

Toastmaster Tidbits

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Toastmaster Tidbits are guidelines, not rules. There are many ways to attain positive results.

General Guidelines

- It is common for the Toastmaster for the Day, General Evaluator, Tabletopicsmaster, Speakers, and Evaluators to speak from the front. For those who use Zoom, this is no longer an issue.
 - Tabletopics Speakers, Wordmaster, and Reports do not need to be given from the front of the room. This is done in the interest of time (many clubs meet for one hour).
 - It is also done for the benefit of guests who agree to participate in Tabletopics (it is brave enough for them to stand by their chair, without requiring them to move to the front of the room).
- Not mentioning the name until the “very end” of an introduction helps the audience know when to applaud. It also helps the Speaker (or GE, Tabletopicsmaster, Evaluator) know when to approach the lectern.
 - The last words uttered should be the full name (“Help me welcome our GE, Jon Arbuckle”). It is important to give the full name, for the benefit of the new members and guests.
 - It works well to step to the side of the lectern and wait until that person arrives at the lectern. As the person approaches the lectern, extend your hand to welcome them with a smile and a hand shake.
 - When introduced, it is good to get to the lectern as quickly as possible (before the applause stops). Starting to move forward before your name is announced often helps.
 - For Zoom, it works best to display hands clapping (not waving). People like applause!
- When speaking or evaluating, it works well to begin by addressing the person who introduced you and then addressing the audience (“Thank you Madam Toastmaster, Ladies and Gentlemen”).
 - End the speech or evaluation with the name of the person who introduced you, and wait by the lectern until they arrive (for example “Mr. Toastmaster”).
 - Avoid ending with the phrase, “Thank you”. The audience will be thanking “you” for giving a speech. And they will, with applause!
- When giving a speech, it helps to open with an attention getting statement or question. Avoid opening with the title of the speech.
 - If possible, use the very last phrase of the speech as the speech title. This ties the end to the beginning.
- Strive to make the meetings so much fun, members and guests look forward to the next meeting!!!

Professionalism

While much of the focus in Toastmasters is on improving public speaking skills, professionalism is an inherent part.

Throughout the meetings we strive for conduct and qualities that conform to a high level of ethical standards. These standards exhibit a courteous, conscientious, respectful, and friendly manner.

We practice these important aspects at every meeting ... the way we stand and speak ... the clothes we wear ... the words we choose ... the attitude and manner in which we present.

All of these are done with grace and tact so we have a positive impact when we are with others.

Timeliness

Wasted time is one of the most abused aspects of our lives. Time spent waiting for something or someone. Time is important. There never seems to be enough of it.

Many of us do not like to have time wasted. Likewise, we strive to be astute to ensure we do not waste other people's time.

Toastmaster meetings provide ample opportunity to improve our timeliness skills. The timeliness extends beyond staying within the speech time limits.

Members strive to come early to ensure the meeting starts on time.

Prior to the meeting, the Tabletopicsmaster verifies the number of Speakers (and speech lengths) to determine how many topics to present.

The Toastmaster for the Day keeps the meeting moving to ensure it ends on time.

The General Evaluator may skip reports or ask the Evaluators to give a shortened evaluation if the meeting is running over time.

Starting on time, staying on time, ending on time. Worthy goals for all of us.

Unexpected Events

Toastmasters increases skills in areas beyond public speaking. Handling unexpected events quickly and efficiently is one of them.

While it may be unusual when no Speakers show up, it could happen. Or the Toastmaster for the Day has a sudden emergency. Toastmaster meetings may require last-minute changes.

Are these types of events limited to Toastmaster meetings? Absolutely not. This is real life ... common occurrences that many of us face on a regular basis at work, at a community event, or at home.

Toastmasters provides the opportunity to handle these types of last-minute changes.

Skills developed include:

- becoming flexible with making changes
- thinking / moving quickly to find solutions
- developing people skills by working as a team
- gaining confidence with handling changes

Important skills!

People Skills

Improving people skills are part of every Toastmaster meeting. How? Serving as a Speech Evaluator!

What are the speech evaluation fundamentals?

- Listening. Not just pretending to listen, but truly listening, even if the viewpoints are different from ours.
- Choosing words carefully and being tactful when giving the oral evaluation.
- Using constructive comments instead of criticism. Comments that are helpful, not hurtful.
- Starting by identifying many positives ... then keeping the constructive comments to a minimum (at least one, but never more than two) ... and ending with more positives.
- Striving to have four times more positive comments than constructive comments.
- Speaking with sincerity and conviction with voice and body language.

These are ALSO the fundamentals for people skills.

Honing people skills will have long term benefits to all of us at Toastmaster meetings, and outside of Toastmaster meetings.

Humor

Humor is like glue. It sticks to the brain's memory.

Use of humor helps people remember the contents of a speech. Often, we remember a speech because of the humor.

The best humor is personal experiences (especially our embarrassing moments) and funny things kids say. These provide exceptional, original humor enjoyed by most everyone.

When they occur, record them, and use them in a speech. You will be glad you did!

Flexible yet Structured

Flexibility helps keep meetings interesting. Maintaining a certain level of structure and order is also important. While this may seem to be a paradox, it is possible to do both.

Structure ensures meetings are productive. Publishing an agenda with times listed helps. People don't like to waste time.

Within that structure constraint, there is flexibility. This flexibility may be with the meeting location, the meeting sequence, and the meeting content.

Location flexibility.

Occasionally a club can meet offsite (outside for a picnic, or at another business facility).

The location flexibility provides community visibility, adds challenges for meetings, and may require improvising because of the change!

Meeting sequence.

The sequence of the meeting can be rearranged to add interest. This could be a challenge for members.

Some clubs do not include a theme. Themes impinge on members' opportunities to improve their skills. If a theme topic is important, members give a Speech on that topic.

This allows more time for Tabletopics.

It also allows time for a third Speaker when the opportunity occurs. The third Speaker could be a guest or an Ice Breaker.

When a third Speaker opportunity occurs, the number of Tabletopics can be reduced. If necessary, the verbal Speech Evaluations can be abbreviated to ensure the meeting ends on time.

Content flexibility.

At one meeting, segments of the movie, "Other People's Money", were used in place of member speeches (last minute cancellations). This movie contains two short speeches, which were evaluated by the Speech Evaluators. It was challenging, different, and interesting.

One of my most memorable meetings was a "backwards" meeting. The educational meeting started with the General Evaluation and Speech Evaluations, moved on to the Speeches, and ended with Tabletopics.

What made this meeting memorable was that the Speaker gave the Speech "after" the Speech evaluation.

Without knowing anything about the Speech (except for the objectives) the Evaluator gave a Speech Evaluation (he guessed at what might happen).

