone than to issue a flattering remark. In a casual setting, admire a friend’s appearance or home, compliment the food she prepared. In a business atmosphere, check some of your colleagues’ bios and, when you have the opportunity, say something

complimentary about each person's achievements.

Listen. How many times do you catch yourself paying little attention to what's being said because you are so busy planning your next comment? While conversations occasionally are one-sided, most of the time we strive to give and take—that is, speak and then listen. Respond and then listen. A big part of successful communication is responding appropriately, and how can you do that when you didn't hear the previous comment?

Remember, Toastmasters founder Ralph C. Smedley said, "Whatever your grade or position, if you know how and when to speak, and when to remain silent, your chances of real success are proportionately increased."

Avoid debates. Sure, there are times and situations that may call for friendly debates. But do avoid turning a friendly conversation into a nasty debate. One way to do this

"If you know how and when to speak, and when to remain silent, your chances of real success are proportionately increased."

— Ralph C. Smedley

is to graciously allow other people their opinions. Also, stay away from historically volatile topics. You know what they are: religion, politics and any other controversial topic that you are passionately for or against. English statesman Robert Bulwer-Lytton once said, "The true spirit of conversation consists in building on another man's observation, not overturning it."

Keep up to date on current events and issues. When it comes to one-on-one communication, it is better to know a little about a lot of things than a lot about one or two things. In fact, you've probably noticed that your brilliant friends and acquaintances who have just one area of interest and expertise are some of the duller conversationalists you know.

Use humor. Nothing breaks the ice faster than a little tasteful humor. Try incorporating your natural wit into conversations. Tell a cute story—keep it brief. Smile while

speaking. Nothing lightens up a conversation like a genuinely warm smile.

Model someone whose communication skills you admire. These are the people I want to chat with, because spending time with them makes me feel good. I always work to sharpen that set of skills so I can have the same effect on others. If you know people in this category, communicate with them often. Observe, listen and learn.

Here's what I have learned: Make eye contact, speak clearly and use vocabulary that is familiar to the person or group you are talking with.

Handling the Poor Communicator: His communication is tied to his ego.

We all want to be heard, understood and believed. We tend to converse better with like-minded people. And this is especially true of the guy or gal who brings too much ego into the conversation. He will boast. He may even attempt to engage in a debate as

a way to show off. He may feel inadequate discussing subjects outside of those related to his own accomplishments as a college football player in 1983, for example.

What to do? After listening politely and making appropriate comments, attempt to distract, diffuse and challenge him by asking, "What do you think about the college football team line-up for this season?" or "Would you recommend that parents support their kid in sports when the child doesn't have much ability?"

She talks on and on and on. We've all been in conversations where someone is bent on stealing the show. Even when you get a chance to share an incident from your life, this person chimes in with a story of her own. If you were to give her a quiz later, focusing on details of everyone else's contributions to the conversation, she would fail miserably. She is a one-sided communicator.

What to do? You can give up and just listen to her. You can interrupt her. If this is someone you know well, and you know you can safely share a frank conversation, consider a gentle intervention—simply tell her that she is a good storyteller—and that she needs to practice listening sometimes.

He doesn't contribute to the conversation. I think that many wives see this fault in their husbands. One of my friends "re-trained" her husband to be a better conversationalist. She worked with him in real-time communication. She would say, "It's a beautiful day outside. I'd like to drive over to the greenhouse and pick out a new azalea for the front yard." If he just grunted, she would say, "Okay, it's your turn to speak." He got the idea.

Another way to draw people out is to ask questions pertinent to their life or interests. Then let them respond fully. Some people are hesitant speakers. Others readily speak over them because they are slow to respond and speak haltingly. You can help bring these timid conversationalists into the conversation by giving them more time and encouragement to respond.

And of course, a Last Word

These conversation tips should help you enjoy many happy chats in the future. Like anything, however, you need some practice before it becomes perfect. As a final thought, I suggest the following:

- **A good place to practice your conversation skills is at your Toastmasters meetings.** Strive to speak one on one with at least one Toastmaster or guest at each meeting. You might even ask them to rate your conversation skills or to critique your effort.
- **If you have a Toastmasters mentor, ask him or her to assist you in honing your communication skills.** For most Toastmasters, everyday conversations are even more important to their careers and relationships than public speaking. We should strive to master this area of communication.

PATRICIA FRY, ATMS, is the author of over 30 books. She has written numerous articles for the *Toastmaster magazine*. Learn more about her work at matilijapress.com.

3 Tips to Make 'Em Laugh

How to customize your comedy for any audience.

BY GENE PERRET

What an invigorating sound laughter is! But what is it that makes people laugh?

Comedy has three main components: the performer, the performer's material, and—the one most often overlooked—the audience. First, it helps if you, as the presenter, are accomplished, hence the importance of practicing in your club. Second, the material should suit your personal style and delivery. And third, your material should be tailored to your specific audience.

"Specific" is the key word. Humor generates a more enthusiastic response when it's aimed directly at the listeners. If you give people material they can recognize, understand and appreciate, and include them as much as possible in your presentation, they'll reward you with generous laughter and applause. You don't need a new presentation for each audience, but make your material applicable to the crowd you address.

All audience members have something in common. They are gathered in the same place. They may practice the same profession, know the same people, have similar interests or be aware of common situations. A humorist can capitalize on these things to enhance his or her presentation.

For example, my former doctor threw a retirement party for himself, and most attendees were his former patients. At the opening of his speech, he said, "It's good to see you all here. Actually, this is the



The author, who wrote jokes for famed funnyman Bob Hope (center), researched the military bases where Hope would perform to make his comedic material applicable to each audience.

first time I've seen many of you with your clothes on."

If you have a standard presentation, *localize* it, whenever possible. For instance, instead of beginning an anecdote with "Two guys were in the lobby," insert the names of well-known people from your host association. Mention local restaurants, nearby towns, recognizable street names, and so on.

One speaker I heard began a presentation by referring to the association's program chairman by name. He said, "(Program chairman's name) called me several times about speaking at tonight's banquet. I finally accepted the [phone] charges."

This raises the question of how to gather information about a distinct audience. The following three concepts have worked well

for me throughout my many years of writing jokes for TV and notable comedians.

Research

Do some digging. Many of the comics I wrote for traveled extensively and addressed varied groups. Publicists provided the comics' writers with an information packet that included local news items, facts about the host association, information about local sports teams and rivalries, nearby companies and colleges, and other things that might be interesting to the audience. In short, find out as much as you can about where you will speak and the people who will listen.

I recall during one comedian's tour of colleges, most of the information provided mentioned how all the campuses had

major parking issues. That led to a line that worked well: “Parking is tough on this campus. I don’t know where I finally parked, but while walking back to the auditorium I passed my house.”

With the Internet, you can learn much about any part of the world. That doesn’t mean you have to write new material for each audience, but the information you gather might furnish references that can revitalize the more generic material in your presentation.

