

# **CHARTER MEMBER HANDBOOK**



## **WALWORTH COUNTY TOASTMASTERS\***

*(\*Official Name TBD by Charter Members)*

**MEETINGS: 1ST & 3RD WEDNESDAYS; 6:30-8:00 PM**

**Gateway Technical College – Elkhorn Campus**

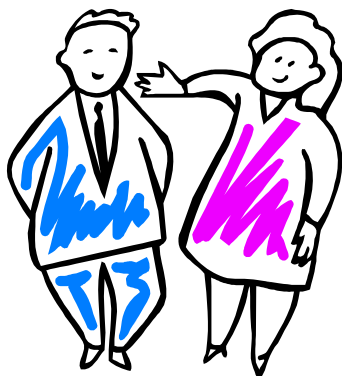
**SOUTHEAST DIVISION, AREA 5 - DISTRICT 35**

**<http://toastmasters.visitgenevalakes.com>**

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## WELCOME TO TOASTMASTERS



Welcome to our Club! We are here to help you improve your speaking and leadership skills, thinking power, and listening ability. In addition, you will be taught how to conduct a meeting and master the art of constructive evaluation.

Your involvement in our Club can be at any level: starting with the first manual “Communication and Leadership Program” with its ten basic speeches, to speech contests, outside Club participation, social events, becoming a Club officer, and on to the Advanced Communication and Leadership programs. It is important to follow the programs and guidelines. These programs have been carefully developed and are a proven success.

This booklet contains most of the information you will need to understand how the Toastmaster organization works, how our Club is organized, how to conduct a meeting, and a complete description of meeting duties and officer responsibilities. The objectives and guidelines for the “Icebreaker”, which is your first speech, are also included in this handbook, so you can begin preparing right away. You will also find your new member questionnaire to assist your mentor.

As soon as possible, you will be formally inducted into our Club. According to Toastmaster Bylaws, every new member must be voted into the Club. It will be the responsibility of the Club Secretary to record all votes. Because you have taken the step forward to be involved with this brand new club from its inception, you will have the honor of being involved in the Charter process, from naming the club to selecting officers and setting policies for the future. By the same token, please be patient as all aspects of the programs outlined in this manual may not be immediately implemented. In working together we will establish a successful Club which best meets the needs of the members.

The beginning of our meeting starts with a Pledge of Allegiance to the U.S. Flag. If you do not wish to recite it, please respect those who do. Our meetings also begin with an Invocation. This may be a short prayer or an inspirational or motivational message. Part of Toastmasters is embracing diversity and we will all learn from one another’s cultures and beliefs. Never feel obligated to recite or respond to something which makes you uncomfortable, but again, do respect the speaker and audience.

We hope you will find this reference handbook helpful, and encourage you to refer to it regularly. If you have any questions, just ask. We are all happy to help you.

Enjoy your Toastmaster experience!

Denise Schultz, Club Mentor

*On behalf of the Sponsor/Mentor Team*



## CLUB STANDARDS

*A successful, dynamic, quality Toastmasters Club meets the following 10 standards:*

1. Meetings are showcase events. Meetings start and end on time, are fast-paced, and flow smoothly, with no awkward transitions between segments. Participants are prepared.
2. Club officers are effective. They are trained in their roles and they fulfill their responsibilities.
3. Membership recruitment is ongoing. Every Club needs a constant influx of new members to combat natural membership turnover, to bring fresh ideas to the Club and to provide a stronger leadership base.
4. New members are oriented and inducted. Members who are formally inducted into the Club and are oriented to Club operations and the educational program are more likely to be active, supportive, and enthusiastic members.
5. Every member is assigned a mentor. Mentors help new members become familiar with the Club and work on their first few speeches. They help experienced members to develop special skills.
6. All members are working toward their CTM, CL, and other educational awards. Scheduled speakers give manual speeches. (See pages 9-10 for educational awards.)
7. All members are trained in effective evaluation. Every evaluator gives positive comments and offers specific suggestions for improvement.
8. Members are recognized for their accomplishments. Swift recognition for achievements encourages members to set and achieve even higher goals.
9. Everyone is working to help the Club become a Distinguished Club. All members are familiar with the Distinguished Club Program, its value to the Club, and the Club's plan for becoming a Distinguished Club. (See page 5 for DCP.)
10. Administrative work is handled promptly and efficiently. The Club keeps its financial and membership records current and accurate. Club leaders submit documents such as Club officer lists, semiannual membership reports, and award and membership applications promptly to World Headquarters.

## TOASTMASTER VALUES & THE CLUB MISSION

Respect ♦ Integrity ♦ Service to the Member ♦ Dedication to Excellence

Providing a mutually supportive and positive learning environment in which every member has the opportunity to develop and practice communication and leadership skills, which in turn foster self-confidence and personal growth.



## **“THE MAGIC OF TEN” THE DISTINGUISHED CLUB PROGRAM (DCP)**

The Distinguished Club Program (DCP) is designed to assist every Toastmaster Club to be successful. The program is divided into 10 attainable goals. They are designed to ensure that club members attain their communication and leadership educational goals, that officers fulfill their duties, and that charter strength is maintained.

Each year, the Club creates a plan to become a Distinguished Club. This requires the successful completion of at least five of the ten goals. Everyone is to work to help the Club reach its goals, and all members are to become familiar with the program and its value to the Club.

To understand the goals of the DCP, members should understand the communication and leadership goals in Toastmasters. These may be found on pages 9 - 10.

### **There are six Educational goals in the DCP. These assist you in reaching your goals.**

1. Two members attain their Competent Toastmaster (CTM)
2. Two more members attain their CTM
3. One member attains their Competent Leader (CL), Advanced Leader (AL) or DTM (Distinguished Toastmaster)
4. One more member attains their CL, AL, or DTM
5. One member attains their Advanced Toastmaster (ATM): Bronze (B), Silver (S) or Gold (G)
6. One more member attains their ATM-B, S, or G

### **There are two Administrative goals in the DCP. These are to be completed by club officers.**

1. A minimum of four Club Officers must be trained during each of two training periods (summer and winter)
2. Membership reports and club officer lists must be submitted on time

### **There are two Membership goals in the DCP. These are the responsibility of everyone.**

1. Four new members
2. Four more new members

## **CLUB SPONSORS & CLUB MENTORS**

This Club is fortunate to have four Toastmasters who will help lead us the DCP. They are:

Ken Bjorkquist & Jim Kohli, Club Sponsors  
Denise Schultz and Bruce Bradshaw, Club Mentors





## **CLUB OFFICER ROLES AND RESPONSIBILITIES**

A club officer serves a term of one year, from July 1<sup>st</sup> to June 30<sup>th</sup>. The one-year term covers an average of 24 meetings. Elections are held annually on the first meeting in May. For newly charter clubs, officers are typically elected following an explanation of officer duties and a review of skill sets.

Two Club Standards & Two DCP Goals directly relate to Club Officers.

First, officers are expected to be effective in their office. Officers are to be trained in their roles and they are to fulfill their responsibilities. To accomplish this, the Division provides training two times a year, and the District offers additional learning opportunities at other events.

Second, administrative work is to be handled promptly and efficiently. Records must be current, accurate, and timely.

It is important that you understand the roles and responsibilities of Club officers so that you will know whom to contact when you have a question, concern, or comment. A brief description of each follows. More details can be found in your basic C&L Manual.

### **PRESIDENT: first-ranking Club Officer**

- Serves as the Club's chief executive officer, responsible for general supervision and operation of the Club.
- Presides at Club meetings and directs the Club in a way which meets the educational growth and leadership needs of members.
- Establishes long-term and short-term plans for Club growth, in cooperation with the Executive Team.

### **IMMEDIATE PAST PRESIDENT**

- Provides guidance and serves as a resource to the Club officers and members.
- Chairs the Nomination Committee, which nominates members for Club offices.
- Assists in the preparation of the Club Success Plan.
- Promotes the Club's efforts to become a Distinguished Club.