The Speech Evaluator made many positive comments, including a comment on how the Speaker not only used the Word for the Day, but also used the Word for the Day from the previous meeting (the Speech Evaluator randomly selected two words).

For a constructive comment, the Speech Evaluator noted that he was a bit shocked when it appeared the Speaker was going to pick her nose, but then recovered by brushing her hand through her hair.

When the Speaker gave the Speech, she did "everything" that the Speech Evaluator mentioned, including the nose / hair incident! It was a memorable Speech!

Flexibility and structure are a great combination to implement!

Participation by All

Striving to have "every member" as an active participant is an important part of every meeting. This motivates members to come to "every meeting" because every member feels important, needed, and useful.

Opportunities for this include:

- Create new roles. Adding roles such as Introducer, Posture Monitor, Jokemaster, and Thought for the Day provides more opportunities for the members.
- When there are more people than roles, the Tabletopicsmaster should strive to call on the members with no roles.
- When the number of people matches the number of roles, who is the least busy? The Introducer, Posture Monitor, Jokemaster, and Thought for the Day are good Tabletopics candidates.
- When necessary, double up roles. Good candidates for a second role are the Introducer, Posture Monitor, Jokemaster, and Thought for the Day.
- Still short? Combine Word for the Day with the Ah Counter. The Timer requires a different type of concentration. Ditto for Grammarian.

Grammarian is one of the most challenging roles. It requires paying constant attention to "everything" throughout the "entire" meeting. No other role requires this level of attention. Unless necessary, this role should not be combined with any other role. While some members can handle multiple roles, some members struggle.

While there are no hard and fast rules, the intent is to strive to spread the roles so "all members" feel included!

Applause

When should we applaud? Often. Every opportunity we are given.

The purpose of applause is twofold:

- 1) Encouragement!
- 2) Thanks!

It is good to applaud when guests are introduced. We want them to feel welcome.

With Zoom meetings it is important to:

- Applaud "to the camera"! People like seeing applause too!
- Applaud below, or beside, the face so the face is not hidden by the hands!

Applaud every time the opportunity arises. It adds enthusiasm and excitement to meetings.

Audience

Is the audience important? Yes! The audience is as important as the Speaker.

Active audience responses in a theatrical performance inspire the actors to perform at their best. Ditto for speeches.

Nodding our head, smiling, looking interested, laughing, and applauding is important. They provide encouragement to the Speaker and motivate that person to excel.

This is also important for members at a meeting with Zoom. The challenge is to look at the web camera "all the time"!

Toastmasters gives us the opportunity to practice serving in an audience role on a weekly basis.

In addition, every individual, in an audience, can email a positive message to every Speaker after every Speech! Speakers like this type of encouragement!!!

Strive to be an exceptional audience, at Toastmasters and non-Toastmasters events. The Speaker, you, and everyone else, will benefit!

Standing

When should I stand?

For the business meeting ... stand ... address the Chair ... wait to be recognized by the Chair ... then speak.

Stand when addressed during the education meeting. Sometimes it is appropriate to move to the front of the room by the lectern.

It is good to stand so people can see you and hear you.

For Zoom meetings, it works well to stand, or remain seated, at least two feet away from the web camera. This allows movement and hand gestures to be visible.

If possible, move the Zoom image, on the computer screen, slightly higher or lower than the web camera. This gives the person, who is speaking, the impression that you are looking at them and listening to them.

If possible, have the web camera height lower than eye level height. This reduces eye glasses reflections.

Ideal Conditions

Many Toastmaster meetings have ideal conditions. The room is void of noise. The lighting is good. The acoustics are good. The configuration of the seating is set so all can see. There are no distractions.

Toastmasters meetings could, on occasion, change the environment to be less than perfect. This is to prepare us for potential situations at non-Toastmaster events.

It could happen that you are in the middle of a speech when the waiters start scurrying around the tables distracting the audience. Or a plate of dishes falls on the floor. Or an air conditioner kicks on and begins to drown out your voice. Or the electric power for the overhead projector fails.

This is real life. It is helpful to know how to react, or not react, to those situations.

Should all Toastmaster meetings be set in a less than ideal situation? No. But occasionally adding distractions or conditions that are not perfect helps us become comfortable with them.

Periodically, keep the meeting room doors open so the public can see and hear you. Or meet in a different facility. It may be a little distracting to the meeting, but provides a good experience for potential non-ideal conditions.

Zoom meetings require another type of meeting. Strive to maintain a professional appearance in clothes and conduct. Smile and nod often "at the web camera" to provide encouragement. Everyone will like that!

Hip Pocket Speeches

What happens when a scheduled Speaker does not show up? Easy decision. Ask members to give a hip pocket speech.

One of my most memorable meetings occurred at noon on a hot summer day. I had just returned from vacation. Only three of us showed up, two of whom were new members.

No Toastmaster for the Day. No Speakers. No General Evaluator. Did we cancel the meeting? No way.

We took a five minute break. I asked the new members to put together a speech about something they knew well. Something from their childhood, or a favorite relative, or a hobby, or a recent trip, or about their work. They agreed.

We had a great meeting! Tabletopics, Word for the Day, Grammarian, Timer, Thought for the Day, Joke for the Day, two Speeches, two Speech Evaluations (they evaluated each other), and a General Evaluation.

We did the entire meeting with only three people! It was a meeting that stuck in our memories for a long time.

It works well to encourage all members to keep a speech or two in their hip pocket. Speech to give on a moment's notice.

Speeches, and subsequent speech evaluations, are the heart and soul of meetings. We should strive to have them, even with only three people!

Friendships

One aspect of Toastmasters, that is not obvious, is friendships.

Every time a person speaks, they reveal a little bit about themselves, their character, their hobbies, their interests, their opinions.

Over a period of time, the members get to know each other very well. This leads to trusting relationships that are the foundation of friendships.

New in a community? Toastmasters is an excellent way to meet folks and establish new friendships.

Is Toastmasters the answer for everything? No. But it provides a fun way to improve skills and establish friendships with humorous, enthusiastic folks.

Ice Breaker Speeches

People join Toastmasters to improve speaking skills.

When a new member joins, the Toastmaster for the Day commonly strives to give the new member the opportunity to give their Ice Breaker speech at the next meeting. It is best to give them the opportunity to speak immediately.

Experienced members often step aside to allow time for the new member's Ice Breaker. The new member gives an Ice Breaker in place of an experienced member's speech.

To help facilitate this, the “New Member” packet commonly includes a copy of the Ice Breaker from Pathways. The Icebreaker is the same for every path and is available on the Toastmasters International website.

This encourages new members to give a speech! It helps them gain confidence. It helps them feel needed, important, and useful.