For instance, you can use the fact that most urban areas have one highway that is considered treacherous by the locals and

plenty of information about their group and the people you’ll address. Find out about problems within the organization. Consider directing your questions to specific areas and asking your contact for suggestions. Review your presentation and select segments that can be enhanced by what you learn. Any references you collect can enliven your comedy.

At one event I questioned friends of the guest of honor. The friends told me, among other things, that everyone knew he had nine children and that he smoked a pipe and constantly fiddled with it. During his roast I joked, “I asked his wife if it bothered

through a dinner that was tasty, but served painfully slowly. After the dinner, since the event was held in the U.S. capital, the hosts showed a three-minute film condensing the history of the country. Still photos flashed on the screen in dizzyingly rapid succession accompanied by a frenetic drum solo, making the film a challenge to watch. Next, the emcee introduced a delightfully entertaining and clever humorist, Bob Murphey, who was the featured speaker for the evening.

Murphey said in his charming country drawl, “Before I commence to say anything humorous, I’d like to make one observation: I wish whoever made that movie had served the dinner.” That drew immediate guffaws from the audience.

Laughter is invigorating. Remember, though, that the humorist who delivers a fantastic presentation, along with hilarious material, can’t supply the laughter or applause. That comes only from the audience, which plays a major part in any presentation.

To get an idea of how important the audience is to professional comedians, consider this:

I once worked for a comic who kept me constantly busy creating new material. One day, he called to say, “I’m going on a fishing vacation for about three weeks. We’ll be in remote parts of Alaska, so I’ll be out of contact for that time.” I thought this would be a welcome vacation for me as well.

Three days later, he called me with a writing assignment. I said, “I thought you would be gone for three weeks.”

He said, “I found out fish can’t applaud.”
Always include your audience. **T**

GENE PERRET is an Emmy Award-winning television writer and producer. He also served as head writer for comedians Bob Hope and Phyllis Diller. His latest book, *Comedy Writing Self-Taught*, and its companion workbook, is available this month. Visit his website at comedywritersroom.com.

Include the audience as much as possible in your presentation and they’ll reward you with generous laughter and applause.

zero in on your audience just by plugging the name of that highway into your line: “I had a pleasant ride on (name the highway) today. A pleasant ride on (highway)—that means I finished in the same car I started in.” They’ll appreciate the gag and the fact that you know something about their neighborhood.

Ask

Asking for the inside scoop was my main task when I traveled with legendary comedian Bob Hope on his military jaunts [Hope entertained U.S. troops around the world from the 1940s through the 1990s]. Upon our arrival at each base, Hope visited with the top officers while I mingled with the enlisted personnel. I got the “low-down and dirty” information about the particular base, its officers and what was happening there. I wrote it up and included it in our shows. When the troops heard that “inside” scuttlebutt, they roared. The writing didn’t need to be brand new; I reenergized existing material by adding references specific to the base.

You can do the same for your performances. If you’re dealing with a program chairman or an officer in an association, ask pertinent questions. They’ll supply

her that he constantly fidgeted with his pipe. She said, “No. After nine kids, I’m for anything that keeps his hands busy.”

Observe

Keep a keen eye on what is happening before, and during, your appearance, and listen to others. The things you hear can often be useful.

Once, I was seated at the head table before my presentation was scheduled. Someone from the association approached the president to discuss a problem. The president responded, “We may have to call Walter Winkdale.” They both chuckled. I asked what that meant. The president explained how this was the name of a gentleman who had once worked for the association. Now the phrase meant someone needed help getting out of a jam.

During my speech, I told a joke that fell flat. I looked at the crowd and said, “I may have to call Walter Winkdale.” It got screams—many more laughs than the original joke would have gotten.

I saw a magnificent example of utilizing the power of observation at a banquet I attended in Washington, D.C. The roughly 2,000 people in attendance had suffered

The Most *Passionate* Leaders

Meet 6 inspired storytellers who wowed their audiences in 2014.

BY CARMINE GALLO

In 25 years of studying leadership and communication I have yet to meet an inspiring leader who is not abundantly passionate about his or her topic. You cannot inspire unless you're inspired yourself. At its core, passion means digging deep into your soul to identify what is it about your subject that makes your heart sing. Each of these leaders can answer that question for themselves and have used their passion to start movements, build brands or grow companies.

Inspiring leaders start movements because they are gifted communicators. Words spark movements. Words sell products. Words build brands. Words help us imagine a better future. These six gifted speakers stirred our souls in 2014.

Mark Burnett: From Selling T-shirts to Conquering TV

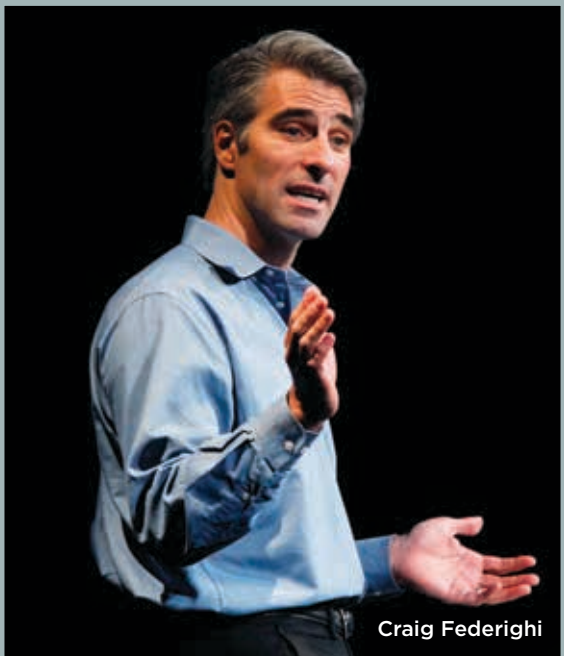
"I've never done something only for the money—ever. If you don't love what you do, you won't do well at it," Mark Burnett told me. The Emmy Award-winning producer and visionary behind *Survivor*, *The Voice*, *The Apprentice*, *Shark Tank*, and *The Bible* mini-series openly talked about his faith, his rags-to-riches story, and the keys behind his remarkable transformation from T-shirt salesman to mega-successful television producer. When Burnett came to the United States from Britain, he had no money so he landed a job as a nanny to a wealthy Beverly Hills family. It was there that he learned his most profound lesson: "Rich people are no smarter than me." This attitude represented a radical transformation in the way Burnett looked at the world.



Mark Burnett



Tony Gareri



Craig Federighi



John Chambers



Pete Frates



Sheryl Sandberg

These six speakers and leaders inspire others through their words and actions. A quality they all share is passion for their work.



A group of professional tennis players dump ice water on tennis official Anne Worcester as part of the ALS Ice Bucket Challenge. Pete Frates, a former college baseball player who suffers from ALS, is the inspiration behind the wildly popular challenge.

Once Burnett realized he was just as smart as those who had achieved success, he decided to jump in and pursue his passion for entrepreneurship. “I knew that if I could have a business I was passionate about, I’d have an extraordinary amount of energy that I could put into that business,” Burnett says. “For example, I loved outdoor and adventure sports so I pitched *Eco-Challenge* [an adventure race broadcast from 1995–2002] and that led to *Survivor*, and it goes on and on.”