### **VICE PRESIDENT OF EDUCATION: second-ranking Club Officer**

- Plans successful Club meetings so that each member has the opportunity to achieve his or her educational goals.
- Directs planning, organization, and implementation of the Communication and Leadership, Better Speaker Series, Successful Club Series, Leadership Excellence Series, and other educational programs.
- Schedules speeches, signs Communication and Leadership Program manuals, updates Member Program Process Charts, reports educational program completions promptly to World Headquarters, and coordinates recognition of member achievements.
- Ensures that each member receives orientation to the Toastmaster Educational Program.

**VICE PRESIDENT OF MEMBERSHIP: third-ranking Club Officer**

- Plans, organizes and implements a continuous marketing effort which ensures the Club maintains or exceeds a charter membership level of 20.
- Works with groups inside and outside of Toastmasters to promote Club membership and membership retention.
- Provides recognition of Toastmasters who contribute to the increase of membership in Toastmasters.
- Maintains an accurate membership roster and attendance records in conjunction with the Club Secretary.
- Serves as chairperson of the Club Membership Committee.

**VICE PRESIDENT OF PUBLIC RELATIONS: fourth-ranking Club Officer**

- Develops, implements and administers a program that maintains a positive image for all members, guests, and the general public.
- Is responsible for internal and external public relations for the Club, including but not limited to: preparing news releases regarding Club activities, publicizing Club events, working with Club officers to develop literature about the Club, representing the Club to the media.
- Works with the Club newsletter editor.
- Serves as chairperson of the Public Relations Committee.

**SECRETARY: fifth-ranking Club Officer**

- Is responsible for Club records and correspondence (including the Club's roster).
- Is custodian of the Club Constitution and Bylaws and other official Club documents.
- Records and reads minutes of Club meeting and Executive committee meetings.
- Submits the names of newly elected officers to World Headquarters within 10 days following elections.

**TREASURER: sixth-ranking Club Officer**

- Is responsible for the development and execution of financial policies, procedures, audits and controls.
- Receives and disburses funds in payment of all obligations.
- Develops and recommends a budget to the Club Executive Committee.
- Notifies members of dues payable and collects the dues.
- Along with the President and the Club Secretary, the Treasurer ensures that the semi-annual membership reports, dues and membership roster are mailed to World Headquarters on time.

**SERGEANT AT ARMS: seventh-ranking Club Officer**

- Serves as master host and makes the proper physical arrangements for Club meetings.
- Coordinates with the Vice President of Public Relations and Vice President of Membership to ensure that each member and guest is welcomed.
- Is responsible for the orderly conduct of the Club meeting, including arranging room layout, setting up materials and equipment, collecting ballots, tallying votes, and controlling property between meetings.



## THE TOASTMASTERS ORGANIZATION

Toastmasters International has more than 200,000 members, and 9,300 Clubs within 80 countries. There are community-based Clubs, company employee Clubs, military Clubs, specialized Clubs for the blind, bilingual Clubs and others.

In most parts of the world, Clubs are grouped into administrative units know as “Districts” to provide greater leadership opportunities and stronger lines of communication. Districts are in turn subdivided into “Divisions” which comprise 15 – 25 clubs, and “Areas,” which usually comprise 4 – 7 local Clubs.

A District Governor is elected each year to serve their District. S/he is supported by six (6) additional District Officers. They include: the Lt. Governor of Education & Training, the Lt. Governor of Marketing, District Treasurer, District Secretary, District Public Relations Officer, and the Immediate Past District Governor. District 35 is comprised of the state of Wisconsin and the UP Michigan. In District 35, there are nearly 90 clubs and over 1,400 Toastmasters.

There are 4 Division Governors under the leadership of the District 35 Governor: Northern, Eastern, Central, and Southeast. Our club is under the leadership of the Southeast Division Governor. Within the Southeast Division, there are six (6) Areas. Each Area has an appointed Area Governor (AG) who assists the Club Officers. Our Toastmaster club is lead by the Area 5 Governor. It is the duty of the AG to visit each club in their area at least twice a year.

Setting the policies of the organization is the responsibility of the elected Board of Directors. In Mission Viejo, California, U.S.A., the World Headquarters staff, headed by the Executive Director, oversees the day-to-day operation of the organization, providing materials and assistance to Clubs and Districts. Members and other visitors are always welcome at World Headquarters.

Our club meets on the first and third Wednesday of each month. There may be exceptions due to holidays. Occasionally the club will host special events held outside the club. Our club is under the leadership of Area 5, Southeast Division, District 35 of Toastmasters International. Often, you may see this as: Area S-5, District 35.

Our regular meetings are held from 6:30-8:00 p.m., with a call to order at 6:30 p.m. Officers are asked to arrive earlier to assist with room set-up and to greet guests. Members are encouraged to assist with set-up when possible, to shadow club officers, and to greet and welcome guests.

Special meetings and officer training sessions are usually held off site. If there is any question about a meeting location, refer to the web site (<http://toastmasters.visitgenevalakes.com>) your bulletin, program notes or speak with the Vice President of Education or Club President.

## TOASTMASTER RECOGNITION

Toastmasters International has two educational tracks: a communication track, in which you develop your speaking skills, and a leadership track, in which you develop leadership skills. Awards can be earned on both tracks. You can work both tracks at the same time; in fact, you are encouraged to do so. An illustrated list of recognition can be found in your basic C&L manual.

**It is critical that you document the title and date of your speeches.** (There is a “Project Completion Record” at the end of the C&L manual to record this information.) The Vice President of Education must initial the completion of your speech assignments. Without this documentation, an application for your educational award cannot be submitted. Additional achievements should be recorded in the club’s meeting minutes.



### COMMUNICATION TRACK

#### **CTM: COMPETENT TOASTMASTER AWARD**

In order to receive your CTM, you must successfully complete all ten projects in the Basic Communication & Leadership (C&L) manual. With your CTM, you will receive two advanced manuals of your choosing for no charge. At this time, there are two advanced manuals.

#### **ATM-B: ADVANCED TOASTMASTER BRONZE AWARD**

In order to receive your ATM Bronze, you must have:

- Achieved a Competent Toastmaster Award.
- Completed two Advanced Communication and Leadership Manuals.

#### **ATM-S: ADVANCED TOASTMASTER SILVER AWARD**

In order to receive your ATM Silver, you must have:

- Received an ATM-Bronze Certificate or the Able Toastmaster Certificate.
- Completed two Advanced Communication and Leadership Manuals. (Manuals cannot be completed for previous awards.)
- Conducted two programs from the Better Speaker Series and/or The Leadership Excellence Series.



## **ATM-G: ADVANCED TOASTMASTER GOLD AWARD**

In order to receive your ATM Gold, you must have:

- Received an Advanced Toastmaster Silver Certificate.
- Completed two Advanced Communication and Leadership Manuals. (Manuals cannot be completed for previous awards.)
- Conducted and coordinate a Success/Leadership, Success/Communication or Youth Leadership Program.
- Coached a new member with his or her first three speeches.

## **LEADERSHIP TRACK**

### **CL: COMPETENT LEADER AWARD**

In order to receive your Competent Leader award, you must have:

- Received a Competent Toastmaster (CTM) award.
- Served at least six months as a Club officer, and participate in the preparation of a Club Success Plan.
- While serving as a Club officer, participated in a District-sponsored Club officer-training program.
- Conducted two programs from The Successful Club or Leadership Excellence Series.

### **AL: ADVANCED LEADER AWARD**

In order to receive your Advanced Leader award, you must have:

- Received a Competent Leader (CL) award.
- Served as a District Officer.
- Completed the High Performance Leadership Program.
- Served as Club Sponsor, Club Mentor, or a Club Specialist.

### **DTM: DISTINGUISHED TOASTMASTER AWARD**

In order to receive your DTM, you must have:

- Received an Advanced Toastmaster Gold award.
- Received an Advanced Leader award.



