

THE MAGAZINE FOR COMMUNICATORS & LEADERS | NOVEMBER 2016

TOASTMASTER®

A portrait of Ayn Dietrich-Williams, a woman with long brown hair, smiling. She is wearing a dark blazer over a red top and a pearl necklace. The background is a dark red with a faint circular seal of the Department of Justice, Federal Bureau of Investigation, featuring stars and the text 'DEPARTMENT OF JUSTICE' and 'FEDERAL BUREAU OF INVESTIGATION'.

AYN DIETRICH-WILLIAMS: FBI Spokeswoman Thinks on Her Feet.

7 Ways to Energize
Your Club Meetings

**International
Speech Contest**
Myths Debunked



Being the Best You Can Be

While attending a club meeting last week, I witnessed what happens when a member presents a speech without being prepared. If we are all being truthful, I am sure there have been occasions when each one of us has come to our club meeting unprepared, either to give a speech or fulfill a meeting role. If you're like me, you felt somewhat embarrassed and less than confident, and knew that you performed well below your best. But did you ever consider the ripple effect this lack of preparation can have on the meeting?

Consider the second commitment of the Toastmaster's Promise: *"to prepare all of my speech and leadership projects to the best of my ability..."*

What harm can it do to occasionally "wing it"? The answer is simple: It affects everyone. First, let's look at the effect of an ill-prepared speech on a club meeting. It shows a lack of respect for members who make up the audience and a disregard

By not preparing, the person you harm the most is yourself.

for the time those members commit to listen to the presentation. Winging it also denies the evaluator the opportunity to evaluate a worthwhile presentation and effectively raise points of commendation and points for improvement. In addition, by not presenting a speech to the best of your ability, you are usurping a speaking opportunity that could have been given to a member who was prepared.

However, by not preparing, the person you harm the most is yourself. You are claiming credit for having given a speech project for which you should not be credited due to your lack of preparation, thereby devaluing the credit given. But most of all, you are in danger of making a lack of preparation a habit.

The same can be said of being unprepared to fulfill a meeting role. An unprepared Toastmaster, Table Topicsmaster, evaluator or any other member serving in a meeting role affects the quality and professional standards of a meeting and directly impacts other members' enjoyment. Worse still, when a visitor to a club meeting sees members who are unprepared when giving a speech or fulfilling a meeting role, it often results in a bad first impression and the loss of a potential new member.

I urge you to prepare all your presentations and meeting-role assignments to the best of your ability because, as a Toastmaster, you are in the spotlight and a role model for everyone attending the meeting. It is a responsibility you undertook when you committed to the Toastmaster's Promise. Quality clubs depend on quality members—and that's what the promise seeks to deliver.

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“As fellow Toastmasters we have a voice and a place we belong. May we continue to communicate effectively and demonstrate that our humanity is what really matters.”

— TASHA HART, CC, CL
DAYBREAK CLUB
JACKSON, TENNESSEE

Uncharted Waters

Thank you, Paul Sterman, for the detailed introduction to Toastmasters Pathways in “The Possibilities of Pathways” (July). Your article helped me piece together this great and wonderful puzzle. I can feel how much effort has gone into making the project a success. The striking difference between Pathways and the current education program is just as Immediate Past International President Jim Kokocki mentioned in the article: “You’ll have the opportunity to develop more skills than ever before—skills that will help you succeed inside and outside of Toastmasters.”

We are going to walk through the uncharted waters together, but we are confident because this time, with full support from World Headquarters, all members will experience a thoroughly new learning experience backed by cutting-edge technology. How lucky we are to be a part of it!

Bruce Yang, DTM
Taichung Toastmasters Club
Taichung, Taiwan

What Really Matters

I continue to be impressed by the Toastmasters organization. Issue after issue of the *Toastmaster*, I am in awe of the com-

munity represented in its pages. In the July issue, I read about different members coming together in Brazil to boost Toastmasters in their area (“Member Moment,” Quick Takes). I turned the pages to view the traveling Toastmasters from all over the world, and I’m reminded of what really matters. With all that is going on in the world and within our local communities, it is easy to forget. Sometimes it takes a magazine and an organization to remind us of what is important.

As fellow Toastmasters we have a voice and a place we belong. Not only do our lives matter within this organization, but our voices do as well. I retreat to my club locally and to the organization as a whole to gain insight, clarity and connection. May we continue to communicate effectively and demonstrate that our humanity is what really matters.

Tasha Hart, CC, CL
Daybreak Club
Jackson, Tennessee

What is an Emcee?

The word “emcee” is used very often in the *Toastmaster* magazine articles, but in my opinion it is not proper English. After many hours of wondering what it could mean, I had to search for this term on the internet and found out that it is a phoneticized abbreviation for “master of ceremony” (MC).

Many readers do not have English as a mother tongue and may also have the same difficulty that I had. I often distribute the magazine to prospective members, most of them non-native English speakers, but I do not find it appealing to read abbreviations that appear to be for insiders only.

Jean-Marc Glasser, CC
Club de Rhétorique Francophone de Munich
Munich, Germany

Some of My Favorites

Thank you for featuring Washington, D.C.-area clubs in your article “Capitalizing on a Capital Setting” (June), particularly in the year of our International Convention being held in D.C. I was disappointed, however, that none of the foreign affairs community clubs were represented.

After all, Washington, D.C., is home to approximately 177 embassies. The U.S. Department of State alone has given rise to multiple clubs, such as the Talking Heads of State, Diplomatically Speaking, Stately Speakers and my own Tongue-Tied Trainers club, which meets on the campus of the State Department’s National Foreign Affairs Training Center across the Potomac from downtown Washington.

I was delighted that the author recognized our area’s penchant for witty club names but quite surprised that the list did not include some of my favorite examples, like **T-S-A: Tackling Speaking Aggressively**, **PeaceMasters** (Peace Corps), **Revenooers** (IRS), **DIALoguers** (Defense Intelligence Agency), **Money Talks** (Bureau of Engraving and Printing) and **Silver Speakers** (Department of the Treasury).

Hope these can be added to the record.

Amanda Ogden, CC, CL
Tongue-Tied Trainers club
Arlington, Virginia

Too Much Cynicism

I must wholeheartedly disagree with John Cadley’s article “You Got Me a Card! How ... Nice” (July) regarding giving greeting cards to people. I was especially disheartened by his suggestion that there should be a wedding card that says, “Are you sure?” I enjoy giving a card that sends the perfect message, but if it can’t be found, a blank card with your own heartfelt sentiments is a surefire substitute and is surely to be treasured by the recipient. Especially affordable in this economy, a card sends the love and wishes that everyone enjoys receiving.

We all need more fun in life, and people to share it with. Express your feelings in a card and make someone else happy today.

Susan Coon, CC
Kalispell Toastmasters club
Columbia Falls, Montana

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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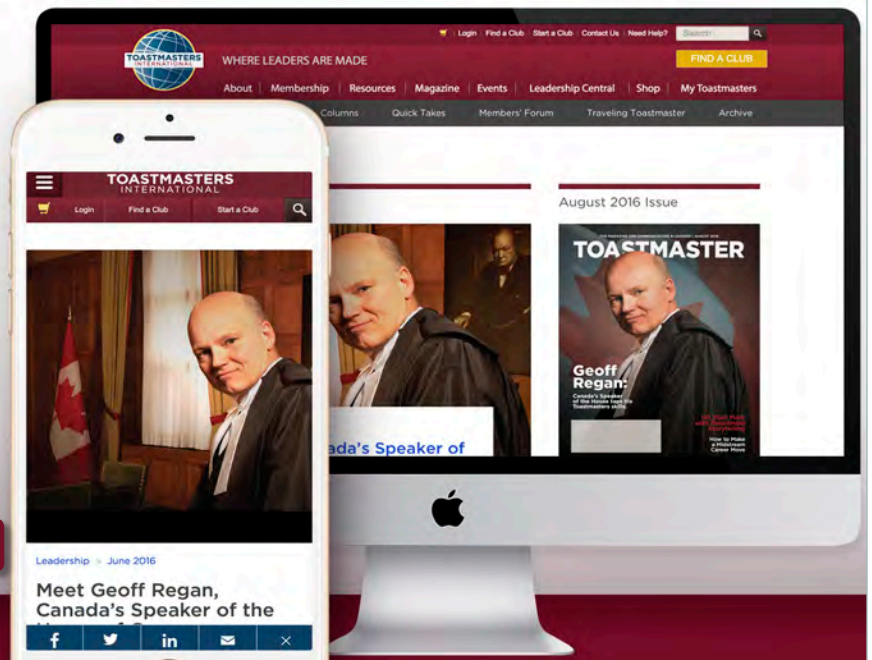
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▶ MEMBER MOMENT

Keeping Up With the Bahirats

BY SHANNON DEWEY

Anand and Vijayalaxmi Bahirat live in a bustling home in Bangalore, India, where two businesses thrive, guests come and go throughout the day, and their two children, Amit, 26, and Sheetal, 29, can be found practicing their Toastmasters speeches.

Originally from different parts of India, the Bahirats lived in the United States for eight years before settling in Bangalore 16 years ago. The family of four, who live together, joined Sunshine Toastmasters club in 2008 and have all earned their Competent Communicator and Competent Leadership awards. In addition, each family member has served as club president, among other officer roles.

“The Sunshine club members are like extended family,” Amit says. “It is the main reason that we are still a part of Sunshine even after all these years. We couldn’t ask for a more supportive group of people.”

When they’re not busy evaluating each other’s speeches, the Bahirats play board games, watch movies, travel, and visit friends and family. They often converge in the kitchen on weekends to cook something special. “We’re not just a family, but we’re a family of friends,” Amit says.