Passion is the fundamental building block of inspiration.

Burnett’s shows were among the hottest properties on television in 2014. He says those programs are a result of listening to his instincts and acting on them. “You have to listen to the call and trust that it will all work out.”

Pete Frates Tackles ALS Challenge

Like Burnett, Pete Frates trusted his instinct and answered the call, sparking one of the most popular movements in social media history last summer. Two years earlier Frates was sitting at the dinner table with his parents, siblings and girlfriend and he did what all great leaders do—communicate an inspiring vision. He would lead a movement to fight ALS and change the world. The mission had become personal. Pete had received the frightening news that very morning: He had amyotrophic lateral sclerosis (ALS), also known as Lou Gehrig’s disease. The baffling and crippling neurological condition has no known cure.

Over dinner that night Frates also announced a bold, seemingly improbable goal. He would bring the disease to the attention of philanthropists like Bill Gates. Frates did, indeed, spark a movement called the ALS Ice Bucket Challenge. And in August 2014 Gates joined millions of others who dumped a bucket of ice over their heads, posted the video on YouTube, Facebook and Twitter and challenged others to do the same. The phenomenon will go down as a case study in social media, having raised more than \$100 million in donations for the ALS Association this summer, compared to the \$2.8 million in donations the association received for the comparable period in 2013.

Pete Frates was a gifted speaker, majoring in communication at Boston College. His ability to mesmerize a room made him a recognized leader in the ALS movement even before the ice bucket challenge. Once captain of the Boston College baseball team, Frates was working in the insurance field when two months before his diagnosis, he told his mother that he wasn’t following his passion. “I knew that as a group-benefits salesman I wasn’t using my gifts. I wasn’t living up to my full potential,” he said at an awards dinner for athletes. “As soon as I got the [diagnosis], it clicked—this is what I’ve been put here to do.” Frates’ attitude demonstrates that a passionate leader with a gift for communication can truly change the world.

Tony Gareri Is the Picture of Happiness

In 2008 Tony Gareri was losing his passion for the custom picture frame business his father had started in Toronto called Roma Moulding. “When I looked in the mirror, I didn’t like who I had become,” he says. Gareri had a hard-charging management style and he became less engaged throughout the severe recession that began that year. “I was guilty of dictator-styled leadership,” he admits.

Gareri took bold steps to reinvent his style and the company. He read Tony Hsieh’s book, *Delivering Happiness*. He read my book on the Apple retail model, *The Apple Experience*. Gareri took over as CEO with a mission to build the happiest workplace in town. He clicked. Roma Moulding was named the 2014 Business of the Year by an Ontario, Canada, Chamber of Commerce and was featured on the cover of *Décor* magazine. Gareri, who calls himself “The Chief of Wow,” followed his passion to create a workplace that puts a premium on happy, engaged employees. Happier employees meant happy customers, which translated into a stronger bottom line. Gareri says, “If you’re truly doing something you deeply love, with people you love, driven by a purpose and led with passion, greatness will come.”

Sheryl Sandberg Sparks a Movement

Facebook COO Sheryl Sandberg learned that data doesn’t launch movements; stories do. In December 2010 Sandberg took to a TED stage to talk about “Why we have too few women leaders.” Prior to her presentation, Sandberg told a friend about an incident that occurred before she had left for the conference. Her daughter was pulling at her leg and crying, “Mommy, don’t go!” Sandberg’s friend suggested that she tell the story publicly. Sandberg has acknowledged that her original presentation was “chock full of data and no personal stories.” She changed course, realizing that she had to

connect with the young women in the audience. She told the story about her daughter, as well as other personal stories about how difficult it was for her to raise a family and have a career.

Sandberg's stories led to a *New York Times* bestselling book, *Lean In*, and a project of the same name that found its footing in 2014. The nonprofit organization, which is aimed at creating a global community that encourages women, has sparked Lean In groups and communities in companies across North America. Data informs; storytellers spark movements.

John Chambers Embraces Feedback

Cisco CEO John Chambers has a passion for communication because he knows great speakers make better leaders. Chambers believes all of Cisco's executives should master public speaking and presentation skills. He is admittedly obsessed with the idea that the effective communication of a brand story facilitates the execution of a company's roadmap. Chambers supports an internal program that gives every executive a score on customer presentations.

When a Cisco executive delivers an internal presentation at company events and meetings, or a presentation aimed at customers,

“If you don't love what you do, you won't do well at it.”

— TV producer Mark Burnett

that executive is rated on his or her communication skill as soon as the presentation is over. Employees or customers are asked to give the executive a score ranging from 1 to 5 on both delivery and content. Chambers is first in line to volunteer his score. “The world is changing so fast that your ability to keep up as a communicator requires constant reinforcement and feedback,” says Ron Ricci, Cisco's vice president of customer experience services. “For John, a big part of feedback is not just how the presentation is delivered, but how the content is received.”

Craig Federighi: Apple's “Superman”

Since I wrote a book titled *The Presentation Secrets of Steve Jobs*, I've been searching for a presenter—at Apple or any other company—who comes close to sharing Jobs' presence on stage. It's hasn't been easy. Jobs was charismatic, inspiring, humorous, dramatic, engaging, and polished, and his slides were beautifully designed. One vice president at Apple is coming awfully close. He's Craig Federighi, Apple's senior vice president of software engineering.

In one 2014 presentation, Apple CEO Tim Cook introduced Federighi as “Superman.” Cook was referring to Federighi's presentation skills. Federighi commanded 70 percent of the entire Apple presentation and clearly stole the show, given the reaction he drew from the audience and among bloggers who covered the event.

Above all, Federighi exudes passion. He doesn't just walk on stage. He leaps, strides and has a smile on his face. He laughs easily. His energy level is high, much higher than the average presenter's. Most business presentations are dry, boring and stuffy. Federighi

didn't get that memo. Right out of the gate he injects humor into his presentation. Throughout the presentation he poked good-natured fun at himself, especially his mane of gray and white hair, which he jokingly refers to as “hair force one.”

When Federighi was demonstrating new phone features, he was interrupted by a call from his mother (all of this is planned and rehearsed, of course). “She surely wants to grill me about the newest fourth-tier LVM compiler, but this is not the right time,” he said as he hung up on her. The audience good-naturedly groaned. “I'm sorry,” Federighi responded. “She's a wonderful, wonderful woman, but this is my space,” he said with a smile.

Federighi understands what Steve Jobs knew well: An audience wants to be informed, educated and entertained.

These men and women are just a few of the most passionate and engaging leaders of 2014. There are many more. They could be your boss, or a colleague or someone you met at a Toastmasters meeting. Dig deep to identify your passion and once you do, share it with your audience. They are hungry for inspiration. ■

CARMINE GALLO is a popular keynote speaker and communication skills coach. He is the bestselling author of several books including *Talk Like TED: The 9 Public Speaking Secrets of the World's Top Minds* (St. Martin's Press). Learn more at carminegallo.com.