## PRE-MEETING PREPARATION

TIME	PERSON	PROGRAM ELEMENT
6:15 – 6:25	Master Host  Members to Assist	Room Set-up <i>Flag, Banner, Lectern, Gavel</i> <i>Timing Device, Stop Watch, Timing Record Book</i> <i>Ah Counter Record Book, Guest Book</i>  Distribute Meeting Materials: <i>Ballots, Individual Evaluation Forms, Name Tags</i>
6:15 – 6:25	VP Education	Distribute Agendas Sign Award Certificates when appropriate Sign off on Manuals for Members
6:15 – 6:25	VP Membership	Greet Guests, Distribute Guest Packets Sign New Member Certificates
6:15 – 6:25	President	Confirm which Officers have a Report to Present
6:15 – 6:25	Speakers	Give Manual to Evaluators & Review Objectives Confirm Title of Speech & Intro with Toastmaster Give Title, name of manual, and project # to Secretary Give objective time to Timer
6:15 – 6:25	Evaluators	Receive Manual from Speaker & Review Objectives Confirm Time of Speech with Speaker
6:15 – 6:25	Toastmaster	Confirm Speakers, Evaluators, and Evaluating Team Receive appropriate introductions
6:15 – 6:25	Ballot Counters	Prepare Awards/Certificates for Meeting <i>Best Table Topics, Best Speaker, Best Evaluator</i>
6:15 – 6:25	Timer	Confirm length of speeches with Speakers
6:15 – 6:25	All Members	Greet Guests, Introduce Yourself, Show your manual
6:28	Members & Guests	Take Seat for meeting

**SAMPLE MEETING FORMAT (SUBJECT TO CHANGE)**

6:30	Master Host	Call Meeting to Order, Extend Warm Welcome to All
6:31	President	Opening Remarks Ask for Invocation and Pledge Introductions
6:34	President	Conduct Business Meeting, including Officer Reports Club, Area, and District Announcements New Member Induction (as necessary) Introduce Toastmaster of the Evening
6:40	Toastmaster	Warm up Audience Introduce members with an assigned duty and ask for an explanation of the duty <i>Timer, Ah Counter, General Evaluator, Ballot Counter</i> Call for Word Master Introduce Table Topics Master
6:50	Table Topics Master	Explain Purpose of Table Topics & Your Theme Conduct Session <i>Keep track of who spoke, brief summary of reply</i> <b>Call for a Vote for Best Table Topic Speaker</b> Return control of lectern to Toastmaster
7:05	Toastmaster	Introduce Speakers & Call Upon Evaluators to Read Speech Objectives <i>After each speech, ask audience to fill in comments on individual evaluation forms</i> <b>After last speech, call for a Vote for Best Speaker</b> Introduce General Evaluator

**SAMPLE MEETING FORMAT, CONTINUED**

7:35	General Evaluator	Review Evaluation Format Introduce each Evaluator & Speaker <b>After last evaluation, call for a Vote for Best Evaluator</b> Ask Ballot Counters to Collect Ballots Ask for Timer & Ah Counter Reports Comment on Evaluations and Meeting Return control of lectern to Toastmaster
7:45	Toastmaster	Serve as Quiz Master/Tip Master if time permits Ask for Guest Comments Present Awards Return control of meeting to President
7:55	President	Closing Remarks Remind Club about Future Events <b>Adjourn Meeting at 8:00 p.m.</b>

**IT IS IMPORTANT FOR EVERY MEMBER  
 OF THE CLUB  
 TO HELP KEEP  
 THE MEETING MOVING ON TIME!**



**REMEMBER A VALUE OF TOASTMASTERS:**

**RESPECT  
 RESPECT FOR YOUR AUDIENCE.  
 RESPECT FOR YOUR FELLOW CLUB MEMBERS.**

## WHEN YOU ARE RESPONSIBLE FOR THE INVOCATION AND PLEDGE



### SAMPLE INVOCATIONS:

- As we gather here tonight, let us promote one another to their fullest potential. May all of our observations and evaluations be given and received with care and consideration. Let our Club's philosophy of "Leadership and Education" be fulfilled in our words and actions.
- Lord, thank you for all the gifts you have bestowed upon us, not the least of which is the ability to speak. As we listen, learn, and evaluate tonight, let our presence make for a positive atmosphere. Let the hustle and bustle of the day be left at the door. Free our minds and sharpen our attention so that we may continue our social and educational experience together. Amen
- Here we are, all primed and hopeful, ready for a night of notables, listening carefully for any ahhs...hoping we don't err or pause...glad to have the time to speak...this way our skills won't be weak.

**Use the above examples as basic guidelines.** Be spontaneous or use prepared material. Following the Invocation, lead the Club in the Pledge of Allegiance.

### PLEDGE OF ALLEGIANCE:

I pledge allegiance to the flag of the United State of America and to the republic for which it stands: one nation under God, indivisible, with liberty and justice for all.

## WHEN YOU ARE THE TIMER



One of the lessons that participants practice during a meeting is that of expressing a thought within a specific time interval. The timer is the member responsible for keeping track of time. You will time each segment of the educational portion of the meeting, and practice time management.

### PRIOR TO THE MEETING:

Write out your explanation in the clearest possible language and rehearse it. Be sure to emphasize timing rules and how timing signals will be given. (This is a great exercise in giving clear, effective instructions.)

- Confirm scheduled program participants with the Toastmaster and General Evaluator.
- Confirm time required for each prepared speech with the speakers.

### UPON ARRIVAL AT THE MEETING:

- Get timing equipment from the Master Host (i.e., stopwatch/timer, signal device, and timer's notebook). Make sure that you understand how to operate the stopwatch/timer and signal device, and make certain that everything is in good working order.
- Sit where the signal device can easily be seen by all (back, center of the meeting room).

### DURING THE MEETING:

- When introduced, explain the timing rules and demonstrate the signal device (timing lights or cards).
- Time each Table Topics Speaker and Evaluator. (1 – 2 minutes each)
- Time each Speaker and signal as s/he approaches the time limit. Typically, the green signal is given when the speaker has two minutes before the maximum limit. The yellow/amber signal is given when the speaker has one minute before the maximum limit. The red signal is given when the speaker reached the maximum limit. *The speaker has 30 seconds to complete the speech after reaching the maximum limit.*
- Record each participant's name and time used for Speakers, Table Topics, and Evaluators.
- When called upon by the General Evaluator, stand by your chair, announce the speaker's name and the time taken.

### AFTER THE MEETING:

- Return the stopwatch, timing device and notebook to the Master Host.



## WHEN YOU ARE THE AH COUNTER/GRAMMARIAN

The purpose of the Ah Counter is to note words and sounds used as a “crutch” or “pause filler” by anyone who speaks during the meeting.

Listen for **INAPPROPRIATE INTERJECTIONS** such as “so,” “but,” “and,” “well,” “you know/ya know,” etc. Common sounds that speakers use as **FILLERS** are “ah,” “um,” “err.” “**LAZY LANGUAGE**” such as “ta” instead of “to” or “gonna” instead of “going” should be reported. The purpose of the Grammarian is to

comment on the use of English during the course of the meeting and to record who uses the Word of the Day. As Grammarian, you should note when a speaker uses **POOR GRAMMAR** (i.e. misuse of singular vs. plural, or repeats a word or phrase such as “I, I,” or “This means, this means”). Listen also for **MISPRONUNCIATION** and **POOR ENUNCIATION, DROPPED CONSONANTS, and OTHER MEANINGLESS PHRASES** (blah, blah, blah, whatever, etc.).

### PRIOR TO THE MEETING:

- Prepare a brief statement of the duties of the Ah Counter/Grammarian for the benefit of the guests.

### UPON ARRIVAL AT THE MEETING:

- Get the Ah Counter/Grammarian’s notebook from the Master Host.

### DURING THE MEETING:

- When introduced, stand at your chair and explain the role of the Ah Counter & Grammarian. Please include the word of the day.
- Throughout the meeting, listen for “crutch” sounds and long pauses as fillers and not as a necessary part of sentence structure. Write down how many crutch sounds or words each person used during all portions of the meeting. Listen to everyone’s word usage. Write down any awkward use, or misuse of the language (incomplete sentences, sentences that change direction in midstream, incorrect grammar, malapropisms, etc.) with a note of who erred.
- When called on by the General Evaluator during the Evaluation segment, stand by your chair and give your report. Try to correct usage in every instance where there was a misuse instead of only explaining what was wrong.