Amit’s mother, Vijayalaxmi, initially discovered Toastmasters for him when he turned 18. The mother/son duo was the first in the family to join. “I felt he could use a confidence booster,” Vijayalaxmi says. “I took him to a meeting or two, and loved the experience myself, so I joined with him! Then, when we started giving a few speeches, Sheetal and Anand tagged along.”

Anand is the patriarch of the family. He worked in the software industry for more than 30 years in India, Japan, Australia, parts of Europe and the U.S. He is partially retired but still helps his wife, Vijayalaxmi, with her business, Big Blender Foods Private Limited—a company that makes healthy drinks accessible.

The daughter, Sheetal, is a fashion stylist and image consultant who has used her Toastmasters skills while training people and speaking at events. The networking and mentors she’s met have added immense value to her career and life, she says.

The youngest of the family, Amit, runs a digital marketing agency called MadHat Communications. As a copywriter, he’s benefited from a rich source of ideas through Toastmasters. He says his experience has helped him not only become a confident orator but also gain skills that he’s applied to his business and career. “Working with a team, and leading from within, was a very rewarding experience,” Amit says. “It has certainly helped in



Amit, Vijayalaxmi, Sheetal and Anand Bahirat.

my professional career, and I believe that it was one of the main reasons I landed my first job.”

Anand and Vijayalaxmi have watched their children grow in all stages of life—but sharing in their continued education has created even more proud moments for them.

“Normally the baton of leadership transfers from father to daughter/son. In the Bahirat family it is quite different, as I had the pleasure of taking over as club president from my very own daughter!” Anand says. “It was heart-warming to see her participate at the divisional level for the Evaluation and Humorous Speech contests. And it was a proud moment when Amit took over as the president of our club, as he was complimented for showing his leadership skill and worked as a good team leader during his term.”

Vijayalaxmi shares her husband’s sentiments. “It always amazes me how my children convert small incidents at home into speeches,” Vijayalaxmi says. “It’s always fun to compete with them—but I am at the top of the world when they win.”

The same goes for Sheetal and Amit, who get to witness their parents transform. “I love watching my parents enjoy stage time!” Amit says. “My mum’s transformation was one of the most amazing I’ve ever seen. It cemented my belief in the value and power of the Toastmasters movement.”

His sister believes Toastmasters has brought a new dynamic to their family. “The thing I love the most about our Toastmasters journey as a family is that we get to see each other in ways that we have never seen before,” Sheetal says. “It has brought us a lot closer, built trust and bridged the generation gap.”

Shannon Dewey is the editorial coordinator for the Toastmaster magazine.

▶ SNAPSHOT



Eight Sirius Toastmasters from Bucharest, Romania, pose outdoors during semiannual officer training in July. The group, which includes the immediate past president, traveled to Lotrioara, Sibiu, Romania, a place known for its beauty and cultural heritage, for the training of Division H club officers in District 95. “It was a great teambuilding experience with bonding, games, food, music and of course, qualitative information,” says Ana-Maria Andronic, CL, the club’s vice president public relations.

▶ LOOKING AT LANGUAGE

When Choosing Nouns and Verbs, Stay Strong

BY PAULA FUCHSBERG

Some of history’s most notable wordsmiths have frowned upon the overuse of adjectives and adverbs. Their point? Aim instead for more vivid, specific and descriptive nouns and verbs—which will strength your speechwriting while streamlining it, too.

Think of your speech content as a meal, with nouns and verbs as the main course. They merit the most focus, because if they’re flat and flavorless, the rest of your words won’t salvage the situation. Let’s say you plan to tell your audience that you “ran home quickly before the big rainstorm.” Saying instead that you “sprinted home before the deluge” is pithier and more powerful; your listeners can instantly picture the scene. Using nouns and verbs that especially appeal to people’s senses, thoughts, actions and emotions will draw them in and drive your speech forward while embracing the time-honored principle of “show, don’t tell.”

When drafting your text, scrutinize and sharpen your word choices, steering clear of the vague, the generic and the humdrum. If you sense the need to modify a noun (with an adjective) or a verb (with an adverb) to emphasize a particular point, see if instead you can substitute

a stronger, more striking noun or verb and eliminate the modifier altogether.

Having trouble thinking of a fitting alternative?

A thesaurus can be your best brainstorming companion. If you’re seeking a suitable synonym for the verb *break*, for instance, a thesaurus would offer up *shatter*, *split*, *rupture*, *snap*, *fracture* and more.

One of those might provide just the nuance you’re looking for.



▶ MEET MY MENTOR

Karen Schraga, ACB, ALB

BY MARY NESFIELD



FROM LEFT: Karen Schraga and Boris Kletser

Karen Schraga, ACB, ALB, retired after 35 years as a flight attendant. She joined Toastmasters in 2008 and is a member of two clubs in Northern California. Last year, she served as area director and also traveled through Africa and Europe, yet she made time to mentor Boris Kletser and other club members.

Last year was a busy year for Ukrainian-born Boris Kletser as well. He joined the strategy and business operations team at Google, where communication plays a part of almost all of the work that he does. He also started the master's program at the

University of California, Berkeley. In 2014, he joined the Silver Tongued Cats club, in Los Gatos, California, where he met Karen.

Boris, what drew you to Toastmasters?

I wanted to improve my speaking and social skills and Toastmasters kept coming up—in books, online, even on a date.

Tell us about your mentor.

Karen is warm, friendly, organized and helpful. She delivers quality as a speaker and leader, and helps her mentees do the same.

What do you value most about Karen's mentoring?

I love her positive, improvement-focused attitude. She pushes me to give the audience a reason to listen and provides just the right number of action items to focus on each time I speak. Her questions and advice have helped me improve.

How has Toastmasters helped you so far?

Toastmasters helped me get to where I am and helps me keep growing and improving. Its framework for developing leadership and communication skills has improved my personal, academic and professional life: from organizing events to listening genuinely, from thoughtful questions to effective presentations, from constructive feedback to building trust and rapport. Underscoring the value of Toastmasters, when I took a break from the group to ramp up with both work and school, my boss encouraged me to start going again. Although I'm at a data driven company, at the end of the day that data needs to be organized and framed as part of a story and final decisions are based on how those stories are heard and how these stories interact with our values.

NOMINATE YOUR MARVELOUS MENTOR!

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

▶ NEWS FROM TI

Spread the Word

Did you know that non-members can subscribe to the *Toastmaster* magazine? They can email supplyorders@toastmasters.org or call 949-858-8255 ext. 406. An account will be created and their subscription will begin. The cost is \$20 per year for domestic subscriptions and \$35 per year for international subscriptions. Additionally, non-members can access the digital version of the magazine online for free at www.toastmasters.org/Magazine (with the exception of the latest issue, which is accessible by members only).



► CLUB ROLE SURVIVAL TIP

When You Are the Chairperson

BY ROBERT “BOB” KIENZLE, DTM

As the highest-ranking club officer, the president typically presides over club meetings. However, if the president wants to give other members the opportunity to practice chairing a meeting, or simply wants to provide more diversity in meetings, he or she can assign the chairperson role to another club officer. If the president is absent, that role may be filled by the vice president education (VPE) or by the next-highest-ranking officer present.

When the responsibility is yours to serve as the meeting chairperson, follow these steps to present your sessions in a professional and concise manner.

Opening the meeting:

1. Start on time. People arriving late should not hold up the meeting.
2. Call the meeting to order with a welcoming remark, but don't steal the stage from the Toastmaster of the Day. Keep your part short and to the point. Allow time for the Toastmaster to give a creative introduction and announce the meeting theme.
3. Briefly explain Toastmasters International to guests, and always have someone read the mission statement.
4. Introduce the club to guests and explain what makes it unique.
5. Depending on time constraints, you may ask all guests or first-time attendees to introduce themselves. Give them a time limit and three questions to answer (i.e., “In 15 seconds or less, tell us your name, job and favorite musical band.”). Be creative.

6. Ask for pre-meeting announcements. For example, the VPE may wish to distribute a signup sheet, but don't bore guests with too much business talk. Regular club business can come at the end of the meeting or after a break.
7. Ask the Toastmaster if changes have been made to the agenda.
8. Introduce the Toastmaster role and then introduce the Toastmaster for that meeting.

Closing the meeting:

1. Thank the Toastmaster for their contribution and lead a final round of applause.
2. Ask members if any club business needs to be discussed. Lead any motions, discussions or voting following the procedure your club has chosen to follow.
3. Ask for announcements, such as additional club events. Allow time for the VPE to verify that a Toastmaster of the Day is signed up for the next week's meeting.
4. If time permits, ask guests for feedback.
5. Announce the next meeting and invite everyone to attend. Announce any other event. Adjourn the meeting.

To learn more about chairing a meeting, read the Toastmasters guidebook *Chairman* (Item 200). It can be purchased through the online store at www.toastmasters.org/Shop.

► THE CLUB EXPERIENCE

Ding, Ding, Ding!

Carlton Toastmasters club in Melbourne, Australia, recently held a special meeting on a tram. Trams have long been an iconic part of the Melbourne landscape, and a number of them dating back to the 1940s are now used as moving restaurants.

Speeches by club members included a dramatic piece reflecting the era, as well as one about the “connies”—tram conductors—who used to ride the rails before the advent of modern transport passes. The Table Topics session revolved around the joys and hazards of public transport.

Speakers had to deal with the constant sway and roll of the tram as it rattled through the streets of inner-city Melbourne. It was a test of vocal projection (making oneself heard over the dinging of the tram), body language (holding on so as to not fall into anyone's lap) and using the stage—the aisle, that is—so as to address the whole audience.

The two-hour meeting proved to be a rocky ride, but that made it all the more fun as well as a fantastic learning experience.

Contributed by Darrell Pitt, DTM, Carlton Toastmasters club.



Pictured are Selina Chau and Les McMillan of the Carlton Toastmasters.