How is your club celebrating Toastmasters' 90th anniversary year?

For FREE resources to help you plan and promote your event, visit toastmasters.org/90thanniversary

Positively Not

The uses and abuses of just saying no.

BY CAREN NEILE, PH.D., ATMS, CL

Self-improvement advice regularly encourages us to take chances and embrace new challenges—to answer affirmatively to opportunities that come our way. After all, when we say yes to life, whether to a role at a Toastmasters meeting or a new relationship, we open ourselves to the possibility of growth and change.

But there are times, experts warn, when saying yes can be a big no-no, even in Toastmasters-related situations. The key is to know when to say no, and how

Whatever the mouth says, the heart knows the truth, and when our words and behavior are at odds with our thoughts and feelings, we suffer.

to handle it. Being honest—with ourselves and others—is vital to effective communication.

If someone is doing or saying something hurtful to you, expressing your disagreement or disapproval is important, says social worker and parenting coach Amy Brinn. It establishes behavior boundaries.

“Saying no is what helps us teach people of any age appropriate behavior, so they understand what they can do to us and to others, and what they can’t do,” she says.

Not only is the ability to turn down a request useful in relationships and careers, it’s also good for mental health. According to researchers at the University of California,



San Francisco, the harder it is for us to say no, the more chance we have of experiencing the stress and burnout that can trigger depression. Emotional distress, in turn, can also lead to physical disorders.

That’s because whatever the mouth says, the heart knows the truth, and when our words and behavior are at odds with our thoughts and feelings, we suffer.

Marlene Oliner, CL, past president of West Boca Toastmasters in Boca Raton, Florida, is a life and wellness coach. She says to decline a request empowers us to

negotiate a solution that will better take care of our own needs.

Wanting to Please

So why do many people, particularly women, have such a hard time saying no? According to these “pleasers,” a simple “no” might sound too harsh or rude. Because it is a natural human desire to be loved, Oliner says, we often demonstrate behavior that we think will make those around us happy so they will think well of us.



Unfortunately, such behavior can backfire—in more ways than one. For example, if we agree to take the Toastmaster role during a busy week, we won't be able to do our best work, resulting in a meeting that is not as smooth as it could have been.

What's more, write Jo Ellen Grzyb and Robin Chandler in *The Nice Factor: The Art of Saying No*, pleasers tend to provoke the opposite effect from what they expect. If you are overly nice, people get frustrated with you.

"When you say, 'Whatever you want is OK with me,' or 'I don't mind,' some people

will metaphorically throw up their hands in disgust because they can't stand the passivity," write the authors.

But won't a no make people mad at us? Not necessarily, says Brinn, the social worker and parenting coach. People appreciate honesty, even if the answer is not always what they want to hear. "Therefore if saying no is what's best, it will be well-received."

Sometimes 'Yes' Is Best

There are times when saying yes is appropriate. The important thing is to recognize those times. If saying yes—to becoming a club officer, to meeting new people, to working out—helps us grow and protects our emotional or physical well-being, then saying no is avoidance behavior.

"The only inappropriate time to say no is when we know in our hearts that it is not in our best interest to do so," says Oliner.

Oliner herself was hesitant at the prospect of becoming president of her Toastmasters club.

"When I was asked to run for president," she says, "my immediate reaction was to say no, because I wasn't sure I could handle the responsibility. But then I thought, *Isn't this why I'm in Toastmasters? Isn't the idea to stretch a little outside my comfort zone?*"

"And it turned out to be one of the best things I've ever done for myself and for others."

Opposition, Oliner adds, becomes a problem when it is a default response to life. Many people say no as a first reaction to fear, whether it's the fear of looking bad (judgment), of commitment (obligation) or of not being able to handle what is being asked of them (anxiety). Others regularly say no because it seems easier, whether due to limited imagination or simply habit.

A Reasoned Decision

Interestingly, saying yes doesn't always mean we have to do exactly what others ask of us.

Brinn, a Massachusetts resident, says, "When I was in one of my first jobs as a social worker at a big metropolitan hospital, my supervisor told me that when a nurse or a doctor makes a request, start by saying yes.

"I was really surprised at first, but over time I realized that my yes didn't mean

I had to do exactly what they asked. It meant I could figure out what I could do to help them with the problem, and that created trust between us. It also helped the staff see me as a can-do-type colleague, so when I couldn't do something, they accepted that more readily."

On the other hand, Brinn says those with low self-worth might benefit from doing the opposite: saying no just until they can identify their wants and needs and determine how to have those considered.

Ultimately, it's a good idea to set limits based upon a reasoned decision. The goal is to choose when and if we want to engage in a power struggle with others, and, above all, to be sure we do not say yes or no as an automatic reaction, but as a decision made on a case-by-case basis.

Until then, there's always maybe. ■

CAREN S. NEILE, PH.D., ATMS, CL, is an affiliate professor at Florida Atlantic University in Boca Raton, Florida. She has presented at two Toastmasters International conventions.

How to Say



- **Just say "no."** "I'm not sure" or "I don't think so" can be misinterpreted as a qualified "yes." Instead, come right out and say the word "no."
- **Be brief.** You can explain why you must refuse, but there is no need to justify your decision.
- **Be truthful.** Enough said.
- **Show respect.** If you have nothing against the person doing the asking, you might as well leave him or her feeling good. You can speak well of a person's aims and goals without buying into them.
- **Repeat, if necessary.** You may be asked again before your response is accepted. Calmly and clearly repeat your answer.

Adapted from **mayoclinic.org**



A WEALTH OF MEMORIES



Three seasoned members recall the early days.

At age 90, Toastmasters International is older than most of its current members. Most—but not *all*. Otto Haueisen, ACS, was 9, Ed Fanslau, ATM, was 5 and Stan Blackford, DTM, was 4 when Ralph Smedley held the first meeting of the Number One club in Santa Ana, California, in 1924. All three discovered Toastmasters early on in the history of the organization.

Haueisen says he learned about Toastmasters in his 20s, while staying at a YMCA in San Francisco. A few years later, in 1941, he met Smedley, and later corresponded with him about World War II-related public speaking possibilities.

Fanslau learned about Toastmasters by reading a marketing piece at a dry-cleaning store, and in his 40s, he helped charter the Park Toastmasters club in his hometown of Midland Park, New Jersey.

Blackford read about a club in Sydney, Australia, in the newspaper, and in 1961 he chartered the Naracoorte club in South Australia to help him overcome his stuttering.

Each one helped breathe life into the growing international organization before the first Able Toastmaster (ATM) award was issued in 1964, and before membership was officially opened to women in 1973. If you know of other longtime members with a story to share, please send it to History@Toastmasters.org.

Otto Haueisen, ACS: Master of Motivation

BY COURTNEY FERGUSON, ACS, CL

“Pithy” and “passionate” are not words typically used to describe a man who is about to turn 100—yet it would be impossible to describe Otto Haueisen, ACS, any other way.