### AFTER THE MEETING:

- Give the completed Ah Counter/Grammarian notebook back to the Master Host.

## WHEN YOU ARE THE BALLOT COUNTER



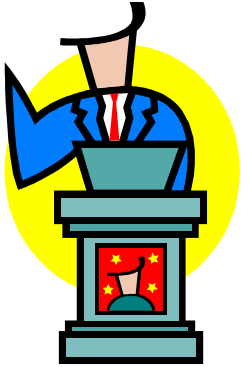
Healthy competition can motivate speakers. Our Club votes on the Best Table Topics Speaker, Best Evaluator, and Best regular Speaker of the evening. In addition, each member and guest provides written feedback to the regular speakers and the Toastmaster of the meeting.

### UPON ARRIVAL AT THE MEETING:

- Check the ballots to see if there is anything unusual about this meeting of which you need to be aware.
- Determine whether the Secretary is writing down a list of Table Topics Speakers, speakers, and evaluators. If not, write down a list of the speakers and evaluators. (List the Table Topics speakers as they speak during the Table Topics session).
- Get blank awards for Best Table Topics, Best Evaluator, and Best Speaker from the Secretary or Master Host. Make sure the awards are signed.

### DURING THE MEETING:

- When introduced, explain the role of ballot counter. Explain that the participants are to provide written feedback for each regular speaker on the individual evaluation forms. Sometimes, an extra evaluation form may be given to evaluate the Toastmaster of the evening. In addition, participants will vote for best table topics speaker, evaluator, and regular speaker. If anything is unusual with the ballots, explain that. (This is especially true for a contest.)
- After the General Evaluator has called for the vote for best evaluator, collect the ballots and feedback sheets from the participants. Count the ballots quietly from your seat, unless this is a contest. If this is a contest meeting, step outside the room to count ballots, as it is required to have multiple counters. One method is to have one ballot counter read the names on each ballot and the other counter to create a tally on the list. After determining the winners, fill in their names on the awards and give them to the Toastmaster of the evening. Separate and sort the feedback sheets and give them to the speakers and the Toastmaster as appropriate.



## WHEN YOU ARE THE SPEAKER

A major portion of each meeting is centered around three or more speakers. Their speeches are prepared based on objectives from the basic or advanced Communication and Leadership manuals, or are modules from a Toastmaster's "Better Speaker," "Successful Club," or "Leadership Excellence" series. Speeches are often five to seven minutes in length from the basic manual, eight to ten minutes in length from the advanced manuals, and 10 to 15 minutes in length for a module. Preparation is essential when you are the speaker.

### PRIOR TO THE MEETING:

- Check the agenda to find out when you are to speak. In order to derive the most benefit from the Toastmaster program, plan to speak from your manual. If possible, attempt to give the speeches in the order they are in the manual.
- Prepare your speech according to the objectives in the manual.
- Check the agenda to determine who will be your evaluator. Speak to your evaluator and share with him or her which manual speech you will be giving. Discuss the speech goals and your personal concerns. Emphasize where you feel your speech ability needs strengthening. Remember to bring your manual to the meeting.
- If you need a flip chart, special room set up, etc., talk with the Master Host or VP of Education ahead of time to make sure that these things will be available.
- Be prepared to give the Toastmaster of the evening your speech title, manual assignment number, and any other relevant information so that you can be properly introduced. A written introduction is preferred, and is appreciated when it can be rehearsed by the Toastmaster.

### WHEN YOU ENTER THE ROOM:

- Arrive early. If relevant, check the microphone, lighting, overhead projector, flipchart, etc. before anyone else arrives. Protect yourself from problems that can ruin your talk.
- Sit near the front of the room for quick and easy access to the lectern.
- Carefully plan your approach to the lectern and your speech opening.
- Give the title of your speech, the name of the manual, and the assignment number to the Secretary. This information is critical if we need to confirm a history of your presentations.
- Be sure you give your manual to your Evaluator before the meeting starts.

## WHEN YOU ARE THE SPEAKER, CONTINUED

### DURING THE MEETING:

- Give your full attention to the speakers at the lectern. Try to avoid studying your speech notes while someone else is talking.
- When introduced, smoothly leave your chair and move to the lectern as planned. Shake the hand of the Toastmaster, and wait to begin your speech until s/he has been seated.
- As you begin your speech, always acknowledge the Toastmaster and the audience (i.e. Fellow Toastmasters and guests, or Ladies and Gentlemen, etc.).
- Plan your speech closing as carefully as your opening. It's the finishing touch that will bring the applause. This is the last chance to reach your audience, and it is a notice that your talk is ending. Never thank your audience, but return control of the meeting to the Toastmaster. Always wait for him or her at the lectern, then return to your seat.
- During the evaluation of your speech, listen intently for helpful hints that will assist in building better future talks. Pay attention to the advice of other members from the written evaluations regarding strengths and areas for improvement.

### AFTER THE MEETING:

- Get your manual from your evaluator. At this time discuss any questions you may have concerning your evaluation to clarify any misinterpretation.
- Have the VP of Education initial the Record of Assignment in the back of your manual.

### RESOURCES:

*Communications and Leadership Manual (Code 225)...included in your new member kit*

*Your Speaking Voice (Code 199) ...included in your new member kit*

*Gestures: Your Body Speaks (Code 201)...included in new member kit*

*Pointers on speechmaking (Code 107)*

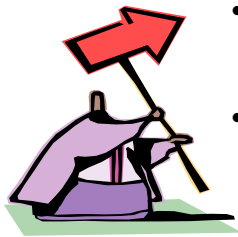
*They're All Around Us (Code 1616)*

## WHEN YOU ARE THE TABLE TOPICS MASTER

Toastmasters has a tradition that every member speaks at a meeting. The Table Topics session is the portion of the meeting which ensures that tradition. The purpose of this session is to have members “think on their feet.” The Table Topics Master prepares and issues the topics: originality is desirable as much as possible. Each speaker may be given an individual subject or a choice of subjects may be presented from which the members can draw at random.

### PRIOR TO THE MEETING:

- Check with the Toastmaster to find out if a theme meeting is scheduled. If so, prepare topics to carry out that theme. If no theme is scheduled, you can choose from a wide selection of topics. Review THE TOASTMASTER magazine and other publications for ideas. Do not repeat the previous meeting’s Topic ideas or items.
- Find out who the scheduled Speakers, Evaluators, General Evaluator and Toastmaster are so that you can call on the members who do not have an assigned role first. Make sure new members get an opportunity to speak, and ask if guests wish to participate. Only if time permits at the end of the Table Topics session, should you call on program participants.



- **Keep your comments short.** Your job is to give others a chance to speak, not give a series of mini-talks yourself.
- **REMEMBER:** Table Topics has a two-fold purpose. First, to **give everyone in the room an opportunity to speak** — especially those who are not on the program; and, second, to **get people to learn to “think and speak on their feet.”**

### DURING THE MEETING:

- When introduced, briefly state the purpose of the Table Topics session. Set the stage for your Table Topics program. Keep your remarks brief but enthusiastic. If the Club has a “Word of the Day,” encourage speakers to use the word in their response.
- Keep the program rolling. Be certain that everyone understands the maximum time they have for their response. (Target time is 1 to 2 minutes.)
- State the questions briefly — then call on the respondent. This serves two purposes: First, it holds everyone’s attention — each is thinking of a response should he or she be called on to speak; and second, it adds to the value of the impromptu element by giving everyone an opportunity to improve his or her “better listening and thinking” skills.
- Call on speakers at random. Avoid going around the room in the order in which people are sitting. Give each participant a different question. Don’t ask people the same question unless you ask each specifically to give the “pro” or “con” side.

## WHEN YOU ARE THE TABLE TOPICS MASTER, CONTINUED

- Watch your total time! Check the printed agenda for the total time allotted for Table Topics and adjust the number of questions to end your segment on time. Even if your portion of the meeting started late, try to end on time to avoid the total meeting running overtime.
- At the conclusion of the Table Topics session, request that members and guests vote for the Best Table Topics Speaker

When your session is complete, return control of the lectern to the Toastmaster.