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- 1 | **ANNA TRACH**, from Kyiv, Ukraine, poses in a sunflower field in Italy.
- 2 | **LOUIS KREPERT, ACG, ALB**, from Aurora, Illinois, visits Bunratty Castle in County Clare, Ireland.
- 3 | **MARCUS GADIENT**, from Basel, Switzerland, visits Helgoland, Germany, to see the rock formation, Lange Anna, pictured in the background.
- 4 | **NAZITA JAND AND MAHMOUD POURNOURI**, from Texarkana, Texas, pose with their daughter Ailin Pournouri, at Kerman's Bazaar in Iran.



2



3



4



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How Courage Upstages Adversity

Judging a speech contest for adults with special needs brings inspiration.

BY DARRELL PHILLIPS, ACG

Toastmasters are recognized for their speech evaluation skills, especially when a speech contest is involved. That is certainly the case here in my native New Zealand. If your club is asked to supply judges for a speech contest for adults with special needs, shout out, “I’ll do it!”

On a recent Saturday morning, I had the privilege of helping to judge such an event, one that was masterfully organized by the local Rotary club. (Rotary International tackles humanitarian challenges around the world.) The judges were tasked with selecting three speakers—out of 12—to advance to the national contest final.

The speakers ranged in age from late teens to their 30s, each with their own mental or physical difficulties to overcome. That they were able to overcome those challenges and bravely step up to a speaking platform to address strangers on the topic “What I believe my future will be” represented for me the most emotional and difficult judging role I have ever undertaken. It was also the most humbling, heartwarming and inspirational contest I have ever enjoyed!

Not one to typically show great emotion, I teared up regularly as I listened to the speakers that morning—they were full of pride (in their families, helpers, friends and achievements), hopes for the future (job prospects, travel and romance), humor (one young lady used binoculars to look into her future and fancied Prince Harry as her boyfriend and Buckingham Palace as her home of choice), and a belief that for them anything was possible.

They did not ignore their difficulties; most of them addressed their problems in their speeches. One young woman casually mentioned, “I’ve not had an easy life,” a considerable understatement from someone with special needs who was an orphan before she was 12. After the loss of her parents she went to live with her uncle and aunt, who stepped up to help.

But her aunt and uncle weren’t the only ones. Each speaker had a support team. Parents, siblings, relatives and friends cheered them on and made it possible for them to participate in the contest. One caretaker had brought a speaker (a young man)



Darrell Phillips

As a judge, I was concerned I would be considered a villain by the end of the contest.

finish. Our job was made even tougher by not knowing the full impact of each speaker’s difficulty and how that factored in. The point system we used to judge the event was devised by the senior judges from previous contests for special-needs adults—it was based on the heart.

We were in accord on a number of speakers just edging out the others, allowing us to present the names of three people who would receive prizes and advance to the contest final. Unlike the acrimony and disappointment that usually follows the announcement of contest winners, these speakers gave us one last inspirational surprise. Those who did not place responded to each winner’s name with the sort of joy that you and I might show only if it were our name being called out. They showed no envy or malice, and instead shared in the pleasure of the three who proceeded to the next stage.

It was a day filled with emotion, challenges and, above all, inspiration. **T**

by bus, then train and then bus again, a 33-kilometer trek (more than 20 miles) in the rain—all because her car had broken down and she believed that “he deserved the chance.”

I was in a room full of good people doing good things. But as a judge, I was concerned I would be considered a villain by the end of the contest. However, that characterization fell upon the timekeeper that day. Unlike in a Toastmasters speech contest, where lights are used to make speakers aware of the time left in their speech, the timer at this contest rang a bell for each speaker after five minutes, and each time she suffered the glare of a roomful of absorbed listeners unhappy about the disruption.

As for the judges, we felt fully tested when the time came to pick the winners. In our eyes, each speaker was a winner just for having stood on the podium. In this contest we virtually had an across-the-field blanket

DARRELL PHILLIPS, ACG, is a member of the Spinnaker Toastmasters club in Porirua City, New Zealand.

A Voice for the FBI

Bureau spokeswoman faces pressures, and cameras, with poise.

BY MITCH MIRKIN, CTM

Ayn Dietrich-Williams, ACS, like many Toastmasters, has vivid memories of her earliest club meetings—especially her first tentative steps into that nerve-wracking yet stimulating adventure known as Table Topics.

Unlike most Toastmasters, though, she had coloring books and homework sheets by her chair. She was 12.

Her mother, Vellie Dietrich-Hall, ATMS, CL, a founding member of the Bennie Bough Toastmasters club in Springfield, Virginia, just outside the U.S. capital, came to meetings with her young daughter in tow. She believed training in public speaking was foundational to a successful future.

Mom was right. (Aren't they always?)

Today, at age 33, Dietrich-Williams is an accomplished spokesperson for the U.S. Federal Bureau of Investigation. And she is still an active member of Toastmasters, attending the Downtowners Club in Seattle, Washington. She credits her club with laying the groundwork for her fast-paced career as a media coordinator, which often has her in front of the camera, being grilled by a throng of impatient reporters thrusting their iPhones or other recorders in her direction.

Dietrich-Hall, a one-time radio broadcaster in her native Philippines, still takes a strong interest in her daughter's career. "My mom has always pushed me in communications," says Dietrich-Williams, who benefited from internships her mother helped her secure as a teenager, at the Voice of America (the government radio network) and the White House. "Even today, I'll send her a clip of me on TV and she'll say something like, 'You spoke well, but you were wearing all dark clothing. I think you need some color and lipstick.'"

Not that Dietrich-Williams minds the feedback. She is passionate about seeking constructive criticism on her performance from



colleagues, family members, fellow Toastmasters—whoever she thinks will have something meaningful to offer.

"I go out of my way to invite nitty gritty feedback. If it's people at work who are watching me talk about a case we're involved in, or Toastmasters who are evaluating me, I ask them to not hold back. If a word choice sounded funny, if I spoke too fast or didn't use pauses—please take off the gloves."

Conquering Speech Contests

The approach has served her well. In the fall of 2015, Dietrich-Williams won first place in the Table Topics Speech Contest in her division, and then second place in District 2. In 2008 and 2009, she represented District 27—in the Washington, D.C., area—in the International Speech Contest semifinals.

She had 15 minutes in each session to quickly and concisely lay out the latest "intel" on some of the most sensitive and high-profile issues affecting Americans' security.

Table Topics, in particular, says Dietrich-Williams, has provided rigorous training for those frequent times when she faces unexpected questions. "I've done live interviews on TV where the host has said, Here are the general topics I'm going to ask you about, and then they ask me something totally different. It can either be something a bit aggressive, or just something I didn't prepare for.



As a spokesperson for the FBI, Ayn Dietrich-Williams speaks to the media on a regular basis.

AT LEFT: *She is interviewed for a TV news segment by a reporter in Seattle, Washington.*

BELOW: *She participates in a sit-down interview with the same reporter.*

AT BOTTOM: *Dietrich-Williams prepares her then-boss, Frank Montoya Jr., head of the FBI's Seattle office at the time, for an interview with a reporter.*

“I did one talk show on [the topic of] nicknaming bank robbers. The host asked me what percentage of bank robbers we catch. I didn’t know an exact number, and I’m not going to make one up. So on the spot I came up with something like, ‘We catch a significant number of them, but what’s important to us is that there are still ones that we haven’t caught. And for that reason we rely on the public to work with us.’”

Dietrich-Williams acquitted herself well in the interview. But watching the clip, she could detect subtle telltale signs that she was caught off-guard. “I probably looked really calm, but I could pick up my little cues. I could tell I was stressed, because I was blinking.”

Moments like those simply motivate her to redouble her training. “That’s why Table Topics is my favorite part of Toastmasters,” she says. “I need this practice over and over again. In my club, when I’m preparing for Table Topics contests, I tell my club members to give me the hardest thing they can think of. I need to re-create that stress.”

Reaching the Public

When she is not on camera, Dietrich-Williams is often responding to reporters’ queries via phone or email, or writing news releases—perhaps alerting people to a scam targeting the elderly, or seeking tips from the public to help solve a crime. She may also be prepping the FBI regional director or FBI agents for their own media interviews, coaching them on what they can and can’t say, and on what questions to expect and how to respond.

Dietrich-Williams has a methodical, almost scientific approach to communications. In the five years she has been in her current role, she has developed a repertoire of tried-and-true responses she can draw on—for example, at press conferences where reporters are pressing for more details than she is allowed to give. “I’m



always writing out my catchphrases for how to answer questions. I now have a set way of answering certain tough questions that tend to reoccur.”

Likewise, she says that “when something big happens, I brainstorm all the tough questions that can be asked. I write them out and send them with some starter draft language to my colleagues who are the subject-matter experts. Then I really rely on the back-and-forth written communication in the emails.”

She also relies on networking to avoid reinventing the wheel. When faced with an issue for the first time, she’s quick to turn to colleagues for guidance—usually communicators at other FBI field offices who have dealt with similar cases.

“I’m always writing out my catchphrases for how to answer questions.”

She did so in 2014 concerning the heartbreaking case of a 6-year-old missing girl whose body was eventually found. A 17-year-old boy, a neighbor who lived in the same mobile home park, was arrested in the killing. The case was particularly trying for Dietrich-Williams on an emotional level because the girl reminded her of herself when she was that age.

“I’m putting out this picture of a little mixed-race girl with dark bobbed hair and bangs exactly like I had my hair. It felt jarring, as if I were putting out a picture of myself.”

Her counterparts at other FBI field offices helped her craft sensitive language that would be appropriate for the local sheriff who would be speaking to the media. “I think it’s so important to reach out to the resources available to us,” says Dietrich-Williams. “Any

time I get a tough topic, like when we found the body of the missing girl, I’m not going to start from scratch. I’m going to reach out to people I think might have best practices they can share with me.”