[Club Officer Nomination Guideline](#)

It works well to have a Nominating Committee comprised of three people (commonly includes a past club president). The Nominating Committee commonly does not include the current club president.

The Nominating Committee is selected by the club members. See Robert's Rules of Order excerpt attachment.

The following form, emailed to all members, gives the Nominating Committee a good start. The form makes it easy to match people with positions they desire as well as positions they would consider accepting.

New members are encouraged to take an officer position to increase leadership skills. Veteran members are readily available to provide support.

It is good to send the survey via email text, instead of a pdf doc attachment. Not everyone has Adobe Acrobat Pro to add comments to a pdf doc.

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 Club Officer Nomination Survey

Name: \_\_\_\_\_

Place a "+" symbol next to the officer positions you desire. Place a "-" symbol next to the officer positions you definitely do not want.

Email your response to the members of the Nominating Committee: [Name1 <email address>, Name2 <email address>, Name3 <email address>].

- President
  - Provide leadership by example to the members (care, enthusiasm, dedication).
- Vice President Education
  - Provide a schedule guideline that provides: a) the most speaking opportunities, b) multiple roles that strive to have every member with a role for every meeting, c) rotate all members for the opportunity to participate in every role, and d) support for new members with information about identifying potential Speech topics.
- Vice President Membership
  - Build club membership, maintain Guest Packets and New Member Packets, prepare semi-annual membership reports, and provide a Coach / Mentor for every new member.

- Vice President Public Relations
  - Plan and execute a public relations program that creates and submits publicity articles.
- Secretary
  - Maintain an accurate membership roster, record meeting minutes, order Toastmaster supplies.
- Treasurer
  - Prepare an annual budget, maintain the club checking account, collect dues, issue checks for expenses and club dues paid to the international headquarters.
- Sergeant-at-Arms
  - Arrange room and equipment for meetings, greet all guests.

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### Weekly Meetings

Meeting every week provides the most flexibility!

- Members can attend every week --- or ---
- Members can attend twice per month
  - Members decide which works best for them!

Clubs who meet every week provide more opportunities to improve speaking skills! This is especially important for new members!

Commonly, clubs meet every week. The clubs who do not meet every week, may struggle.

Meeting every week provides the most "opportunities" for everyone!

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### Perhaps Eliminate Voting for "Best"

Voting for the Best Speaker, Best Evaluator, and Best Tabletopics commonly results in some members eventually quitting Toastmasters.

Some members are discouraged and quit because they seldom win, even though their speaking skills have improved. Others avoid giving speeches. They do not like losing.

That is why voting for "best" is not used in some clubs. Voting for "best" does not improve speaking skills.

Many clubs "force" every member to compete. If members want to "improve their skills", they "must" compete. There is no other option. Not good.

A better option is to ask, at every meeting, who wants to compete. The vote is only for those who want to compete.

It is important for Speakers to have positive feelings when they give a speech. This is done through the evaluation process where positive comments should outnumber constructive comments by a factor of four or more!

With no voting, "everyone" can be a winner. The only competition is "ourselves". "We" strive to improve. We can succeed "every time" we give another speech!

It is important to encourage members to present Speeches that are "remembered". The best speeches are those that are "remembered"!

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## Education Program Schedule

The Educational Program Schedule is a crucial part of Toastmaster clubs.

- Publishing a "complete" schedule (see below) in advance of the meetings:
    - Ensures that members feel needed and useful.
    - Increases the odds of meetings with full attendance.
    - Often spans six weeks.
    - Is distributed a couple of weeks in advance of each six-week span.
  - The schedule pre-assigns "every" responsibility, including the Speakers.
    - Pre-assigning all responsibilities:
      - Ensures that almost all members are involved.
      - Provides the opportunity for everyone to serve in every position (over a span of time).
      - Encourages everyone to give Speeches on a regular basis.
        - Members are not forced to give a Speech.
          - They can trade with someone, or simply state they are not ready.
    - It is important to include "every" member's name on the schedule.
      - The odds are increased that all members will attend every meeting.
    - The schedule may add new roles when there are more members than existing roles.
      - This also increases the odds that members feel needed and useful.
  - The schedule is meant to serve as a guideline for the Toastmaster for the Day.
    - It is not a precise, accurate representation of who can attend every meeting.
    - If a member cannot attend a meeting,
      - It is impractical to modify the "schedule" for every change.
  - The Toastmaster for the Day uses the schedule to create a tentative agenda.
    - The tentative agenda is emailed.
    - As notification is received from members about who can / cannot attend.
      - The Toastmaster for the Day modifies the agenda and redistributes it via email the next day.
    - It is the responsibility of the Toastmaster for the Day to create an agenda.
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**Crosswinds, Club 7858, Area 51, Division C, District 19, Region IV**

20-Feb-2014

17 Members, 15 Active, 2 Inactive.

|                                | <u>16-Mar-14</u>  | <u>23-Mar-14</u>  | <u>30-Mar-14</u>  | <u>6-Apr-14</u>   | <u>13-Apr-14</u>  | <u>20-Apr-14</u>  |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| <b>Toastmaster for the Day</b> | Hosek, Jamie      | Mitchell, Jan     | Kratzer, Scott    | Wieland, Lu Ann   | Niesen, Melissa   | Bruns, Mark       |
| <b>General Evaluator</b>       | Eisenbeis, Clyde  | Donahey, Michael  | Wirin, Bethany    | Cibula, Duane     | Landkamer, John   | Kenney, Rachel    |
| <b>Tabletopicsmaster</b>       | Backoff, Bill     | Bloomquist, Keith | Cox, Leah         | Hokanson, Kyle    | Eisenbeis, Clyde  | Donahey, Michael  |
| <b>Speaker #1</b>              | Wirin, Bethany    | Cibula, Duane     | Landkamer, John   | Kenney, Rachel    | Hosek, Jamie      | Mitchell, Jan     |
| <b>Speaker #2</b>              | Niesen, Melissa   | Bruns, Mark       | Backoff, Bill     | Bloomquist, Keith | Cox, Leah         | Hokanson, Kyle    |
| <b>Backup Speaker</b>          | Wieland, Lu Ann   | Niesen, Melissa   | Bruns, Mark       | Backoff, Bill     | Bloomquist, Keith | Cox, Leah         |
| <b>Evaluator #1</b>            | Landkamer, John   | Kenney, Rachel    | Hosek, Jamie      | Mitchell, Jan     | Kratzer, Scott    | Wieland, Lu Ann   |
| <b>Evaluator #2</b>            | Cox, Leah         | Hokanson, Kyle    | Eisenbeis, Clyde  | Donahey, Michael  | Wirin, Bethany    | Cibula, Duane     |
| <b>Timer</b>                   | Cibula, Duane     | Landkamer, John   | Kenney, Rachel    | Hosek, Jamie      | Mitchell, Jan     | Kratzer, Scott    |
| <b>Wordmaster</b>              | Hokanson, Kyle    | Eisenbeis, Clyde  | Donahey, Michael  | Wirin, Bethany    | Cibula, Duane     | Landkamer, John   |
| <b>Grammarian</b>              | Bruns, Mark       | Backoff, Bill     | Bloomquist, Keith | Cox, Leah         | Hokanson, Kyle    | Eisenbeis, Clyde  |
| <b>Ah Counter</b>              | Kratzer, Scott    | Wieland, Lu Ann   | Niesen, Melissa   | Bruns, Mark       | Backoff, Bill     | Bloomquist, Keith |
| <b>Thought For The Day</b>     | Kenney, Rachel    | Hosek, Jamie      | Mitchell, Jan     | Kratzer, Scott    | Wieland, Lu Ann   | Niesen, Melissa   |
| <b>Jokemaster</b>              | Donahey, Michael  | Wirin, Bethany    | Cibula, Duane     | Landkamer, John   | Kenney, Rachel    | Hosek, Jamie      |
| <b>Introducer</b>              | Bloomquist, Keith | Cox, Leah         | Hokanson, Kyle    | Eisenbeis, Clyde  | Donahey, Michael  | Wirin, Bethany    |
| <b>Unassigned</b>              | Mitchell, Jan     | Kratzer, Scott    | Wieland, Lu Ann   | Niesen, Melissa   | Bruns, Mark       | Backoff, Bill     |