**RESOURCES:**

*Patterns in Programming (Code 1314)*

*Chairman (200)*

*Think Fast, A manual on Table Topics (Code 1315)*

*Table Topics isn't about Tables.*

*It's what you might talk about around a table!*





## WHEN YOU ARE AN EVALUATOR

After each speech, an evaluation is made. After you have presented a few speeches, you will be asked to serve as an Evaluator and will evaluate one of the prepared speakers for the meeting. In addition to your oral evaluation, you will give the speaker a written evaluation from the manual.

The Evaluation presented by you can make the difference between a worthwhile or wasted meeting for the speaker.

The purpose of the evaluation is to help the speaker become less self-conscious. This requires that you become fully aware of the speaker's skills to date. If there is a technique that the speaker uses or some gesture that receives a good response from the audience, tell the speaker so he or she will be encouraged to use it again.

### PRIOR TO THE MEETING:

- Carefully review the Effective Speech Evaluation manual, which you will receive in your new member packet from World Headquarters. Until you receive your packet, this handbook provides an evaluation guide for the Ice Breaker.
- A few days prior to the meeting when you are scheduled to evaluate, contact the speaker and learn about the manual project s/he is presenting. The interview should include the objectives of the speech and what the speaker hopes to achieve in terms of reaching the audience. Find out exactly which skills or techniques the speaker hopes to strengthen through the exercise.
- Evaluation requires exacting preparation if it is to be of value to the speaker. Study the objectives of the project as well as the evaluation guide in the manual. Remember, the purpose of evaluation is to help people develop their speaking skills in various situations, including platform presentations, discussions and meetings. Achievement equals the sum of ability and motivation. By actively listening and gently offering useful advice, you motivate members to work hard and improve. When you show the way to improvement, you've opened the door to strengthening their ability.

## WHEN YOU ARE AN EVALUATOR, CONTINUED

### WHEN YOU ENTER THE MEETING ROOM:

- Look for the speaker and get his or her manual.
- Meet briefly with the General Evaluator to confirm the evaluation session format. Confer with the speaker one last time to see if he or she has any specific thing for you to watch for during the talk.

### DURING THE MEETING:

- The Toastmaster of the evening may ask you to read the objectives of the speech from the Speaker's manual. Give your speaker's objectives and time requirement.
- Record your impressions of the speech in the manual along with answers to the evaluation questions. Be as objective as possible. Remember that good evaluations may give new life to discouraged members and poor evaluations may dishearten members who tried their best. Remember to always leave the speaker with specific methods for improving his or her speaking.
- Evaluations are given after all of the speeches are completed. When introduced, stand and give your oral evaluation report. Begin and end your evaluation with a note of encouragement or praise. Though you may have written lengthy responses to manual evaluation questions, don't read the questions or your responses. Your oral evaluation time is limited. Don't try to cover too much in your talk — possibly one point on organization, one on delivery, or one attainment of purpose with a statement about the greatest asset and a suggestion for future improvement. **We suggest using the sandwich technique: comment on something positive, offer one suggestion for improvement, and finish with a strength the speaker has.**
- Praise a successful speech and specifically tell why it is successful. Don't allow the speaker to remain unaware of a valuable asset such as a smile, a sense of humor, or a good voice. Don't allow the speaker to remain ignorant of a serious fault or mannerism; if it is personal, write it but don't mention it aloud. Give the speaker the deserved praise and tactful suggestions in the manner you would like to receive then when you are the speaker.

### AFTER THE MEETING:

- Return the manual to the speaker. Add a verbal word of encouragement to the speaker, something that wasn't mentioned in the oral evaluation.

### RESOURCE:

*Effective Speech Evaluation (Code 202) ...included in new member kit.*



## WHEN YOU ARE THE TOASTMASTER

As Toastmaster, you face the task of introducing the other members of the program. If the Toastmaster does not perform the duties well, an entire meeting can end in failure. Therefore, this task is not usually assigned to a member until he or she is quite familiar with the Club and its procedures. The primary duty of the Toastmaster is to act as a genial host and conduct the entire program.

Program participants should be introduced in such a manner as to prepare the audience to listen with excitement and attention. It is the Toastmaster who creates an atmosphere of interest, expectation and receptivity.

### **DAYS PRIOR TO THE MEETING:**

- Check with the Educational Vice President to find out if there have been any program changes or if there are any special instructions for the meeting.
- Contact the Table Topics Master to discuss his or her duties. Advise him or her of any special instructions or educational objectives. Remind the Table Topics Master to call on those without major duties.
- Contact all Speakers a week to five days in advance to remind them that they are speaking. Interview them to find out their speech title, manual project number, purpose to be achieved, time requested, and something interesting about themselves which you can use when introducing them (job, family, hobbies, education, why this topic is of interest to their audience, etc.) In many cases you will call speakers twice: once to remind them that they are speaking and a second time to discuss specifics of the speech or introduction.
- Contact the General Evaluator to confirm the assignment. Ask the General Evaluator to contact the other members of the Evaluation Team — Evaluators, Timer, Ah Counter/ Grammarian — and remind them of their responsibilities.
- Prepare introductions for each speaker. A proper introduction is important to the success of the speaker's presentation. To prepare a good introduction, refer to "Introducing the Speaker."
- Prepare remarks which can be used to bridge the gaps between program segments. You may never use them, but you should be prepared to avoid possible awkward periods of silence.
- Remember that performing as Toastmaster is one of the most valuable experiences in your Club work. The assignment requires careful preparation in order to have a smoothly run meeting.

## WHEN YOU ARE THE TOASTMASTER, CONTINUED

### AT THE MEETING:

- Arrive early in order to finish any last-minute details.
- Check with speakers for any last-minute changes.
- Sit near the front of the room and have your speakers do likewise for quick access to the lectern.

### DURING THE MEETING:

- Preside with sincerity, energy and decisiveness. Take your audience on a pleasant journey and make them feel that all is going well. If time has become a factor due to a longer than usual business meeting, it is your duty to cut your remarks to keep the meeting moving.
- Always lead the applause before and after the Table Topics session, each prepared speaker, and the General Evaluator.
- Remain standing near the lectern after your introduction until the speaker has acknowledged you and assumed control of the meeting; then be seated.
- Introduce the General Evaluator, the Ah Counter/Grammarians, the Timer, and Ballot Counter, and ask them to give a brief description of their duties.
- Introduce the Table Topics Master as you would any speaker. If the Table Topics Master forgets to call for the Best Table Topics Speaker, do so when you return to the lectern.
- Introduce each speaker, and call upon their evaluator to read the speech objectives. Be sure that the timer has the suggested times for all speeches.
- At the conclusion of the speaking program, request the vote for Best Speaker.
- Briefly reintroduce the General Evaluator. If the General Evaluator forgets to call for the Timer's report, Ah Counter's report, or for the vote for Best Evaluator, do so.
- While votes are being tallied, request comments from guests. If time permits, fill time as the "Quiz Master" (Ask questions that challenge member's listening skills.)
- Award certificates, then return control of the lectern to the presiding officer.

### A GOOD RULE: BE WELL PREPARED.

### RESOURCES:

*Introducing the Speaker (Code 111), Chairman (202), Patterns in Programming (Code 1314)*

## THE TOASTMASTER'S CHECKLIST

### DAYS BEFORE THE MEETING:

It is your duty to contact the speakers prior to the meeting to confirm they are aware of their speaking assignment. This should be done one to two weeks prior to the meeting in which you are scheduled as Toastmaster. One week to three days prior to the meeting, call the speakers again to obtain speech title, manual, and speech number. Remind each speaker to bring his or her manual. This is also a good time to interview the speaker so you can prepare the introduction.

A few days prior to the meeting, call the General Evaluator to confirm the schedule of speakers and evaluation team. (It is the duty of the General Evaluator to call the evaluators, ah counter, timer, and ballot counters.)