Before she moved to Seattle—to pursue the public affairs specialist job she now has, and to be near the fellow FBI staffer she would eventually marry—Dietrich-Williams dealt with public-speaking stress of a different nature. She was an intelligence analyst at the bureau’s headquarters in Washington, D.C. She gave daily briefings to top law enforcement executives, including the national FBI director and the U.S. attorney general.

“I would stay up all night studying and then meet with a succession of leaders the next morning, starting with our counterterrorism division.” She had 15 minutes in each session to quickly and concisely lay out the latest “intel” on some of the most sensitive and high-profile issues affecting Americans’ security.

Running those meetings, recalls Dietrich-Williams, was a bit like being the Toastmaster of the Day. “I was the one leading it, but everyone else had their role, and I had to get us through the agenda.”

Sometimes, she had to scrap her notes and think on her feet—namely, when the hurried officials she was briefing thought they knew the facts already, but she had to interject with a key update or correction. “I had to get their attention back—that was tricky.”

No problem, though, for an experienced Toastmaster.

“Toastmasters has been a big part of my life,” reflects Dietrich-Williams, “and I proudly tell everyone it has equipped me for my high-visibility, high-pressure job.” 📧

Mitch Mirkin, CTM, is a member of Randallstown Network Toastmasters, based in Baltimore, Maryland. He works as a writer and editor for the U.S. Department of Veterans Affairs.



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A Living Treasure

92-year-old former marathon runner and WWII nurse shares memories with her New Zealand club.

BY ROB JULIAN, DTM

Betty Meyers is proof that it's never too late to tackle new challenges. She ran marathons in her 70s and 80s, and she joined Toastmasters at age 82. Ten years later she is still thriving. Betty has earned her Advanced Communicator Silver and Competent Leader awards.

At 92, she is a treasure in our club, the Capital Toastmasters in Wellington, New Zealand. Betty's speeches reflect her wealth of life experience. She keeps members enthralled with her stories of what Wellington was like in the 1930s and during World War II, when she was training to be a nurse. "We looked out at the harbor first thing in the morning, and it was full of warships," she says. "The U.S. Marines had arrived. They were based in Wellington for final training for the Pacific War."

Betty actively participates in all aspects of the Toastmasters program, giving speeches, responding to Table Topics, taking on meeting roles, even competing in speech contests. And the salmon sandwiches she brings for our meeting breaks when she is the sergeant at arms are particularly appreciated.

Betty went to an elite private school in Wellington but left when she was 16 to work at the Bank of New Zealand. One day a bank customer told her he "didn't think much of her war effort," which she says struck a nerve. She decided to train as a nurse at the Wellington Hospital. She eventually worked for 25 years there as a Registered Nurse.

Her husband worked as a town planner and they spent several years living in Singapore and then Hong Kong. She talks about these various adventures in her speeches, along with such topics as healthy eating and the marathons she has run around the world.

In total, Betty has run 21 marathons and 51 half-marathons. Back when she was a sprightly 72, she represented New Zealand in the Buffalo (New York) International Veterans Marathon,



"Toastmasters gave me a new lease on life."

— 92-YEAR-OLD BETTY MEYERS

finishing in third place in her age category. She says she would have finished second except that she stopped to talk to someone—a true Toastmaster even back then.

Betty ran her last marathon in 2004, in Honolulu. Fighting injuries and making frequent rest stops in the debilitating heat, she completed the marathon in 14 hours. She finished first in the 75-to-80 age group.

Running is actually what led Betty to Toastmasters. She and I were both serving on the Wellington Marathon Clinic Committee, and one day after a meeting, I gave her a ride home and told her I had to get to my Toastmasters meeting. At the time, I was president of the Capital club. Betty said she would like to go and see what it was all about. That was 10 years ago and she hasn't looked back since. "Toastmasters gave me a new lease on life," she says.

These days Betty and I still drive to club meetings together. We live in adjacent suburbs in Wellington and since she can no longer drive, I pick her up and take her to meetings and drive her home afterward. Betty, who has four children, nine grandchildren and three great-grandchildren, is also an active member of her church, where she helps with volunteer work.

Toastmasters is a big part of her life. Betty brings great joy to our club, and she says the feeling is mutual. "Capital Toastmasters is full of very talented people who inspire and motivate me," she says. "It also has a wide membership from all different cultures—Filipinos, Asians, Canadians, Indians, people from all over the world. I have learned so much from them all. They have transformed my life." 📺

ROB JULIAN, DTM, is a longtime member of the Capital Toastmasters club in Wellington, New Zealand, and a two-time division governor.

International Speech Contest

Myths

DEBUNKED

BY CHRISTINE CLAPP, DTM

Know the rules and
judging criteria before you compete.

As we get closer to the end of 2016, it is time to start thinking about the next International Speech Contest season, which for most districts begins in early 2017. Before crafting a speech for your club contest, you may find it helpful to separate the facts from the myths when it comes to the contest rules and judging criteria.

MYTH 1:

You have to be a seasoned Toastmaster to compete.

Participation in the International Speech Contest is open to any member of a Toastmasters club who has completed at least six speeches from the *Competent Communication* manual before the club contest, and who is “a paid member of the club, area, division and district in which he or she is competing.” The club must also be in good standing. Novice Toastmasters are welcome and encouraged to participate. Case in point: Ryan Avery, DTM, won the World Championship of Public Speaking in 2012, just a year and a half after he joined Toastmasters!

“Competing is for everybody,” says David Henderson, CC, the 2010 World Champion of Public Speaking. “Competing is the best way to rapidly improve your communication skills regardless of your experience level.”

Beyond the requirement that a member give at least six speeches and be in good standing, a few situations preclude a Toastmaster from competing in the International Speech Contest, according to the Speaker’s Certification of Eligibility and Originality form, which is available as a free download at www.toastmasters.org. You can’t compete in the contest if you are:

- ▶ a contest chair, judge, timer, counter, sergeant at arms, etc., in that contest

- ▶ a judge beyond the club level of the contest
- ▶ a presenter of an education session at the same event or conference where the contest is held
- ▶ a member of the Board of Directors (an international officer or director), a region advisor, or a candidate or applicant for such roles
- ▶ a district officer or a candidate campaigning for an elected position for terms beginning July 1
- ▶ a district officer whose term expires June 30
- ▶ a competitor in any other area-level International Speech Contest during the same contest cycle

For additional information, see the *Toastmasters Speech Contest Rulebook*.

MYTH 2:

Women and people with accents never win.

According to the current bylaws of Toastmasters International, “No person shall be excluded from membership in a club because of age (except those persons under 18 years of age), race, color, creed, gender, national or ethnic origin, sexual orientation, or physical or mental disability, so long as the individual, through his or her own effort, is able to participate in the program.” This inclusivity also extends to the participation and judging of contestants in the International Speech Contest.

But this hasn’t always been the case. Dilip Abayasekara, DTM, a past president of Toastmasters International as well as a two-time finalist at the World Championship of Public Speaking, notes one reason for the few women champs: Women were not allowed to join Toastmasters and compete in the International Speech Contest until 1973. “Just four years after [club member-



ship] was opened to women, Evelyn Jane Burgay won the World Championship,” he points out. “Other women who won the World Championship were Marie C. Pyne, Arabella Bengson, and just eight years ago, LaShunda Rundles. They proved that the winner’s circle is accessible to women.”

This year, five of the 10 finalists in the World Championship of Public Speaking were women, and Josephine Lee finished in third place.

“By the time you get to the semifinals—maybe even district—contestants can speak equally well but they cannot write equally well. You cannot practice your way out of a badly written speech.”

—DAVID HENDERSON,
2010 WORLD CHAMPION OF PUBLIC SPEAKING

Abayasekara, an Accredited Speaker who placed second in the 1992 World Championship of Public Speaking, knows firsthand that speakers with accents can succeed in competition. A non-native English speaker, he recalls, “In the early years of my competition experience, I noticed that as I got to the region level, where there are much larger audiences than in district contests, I did not place in the top three.”

So he went to a professional speech coach. “My coach told me that she didn’t want me to lose my accent because my accent made people listen to me,” recounts Abayasekara. “What she did

for me was to teach me to speak clearly so that people could understand every word I said.” A recent example of a speaker with an accent who thrived is Mohammed Abdullah Qahtani from Saudi Arabia. A non-native English speaker, he captured the 2015 World Championship of Public Speaking. And this year’s World Champion of Public Speaking, Darren Tay, is a Singaporean who grew up speaking English and Mandarin.

— MYTH 3: —

Speech content and delivery are weighted equally by judges.

In fact, judging criteria are broken down as follows on the International Speech Contest Judge’s Guide and Ballot: content 50 percent, delivery 30 percent and language 20 percent.

Content accounts for 50 of 100 points possible on the judging ballot. Of those 50 points, 20 are dedicated to speech development (structure, organization and support material), 15 to speech effectiveness (interest, reception and achievement of purpose) and 15 to speech value (ideas, originality and logic).

Delivery accounts for 30 of 100 points possible. Of those 30 points, 10 each go to physical delivery (appearance, body language and use of speaking area), use of voice (flexibility and volume), and manner (directness, assurance and enthusiasm).

Language accounts for 20 of 100 points possible. Of those 20 points, 10 are for appropriateness (to speech purpose and audience) and the other 10 are for correctness (grammar, pronunciation and word selection).

The full ballot, including a further explanation of the judging criteria, is available in the Resource Library at www.toastmasters.org.



2014 World Champion of Public Speaking Dananjaya Hettiarachchi.

MYTH 4:

Successful competitors focus more on performances, not content.