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## Creating a Schedule

Creating schedules is important. They help keep a club healthy.

Creating a schedule can be challenging.

- A Microsoft Excel template has been created to make creating schedules easier.
  - The template:
    - Creates schedules automatically.
    - Assigns every responsibility.
    - Rotates the responsibilities to ensure everyone fills 'every' responsibility (over a period of time).

A schedule creation template is attached.

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## Email

Email has impacted many things, including Toastmasters clubs. This technology makes it easy to communicate efficiently and effectively.

- Minimum effort example (26 May meeting)
  - Toastmaster for the Day sends emails to all members on 19 May (see below).
    - Email responses indicate who will be attending.
      - Responses from both Speakers indicate that they will not be available.
        - TM contacts the Backup Speaker and another member (would they speak?).
    - TM re-assigns the other responsibilities (knowing that all members will readily accept any role).
  - TM sends a second email on 20 May (with updates).
    - TM re-assigns other responsibilities as needed.
  - TM sends a final email on Mon, 21 May (with updates).

With minimal effort, the agenda was created and confirmed.

Crosswinds Toastmasters Agenda ... 26 May 2021 ... Draft #1

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Below is the potential agenda. Please respond with meeting attendance plans.

Speakers: Email the title of your speech. What would you like to hear when introduced?

Thanks! Clyde

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Toastmaster: Clyde Eisenbeis ... confirmed

GE: Scott Kratzer ... ???

Tabletopicsmaster: John Landkamer ... ???

Speaker #1: Leah Cox ... ???

Speaker #2: Jamie Hosek ... ???

Backup Speaker: LuAnn Wieland ... ???

Evaluator #1: Cyndi Barber ... ???

Evaluator #2: Keith Bloomquist ... ???

Timer: Rachel Kenney ... ???

Grammarians: Duane Cibula ... ???

Wordmaster: Michael Donahey ... ???

Ah Counter: Bill Backoff ... ???

Thought for the Day: Bethany Wirin ... ???

Jokemaster: Melissa Niesen ... ???

Introducer: Lena Ku ... ???

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Crosswinds Toastmasters Agenda ... 26 May 2021 ... Draft #2

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\*Note the new assignments.

Below is the potential agenda. Please respond with meeting attendance plans.

Speakers: Email the title of your speech. What would you like to hear when introduced?

Thanks! Clyde

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Toastmaster: Clyde Eisenbeis ... confirmed

GE: Scott Kratzer ... confirmed

Tabletopicsmaster: John Landkamer ... ???

\*Speaker #1: LuAnn Wieland ... confirmed

\*Speaker #2: Bill Backoff ... confirmed

Evaluator #1: Cyndi Barber ... confirmed

Evaluator #2: Keith Bloomquist ... confirmed

\*Timer: Melissa Niesen ... ???

Grammarian: Duane Cibula ... confirmed

Wordmaster: Michael Donahey ... confirmed

\*Ah Counter: Bethany Wirin ... ???

Thought for the Day: Bethany Wirin ... ???

Jokemaster: Melissa Niesen ... ???

Introducer: Lena Ku ... ???

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Crosswinds Toastmasters Agenda ... 26 May 2021 ... Final

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\*Note the new assignments.

Below is the final agenda. Please respond with meeting attendance plans.

Speakers: Email the title of your speech. What would you like to hear when introduced?

Thanks! Clyde

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Toastmaster: Clyde Eisenbeis ... confirmed

GE: Scott Kratzer ... confirmed

\*Tabletopicsmaster: Duane Cibula ... confirmed

\*Speaker #1: LuAnn Wieland ... confirmed

\*Speaker #2: Bill Backoff ... confirmed

Evaluator #1: Cyndi Barber ... confirmed

Evaluator #2: Keith Bloomquist ... confirmed

\*Timer: Melissa Niesen ... confirmed

\*Grammarian: Bethany Wirin ... confirmed

Wordmaster: Michael Donahey ... confirmed

\*Ah Counter: Michael Donahey ... confirmed

Thought for the Day: Bethany Wirin ... confirmed

Jokemaster: Melissa Niesen ... confirmed

\*Introducer: Duane Cibula ... confirmed

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Important details:

- 1) The Toastmaster for Day commonly sends only 3 emails ... 1 email per day.
- 2) The members respond only once - they can attend or cannot attend. There is no need to respond more often! (*No need to login, password, find the correct week, read the schedule, find what is open, select, and confirm.*)
- 3) This minimizes the work for everyone!
- 4) The end result is an accurate agenda with minimal effort!

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## Toastmaster for the Day Responsibilities

The primary roles for the Toastmaster for the Day are to: 1) Invite members to the meeting, 2) Create and distribute an agenda at the meeting, 3) Lead the Educational portion of the meeting, 4) Welcome guests, 5) Describe last minute changes that may have occurred, 6) Introduce Speakers, 7) Introduce various roles at the appropriate time, 8) Ask guests for comments, before returning control to the club Chair.

When there is a new member, strive to fit in an Ice Breaker speech for the next meeting, even if it results in three Speakers. In addition, when there are role openings, include them. With assistance from a Coach / Mentor, this would give the new member confidence to serve in any role, including serving as a Speech Evaluator! Hearing from someone new could provide us with new insight!