I vividly remember Otto’s contribution to my first Toastmasters meeting more than 11 years ago. One of the speakers in our club—the Early Risers in Grass Valley, California—was an affable thirtysomething man who delivered a commendable speech. When Otto gave his evaluation, he acknowledged the speech’s many positive points. To this day, I remember what came next.

“Let me ask you this, however,” Otto said to the man. “While your speech was organized and well-presented, why speak on a subject you clearly do not feel passionate about?”

Otto told us how passion is the pith of a memorable speech. *Wow*, I thought to myself, *I hope this man never evaluates me*. But later, I considered the alternative: What if I took his advice and selected only topics that I truly did feel passionate about?

Today, I welcome Otto’s observations and honesty. My experience is typical, and Otto remains an inspiration, not only to me but to so many in our Early Risers club.

“Otto has given many fascinating speeches about his perception of the world—about events that he actually lived through.” — Jim Lewis, ACB

Positive Change

Otto joined Toastmasters in 1940, as a member of the Golden Gate Toastmasters club in San Francisco. He has witnessed many changes in the organization over the years. “Probably the best change of all was having women as members,” he says. “It was just as liberating for men, as many new perspectives were shared and considered. New, enriching friendships were formed as well.”

Technological changes have also made a difference. Years ago, he notes, “speakers referred to scribbled notes on lined yellow pads to keep their facts in order. Clumsy flip charts and overhead projectors were used for visual aids. Today, I marvel at the state-of-the-art iPads being used, as well as flat-screen TVs that show crystal-clear images. It’s so sophisticated and professional!”

One highlight for Otto was meeting Ralph Smedley in the early 1940s at a speech contest in which Otto was a contestant. He describes Smedley as quiet and dedicated, self-effacing and considerate.

Otto, who has served as club president, area governor and district governor over the years, readily credits Toastmasters for improving his speaking skills and his ability to give presentations with confidence and conviction. These skills helped him make a difference, he says, in his profession—he was a spokesman for Los Angeles-based Monorail Engineering & Construction Corporation—and in civic



Otto Haueisen, 99, who met Ralph Smedley in the early 1940s, is praised by fellow Toastmasters for his insights, sense of humor and candid observations.

organizations like the Commonwealth Club, Chambers of Commerce and the now-defunct Businessmen for Peace.

“Otto represents a living history, not only of Toastmasters but of our country,” says Jim Lewis, ACB, a 27-year member. “He has given many fascinating speeches about his perception of the world—about events that he actually lived through.”

Shelley Drievold, ACB, ALB, a member of the Early Risers club, says of Otto, “From his insightful speeches about lessons learned, to his humorous speeches about daily life, he always puts a smile on our faces. His quick wit and puns during Table Topics keep us laughing and wanting to hear more from him.”

As Otto approaches his 75th year of membership in Toastmasters, I can’t help but wonder if he is indeed Toastmasters’ oldest continuously active member. Regardless, he remains a vital member of our club—one who encourages us all to laugh and learn, and to speak with truth and passion.

COURTNEY FERGUSON, ACS, CL, is a member of Early Risers Toastmasters in Grass Valley, California. She lived in London for 30 years, where she worked as creative director for several international advertising agencies.



See the tablet edition of the *Toastmaster* magazine to read more about Otto.

Ed Fanslau, ATM: A Founding Father of Park Toastmasters

BY MARGIE FLORIO AND
NICHOLAS MARCATTILI, ATMB, CL

At age 95, Ed Fanslau, ATM, plays piano, travels, and exercises at the gym three times a week. And he can tell you what the Park Toastmasters club in New Jersey was like when it was chartered on May 1, 1961.

Much of the credit for the club's success goes to Ed. Not only is he one of its founding fathers, Ed is a dedicated 50-year member who used the skills he learned in Toastmasters to help the club grow. Over time, he helped expand it to more than 40 members.

"I've benefited all the way [from Toastmasters]," says Ed. "It's a revelation to be able to get up and speak in front of a group at any time."

He vividly recalls how the club started. Peter Sartu had posted a flier about Toastmasters in a local dry-cleaning store in Ed's hometown, Midland Park, New Jersey. Ed, who was actively engaged in his church's music ministry as an organist and choir director, saw the posting, and "wanted to learn the proper way" to speak publicly.

"I told people how to prepare to climb mountains without being injured."

— Ed Fanslau

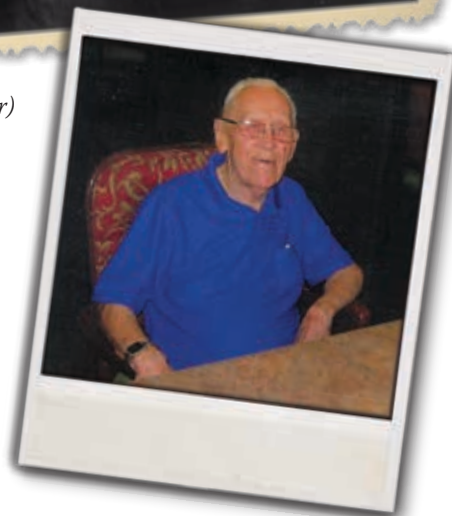
Ed, along with Sartu and Chick Claeys, ATM, scoured the area for a meeting place. They found one in the town's public library. They named their club Midland Park Toastmasters, chose a slate of officers and began meeting once a month. The club's first official meeting was November 22, 1963, the day U.S. President John F. Kennedy was assassinated. Despite the sadness of the day, Ed and other club members met as scheduled and used the time to get organized and set the agenda for future meetings.

Over the years, Ed enjoyed giving speeches about hiking and mountain climbing—his favorite pastimes. He told interesting stories. One was about a time he was hiking in Europe and the trail seemed to disappear. Ed crawled over a cavern at 150 feet, clinging to the rocks with his fingers and toes. "I told people how to prepare to climb mountains without being injured," he says.

Ed earned his Able Toastmaster (ATM) award and also honed his speaking skills by serving in leadership roles, including as area and division governor. He stresses the importance of member participation.



Above, Ed Fanslau (center) is shown with winners of a Toastmasters speech contest. Now 95, he often speaks at the retirement community in Maryland where he lives.



"People have to participate. They must be willing to speak and do evaluations," he says. "If everyone does that, it makes a great club."

The Midland Park Toastmasters continued to meet in various locations in the local area until the '90s, when it finally settled in Ramsey, New Jersey, and was renamed Park Toastmasters, a name that continues to this day.

Up until two years ago, Ed was active in his club, and attended meetings twice a month. He now speaks at Carroll Lutheran Village, a retirement community in Westminster, Maryland, where he lives. He introduces new people to the village and speaks at meetings, often in front of 40 to 50 people.

He also spoke in April before 25 guests at his 95th birthday party. "I told them all about my rock climbing."

MARGIE FLORIO, club president of Park Toastmasters, has written a series of "Spotlight on the Speaker" articles featuring interviews with fellow club members.