Some contestants make the mistake of treating the International Speech Contest as a theatrical performance. “During one spell of World Championships, it seemed that contestants often put on extremely energetic ‘performances,’ racing back and forth on the stage, using extreme vocal variety or overdoing body language,” says Abayasekara, who has judged speech contests at every level of competition. “Winners since then have proven that we still have a ‘speech’ contest; use of the stage, vocal variety, body movement and body language are important, but an effective speech continues to be an enlarged conversation with the audience, one person at a time.” You need not be an actor to succeed in the International Speech Contest.

MYTH 5:

Your speech has to be about the three D’s.

Some speakers assume they are at a disadvantage in the International Speech Contest if they haven’t experienced what Bonnie Maidak, DTM, calls “the three D’s”: death, disease and divorce. But they’re not. “I think the winners have been getting away from the three-D concept because they realize that there’s a certain amount of [audience] fatigue,” says the two-time chief judge for District 36. Maidak points to 2013 World Champion Presiyan Vasilev, who earned the title with a speech that recounted the near-universal life experience of changing a flat tire.

The International Speech Contest Judge’s Guide and Ballot says about speech value, “The speaker has a responsibility to say something meaningful and original to the audience. The listeners should feel the speaker has made a contribution to their thinking. The ideas should be important ones, although this does not preclude a humorous presentation of them.” There is no requirement that speeches be about certain types of topics (such as the three

D’s) or have a particular speech purpose (to inspire or to entertain, for example).

MYTH 6:

A speech that wins at one level will be competitive at the next.

Competition in the International Speech Contest usually starts at the club level in the beginning of each calendar year. Club winners advance to the area competition, then to the division contest and then to the district contest. Winners at the district level advance to the International Speech Contest Semifinals. Ten finalists advance from the semifinals to compete in the World Championship of Public Speaking. The semifinals and finals take place every August at the International Convention—about six months after the club contests.

Some speakers assume they are at a disadvantage in the International Speech Contest if they haven’t experienced what Bonnie Maidak, DTM, calls “the three D’s”: death, disease and divorce.

“In the early stages of the contest, great oratory can overcome bad writing, but not in the latter stages,” says Henderson, the 2010 champ, who is a trial lawyer in Dallas with the law firm Simon Greenstone Panatier Bartlett, PC. “By the time you get to the semifinals—maybe even district—contestants can speak



FROM LEFT: 2013 third place winner Shurooq AlBanna, first place winner Presiyan Vasilev and second place winner Kingi Biddle.

equally well but they cannot write equally well. You cannot practice your way out of a badly written speech.”

To advance to the highest level of competition over the course of six months, speakers must continue refining the content of their speech as well as their delivery skills. Many practice their speeches dozens, if not hundreds, of times, and they enlist the help of mentors as well as speech coaches between high levels of competition.

MYTH 7:

You can get disqualified by going outside the speaking area.

It is not true that speakers can be disqualified for moving beyond the speaking area designated by the contest chair. They may, however, lose points from judges under the category of physical delivery, explained on the judge’s guide as making “effective use of and stay[ing] within the designated speaking area.”

Novice Toastmasters are welcome and encouraged to participate.

Speakers, however, are disqualified if they do not maintain eligibility and good standing at all levels of the International Speech Contest or keep their speech within time limits. (Disqualification happens when speeches are shorter than four minutes and 30 seconds or longer than seven minutes and 30 seconds.) Also, according to the *Speech Contest Rulebook*, contestants may be disqualified if more than 25 percent of their speech is “devoted to quoting, paraphrasing or referencing another person’s content” or if quoted, paraphrased or referenced material is not properly attributed. Only other contestants and voting judges may protest the eligibility of a contestant and/or the originality of a speech.

MYTH 8:

Judges are a great source for feedback on your contest speech.

Though Toastmasters is known for constructive feedback given by evaluators in club meetings, the role of contest judges is different. The *Speech Contest Judges Training* manual describes the difference between judges and evaluators best:

“A judge’s purpose is to select the speaker who has given the best speech on that day. Judges do not evaluate. Evaluators appraise a speech, measuring the speaker’s presentation against his or her purpose and then advise the speaker on how to improve the speech.

“Judges’ decisions are confidential and judges are not to explain their decision to contestants, or tell contestants how they could improve. To do so distracts judges from their purpose, and can cause them to judge improperly.”



2015 World Champion of Public Speaking Mohammed Qahtani.

So don’t be alarmed or disheartened when contest judges decline to discuss your presentation or provide insights on how to improve—this includes all three types of judges: the chief judge (who briefs and oversees all judges at a contest), voting judges (who use a ballot to identify their first, second and third place winner among contestants) and the tie-breaking judge (whose ballot ranks all contestants numerically and is used only when there is a tie after tallying results from the voting judges). Instead, use evaluators in your club and in other clubs as well as mentors and coaches to get feedback on your contest speech.

Now that you’ve untangled the facts from the myths about the International Speech Contest, it’s time to start crafting a speech for your upcoming club contest. By competing, you will certainly hone your speaking skills. And next August, you may just join the pantheon of public speakers, like 2016 winner Darren Tay and others before him, who have earned the title of Toastmasters World Champion of Public Speaking. ■

ADDITIONAL INFORMATION

Have questions? Send them to World Headquarters at speechcontests@toastmasters.org.

For more information, see the *Speech Contest Rulebook* at www.toastmasters.org/Rulebook.

To learn about possible scenarios that judges face, see “The Art of Judging” section in the *Speech Contest Judges Training Presenter’s Guide*: bit.ly/1P5fuvo.

Christine Clapp, DTM, is the author of *Presenting at Work: A Guide to Public Speaking in Professional Contexts* and the president of *Spoken with Authority*.

Breathe New Life into Your Club

Seven strategies to energize your meetings.

BY PAUL FREEMAN, ATM

Thursday is the best day of the week.” With those eight words, the president of Seattle General Toastmasters club, in Washington state, closes our Thursday morning meetings. His unstated premise: These meetings make this day of the week special.

Hyperbole? Sure. But it’s no exaggeration to say that Seattle General Toastmasters is a highly successful club. It has operated continually since its founding in 1945. Its roster usually hovers around 30 members and its meetings routinely draw 18 to 20 attendees.

These high-energy meetings, which serve as a valuable tool for turning guests into members, are no accident. Rather, they’re the product of the seven strategies our club employs, some, or all, of which other clubs can profit from.

Develop an effective scheduling model.

Your scheduling model should enable the scheduler to assign members to meeting roles fairly and give them sufficient time to prepare for the roles or find replacements.

High-energy meetings, which serve as a valuable tool for turning guests into members, are no accident.

Our club uses “self-scheduling,” which works like this: All club members can access the club’s website on Google Docs. Every two months, our scheduler posts a fill-in-the-blank form on the website that asks members to schedule themselves by a cutoff date.

The form covers two months in advance, which in effect gives club members two months’ notice of future meeting roles. Members unable to attend a meeting can use the website to indicate their unavailability.

After the cutoff date, the scheduler fills in the blanks with the names of members who didn’t schedule themselves or notify the scheduler of meetings they won’t attend.

Give participants additional notice of their roles before a meeting.

It happens at every club. A member signs up for a role or speech in an upcoming meeting and forgets about it. This can be particularly troublesome when the forgetful member is a scheduled speaker who then becomes hard-pressed for time to properly prepare a speech. And a poorly prepared speech weakens a meeting.

This is why the Toastmaster should contact everyone on the schedule no less than four or five days before a meeting to confirm that they’ll attend the meeting and be prepared to perform their roles. Members should be reminded that if they can’t attend a meeting, it’s their responsibility to find a replacement for the role they were to play.

Get things moving.

Seattle General Toastmasters accomplishes this in two ways. First, after opening the meeting, our president calls on the “early bird,” a role our club has created to lead us in some form of physical or mental activity. For example, we may be directed to take a walk around the room or do a yoga stretch. The person holding the early bird role then provides a brief quote or two as food for thought.

What typically happens next is the president informs us it’s national “something” day or week or month. Let’s say it’s National Pigs-in-a-Blanket Day. (Honest, there is such a thing.) The president says, “Please stand, state your first and last name, and in a sentence or two tell us why you like or dislike pigs in a blanket.” One by one, all present—guests included—stand, state their names and briefly respond to the president’s question.

These introductions give members without a role an opportunity to speak. Together with the physical activity, our 7 a.m. meeting is off to good start.

Choose a memorable theme.

A theme provides structure to a meeting. Virtually all of our club meetings have a theme, which is chosen by the Toastmaster. Themes can be serious (favorite teacher), humorous (dumbest TV series) or quirky (worst teenage date)—it’s the Toastmaster’s call. From this, the Topicsmaster can create topics tied to the theme.



Before each meeting, our Toastmaster crafts a question he asks of all participants, and during the meeting, each response is woven into each individual introduction.

Be professional.

I've never attended a play or a musical that began on time. But a Toastmasters meeting is not a theatrical event. Failure to start a meeting on time or finish within a certain time frame projects a less-than-professional image of your club. Guests are not impressed by that kind of image.

Also unprofessional is when a speaker or other participant significantly exceeds his or her time limit. At Seattle General Toastmasters, once an individual exceeds the maximum time, our timer strikes a small gong. Wrap up quickly, it warns the offender. Those gonged become ineligible to compete for a first-place ribbon in their role category.

Make sure guests “feel the love.”

Every Toastmasters club—and Seattle General Toastmasters in no exception—experiences attrition. To remain viable, a club must compensate for member losses by converting guests into members.

Many clubs do a decent job of welcoming guests, but Seattle General Toastmasters enhances the welcome by taking the following steps. First, we offer each guest a chance to participate in Table Topics—no arm-twisting, just a soft sell. Second, at the end of a meeting, we ask guests for their reaction to the meeting. Finally, we explain to guests how manual speeches build speaking skills, and we show them copies of Toastmasters manuals.