It is important to stay on time as is listed on the agenda. Many people do not have extra time.

Themes are a relatively new addition to meetings for some clubs. Some clubs do not use themes. Having no theme, allows more time for speeches and tabletopics.

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The Toastmaster for the Day (Master of Ceremonies) requires advance preparation. If unable to serve in this role, contact the VP of Education.

Before the meeting:

- One week before the meeting, it works well to email responsibilities using the six-week schedule.
  - A six-week schedule is a guideline, not an absolute.
- It also works well to follow up with one email, per day, with an updated tentative agenda
  - Avoid doubling responsibilities, until every member has a responsibility
  - If duplicate assignments are necessary, double the roles for some members
    - Who is the least busy?
      - Introducer, Thought for the Day, Joke for the Day.
  - Still short?
    - Combine Ah Counter with Word for the Day
  - Timer and Grammarian require a different type of concentration
    - If possible, avoid doubling these responsibilities
- Short on speakers?
  - Contact members directly
    - Are they willing to give a speech?
  - Or ask for a hip pocket speech
- A Toastmaster for the Day Worksheet (see below) and GE Worksheet (see below)
  - Are a helpful tools to complete before the meeting
- Agendas (see below) with specific times help the meeting stay on time.
  - Agendas with full names, help guests and new members learn the names of members.
  - It is good to provide agendas with a large size font.



- Some of us members are no longer 20 years old. :-)
- Avoid cluttering the agenda by listing only names, roles, and times.
  - Especially important for guests to help them understand, and follow the meeting sequence.
  - Also provides blank spaces for guests to add comments during the meeting.

At the meeting:

- When introducing a Speaker, it works well to:
  - Begin by asking the Speech Evaluator to list the objectives
    - Outlined in the Speaker's manual
  - Then introduce the Speaker
    - Less than ten second introduction
  - Set the stage for the Speaker, if requested by the Speaker
    - Example: the Speaker is preparing to give this speech to a school board next week
  - Or provide an introduction about the Speaker
    - Hobbies, activities, interests (past or present) => helps establish friendships
      - This information can be obtained prior to the meeting
  - Introduction example:
    - "The Speaker is a native of Dallas.
    - She has many hobbies including .... (two items are usually adequate)
    - "End" with
      - "The title of the speech is 'Why Me?'"
      - "Help me welcome Jill Arbuckle" (full name adds professionalism to the introduction).
    - Not mentioning the "name" of the Speaker until the "very end"
      - Helps the audience know when to applaud
      - Helps the Speaker know when to approach the lectern
  - Immediately after the introduction
    - Wait by the lectern
    - Welcome the Speaker with a smile and handshake
    - This is not practical with Zoom meetings
- Some clubs try to maintain a three-ring binder with biographical information (see below)
  - Members complete these Bio docs, or create their own Bio docs
    - Bio docs are commonly kept in a three ring binder
    - They are useful for introductions when last minute changes occur

Note that these are guidelines. There are other ways to accomplish the items listed above.

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### General Evaluator (GE) Responsibilities

- The basic questions:
  - "Was the meeting interesting, beneficial, efficient, and fun?" :-)
  - "Will the meeting increase the odds that guests and members will come again?" :-)
- It works well to make notes on the
  - GE Worksheet (see below) prior to the start of the meeting.

- Were the guests greeted?
  - Did the guests receive a Guest Packet?
  - Was the room set up?
  - Throughout the meeting, note:
    - Proper / improper actions
    - Appropriate / inappropriate procedures
  - If using Zoom
    - Was Zoom available before the meeting started?
    - Were members and guests acknowledged as they arrived?
    - Are members allowed to post Zoom Chat comments and attachments?
- Evaluate the speech Evaluator's "speech" evaluation:
    - Were there both positive and constructive comments?
    - Did the Evaluator's "speech evaluation" focus on the speech, not the speaker?
    - Start with four or more positive comments?
    - Then one minimum / two maximum constructive comments?
    - End with more positive comments?
    - Positives outnumber constructive comments by a factor of four or more?
    - Focus on the presentation, not the topic?
    - Provide specifics?
    - Use "I" or "me" instead of "you"? => "It appeared to me ...."
    - Avoid judging? => avoid "the speech was good"--- better "I liked the speech".
    - Did the Evaluator encourage the speaker?
  - Avoid evaluating the Tabletopics Speakers
    - There are opportunities for evaluations when they give speeches
  - Strive to help stay on schedule
    - If the meeting is running late, shorten the meeting evaluation and request brief speech evaluations.
  - When the GE Evaluation is complete:
    - End with, "Madam Toastmaster" or "Mr. Toastmaster"
      - The Toastmaster for the Day knows when to approach the lectern. :-)
      - The audience knows when to applaud. :-)

Note that these are guidelines. There are other ways to accomplish the items listed above.

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## Evaluator Responsibilities

The evaluation of a speech is the most important role in a Toastmaster meeting. What are the purposes of speech evaluations?

1. Encouragement.
2. Constructive comments to strengthen the speech.
3. More encouragement.

Encouragement is listed twice because encouragement is the most important part of an evaluation. We strive to encourage people to give a speech to an audience!

Encourage by providing examples! Speech comments that were inspiring to the audience!

An appropriate Speech Evaluation starts with many positive comments, lists a maximum of two items that would strengthen the "speech", then ends with more positive comments!

This encourages the Speaker! It also helps the Speaker understand what specifically would strengthen the "speech" (strengthen the speech, not improve the speaker).

There should be four times more positive comments than constructive comments. With two constructive comments, there should be a minimum of eight positive comments! This increases the odds that the Speaker will be encouraged.

When I evaluate using Pathways, I give everyone a 5 rating in every category! I want to encourage the Speaker! I still list a max of two items that could strengthen the speech, but encouragement is crucial!!!

I also change the phrases that use the word "you". For example, I change "you may want to work on" to "the speech could be strengthened by". This is less threatening to the Speaker. People like to hear encouraging words after they've given a speech!!!

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Before the Speaker is introduced:

- Stand and provide the Speaker's objectives (under Objectives on the first page of the manual).
- With Zoom, no need to stand.

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After the speech:

- Provide a verbal evaluation of the "speech" (not an evaluation of the "Speaker")
- Strive to speak between two and three minutes.
  - Start with four or more positive comments about the speech.
  - Identify one or two (maximum of two) areas that would strengthen the speech (constructive comments).
  - End with more positive comments.
- Give, or email, the written evaluation of the speech to Speaker!

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Points to consider:

- Evaluate the content, delivery, and language of the speech.
  - Evaluate the effectiveness of the opening, body, and closing.
  - Evaluate the relevancy, interest, clarity, and addressing the audience.
  - Avoid evaluating the Speaker's opinions, facts, or the topic.