Speaker's Name	Manual & Speech #	Title of Speech	Time

### AT THE MEETING:

- Before the meeting starts, make certain everyone understands his or her duties.

Ah Counter/Grammarian	Name:
Timer	Name:
Ballot Counter(s)	Name:
Table Topic Master	Name:
General Evaluator	Name:
Evaluator #1	Name:
Evaluator #2	Name:
Evaluator #3	Name:
Evaluator #4	Name:

## THE TOASTMASTER'S CHECKLIST, CONTINUED

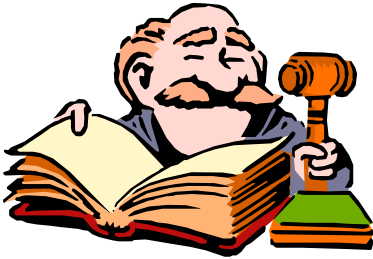
- Check with the General Evaluator to make certain that he or she has the names of the speakers and the evaluation team.
- Ask the Master Host to announce program changes before calling the meeting to order.

### WHEN INTRODUCED:

- Acknowledge the President's introduction and recognize your audience, i.e. "Fellow Toastmasters and Guests"
- "Warm up" the audience. If the business meeting has run unusually long, cut out your remarks, and keep the meeting running.
- Introduce the Timer, Ballot Counter and Ah/Counter Grammarian and have each explain his or her duties.
- Introduce the Table Topics Master. Have him/her explain the role of Table Topics.
- After Table Topics, call for the Vote for Best Table Topic Speaker, if the Table Topic Master did not call for the vote.
- Announce a five-minute intermission. When the meeting is called back to order, accept the lectern from the Master Host, and proceed with the "Educational" portion of the meeting.
- Present the speakers in turn. Give a brief background or make a comment about each speaker to help prepare the audience for the speech. Before announcing the title of the speech, call upon the speaker's evaluator to announce the speech objectives. Then announce the speech titles clearly. (See the first page of your checklist.)
- After speeches, call for a vote for the Best Speaker.
- Introduce the General Evaluator who will conduct the evaluation period.
- When the general evaluation is complete, and if time permits, serve as "Quiz Master" by asking questions related to the events of the evening. This challenges members' listening skills.
- Present awards for Best Speaker, Best Table Topics Speaker and Best Evaluator to winners. If members are present who have not had an opportunity to speak, invite them to help you present the awards.

- If desired, share a word of appreciation for those who have made the program successful.
- Ask guests for their comments.
- Return control of the meeting to the presiding officer.

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## WHEN YOU ARE GENERAL EVALUATOR

The General Evaluator is an evaluator of anything and everything that takes place throughout the meeting. You are responsible for the Evaluation Team, which includes the Evaluators, Timer, Ah Counter/Grammarians, and Ballot Counters. As a leader, watch for opportunities for improvement.

The usual procedure is to have one Evaluator for each major speaker, but this is not necessary. You are free to set up any procedure you wish, but each evaluation should be brief, yet complete. Methods of conducting the evaluation sessions are limitless. Review the Effective Speech Evaluation manual for ideas.

### **DAYS PRIOR TO THE MEETING:**

- Check with the Toastmaster to find out how the program will be conducted and if there are any planned deviations from the usual meeting format. Remember, always be ready when the meeting starts.
- Call all of the evaluators to brief them on their job and to inform them whom they are evaluating and what evaluation format you will be using. Suggest that each Evaluator call his or her speaker to talk over any special evaluation requirements suggested in the manual for the speech. During the briefing, emphasize that evaluation is a positive, helping act. As conscientious Toastmasters, their goal must be to help fellow Toastmasters to develop their skills. Emphasize that in the act of evaluating, the self-esteem of the speaker should be preserved or at least enhanced.
- Call the remaining members of the Evaluation Team to remind them of their assignments.
- Prepare a brief but thorough talk on the purpose, techniques, and benefits of evaluation (for the benefit of the guests). Emphasize that as evaluators, you are not critics. Criticism is negative; evaluation is a positive experience designed to help people overcome weak habits and add power to good ones.

### **UPON ARRIVAL AT THE MEETING:**

- Ensure that individual Evaluators have the Speaker's manual and understand the project objectives and how to evaluate it.
- Greet all evaluators who are present. If an Evaluator is not present, consult with the Educational Vice President and arrange for a substitute.
- Verify each Speaker's time and notify the Timer.
- Sit near the back of the room to allow yourself full view of the meeting and its participants.

## WHEN YOU ARE GENERAL EVALUATOR, CONTINUED

### **DURING THE MEETING:**

- Take notes on everything that happens (or doesn't but should). For example: Is the Club's property (trophies, banner, educational material, etc.) properly displayed? If not, why not? Were there

unnecessary distractions that could have been avoided? Create a checklist from which you can follow during the meeting. Did the meeting, and each segment of it, begin and end on time?

- Cover each participant on the program—from opening Pledge to the last report of the Timer. Look for good and unacceptable examples of preparation, organization, delivery, enthusiasm, observation, and general performance of duties. Remember, you are not to reevaluate the speakers, though you may wish to add something that the Evaluator may have missed.
- Prior to the Table Topics, you will be asked to stand and brief the audience on your role as General Evaluator. Precisely describe what way and how you handle the function.
- If the Toastmaster has failed to call for the vote for the Best Speaker, you should do so before individual evaluations are given.
- When introduced to conduct the evaluation phase of the meeting, go to the lectern and introduce each evaluator. After each recitation, thank the Evaluator for his or her efforts.
- Identify the Timer and ask for his or her report.
- Identify the Ah Counter/Grammarian and ask for his or her report.
- Wrap up by giving your general evaluation of the meeting, using the notes you took as suggested above. You may wish to comment on the quality of evaluations. Were they positive, upbeat, helpful? Did they point the way to improvement?

#### **RESOURCES:**

*Effective Speech Evaluation (Code 202) ...included in new member kit*  
*Chairman (200)*

## THE GENERAL EVALUATOR'S CHECKLIST

Name: \_\_\_\_\_ Date of Meeting: \_\_\_\_\_

### DAYS BEFORE THE MEETING:

It is your duty to contact individual Evaluators and the Evaluation Team to make certain they are aware of their assignments. Check with the assigned Toastmaster to ensure that his/her program participants will be in attendance. Is there a Speaker for each Evaluator?

### WHEN INTRODUCED:

- Thank the Toastmaster for introducing you.
- Explain the method of evaluation being used. (There are many good methods. Check to see if the evaluation method has been scheduled. If not, it is your choice.) Thoroughly understand the method used.

METHOD	EXPLANATION

- Introduce each Evaluator. (i.e. Toastmaster Jacobs will evaluate Toastmaster Jones who delivered his/her 8<sup>th</sup> speech from the C&L manual.)

Evaluator:	Speaker:
Evaluator:	Speaker:
Evaluator:	Speaker:
Evaluator:	Speaker:

- Ask members to vote for Best Evaluator.
- Ask Ballot Counters to collect ballots. Ask another member to collect and sort individual evaluation forms.
- Ask for Timer's Report.
- Ask for Ah Counter/Grammarians Report.

## THE GENERAL EVALUATOR'S CHECKLIST, CONTINUED

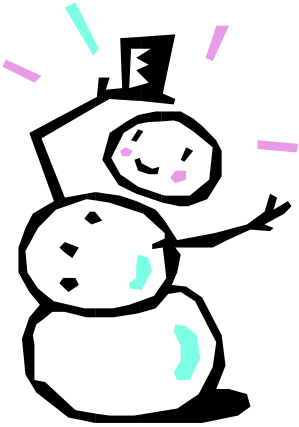
- Evaluate the meeting. Report on good and unacceptable examples of preparation, organization, delivery, enthusiasm, observation, and general performance of duties.

For your evaluation of the meeting, you should also use the sandwich technique. State something that went well, an area for improvement, and a strength the club shared in the meeting overall. Until you become an experienced Toastmaster, we suggest you **pick one** of the following areas and evaluate the meeting on the criteria noted.