Laugh, laugh, laugh.

As we Toastmasters know, humor is often appropriate—even in a serious speech. So, also, is humor at a Toastmasters meeting. At

Seattle General Toastmasters we laugh a lot—some might say we howl. We've found that when you add a large dose of laughter to a meeting, the event becomes more lively, more fun and, yes, more unforgettable.

When you add a large dose of laughter to a meeting, the event becomes more lively, more fun and, yes, more unforgettable.

How do you foster laughter? A good place to start for our club is when the president opens the meeting (See strategy number 3). Another good place is the theme-related introductions the Toastmaster uses when introducing the speakers (See strategy number 4). Another good time to introduce laughter is during Table Topics. But your club needn't follow our template. For example, your club could create a “jokester” role, whose job it is to start each meeting with a joke. Once you start laughing at a Toastmasters meeting, it's hard to stop.

Over time, our club has found that these seven strategies reinforce one another and add valuable energy to our meetings. In turn, the meetings produce a climate of excellence, which leads to improved speeches and evaluations and better meetings. Adopt one or more of these strategies, and before long, your club will be able to say that its meeting day is the best day of the week. **T**

Paul Freeman, ATM, a semiretired freelance writer, is a member of the Seattle General Toastmasters club in Seattle, Washington.

THE NEW WORLD CHAMPION OF PUBLIC SPEAKING

27-year-old lawyer from Singapore is proud new winner.

BY PAUL STERMAN

You've probably heard of this old trick for taming a speaker's nerves: Picture audience members in their underwear. When Darren Tay began his speech in the 2016 Toastmasters World Championship of Public Speaking®, it was the other way around. Audience members saw the speaker in *his* underwear.

Tay walked onstage in a sleek black suit, paused to look at the audience, then promptly pulled a pair of white Calvin Klein briefs from his pocket. He stepped into the undergarment and stretched it around his waist, where it remained for the next several minutes. The unique prop was part of a speech about bullying that propelled Tay to victory over nine other finalists from across the world.

The 10 finalists were the last ones standing among 30,000 speakers who competed in this year's International Speech Contest. The six-month competition concluded with the semifinals and finals at the International Convention, held in August in Washington, D.C.

Tay, ACG, ALB, is the first winner from Singapore in the history of the World Championship of Public Speaking. When he was announced as the winner by Mike Storkey, the Toastmasters 2016–2017 International President, Tay pumped his fist and excitedly ran up to the stage, where he promptly snapped a selfie of himself and Storkey.

This year's championship featured other notable developments as well. While last year's finals did not include any women, this year five of the 10 finalists were women. Millennials also made a mark: The top three finishers are all under age 30. Both Tay and second-place winner Aaron Beverly are 27, while third-place winner Josephine Lee is 28.

Beverly is a project manager from Philadelphia, Pennsylvania. His speech centered on a message about speaking to others: It's not how much you talk that matters, it's what you say when you do. Beverly's tongue-in-cheek speech title said it all: "Leave a lasting memory using as few words as possible and strive with every fiber in your being to avoid being the type of person who rambles on and on with no end in sight, more likely than not

causing listeners to sit and think to themselves, Oh my goodness can somebody please make this stop."

Lee is an entrepreneur from Santa Ana, California (the birthplace of Toastmasters International). Like Tay and Beverly, she mixed humor with dramatic content. Her speech, "I Will Be There," explored the enduring value of friendship.

Winners of the 2016 Taped Speech Contest (a category for members of undistricted clubs) were also announced at the convention. They are: first place, Komal Shah, CC, CL, of Nairobi, Kenya; second place, Niall A. Finn, ACS, ALB, of Chania, Greece; and third place, Anthony Wangondu, ACB, ALB, of Nairobi, Kenya.

Pursuing a New Profession

In a telephone interview from Singapore after the convention, Tay said he was still overwhelmed by the whole experience. A member of the Punggol Park Toastmasters club in

Singapore, the amiable young champ is also a newly minted lawyer. However, in the wake of winning the speaking title, Tay says he is putting off a career in law to pursue public speaking as a profession.

Growing up speaking a mix of English and Mandarin, Tay joined Toastmasters when he was 20—mostly, he says, to improve his interpersonal skills. He says he has since become much more confident in social situations.

"I was hesitant in the past. But something changed this year. I wanted to push my limits."

— DARREN TAY

PHOTOS:

1. Darren Tay makes a point in his winning speech, "Outsmart; Outlast."
2. Tay dons underwear over his pants in his speech about bullying.
3. The 10 competitors in the World Championship of Public Speaking stand with contest chair Balraj Arunasalam (far right).
4. An attendee snaps a photo of the new champion.
5. Second-place winner Aaron Beverly, third-place winner Josephine Lee and Tay pose with their trophies.



1



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As a professional speaker, one of the messages he says he wants to emphasize to audiences is the importance of persistence and self-improvement, using himself as a primary example. This year marked Tay's fifth time competing in the International Speech Contest; in the previous four competitions, he notes, he had never even come close to winning at the district level.

"But this year I had a lot of determination, grit and perseverance to get to the district final, the semifinals and the finals. I was hesitant in the past. But something changed this year. I wanted to push my limits."

Tay expanded his boundaries in other ways too: His trip to the International Convention was the first time he had ever traveled to the United States. Before arriving at the convention, he spent a week in San Francisco and several days in Washington, D.C., visiting Toastmasters clubs in the two cities—and practicing his

semifinal speech for them. He picked up valuable tips. For example, Tay's use of the term "tire puncture" fell flat in the U.S. clubs.

"The members said, 'We don't really say *tire puncture* here. We say *flat tire*.' And they said, 'We don't really say *secondary school*, we say *high school*.' So I incorporated those changes into my semifinal speech."

Mining the Past

Tay drew on his personal experience with bullying for his championship-round speech, titled "Outsmart; Outlast." When he was 14, he told the audience, he was terrorized by a large teen named Greg, who made him wear his (Greg's) underwear over his clothes. The bully's daily taunts and threats were relentless, and they took a heavy toll.

"Have you ever felt so fearful that you could not eat or sleep?" asked Tay. He then described a different kind of bully: the one in-



2016 Convention Summary

Four-day celebration of communication and leadership draws a global audience to D.C.

BY MARY NESFIELD

More than 2,000 people from 61 countries attended the 85th annual Toastmasters International Convention to enjoy keynote presentations, learn best practices in communication and leadership, and celebrate a new lineup of leaders. A little more than one-fourth of the attendees—about 530 people—were experiencing their first Toastmasters convention.

The four-day program was held August 17–20 at the Marriott Marquis in Washington, D.C. During the opening ceremonies, keynote speaker Ed Tate, the 2000 Toastmasters World Champion of Public Speaking, shared entertaining and insight-

ful personal stories. His speech, "Manage Things, Lead People: Leadership Lessons Learned the Hard Way," offered practical tips for life and leaders.

Eldonna Lewis Fernandez, ACS, ALB, of Irvine, California, and Darren LaCroix, ATM, of Las Vegas, Nevada, both earned the title of Accredited Speaker, the highest speaking designation that can be achieved in Toastmasters. It represents the mastery of professional speaking techniques. (LaCroix is also the 2001 World Champion of Public Speaking.)

Golden Gavel recipient Tony Buzan, recognized as the creator of Mind Map-

side ourselves. The inner voice that tells us we're not good enough. The best way to deal with that punishing voice and piercing self-doubt is to face—and embrace—our vulnerability, said Tay.

At the end of his speech, he pulled the underwear down and stepped out of it, symbolically removing the self-inflicted shame. As serious as his message was, Tay also lightened the tone by making quips about his frightened young self and tapping into the visual comedy of a man wearing underwear outside of his pants.

What's Next

Tay's future is bright and his schedule busy. Besides trying his hand at professional speaking, he will enter the world of academia, teaching public law at a Singapore law school and public speaking at the National University of Singapore. In addition, he runs a public-speaking academy, with a particular focus on helping young people improve their communication skills.

His triumph in the world championship sparked excitement in his young charges. Upon his return to Singapore, several of his 12-year-old students gave him congratulatory gifts. One drew a large picture with the words "The Underwear Hero!"

Tay, who has speaking engagements lined up at Toastmasters events in various countries, says he loves speaking to audiences, which he has been doing since participating in high school debate contests. In a Facebook post after the convention, he expressed gratitude for how the world championship win is changing his life.

"It has opened to me many doors of opportunities to travel around the world to speak," he wrote, "and to live, eat and breathe my passion." ■

Paul Sterman is senior editor of *Toastmaster magazine*.

ping, spoke about this popular technique for improving memory, innovation and thought processes. The British author and 2011 nominee for the Nobel Peace Prize dedicated his speech to Ralph C. Smedley, founder of Toastmasters International, who devoted his life to the organization and its members.

During the Hall of Fame ceremony, 13 Toastmasters districts were recognized as President's Distinguished. District 92 had the highest percentage of Distinguished clubs in the world. In total, 47 districts earned Distinguished recognition for their efforts to help build and support clubs.

Other highlights included entertainment by the comedy troupe The Water Coolers, education sessions, a leadership panel discussion led by Past International President Michael Notaro, DTM, and, for the first time, the Toastmasters International Table Topics Challenge. Table Topicsmaster Mark Brown, the 1995 World Champion of Public Speaking, led two quick rounds of Table Topics between convention sessions. The audience voted for their favorite speaker by using the TM 2016 convention app.

Members voted in favor of Proposals A and B: Amendments to the Bylaws of Toastmasters International. The changes to the bylaws means Toastmasters International is not legally required to locate its World Headquarters in California. For complete election results, please visit www.toastmasters.org/Events/2016-International-Convention.