- Evaluating the content includes:
  - Opening / Body / Closing
  - Organized
  - Support Material
  - Appropriate
  - Interesting
  - Clear
  - Effective
  - Inspirational
  - Persuasive
- It works well to use "I" phrases instead of "you" phrases.
  - Instead of, "you did", use, "it appeared to me".
  - Rather than, "you could improve by," use, "the speech could be strengthened by".
- Provide specifics.
  - Rather than, "the opening was weak", use, "starting with a question would have drawn us into the opening".
- Avoid judging. Instead of, "the speech was good", use, "I liked the speech."
- If it is difficult to identify something that could be strengthened
  - Consider "Is this the best speech I have ever heard?" Try to determine what could make it the best speech you have ever heard.
  - The Handy Dandy Evaluation Guideline (see below) can be used as a reference guide.
- Effective Evaluators:
  - Show they care
  - Suit the evaluation to the Speaker
  - Listen actively
  - Personalize the language
  - Give positive reinforcement
  - Evaluate the speech, not the person
  - Nourish self esteem
  - Indicate how the "speech" could be strengthened
  - Be honest, but gentle

The goal is to help "all" members strengthen their speeches (which is why evaluations are presented orally to the entire group rather than in a private session).

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### [Tabletopicsmaster Responsibilities](#)

Tabletopics helps people practice impromptu speaking (also increases the odds that everyone has the opportunity to participate).

It works well to ask open-ended questions, such as, "If you were given \$1 million, what would you do?" ... "If you had wings and could fly, what would you do?".

The intent of Tabletopics is to provide an opportunity for impromptu speaking, not "stump the Tabletopics Speaker".

- Ask members who have no role.
  - If necessary, identify individuals who are least busy.
    - Introducer.
    - Thought for the Day.
    - Jokemaster.
  - Need more participants?
    - Everyone is eligible.
    - Avoid asking the Evaluators. They are busy with their evaluation of the speech.
- Before the meeting starts:
  - Check to see how much time you have for Tabletopics.
  - Check with first-time guests to see if they would like to participate in Tabletopics.
    - Ask them "before" the meeting starts (to avoid potential embarrassment).
  - Second-time guests should be given the opportunity because of their interest.
    - Avoid calling on them first (gives those guests time to observe members' responses).
- During the meeting
  - When uneasy with the Tabletopics question, use the phrase, "That reminds me of", and then talk about something else.
  - When a guest is a member of another Toastmaster club, include this guest in Tabletopics.
    - Will give us a chance to hear from someone new.
    - Will make that guest feel welcome.
- It works well to have all Tabletopics Speakers stand by their chair.
  - This is for the benefit of guests who agree to participate in Tabletopics.
  - For Zoom meetings, it is adequate to remain seated.

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### Grammarian Responsibilities

The Grammarian is one of the most challenging roles. It requires paying constant attention to "everything" throughout the "entire" meeting. No other role requires this level of attention.

- Keep grammar skills fresh by:
  - Identifying positive words and phrases.
  - Identifying correct usage of grammar.
  - Identifying misuses of grammar.
- Record interesting words / phrases:
  - Colorful

- Vivid
  - Exciting
  - Appropriate
  - Precise words
  - Catchy phrases.
- Watch for misuses and grammatical errors:
    - False generalizations such as "always" or "never".
    - "Everyone knows" or "experts agree".
    - Jargon or slang.
    - Misuse of words.
    - Unnecessary "thank you" at the end of a speech.
    - Unnecessary phrases such as, "I would like to" and "at this point in time".

Grammarian reports are commonly more thorough when they are not assigned additional responsibilities.

These observations help everyone!

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### Wordmaster Responsibilities

The Wordmaster helps the members expand their vocabulary (words that are useful in daily life)

- Prior to the start of the meeting
  - Post the Word for the Day in two places
    - On front of the lectern (visible to all)
    - On back of the room (visible from the lectern)
  - With Zoom, post on Chat
- Use large font size (legible from a distance)
  - Definition
  - Grammatical description (verb, adjective, noun)
  - Sentence example

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### Ah Counter Responsibilities

The Ah Counter helps eliminate verbal pauses such as, "ah", "um", "so", "and", "but", "the the", "if if".

- Ring the bell when a member says "ah" (or other oral pause).
  - When a person is struggling, be gracious and reduce the frequency.
  - Avoid ringing the bell during a speech (could distract the speaker and the audience).
    - There are plenty of other opportunities to ring the bell.
  - Be gracious to guests.
    - Do not ring the bell for first-time guests.

- For guests that return, ring the bell sparingly.
- Be bold in using the bell.
  - Most everyone in Toastmasters wants to improve!
  - Most everyone wants to eliminate "ahs"!

Eliminating "ahs" is important. When a Speaker uses "ahs", the audience has the impression the Speaker is uncertain.

Everyone wants to be believed when they speak!

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### Timer Responsibilities

The Timer helps people become efficient communicators.

Speaking too long is one of the most abused aspects of public speaking. Timing Lights help.

- Check with Speakers.
  - Know speech lengths (prior to the start of the meeting).
    - Some advanced manual speeches are longer than 7 minutes.
- Timing Light for:
  - Tabletopics Speakers.
  - Evaluators.
  - Speakers.
  - No need to time the Toastmaster for the Day or the GE.
    - It is their responsibility to stay on schedule with clock times on the agenda.
- Light colors correspond to the following common times:
 

|             | Green | Yellow  | Red   |                                                    |
|-------------|-------|---------|-------|----------------------------------------------------|
| Tabletopics | 1 min | 1.5 min | 2 min |                                                    |
| Speakers    | 5 min | 6 min   | 7 min | ... (could be different for some advanced manuals) |
| Evaluators  | 2 min | 2.5 min | 3 min |                                                    |

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### Introducer Responsibilities

The Introducer introduces the Toastmaster for the Day. This "warms up" the audience and sets the stage for an interesting, professional meeting.

This gives the Introducer the opportunity to practice introducing people.

- Note that the Introducer introduces:
  - The Toastmaster for the Day.
  - Not the Speakers.

- Speakers will be introduced by the Toastmaster for the Day.
- For this introduction, comment on the Toastmaster for the Day's:
  - Interests, hobbies, family, work, background.
  - Other information that will help us get to know that person better.
  - Obtain this information prior to the meeting.
  - Keep the introduction short - less than ten seconds.
- Avoid commenting on the Toastmaster for the Day's speaking ability.
- Not mentioning the "name" until the "very end" (last words uttered):
  - Helps the audience know when to applaud.
  - Helps the Toastmaster for the Day know when to approach the lectern.
  - Use the Toastmaster for the Day's full name.
    - Besides being professional, it helps guests and new members.
- "Help me welcome, Jon Arbuckle".
- Wait by the lectern to greet the Toastmaster for the Day with a smile and a handshake!