NICHOLAS MARCATTILI, ATMB, CL, is a member of Park Toastmasters. He has served as area governor, as well as nearly every other club officer role.



See the tablet edition of the *Toastmaster* magazine to read more about Ed.

Stan Blackford, DTM: Passing the Torch

BY MARY NESFIELD

On March 25, 2014, a party was held to honor Stan Blackford, DTM, on his retirement at age 93 from the Adelaide Toastmasters club in South Australia. Fellow club member Austin Nevis, DTM, described how Stan reminds him of Demosthenes of ancient Athens, Greece.

"[Demosthenes], like Stan, was born with a speech impediment," said Nevis in his speech. "He got rid of his speech impediment and became one of the greatest orators of all time." Nevis joked that Stan "is a reincarnation" of the Greek hero. "He has taught us that if we make the effort, we can overcome."

Born in Calcutta, India, Stan worked in the insurance industry. Early on in his career, as an insurance company branch manager in Naracoorte, South Australia, he was invited by the mayor to speak at a local city council meeting. After that speech, Stan sought help to eliminate his stuttering and to master public speaking. In 1961 he chartered a club in Naracoorte.

"In the process he started Toastmasters in South Australia," wrote Adelaide club member Nic Szuster CC, ALB, in an article about Stan's retirement.

"Stan has held this splendid torch and let it burn as brightly as possible."

— Nic Szuster, CC, ALB

In those early days, no one in the area was familiar with Toastmasters, so Stan and his fellow members "just made it up as they went along," wrote Szuster. "They would give 10-minute speeches and 'criticize' each other. They would give three-minute impromptu speeches—what we now call Table Topics. They invited the local priest (who was a great orator and was often asked to 'give a few words') to provide evaluations."

In another speech in Stan's honor, Shelley Dunstone, ACB, CL, identified Stan's best qualities: his willingness to share personal stories, his quick wit and his ability to find the funny in any situation. He earned a DTM award in 1975.

"Stan exemplifies a growth mindset, and has embraced that mindset his whole life," Dunstone said. "He made an enormous effort to improve himself."

In 2000, Stan wrote a self-published memoir, *One Hell of a Life*, and in it he recalls a quote by George Bernard Shaw:

Life is no brief candle for me. It is a sort of splendid torch which I have got hold of for the moment, and I want to make it burn as brightly as possible before handing it on to future generations.

"Stan has held this splendid torch and let it burn as brightly as possible," wrote Szuster in his article. "His contribution and the fond memories he has given to Toastmasters will be passed on to future generations." ■

MARY NESFIELD is an associate editor of the *Toastmaster* magazine.



Stan Blackford speaks at a party held in March in honor of his retirement from the Adelaide Toastmasters in South Australia. The 93-year-old was a member of the club for 50 years.



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Self-disclosure: How much is too much?

Tips for sharing personal details in a speech.

BY M. NICOLE NAZZARO, CC, CL

It was Bill Stainton's first night on the job, and things were not going well.

Stainton was the executive producer of *Almost Live!* a talk show/comedy program produced in Seattle, Washington, that launched the television career of Bill Nye the Science Guy, among other luminaries. Stainton would eventually go on to win 29 Emmy Awards for producing, writing and performing on the show, but on his first night as executive producer, nothing was going his way.

His main guest, the governor of Washington state, was nowhere to be found. Stainton was panicking. The show was going live in minutes! Luckily, another of the show's special guests stepped

The challenge of telling my father's story to an audience of strangers is in recounting the saddest moment of my life.

in behind the scenes: star comedian Jerry Seinfeld. While Stainton sweated, Seinfeld schooled him. What he said that night has stayed with Stainton ever since: "You're the *executive producer*. Rehearsal is over. It's showtime."

Seinfeld told Stainton, in not so many words (and likely some colorful language), to pull himself together and start acting like the leader he was



Weaving personal stories into your speech can be risky but, if done properly, those stories can leave your audience feeling thrilled and wanting more.

hired to be. The producer shifted gears, moved guest spots around, gave Seinfeld extra time to tell more jokes and finally found the governor, who had been delayed by traffic. By the end of the night, Stainton was well on his way to Emmy Award-winning success.

Now a professional speaker, he shares that story in his signature keynote, "It's Showtime!" It's all hilarious in the retelling: Jerry Seinfeld saves the day! But self-disclosures—stories that reveal personal information to strengthen the message of a speech—can be funny, troubling or even tragic. The key to sharing personal stories is knowing just how much detail

to provide, and how to weave it into your speech, to leave your audience thrilled and wanting more.

Sharing with Your Audience

Self-disclosures can be used to underline a point with your audience. As Toastmasters, we share a personal story right out of the box in our first speech, the Ice Breaker. After that initial foray into personal storytelling, though, things can get dicey. How do you know when a personal reference will enhance a speech? How do you know how many details to leave in—and how much to keep out? How much is "oversharing"?

My professional keynote is built around a personal experience that's far less joyful than Stainton's run-in with the great Jerry Seinfeld. My topic is personal and corporate health, and as part of my presentation, I share the story of my father's passing. He died from a massive and sudden heart attack when I was a teenager due to an obesity-related illness. Many years later I looked in the mirror and saw myself walking down the same path: I was 40 pounds overweight with stage 1 hypertension.

I've since turned my health around, and the overall message of my keynote speech is positive and uplifting: We can improve our own health, no matter what health issues our parents suffered from during their lives. The challenge of telling my father's story to an audience of strangers is in recounting the saddest moment of my life. Nowhere is the art of the successful self-disclosure more fraught with potential risks.

“Tell a story of a success, something that really worked for you, or something that is just hands-down, knee-slappingly funny.”

— David Newman, ATMS, CL

Professional speakers like Bill Stainton have learned through trial and error how to keep an audience in the palm of their hands when using a story to enhance a message. Here are six tips to help you captivate an audience with this speaking tool.

To succeed, a self-disclosure should be:

- **Well-placed.** Share your personal story at a moment when the audience will be most eager to hear it. For example, an account about having gotten lost in the woods as a youngster could be a great opening for a speech on the importance of training wilderness volunteers to understand how children are most likely to react when lost.
- **Relevant.** Your self-disclosure should clearly relate to what the audience expects to get out of your speech. If you talk about your favorite sports team in a speech about leadership development, it's relevant only if you can relate it to how great teams are built. (And do not talk about your favorite team in an opposing team's city!)
- **Delivered in the appropriate style.** If your story is sad, tell it in a sad manner. If a story is happy, relay it with exuberance. You can also deliver it in an ironic way, as long as the audience isn't left on its own to figure out, for example, why you're telling a sad story in a funny way. Stainton's *Almost Live!* colleague Tracey Conway tells a story in her keynote speech of her brother's fatal heart attack that is actually funny in the retelling: She talks about surviving her own near-fatal heart attack while on the air on the set of *Almost Live!* — and how that led to discovering her family's genetic predisposition to heart disease.