New Executive Committee

Mike Storkey, DTM, of North Queensland, Australia, was installed as the new International President during the President's Inauguration. A business trainer and coach, he joined Toastmasters almost 25 years ago and is a member of three clubs.

Balraj Arunasalam, DTM, of Colombo, Western Province, Sri Lanka, became the new International President-Elect. Rounding out the 2016–2017 Executive Committee are First Vice President Lark Doley, DTM, of Jonestown, Texas, and Second Vice President Deepak Menon, DTM, of New Delhi, India. Seven new members of Toastmasters International's Board of Directors were elected for the 2016–2018 two-year term.

Education Sessions

The five education sessions held at the convention were aimed at helping members improve their leadership, communication and life skills. Here's a brief overview of the speakers and their sessions:

Manoj Vasudevan, ACS, CL, is the CEO of Thought Expressions based in Singapore. He was also the 2015 third-place winner in the World Championship of Public Speaking®. The leadership coach and multinational management consultant shared leadership lessons and took attendees down the path of how to become leaders who others choose to follow.

Award-winning storyteller Kelly Swanson is a featured entertainer for

Holland America cruise lines. She came to D.C. to state her case for how compelling stories trump data. In her interactive session, Swanson illustrated how storytelling creates a memorable connection between speaker and audience.

John Zimmer, ACB, ALB, an international trainer, speaker and lawyer in Switzerland, taught principles of improvisation. He led participants through a series of theatrical exercises to help boost creativity and communication, active listening, quick thinking, teamwork and risk-taking skills.

Anne Barab, DTM, AS, author of the best-selling book *The Sooner You Laugh, The Faster You Heal*, shared "I Had a Life Plan but the Magnet Fell off the Fridge." The former CEO of a \$1.5 billion mortgage bank spoke about how to retrain the brain to think positively to create health, wealth and happiness.

Sharing insights into the path to professional speaking were Rochelle Rice, CSP, AS, MA, and Sheryl Roush, DTM, AS, PDG. They discussed their experiences in achieving the Accredited Speaker designation.

It's difficult to imagine how next year's convention can be much better; but with all of the inspiration shared this year, the planning process for the 2017 convention is off to a great start. Until next time. ■

Mary Nesfield is the associate editor of *Toastmaster magazine*.

The Privilege of the Platform

Former World Champion reflects on her 30-year career as a professional speaker and coach.

BY SHANNON DEWEY

She's as comfortable onstage speaking as she is graceful on her feet dancing. At 72 years old, Arabella Bengson, CTM, is semiretired, but she leads a busy life as an international speaker, coach, ballroom dancer and active Toastmaster.

In 1986, Bengson became Toastmasters International's third woman to win the World Championship of Public Speaking®—an accomplishment that she says opened many doors.

She joined Toastmasters in 1983 at the suggestion of a co-worker who had commented on her shyness. She never imagined that decision would lead her to the enriching career and stimulating life she lives today.

Bengson has served as vice president education, club president and area governor in District 60. She is now an active member of 60 Minutes Club and vice president public relations of Mid-Island Advanced Toastmasters club in District 21 in British Columbia, Canada.

What's it like to be one of four women to win the title of World Champion of Public Speaking?

I didn't realize until later that since Toastmasters' first official World Championship of Public Speaking in 1938, I was only the third woman to have won by 1986. [Women weren't eligible to compete in the event until 1973, the year that women were officially allowed to become members of Toastmasters.] The fourth woman [LaShunda Rundles] won 22 years after me. Some Toastmasters asked if I thought there was systemic discrimination against women. I honestly told them I did not think so.

I was fairly "green" when I won. I did not know any better than to work my hardest, as I did with everything in my life that was worth doing. I felt just being part of the journey was a blessing, win or lose. I enjoyed the challenge, the discipline, the whole process.

I did not presume to win, but I did visualize that the trophy was big and that I had to carry an empty suitcase to bring it back home.

What was the title of your winning speech and why do you think it was well received?

My speech was called "We Can Be Pygmalion." Like the story of Pygmalion [a figure in Greek mythology], who created a most life-like and beautiful statue, and breathed life into it through his caring, I think the universal message of my speech made it so

well received: "When we believe in others, and expect the best of them, they often exceed our expectations."

This was what the *Harvard Business Review* termed "the Pygmalion Effect." It was a term very familiar to me, having completed a master's degree in psychology. The examples I used in my speech included classic and popular literature, scientific data and my own experiences.

It took me a month to craft the last paragraph of my speech. I practiced so much that the speech became a part of me—the speech and I were one. I've always thought that when I do my best, I win, no matter how the judges vote.

What was your life like after the win?

I was asked to speak at different departments in my company, Bell Canada [a telecommunications company], and for many outside corporations and national and international organizations. At this point, a Distinguished Toastmaster from Canada, Fraser McAllan—my coach, mentor and "tormentor" (because he gave me so much constructive feedback along with creative and caring coaching)—became my life partner.

Soon after that, he and I won a bid to train managers of the Ontario government in public speaking. It was a great triumph both psychologically and financially. Fraser took early retirement from Chrysler Canada, and I resigned my managerial post with Bell. We had a satisfying professional speaking career, and I became the first woman president of the Ontario Speakers Association, which later became the Canadian Association of Professional Speakers. Many doors were opened to us, including speaking engagements in North America and Southeast Asia.

What kinds of speeches and presentations have you given?

I have given keynote addresses and workshops at Toastmasters district and region levels, the International Convention, at conventions of training organizations, and different Canadian conventions for nurses, nutritionists, lawyers, bankers and universities, to name but a few.

Some of my topics include "Brain Boosts for Fun and Practice," "Present with Fun and Power!," "Design Your Destiny," "Weave a Little Magic with Stories" and others that I have tailor-made for



“The triumph is not in the trophy—
it is in the striving to do our best.”



specific organizations. The biggest audience I had was at a Toastmasters International conference with 1,800 attendees.

Fun is a critical component of my speaking style. Many times, my partner Fraser, who is now passed on, team-taught with me ...We included visuals, songs, dance, poetry, lights, props, music, movement, et cetera, to liven up the presentation.

Tell us about your speech coaching.

I was so blessed to have been coached by one of the best—Fraser, whose insightful, creative and extremely effective coaching was the most memorable part of my learning process.

When I was competing, I invited other astute Toastmasters for coaching sessions at my home or in special sessions at different clubs. Because of this experience, coaching others became a very significant and satisfying part of my professional career. Even my keynotes are interactive presentations, and many of my workshops include coaching participants.

The youngest person I've coached was 9 years old, and the oldest was 87. In between there were educators, financial counselors and speech contestants. The biggest benefit for me is seeing how the speaker progresses from nervous and hesitant to confident and skillful. I coached many who were already highly skilled, and they readily implemented my suggestions when I explained, “Even a diamond needs to be cut and polished to show their brilliance.” What absolute joy for me to help release that brilliance!

When did you take up ballroom dancing?

I took up international ballroom and Latin dancing only about five years ago, and what good fortune that was. Everywhere I go in the world (I've gone around the world once) where there is international ballroom and Latin dancing, I am able to follow.

It was great when I took long cruises on Cunard's Queen Elizabeth and Queen Mary. Though I did not have a partner with me,

LEFT: Arabella Bengson poses in 1986 with her former mentor and life partner Fraser McAllan and her Toastmasters awards.

CENTER: Bengson dances with Ernie Bayley at a local community event.

RIGHT: Bengson gives a presentation in May at a District 48 conference in Tampa, Florida.

I was able to follow the dance hosts whether it was American or international style. And I love the Argentine tango too!

Dancing around the world is similar to attending Toastmasters meetings around the globe. You know you will always be welcomed, and you know you will be able to follow the meeting well and enjoy yourself.

What other special interests do you have?

I have recently taken up dragon boating, and what a joy that is to be out in the ocean, with about 18 paddlers, paddling to the rhythm of a drum on our pristine British Columbia waters.

What is the biggest lesson you've taken away from Toastmasters?

The lesson that most champions get to learn: There is no finish line. Each moment is a progression, and the journey needs to be celebrated—not just the destination. The triumph is not in the trophy—it is in the striving to do our best. What talents we are given, what skills we learn, we must now pass on to others. And when we help others achieve, we truly succeed. I am deeply grateful for being able to teach, engage, challenge and inspire—this is the privilege of the platform. **T**

Shannon Dewey is the editorial coordinator for Toastmaster magazine.

10 Ways to Add More Pizzazz to Your Panel Discussion

Poll your audience and steer the talk to their interests.

BY KRISTIN ARNOLD

You've been asked to moderate a panel at a conference and you think you've got it covered. You've researched the topic, connected with the panelists and compiled your questions. You're ready to go! Or are you?

Stick with the traditional format and you're likely to bore your audience. Instead, try these 10 tips to add more pizzazz to your panel discussions.

1 Set the stage. You can tell that a panel is going to be duller than dirt when you walk into the room and there's a long draped table at the front and a lectern to the side. Yawn! Create a warmer, more intimate setting with comfortable chairs set in a shallow semicircle and a small table in front or to the side. Have a welcome sign at the door and post intriguing pictures, phrases and quotations on the walls. Play upbeat, popular, age-appropriate music. Show a continuously looping slideshow with panelist bios and interesting tidbits of information about the topic.

2 Engage beforehand. Why wait for the panel to start? Ask those registered for the event to submit questions and comments about the discussion topic through social media channels, a blog or a web-based survey. Then weave the comments and questions—as well as the names of the people submitting them, if appropriate—into the panel discussion.

3 Get them mingling. Rather than have the panelists huddle at the front, encourage them to mingle with the audience. Suggest that they ask audience members easy questions such as, “What brings you here today?” or “What's your biggest challenge relating to this topic?” You, as a moderator, can ask the audience questions too. You're establishing rapport with the audience and gathering valuable information you can incorporate into the discussion.