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### Thought for the Day Responsibilities

The Thought for the Day presents comments considered meaningful.

Strive to keep the comment short, less than 10 seconds.

- One minute is a bit long for the brain to fully comprehend.

Short examples:

- "When your work speaks for itself, don't interrupt." (Henry Kaiser)
- "If the grass looks greener on the other side of the fence,
  - you're probably not taking care of your own side." (Ray Eisenbeis)

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### Jokemaster Responsibilities

The Jokemaster presents humor.

- It could be something funny a kid said
- It could be a personal embarrassing situation
- It could be a humorous story
- Strive to keep the humor short, less than 10 seconds

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### Posture Monitor Responsibilities



The Posture Monitor helps people eliminate distracting body movements (similar to the Ah Counter).

- Use a bell or other audible signal when a member
  - Jingles the change in their pockets.
  - Fiddles with their clothes, hair, glasses, pen or pencil.
  - Clasps / unclasps hands in front or back.
  - Touches fingertips and presses hands in and out.
- Count the number of body distractions for each member.
- Avoid using the audible sound when a person is giving a speech.
  - Sound can distract the Speaker and the audience. There are other opportunities to help eliminate body movement distractions.
- Be gracious to guests. Do not use the audible sound for first time guests.
  - For guests who return, use the audible sound sparingly to remind them, but not many to frustrate or embarrass.

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### Audience Responsibilities

The audience is as important as the Speaker. Nodding our head, smiling, looking interested, laughing, and applauding, encourages the Speaker!

The Speech Evaluator evaluates the Speech. The audience sends encouraging messages to the Speaker, after the Speech. This is easy with Zoom chat and with emails!

When a member gives a Speech, they like receiving emails with encouraging words! There is nothing more valuable!!!

The role of the audience is to encourage, encourage, encourage!!!

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### Speaking Guidelines

The easiest speeches are topics that are already in our brain.

- It could be a speech about relatives, hobbies, things I did as a kid, opinions, trips, work, fun, surprises.
- These require the least amount of effort to present.
  - There is nothing to memorize.
  - Tell the audience what you remember.
    - The organization occurs in the sequence your brain remembers.
    - If there were a mistake, who would know?
  - The speech may be to entertain, inform, provide opinions, convince, etc.

- If there are specific details (such as practice for a future presentation)
  - It's best to have the "Toastmaster for the Day" present this information as part of the introduction.
- After the introduction:
  - Approach the lectern as quickly as possible, before the applause stops.
    - For Zoom meetings, wait until the applause stops.
  - Shake the hand of the Toastmaster for the Day (who should be waiting by the lectern).
  - Before uttering a single word
    - Get everything in order (adjusting an overhead projector or arranging props).
    - For Zoom meetings, have everything ready before the introduction.
  - Begin by addressing the person who introduced us, and the audience
    - "Madam Toastmaster, Ladies and Gentlemen".
  - Continue with an "attention-getting" statement
    - Such as a question (to catch the audience's attention).
    - Avoid starting the speech with the speech title.
  - Deliver the speech
    - With confidence, and looking the audience in the eye, makes a positive impression.
    - Lock eyes with one individual for a short period of time (not less than three seconds)
      - Then lock eyes with another.
      - This helps personalize the speech.
    - Note cards with key words (not sentences) can jog the memory.
  - It is ok to be nervous. Many first time Speakers are often nervous.
  - It works well to conclude the speech with the speech title.
    - If the speech ends with: "Peaches or cream, you decide."
      - This would be an excellent speech title!
- End the speech by:
  - Welcoming the Toastmaster for the Day back to the lectern
    - "Mr. Toastmaster" or "Madam Toastmaster"
    - Waiting until that individual arrives.
    - Greeting with a smile and a handshake.
  - It is best not to end with the phrase, "Thank you".
    - The audience should be thanking you.
    - And they will with applause!

Links to YouTube video clips can be found at <https://SpeechTips.FoxPing.com/>.

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### Hip Pocket Speaking Guidelines

- What our brain remembers, works well for hip pocket speeches:
  - Relatives, hobbies, opinions, trips, work, volunteer experiences, family traditions
    - Keeping a list of topics, for a last-minute speech, helps us remember
- When a hip pocket speech is needed, write on a piece of paper:
  - Opening statement (often a question)

- Closing comments
    - The last phrase can work well as a speech title
  - One or two words for every item you want to mention
    - Makes it easy to remember what is next, while presenting a speech.
  - No need to write anything else
    - The speech is a chronological sequence about what our brain remembers
  - While speaking, cover each item on that piece of paper
- Use the timing light as a guide for speech length
    - See a yellow light => strive to start wrapping up the speech

There are, quite likely, many ways for hip pocket speeches. The above is one option.

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### Tabletopics Guidelines

Whatever the question, one option is to respond with "That reminds me of" ... and talk about something else.

This also works well when surprised by a TV reporter who is recording your response.

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### Encourage Kids

How do we encourage kids to become comfortable with public speaking? Implement a Gong Show. I did this as a church event, many years ago, to encourage our sons, when they were young!

With a Gong Show, people intentionally do and say dumb things! They are trying to get gonged! There is zero fear of making a mistake!

Encourage kids and adults to do something silly! Quite often, parts of families do things together! After a while, kids start creating their own Gong Show act!

It was fun! The room was packed every year!

After a few years, kids become comfortable with public speaking!

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### Recruiting New Members

What is one of our most important responsibilities? Recruiting!

- Some members leave because of new situations / responsibilities / priorities.
  - Recruiting new members is essential to maintain a vibrant club.
- What is the best way to recruit?

- Be bold!
    - Talk to others.
  - Be enthusiastic!
    - Vocal variety and body language help sell.
  - Be prepared!
    - Tell others clearly and concisely.
  - Invite someone you know.
    - Personal invitations increase the odds of them visiting.
- Toastmasters meetings are unique.
    - There are no spectators.
    - Everyone participates.
  - Lots of humor! Lots of laughter! Lots of applause!
  - Toastmasters benefits include:
    - Develop skills vital to personal and business growth.
      - People skills.
      - Professional skills.
      - Communication skills.
      - Master of Ceremonies skills.
      - Leadership skills.
      - Humor skills.
    - Think quickly on your feet.
      - Handle unexpected events.
    - Become efficient with time.
    - Gain confidence and develop clear thinking.
    - Become an effective speaker by improving communication skills.
    - Learn Parliamentary Procedures (Robert's Rules of Order).
    - Become more interesting to others

Warn potential guests that there is a risk in coming to a meeting. They might have too much fun!