- **Well-rehearsed.** Is your self-disclosure sad, tragic or otherwise depressing? Stainton recommends that if you're talking about a personal loss, make sure you've fully processed it before relaying it to an audience. “The audience has to know the speaker is in control” of the situation, Stainton says, “or they will think they have to be the caretaker of the speaker. That gives the audience a responsibility they did not sign up for.” Bottom line, says Stainton: If you're not over it yet, “see a therapist, not an audience.” That said, a well-rehearsed moving story can be a blockbuster as long as you make sure it's relevant to the audience's needs.
- **Short.** Get in, get to the point and get out. Don't risk losing your audience's attention by telling a long story about yourself unless every detail is relevant to what the audience expects to get from it. David Newman, ATMS, CL, a member of Golden Bell Toastmasters in Bellevue, Washington, is a litigator. In court, he once relayed a detailed story of his mother, a chain-smoker, who told him never to start smoking—while a cigarette dangled from her mouth. Newman was trying to illustrate his court adversary's lack of sincerity, but the judge didn't care about the details of Newman's mother's plight. The take-home message: Get to the point, and get out of there.
- **Cyclical.** Take care to relate your personal story back to the point of your speech *immediately*. That way, you'll be more likely to keep listeners' attention, and they will more likely accept your overall message. Don't trust your audience's memory to remember key details for a long portion of your speech. Tie it all together quickly and cleanly.

Feel-good Stories

David Newman recommends telling a story that makes you feel good about yourself. “Tell a story of a success, something that really worked for you, or something that is just hands-down, knee-slappingly funny.”

As you consider adding personal information to your speeches, remember to tell your stories in a way that doesn't make the audience feel uncomfortable for too long. And of course, always make sure your story is clearly connected to the overall purpose of your speech.

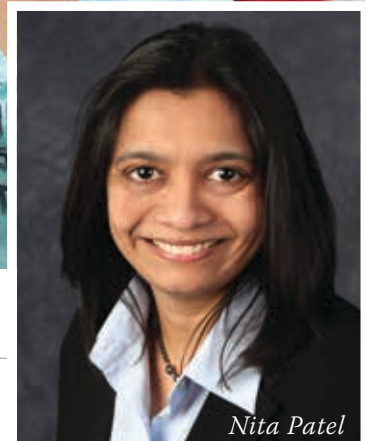
Some speakers avoid talking about themselves because they think it's unseemly, but using a self-disclosure to enhance your speech isn't necessarily self-indulgent. On the contrary, it can help you connect with your audience and strengthen your message in a way that personalizes a larger issue, making you more memorable as a speaker.

The six tips I've outlined will help you polish your craft. From there, whether you're speaking at a local Toastmasters meeting or in front of an audience of thousands, you'll have them hanging on your every word. ■

M. NICOLE NAZZARO, CC, CL, has written for many publications. Her company, the *Wellness Playbook* (wellnessplaybook.net), provides keynote speeches and consulting focused on creating healthy work cultures. Her fitness-inspiration blog is Every48.com.



Nita Patel (at lectern) with members of Toastmasters of Manchester in New Hampshire, USA.



Nita Patel

Nita Patel, DTM: **Engineering a Positive Approach**

Advocate for technological innovation helps others reach their goals.

BY JULIE BAWDEN-DAVIS

The way engineer Nita Patel, DTM, sees it, many of her colleagues could use the tools of the Toastmasters program to share the benefits of a career in engineering.

"I don't think people realize that engineering is a highly creative field, because engineers aren't good at selling the profession," says Patel, a systems and software engineering manager at L-3 Communications, a prime contractor in advanced communication and defense systems. As chief engineer, she works on projects involving electro-optical imaging and precision targeting systems for the United States military.

A member of three Toastmasters clubs in New Hampshire, Patel is certainly doing her part to advance her profession and help others reach their goals. Her experience in Toastmasters has prompted her to

become a prominent leader in the Institute of Electrical and Electronics Engineers (IEEE). The international professional association, which works to advance technological innovation and excellence, has more than 430,000 members in over 160 countries. Patel is currently the IEEE's Women in Engineering International chair.

She also serves on the boards of the IEEE Computer Society and IEEE-Eta Kappa Nu (IEEE's student honor society); has written four e-books for IEEE-USA on how to prepare, write and effectively deliver technical presentations; and is the 2013-2014 committee chair for IEEE Women in Engineering (WIE).

Under Patel's leadership, WIE developed a comprehensive five-year business plan, started a series of online chats with international women in the profession, restructured its committee and launched

its first international conference. While serving in various volunteer roles, Patel says she often draws from her experiences as a woman in a male-dominated profession. “Being a woman in engineering definitely means being in the minority, but I have thankfully found very supportive mentors, colleagues and bosses throughout my career,” she says.

In addition, Patel dedicates time to IEEE outreach programs to bring awareness of STEM (science, technology, engineering and mathematics) to young children. Patel wants the next generation to know how stimulating and important careers in engineering can be, so she often speaks on the topic.

“You can do anything with the analytical, problem-solving skills you obtain from an engineering degree,” she says. “The field is diverse, and evolves quickly with leap-frog advances in technology. It impacts almost every area of daily life.”

“Being a woman in engineering definitely means being in the minority, but I have thankfully found very supportive mentors, colleagues and bosses throughout my career.”

— Nita Patel, DTM

“It’s often believed that you must be great at math and science to be an engineer, but that’s not necessarily true,” adds the longtime Toastmaster. “Those disciplines are definitely a part of it, but what you really need to be is creative and good at problem-solving. These are the same skills you use to write and deliver a speech.”

Taking Advantage of Opportunities

The eldest of three girls, Patel was born in the city of Navsari in the state of Gujarat in India. Her family immigrated to the U.S. when she was 4 to seek a better life and educational opportunities. They lived near relatives in Sacramento, California, until Patel was 10, then moved to Louisiana, where her parents owned a hotel. She learned about technology and creativity from an early age.

“I’ve always loved trying to figure out how things work,” she says. “My mother gave me broken items to fix for fun, and she ensured that my two younger sisters and I became self-sustaining. We learned a wide variety of creative skills, like cross-stitching, crocheting, sewing, making our own toys and working on home repairs.” One summer when she was 12, Patel even re-roofed a storage shed.

Patel earned an electrical engineering degree at Southern Methodist University in Dallas, Texas, and completed her master’s in computer engineering while working as a software/electrical engineer at Texas Instruments, also in Dallas.

She attended her first Toastmasters meeting in 2001 when she moved to New Hampshire with her husband, whom she met in college. “I learned about Toastmasters during a career enrichment course for women and made the best decision of my life by joining.”

She later moved to Norman, Oklahoma, where she joined Sooner Toastmasters in Norman and Boomer Storytellers in Oklahoma City. Patel went on to serve in several leadership roles, including area governor, and completed her DTM before moving back to New Hampshire in 2008, where she’s now a member of three clubs.

A Dedicated Leader

In 2010, Patel received the D45 Division Governor of the Year award. In 2012, she served in three leadership roles. “It was a fun but hard [Toastmasters] year, because I served as both Division B governor and Area 14 governor. After about two months of serving my [one-year] term, the Area 5 governor resigned, so I served in that role also.”