4 Start strong! Grab the attention of the audience with a video, poll, relevant fact, statistic, quotation or anecdote. After you review the agenda with the audience to give them an idea of how the program will unfold, keep the momentum going with an “opening salvo,” where you give each panelist an opportunity to launch an idea, position or challenge. The purpose is to frame the ensuing discussion, not deliver answers. Here are some ideas for those opening salvos:

- ▶ **Be provocative.** Ask the panelists a challenging question related to the topic.
- ▶ **Point/Counterpoint.** Ask one panelist, “What's your main point on this topic?” Then ask for a counterpoint—an alternative view. Depending on the topic, you can have several different points of view. Diverse viewpoints make things more interesting.
- ▶ **Show and tell.** Use a prop to help an audience visualize, understand, accept and remember an idea, concept or theme.

5 Vary the format. Shake things up with an entertaining format. Take a cue from television talk shows. American talk-show host Phil Donahue used to walk through the audience and reflect the questions and conversation back to the guests (panelists) on the stage.

Or you can tone it down to a chatty, conversational style, like the popular U.S. talk show *The View*. The possibilities are endless!

6 Poll the audience. At the beginning of the discussion, gauge the room with a quick survey or quiz using a show of hands or any type of audience response system. Presentation coach Karen Hough, the founder and CEO of ImprovEdge in Ohio, is a big fan of audience involvement. In an article in *The*

Grab the attention of the audience with a video, poll, relevant fact, statistic, quotation or anecdote.

Huffington Post, she writes about how she likes to “leverage a yes or no topic by asking the audience: ‘Let's pause and see what our audience thinks of that.’ ... That involves the audience and gives you fodder to comment on the panelist's story. ‘Wow, John, less than half of our audience would have taken action as you did. Tell us how you summoned the courage to do so.’”

7 Nudge your neighbor. Periodically, ask audience members to talk with the person sitting to their left or right about the discussion topic. Frame the question so there will be differing



Past International President Michael Notaro (far left) moderates a panel discussion at this year's Toastmasters International Convention. Pictured next to Notaro are (from left) Past International Director Kristal DiCarlo, Past International President Eddie Dunn, Past International Director Patricia Hannan and Past International President Dilip Abayasekara.

opinions. For example, you can ask, "What are the misconceptions around this topic?" or "Is this a fact or fiction?" Or you can ask about the discussion points that are most applicable to audience members and how they will apply the information they've learned. Debrief these micro discussions with the larger group by taking two or three comments as well as one or two questions from the panel at the beginning of the discussion, periodically during the event or to start off a question and answer session.

8 Crowdsource the Q&A. Scott Kirsner, who writes about technology for the *Boston Globe* newspaper and moderates technology-related discussions, posted the "13 Guidelines for Great Panel Discussions" on his website. He writes, "I can't emphasize enough how important a Q&A period is; without one (or with an abbreviated one), it sends the message that the audience is there to be passive listeners rather than active participants."

Let the audience drive the questions by using tools such as these:

- ▶ **Question cards.** Pass out index cards to the audience. At specific times during the discussion, collect and sort through the cards, selecting those that encapsulate key themes or pose intriguing questions. Or have an audience member or panelist randomly select a card.
- ▶ **Smartphones.** Invite the audience to text or tweet with the appropriate hashtag or phone number. Check the feed periodically and comment as appropriate. You can also use a meeting app such as www.slido.com that lets the audience create and "like" the questions so their favorites float to the top of the list.
- ▶ **Small groups.** Have audience members break into groups of two or three and discuss what questions they would like to ask. Pick random groups and have them ask their best question.

9 Create a tweetable sound bite. The late Garry Marshall, a famed Hollywood movie director (*Pretty Woman*, *The Princess Diaries*), once said, "Film directors know that if people

walk out of your movie repeating a phrase they heard, that movie will make money. It means audience members are taking the movie home with them." What will your audience find themselves repeating from the panel discussion? Encourage your panelists to share their key points in "headline" form: a phrase of no more than five words that encapsulates the idea and is memorable long after the panel discussion is over.

10 Create an exclusive moment. Audiences are looking for that moment where the curtain is pulled back on the topic. They are hoping the panelists will share their wisdom and insights—that there will be an element of surprise, a sharing of diverse viewpoints and provocative thinking. That the discussion will be spontaneous and unscripted, offering a glimpse behind the scenes and access to insider information. Audiences want an exclusive, a story you can't find on Google, YouTube or TED.com.

What will your audience find themselves repeating from the panel discussion?

As a panel moderator, what are you doing to create that special moment? It all comes down to the choices you make. You can stay with the same old ho-hum traditional format or you can choose to add a little pizzazz to your panel discussion. When you spice it up, you will look like a hero, and the audience will rate your event as "one of the best!" ■

Kristin Arnold, a meeting facilitator, moderator, trainer and keynote speaker, is the author of *Powerful Panels: A Step-By-Step Guide to Moderating Lively & Informative Panel Discussions at Meetings, Conferences & Conventions*. For more information about how to moderate a panel discussion, see Kristin's free seven-part video course at PowerfulPanels.com.



Performance Anxiety

Please step into my office while I put you through the Spanish Inquisition.

BY JOHN CADLEY

Here's a little test for all you working folks: I'm going to say two words and I want you to notice your reaction to it. Ready? *Performance Review.* How many noticed a little tightening in the chest, a slight knotting of the stomach, a vague feeling of dread tinged with a modicum of resentment? That's because these words describe a process in which you walk into the office of somebody who makes more money than you do, sit in a small chair in front of that person's desk while he or she sits behind it in a much bigger chair and proceeds to evaluate your job performance. The desk facing you has been strategically placed in front of a window with the sun streaming in, outlining your reviewer in a golden glow that can't help but remind you of Judgment Day where you stand before your Creator and find out which way you're going.

Who likes that? You walk in as an employee and come out as a defendant. If it's a good review you get an acquittal; if it's so-so, consider yourself on probation; and if it's bad you'll be convicted of first-degree ineptitude, with the admonition that you should start looking for work at a company that doesn't give performance reviews.

The company I worked for had a fairly elaborate process. I was asked to recommend three co-workers who I would like to review my performance. Then I was given a form to fill out to review myself. When I went in for my evaluation, my own review—how I perceived myself—would then be compared with how I was viewed by my colleagues, with the objective of determining where there might be some ... discrepancies. In choosing my co-reviewers, my first thought was always which ones would be most susceptible to bribery, but that didn't work. I wasn't offering enough money. So I picked my closest friends and said, "Show me your reviews before you submit them so we all agree I'm doing great. If you don't, I'll say you're stealing office supplies."

The first three areas for comment were "Effectiveness in Performance," "Mastery of Specialization" and "Professional Ability." In other words, "Are you doing your job?" "Are you doing your job?" and "Are you doing your job?" I always thought this was a secret

The first three areas for comment were "Effectiveness in Performance," "Mastery of Specialization" and "Professional Ability." In other words, "Are you doing your job?" "Are you doing your job?" and "Are you doing your job?"

test of creativity to see how many ways you could answer the same question. Then came two sections titled "Strengths" and "Areas for Improvement." They used to be called "Strengths" and "Weaknesses" but Human Resources said that "weakness" was demotivating. Nobody wanted to be called weak, especially the weak performers who came to HR balling their eyes out. So the more positive phrase was adopted. Personally, I don't see how getting fired for failing to improve in your areas for improvement is any less demotivating, but apparently it's not politically correct to scare the help.

My reviews were always ambiguous. I was generally given high marks for being good at my job, but that very strength became an "Area for Improvement" because good performers are expected to be mentors. That never made sense to me. I was a good performer because I didn't waste half my time showing other people how to do their jobs. I did try. Someone asked me how to solve a problem and I said, "Do it like this, and if you can't, then I'll do it." I was told that was not good mentoring—and because of that attitude I was also not a "team player." A team is a group of people working toward a single goal.

In my experience that goal is: Who Gets the Credit? That's why I liked working alone. I'm glad to take the blame, but if there's credit, I'm getting it. All of it. With whipped cream and a cherry on top.

I mentioned in the beginning that among your reactions to a performance review there might be a "modicum of resentment." Modicum might not be the right word. How about a 4,000-ton boatload? *Who is THIS person to judge ME? This officious, obsequious quisling who gets paid six figures to DO NOTHING!* You can't say that because it wouldn't look good under "Areas for Improvement." But you think it. That's why I like Toastmasters. They have evaluators to evaluate the evaluators.

That's the job I want. ■

JOHN CADLEY, a former advertising copywriter, is a freelance writer and musician living in Fayetteville, New York. Learn more at www.cadleys.com

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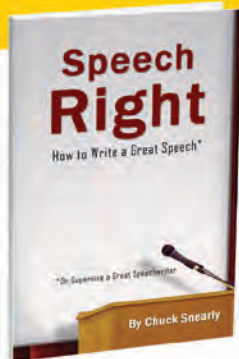
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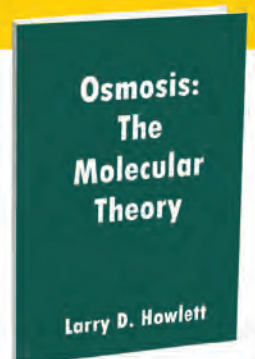
CLIENT SPOTLIGHT



For more than three decades author Chuck Snearly has been writing highly acclaimed speeches for leaders around the world, including the top executives at Ford Motor Company, Royal Dutch Shell, the Bosch Group and Dean Foods. In his book *Speech Right* the award-winning speechwriter will show you how to write a great speech – one that engages emotions, shapes opinions and makes things happen. Whatever your current skill level, *Speech Right* will help you write the speech right.

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Speech Right by Chuck Snearly and *Osmosis: The Molecular Theory* by Larry D. Howlett are available at amazon

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