1. Quality of Evaluations	2. Preparation	3. General Performance
<p>Were the evaluations helpful to the <u>speaker</u>?</p> <p>Did the <u>audience</u> benefit from the remarks given by the evaluators?</p> <p>Were the evaluations positive?</p> <p>Did they build the esteem of the speaker?</p> <p>Were the evaluators enthusiastic?</p> <p>Did the evaluator share valuable insight?</p> <p>Were the observations of the evaluators of high quality?</p> <p>Will the comments of the evaluator help the speaker in the <u>next</u> speech?</p>	<p>Prior to the start of the meeting, were members scrambling to get things ready/done, or did they seem well organized?</p> <p>Were officers properly prepared to give their reports?</p> <p>Was the Toastmaster properly prepared?</p> <p>Did the Table Topics Master prepare an interesting session that generated good responses from the participants?</p> <p>Did the Toastmaster prepare an introduction for the speakers that helped the audience understand the message?</p> <p>Did the speakers prepare for their speeches? Could you tell they had practiced?</p> <p>Did the evaluators prepare their remarks using the sandwich technique?</p>	<p>Did the meeting start on time?</p> <p>Was the club's property properly displayed?</p> <p>Were there any distractions that could have been avoided?</p> <p>Did the opening remarks help set the tone for the evening?</p> <p>Were guests greeted and warmly welcomed?</p> <p>Was length of business appropriate for what needed to be accomplished?</p> <p>Did the break start and end on time?</p> <p>Were votes called for at the right time?</p> <p>Did the speakers accomplish their objectives?</p> <p>Did each evaluator make a special effort to encourage the speaker to begin work on the next speech?</p>

- Return control of the meeting to the Toastmaster.

## THE ICE BREAKER



### OBJECTIVES:

- To begin to speaking before an audience
- To help you understand what areas require particular emphasis in your speaking development
- To introduce yourself to your fellow Club members
- TIME: Four to six minutes

By now you've heard speeches by Club members and have probably participated in Table Topics. Here is your opportunity to give your first prepared talk and "break the ice." The best way to begin your speaking experience is to talk about the subject closest to you — yourself. At the same time, you will be introducing yourself to your fellow Club members and giving them some understanding of your background, your interests and your ambitions.

As you prepare and deliver your talk, you will become aware of communication skills you already have and areas that require some work. Your fellow members will help you understand these needs, as they see them.

As you read through this project, make notes in the margin. Underline the key phrases to help you quickly review what is expected of you. Define the project objectives in your own words. After you have read through the entire project, you're ready to prepare your first talk.

### PREPARING YOUR TALK

The general subject of the talk is *you*. But the subject is too broad for a short talk, in this case four to six minutes. Select three or four interesting aspects of your life that will give your fellow members insight and understanding of you as an individual. These might include your birthplace, education or family. You may explain how you came to be in your present occupation, or tell the audience something about your ambitions.

Should you prefer to avoid autobiography, you might talk about your business, your hobbies, or anything that relates to you as an individual. Having complete knowledge about your subject will add greatly to your confidence.

Once you have the highlights of your talk in mind, weave them into a story, just as if you were telling it to friends around your dinner table. Share personal experiences of significance to you. The more personal you make your talk, the warmer the relationship will be between you and your audience.

## **THE ICE BREAKER, CONTINUED**

### **OPENING, BODY AND CONCLUSION**

Like any good story, your talk needs a beginning and an ending. Try to create an interesting opening sentence that captures the audience's attention. Get it clearly fixed in your mind, and use it even if a better idea occurs to you just before you speak. Then devise a good way to conclude, and fix that in your mind. With a good start and a good finish, you can easily fill in the body of the speech.

In any speech, it's best to select a few main points, three or four at the most, and expand on them by using examples, stories, or anecdotes. If you merely state a fact and then continue, most of your audience will miss the point. You should make a point, say it again in different words, illustrate the point, and then state it once more in order to be clearly understood. This is a good skill to learn with your first talk.

What about notes? If you think you will need them, write a brief speech outline on 3" X 5" index cards, which you can place on the lectern. Refer to them only when you need them. Remember, you're speaking — not reading. Many speakers begin by writing out an entire speech, then breaking it down into parts, with a key word for each part, and finally just the keywords on one note card.

### **PREPARING YOURSELF**

Now the talk is ready, but are you ready to present it? You will certainly need to rehearse. Practice the talk until you are comfortable with it. You won't need to memorize the talk, since you already know all about the subject.

Next, try the talk on someone in your family, a friend, or your Toastmaster coach/mentor. Then ask for comments. You may get some helpful suggestions. Try this with several people if you can. If you have a tape recorder, record the talk and people's suggestions. Listen to your talk carefully, making any improvements that are necessary. Using a tape recorder is one of the best ways to improve your speaking ability.

Rather than thinking of this presentation as "making a speech," think of it as a talk before a group of friends sharing information of interest. Don't anticipate being afraid of the audience. They have already been through the same feelings as you are having. They want you to succeed, and they're eager to help you.

### **PRESENTING YOUR TALK**

Once you've completed your speech preparation...relax. Feeling a bit nervous is common to every speaker, no matter how experienced. In fact, you can put this nervous energy to work for you by using it to add excitement to the delivery of your talk. No one is going to pay attention to a little quivering in your voice, and it will soon disappear, anyway, as you become involved with what you're saying. (More information for controlling nervousness appears on page 58 of the "Communication and Leadership Program" manual.)

## THE ICE BREAKER, CONTINUED

While being introduced, take a few deep breaths and slowly exhale. This will help your voice sound resonant and natural. Begin by facing the Toastmaster and saying, “Mr. (or Madam) Toastmaster”; then face the audience and say, “Ladies and gentlemen...” or “Guests and fellow Toastmasters...” Pause for a second to let things settle down, and then plunge in with your prepared opening sentences.

While speaking, make “eye contact” with various members of the audience, first looking directly at one person for a few seconds, then looking at another, so no one feels left out of your talk. As you’re doing this, glance periodically at the timer. If the red light comes on while you’re talking, move smoothly to your conclusion and finish quickly. *Observe time limits whenever you speak.*

Don’t worry about what you do with your hands. Leave them at your sides if you wish. You’ll have opportunities to practice “body language” later.

One final word: Don’t end by saying “Thank you.” It’s the audience who should thank *you* for the information you’ve shared. Instead, just close with your prepared ending and wait for the applause, or stand back from the lectern and nod at the Toastmaster of the meeting, saying “Mr. (or Madam) Toastmaster”.

### YOUR EVALUATION

After your talk, you will probably begin evaluating yourself even before you sit down. You may think that you left out some of the best parts. Everybody does that. Just congratulate yourself on having delivered your first speech, and write down the things you did well and the things you want to improve. Try to avoid your mistakes next time.

To supplement your own evaluation, an experienced Club member has been assigned to evaluate your efforts. (Check with the General Evaluator before the meeting to make sure this has been done.) Before the meeting begins, hand your manual over to your Evaluator, so he or she may make notes on the evaluation page for this project. This will give you a permanent record of your progress. If there is something in particular you want the Evaluator to watch for, be sure to inform him or her in advance.

Get all the information you can from the evaluation. Ask other members for additional comments after the meeting. All of these comments may not be useful for you, but you should consider them carefully. Remember that the evaluations are representations of how you came across to the audience. They are usually — but not always — helpful to your self-development. It’s up to you to judge.

## THE ICE BREAKER, CONTINUED

### SPEAKER'S CHECKLIST:

- Bring the “Communication and Leadership” manual to the meeting whenever you are scheduled to speak.
- Review your talk with your coach/mentor.
- Discuss any special points with your evaluator before giving the talk.
- Have the Club’s Vice President of Education initial the Record of Assignments form in the back of your Communication and Leadership Manual after you complete each project. This will give you credit toward your Competent Toastmaster (CTM) certificate.
- Don’t be discouraged if your evaluator “missed the point.” Evaluators have varying degrees of experience in speaking, and evaluation is a “learn by doing” skill, just as speaking is.
- If you have not already done so, review your basic “Communication and Leadership” manual. They are very important for your understanding of how to get the most out of the Toastmasters program.