For Patel, this meant one- to five-hour drives from her home to visit 65 to 70 clubs at least twice while in office. “It was tough balancing the responsibility with work, but satisfying, because I got to see so many different styles of clubs and met many people.”

Fellow Toastmasters value her talents as a communicator and her dedication to helping members. “Nita is an inspiration,” says Cindy Poltack, CC, ALB, president of the Amoskeag Better Communicators. “Her speeches are interesting, educational, well-crafted and extremely well-delivered. At a recent open house, she asked attendees some interview questions and gave each person an encouraging evaluation with valuable feedback. As a result, seven new members joined.”

David Doyle, president of Toastmasters of Manchester, adds, “I think we’re all growing together, but Nita is still out ahead of most of us, encouraging us to be the best we can be. I’m impressed every time I hear her speak.”

Patel credits Toastmasters with helping her achieve her potential, personally and professionally. “Toastmasters helped me lose the fear that might have held me back.” She says her team members at work welcome her feedback on performance reviews, and say she’s great at pulling teams together. “I’m more comfortable presenting, and I’ve become a much better manager. I’ve always been analytical, but now it’s in a positive, encouraging manner.”

“Toastmasters,” she says, “continues to be a transformational, life-changing experience for me.” ■

JULIE BAWDEN-DAVIS is a freelance writer based in Southern California and a longtime contributor to the Toastmaster.



But Seriously

Please excuse me while I get a corduroy jacket,
a pipe and a post-doctoral degree.

BY JOHN CADLEY

“No man need be a humorist all his life. As the patent medicine man says, there is hope for all.” — Mark Twain

I'm glad to hear such an august personage as Mr. Twain say so, because, well ... I'm tired of being a humorist. I yearn for something greater. Oh, I suppose it's all right to have people think you're clever, but you're just not taken seriously. You can't be. A serious humorist is like a jumbo shrimp. What I really want to be is an intellectual. They get to teach honors seminars at prestigious universities and use words that begin with *quasi*, *proto* and *neo*.

I'd gotten in a *post*, a *neo* and a *quasi*;
referenced some impressive names;
and ended triumphantly with an *über*.

When they forget their spouse's birthday it's called “absent-mindedness,” a sure sign of genius. (When I forget my wife's, I sleep with the dog.) Newspapers call the intelligentsia for quotations, dinner hosts invite them to add a touch of class to the evening, and magazines publish their articles without changing a comma because it takes too long to look up words like “inchoate.”

Humorists have no such luxuries. Our only reward is a laugh—a primal belch somewhere between a cough and a yelp. Imagine measuring out one's life, not with J. Alfred Prufrock's coffee spoons, but worse—with snickers, chortles and guffaws. I mean, really.

How I long to write a sentence like this: *It is a post-tragic form of culture—though post-tragic in the sense that Morrissey is post-Mozart.* Now *that's* intellectual! You couldn't cut through that sentence with a chain saw. It was written by a real intellectual (he's written over 40 books!!) named Terry Eagleton in *Commonweal* magazine. And he's just getting started. Listen to this: *If post-modern culture is depthless, antitragic, nonlinear, antinuminous, nonfoundational, and anti-universalist, suspicious of absolutes and averse to interiority, one might claim that it is genuinely anti-religious, as modernism most certainly is not.* Did you catch that? Neither did I. Brilliant! If I could write like that I'd have a front-page byline in *The New York Review of Books* before you could say “deconstructionism.”

One thing I've learned is that to be an intellectual you have to put “post” before as many words as possible—poststructural, postliterate, postpostal. They all fall under the general heading of “postmodernism,” a way of judging everything today as being so ... yesterday. Postmodern literature doesn't need plots and characters. Postmodern music doesn't require melody and rhythm. Postmodern structuralism means your house doesn't need any weight-bearing walls, leading to postmodern medical care when the roof falls on your head. It's really a way of looking down your nose at the world and getting an honorary degree for it. Now *that's* respect.

Here's another sentence I wish I'd written: *As Bayle and Voltaire had mocked the theological reactionaries of their time, so the romantics derided the dogmatic materialists of the school of Condillac and Holbach; and their favorite field of battle was that of aesthetic experience* (penned by author Isaiah Berlin). I get the gist of this—a bunch of old French guys making fun of each other. But did you catch those names?! You've got to be one heck of an intellectual to know who they are. Voltaire is the only one who sounds vaguely familiar. Wasn't he the philosopher who wrote the following syllogism: “All men are nuts. François is a human being. Therefore, François is nuts.”?

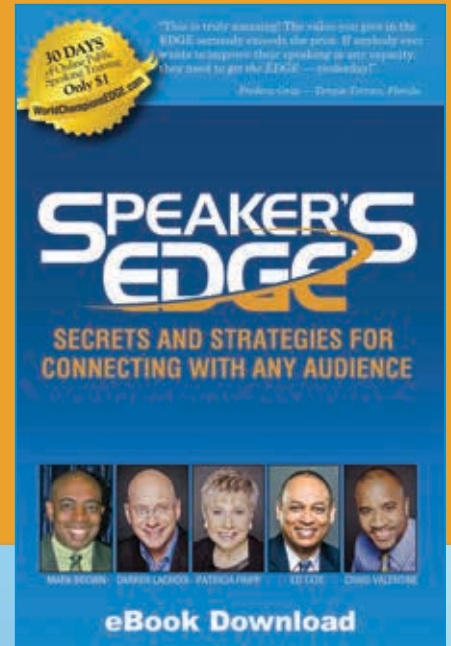
I've been studying these guys so I can be an intellectual, too. That means increasing my vocabulary and studying history and philosophy. The trick is to make just the right references with the right words at the right times. It's not easy. I went to a party last week for a trial run and it didn't go well. At one point in the evening I remarked, *Well, in the dialectic materialism of Marx and Engels you, of course, have the dynamic of thesis versus antithesis leading to synthesis, which, in a quasi-metaphysical sense, would lead to a post-industrial social contract characterized by the rise of a kind of neo-Nietzschean übermensch.* I'd gotten in a *post*, a *neo* and a *quasi*; referenced some impressive names; and ended triumphantly with an *über*. Pretty darn intellectual, if I do say so myself. The trouble was, the man I was speaking to had asked where to find the ice.

I'll keep practicing. ■

JOHN CADLEY, a former advertising copywriter, is a freelance writer and musician living in Fayetteville, New York.

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Gary Catona was first profiled in the New York Times in 1985 in connection to his work with Muhammad Ali, who suffered from a vocal disorder related to Parkinson's Syndrome. Since then, his unique method has been featured in nearly every major publication in the U.S. and many internationally. Most recently, he was the subject of intense media attention because of his work as Whitney Houston's voice builder for the final seven years of her life. Catona startled the world when he reported to Anderson Cooper that he had brought Whitney's voice back from barely any tonal quality to 75% of her former voice.