## Evaluation Guide For “The Ice Breaker”

Title \_\_\_\_\_ Evaluator \_\_\_\_\_ Date \_\_\_\_\_

*NOTE TO THE EVALUATOR* : The purpose of this speech was for a new member to “ break the ice” – to introduce himself/herself to the Club and get off to a good start in Toastmasters. The speech should have a clear beginning, body and ending. The speaker has been advised to use notes, if necessary, and to forget body language. Point the speaker toward methods of improvement, but don’t “pour it on.” Strive to have the speaker look forward to his/her next speech. Above all, *be encouraging*. Your evaluation should help the speaker feel glad he/she joined Toastmasters and presented this speech. In addition to your oral evaluation, please write answers to the questions below.

What strong points does the speaker already have?

Did the audience get to know the speaker? How?

Did the speech reflect adequate preparation?

Did the speaker talk clearly and audibly?

Did the speech have a definite opening, body and conclusion?

Please comment on the speaker’s use of notes.

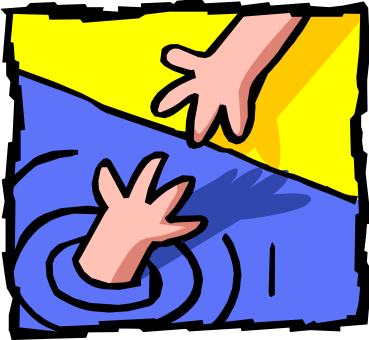
What one or two specific suggestions can you give to help the speaker improve? (Focus on showing the speaker how he or she can make the greatest amount of improvement in his/her next speech.)

**Your Mentor is** \_\_\_\_\_

## NEW MEMBER MENTOR GUIDE

### INTRODUCTION

You have been assigned a mentor. The following will give you some information about the mentoring program. For more information, feel free to contact the Mentor Coordinator or the VP of Education. We recommend that you and your mentor set up an initial meeting away from the regular Toastmaster Meeting. Subsequent contact can probably be done over the phone, via e-mail, or at the regular meeting.



### MENTOR PROGRAM MISSION STATEMENT

*(Taken directly from materials by Jim Hughes, CTM)*

A mentor is an experienced member who guides and advises another member. The mentor's objective is to support the mentee (new member) in accomplishing his/her goals, developing his/her talents and successfully fulfilling his/her club commitments.

### MOST COMMON RESPONSIBILITIES OF A MENTOR:

- Answer or help find the answer to the new member's Toastmaster-related questions
- Explain the various duties on the agenda as the new member is assigned them, especially for the first time
- Provide feedback on speeches
- Provide feedback on evaluations
- Offer encouragement
- Help support the mentee in accomplishing his/her goals
- Once the mentee has become comfortable with the club, offer suggestions for growth, such as competing in speech contests and becoming an officer

### RESPONSIBILITIES OF THE MENTEE:

- Complete the Mentoring Questionnaire before your initial meeting with your mentor.
- Work with your mentor to develop a relationship that can best meet your needs and the needs of the mentor.
- Be prepared. Before each new assignment, read the new member handbook ahead of time. Before each speech, read the manual ahead of time.
- Contact your mentor when you have questions.
- Let your mentor know how s/he is doing.
- Not all relationships work out. If you'd like to be assigned a new mentor, please contact the Mentor Coordinator.

## NEW MEMBER MENTORING SURVEY

The information from this survey should be shared with your mentor. Please complete before your initial meeting. Optional: if you feel comfortable, make a copy to share with the VP of Education.

Your Name \_\_\_\_\_

### General

1. How did you hear about Toastmasters?
2. What motivated you to come to a Toastmaster meeting?
3. What are your interests and hobbies?

### Speaking Experience

4. Do you speak in front of groups in your job or volunteer work? (E.g., speak in meetings, give sales presentations, teach, etc.) If so, tell us about it.
5. Were you involved in public speaking in school? If so, tell us about it.
6. How do you feel about speaking in front of a group (e.g., exhilarated, terrified, sometimes confident/sometimes not, nervous)?
7. What do you think are your strengths in public speaking?
8. What do you think are your weaknesses in public speaking?

## **Evaluation**

9. Have you ever evaluated someone's speaking ability (e.g. a speaking class, etc.)? If so, tell us about it.
  
10. Do you evaluate people in your job or volunteer work? If so, tell us about it.
  
11. If you evaluate people, what do you believe are your strengths?
  
12. If you evaluate people, what do you believe are your weaknesses?

## **Toastmasters Goals**

13. What is your general goal in joining Toastmasters? (E.g., Learn how to be more polished so that I can talk in front of groups or at meetings at work. Feel comfortable when I'm asked to present information at meetings of my volunteer organization. Get speaking experience so that I can become a professional public speaker. Improve my skills as a trainer.)
  
14. What new qualities or speaking/evaluation skills would you like to gain? (E.g., Use flip charts well. Be able to keep the audience's attention. Be able to use humor in my presentations. Have vocal variety. Be able to project my voice.)

15. What qualities/habits would you like to eliminate? (E.g., a squeaky voice. Saying, “You know” all the time. Ringing my hands.)

16. Do you have a timeframe/deadline for when you would like to acquire the skills? If so, tell us about it.

(E.g., I’m going to be a speaker at a convention next October. I have a personal goal that I’d like to be a manager by the time I’m 35 and I’m 32 now. )

### **Working with Your Mentor**

Following are some questions to help you discuss how you and your mentor can work together.

17. What type of help do you currently think that you would like from a mentor?

18. Describe how you would like to work with a mentor.

a. I would prefer to be take the lead and ask my mentor for help when I need it. (Be aware that for the first few meetings the mentor is encouraged to contact you.)

- b. I would prefer for my mentor to “check in” with me periodically to see if I have any questions.
- c. I would like my mentor to take the initiative in the beginning and then when I become comfortable with Toastmasters/speaking I would like to contact him/her when I have questions.
- d. Other (Please describe)

19. Do you use e-mail? (Check to see if your mentor also has e-mail). If so, what is your address?

20. When is the best time to reach you on the phone?

21. When is the best time to have an initial face-to-face meeting (I.e., before the regular Toastmaster Meeting, after the regular Toastmaster meeting, Saturday morning for coffee at a restaurant, etc.)?

22. How do you best learn (e.g., read about something, have someone tell you about something, watch someone do something, try something out and then ask questions when you run into problems, a combination)? Tell us about it.

## OUR CLUB ROSTER (IN FORMATION)

**TELEPHONE NUMBERS AND EMAILS ARE INCLUDED FOR CLUB BUSINESS USE ONLY~**

**PLEASE RESPECT FELLOW TOASTMASTERS AND DO NOT ADD MEMBERS ON ANY OTHER  
NON-TOASTMASTERS RELATED MAILING LISTS OR SHARE WITH OTHERS.**

<b>Name</b>	<b>Telephone</b>	<b>E-mail Address</b>	<b>Status</b>
<b>Leadership</b>			
Ken Bjorkquist	(262) 549-0723	bjorkquistkf@dsha.k12.wi.us	Club Sponsor
Jim Kohli	(262) 524-5349 (Day) (262) 798-1477 (Eve)	jim.kohli@ge.com	Club Sponsor
Kathy Shine	(414) 383-4777	klshine@yahoo.com	SE Division Governor
<b>Club Members</b>			
Bruce Bradshaw	(262) 723-3748	mcbrad@direcway.com	Club Mentor
Wendy Fleming	(262) 245-6036	penpress@genevaonline.com	Charter Member/ Master Host
Jodi Grzeczka	(262) 279-5092	zeuss@genevaonline.com	Charter Member
Linda Kaplan	(262) 642-4624 (Day) (262) 642-4702 (Eve)	eastroypoint@core.com	Charter Member/ Treasurer
Jane Ritacco	(262) 741-2569 (Day) (262) 903-3670 (Eve)	jane.ritacco@aurora.org	Charter Member
Denise Schultz	(262) 723-5244	denise@visitgenevalakes.com	Charter Member/ President/Club Mentor
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