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### [Recruit New Members via Speechcraft](#)

Speechcraft is an abbreviated public speaking course for the public. Many do not want to commit to a group that meets weekly. They are more interested in a crash course that lasts only seven weeks.

Some Toastmaster clubs periodically offer Speechcraft. It works to recruit front-line folks who deal with customers every day. Strengthening people skills is important for front-line folks. Some companies see the value.

Speechcraft has always been successful, even with low membership. It only cuts into seven meetings.

Club members are actively involved in hosting Speechcraft. Initially with demo speeches and demo evaluations, then serving as a coach / mentor for the participants.

It commonly works well to charge \$40 rather than make it free. If it is free, many do not think it is worth it.

At the last meeting in a Speechcraft course, it works well to offer to apply \$35 of the \$40 to Toastmaster membership. This always resulted in one or more new members!

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### Recruit New Members via Demo Meetings

Occasionally a club can meet offsite, in another company building, to provide a demo meeting. A demo meeting is commonly comprised of a Toastmaster for the Day, GE, Tabletopicsmaster, two Speakers, two Evaluators, and a Timer. The other roles are eliminated to stay with the time constraints.

The speeches are commonly about personal experiences, not about Toastmasters. This helps the audience realize that speeches can cover a wide variety of topics. It also helps the audience understand that talking about personal experiences is relatively easy, and interesting!

Tabletopics also adds interest to the meeting. Wide open questions, such as, "What would you do if you were given \$100,000 that you had to give to others (not relatives or friends)?"

The demo meeting is commonly structured to last about 30 to 40 minutes, which allows time for discussion with the company's employees.

Scheduling the meeting can involve friends who are employed by the company, or through the company's Human Resources. The key point about meeting with HR is that Toastmasters can help strengthen the people skills of their front-line employees who work with customers.

After the Demo Meeting, some employees may join Toastmasters!

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### Guest Procedure Guidelines

Guests! They are the life-blood of a club. They help keep a club alive. They bring new ideas, new perspectives, new experiences, and new stories.

We want them to come. We want them to stay!

How? Make them feel welcome. Make them feel useful. Make them feel respected.

- Before the meeting starts:
  - Make the guests feel welcome by introducing yourself before the meeting starts.
    - Smile (also on Zoom webcam).
      - If on Zoom, send a welcome via a chat message => makes a positive impression.
  - When this is the guest's first visit.
    - Give the guest a Guest Packet.
    - Via Zoom chat, send Guest Packet documents (pdf).

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Guest Packet Contents:

- Welcome letter from the Club President.
  - Guest Card (see below).
  - Toastmaster brochure.
  - Application for Membership (partially completed with club and dues info).
- 

- Provide guests with an Agenda:
    - Helps guests learn member names.
  - Tabletopicsmaster asks the guests, prior to the meeting:
    - Are they interested in participating in Tabletopics?
- After the meeting starts:
    - The guest's host introduces the guest.
      - After the introduction of each guest, applaud (Zoom displays hands clapping).
        - People like applause!
    - Then members introduce themselves (including via Zoom if used).
      - Guests will appreciate the courtesy.
    - Members explain their responsibilities throughout the meeting.
    - Near the end of the meeting, ask the guests if they have comments.
      - Applaud and welcome them back.
  - After the meeting ends:
    - VP Membership collects the Guest Card contents (or via Zoom chat message)
    - Members visit with the guest encouraging them to come again
    - Using the Guest Card, during the next days:
      - The President and the VP Membership contact the guest.
        - This is unique to Toastmasters.

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[New Member Procedure Guidelines](#)

New members, like guests, are also the life-blood of a club.

- We want them to feel part of the club.
  - We want them to feel needed and useful.
  - We want them to stay for many years!
- Prior to the meeting:
    - Via email the VP Membership sends the new member:
      - Ice Breaker doc.
      - Bio Sheet (see below).
      - The Role of the Coach / Mentor (see below).
      - Membership Roster.
      - Information about the Pathways education model.
      - Meeting Schedule Guideline.

- After the meeting:
  - The VP Public Relations:
    - Submits to the newspaper a photo with an article.
  - The Treasurer:
    - Submits the application and funds to Toastmasters International:
      - <https://www.toastmasters.org>
  - The VP Education:
    - Identifies a Coach / Mentor.
    - Distributes a new Membership Roster to all members.
    - Contacts the scheduled Toastmaster for the Day;
      - To hear the new member's Ice Breaker in one or two weeks!
    - Veteran members often relinquish their Speaker position for the new member's Ice Breaker!
- The following week:
  - The Coach / Mentor contacts the new member.
- A few weeks later:
  - The VP Membership:
    - Collects the Bio Sheet from the new member and distributes it to all members.
    - The Bio Sheet is used for Introductions.

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### Coach / Mentor Guidelines

What is a Coach / Mentor? A "coach" is an instructor or trainer. A "mentor" is a wise, loyal adviser.

A Coach / Mentor has the opportunity to share knowledge and experience.

- Most new members join because they want:
  - Skills that help career advancement or professional development
  - Assurances that their efforts are worthwhile
- Guidelines:
  - Strive to schedule the new member for an Ice Breaker for the next meeting.
  - Describe the easiest speeches:
    - Familiar topics
      - Relatives
      - Hobbies
      - Things I did as a kid
      - Opinions
      - Trips
      - Work
    - These require the least amount of effort to present.
      - The information is already in your brain. There is nothing to memorize.
      - Tell us what you remember.
      - Organization occurs automatically, as it is in the sequence that you remember

- Plus, if there were a mistake, who would know?
- Encourage the new member to take on various meeting roles. This helps build confidence.
- Build personal rapport with the new member.
- Provide weekly encouragement and support.

Getting the new member involved immediately helps the new member feel important, needed, and useful. This leads to a friendship that will benefit everyone!

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## Toastmaster Meetings Business Meetings implement Robert's Rules of Order.

Prepares members for all meetings, not just Toastmaster meetings.

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## Robert's Rules of Order (RONR) #1 Basic Principles

Robert's Rules of Order, 11th Edition

The purpose of Robert's Rules of Order is to have efficient meetings and reduce conflict.

- The basic principles are:
  - All votes are counted equally.
  - Preserve rights of the minority and those absent.
  - Free and fair debate.
  - Right to know the meaning.
  - Minority can protest, but the majority decides.
  - Business transactions are characterized by fairness and good faith.
- Definitions:
  - Constitution identifies the basics of a group:
    - Name and purpose.
      - These rarely change.
  - Bylaws:
    - Regulations that may change.
      - Officer duties.
      - Committees.
    - Bylaw contents can be changed.
      - With prior notification.
        - Typically a month or more.
        - Protects the rights of the absent.
      - A two-thirds majority vote to make changes.
      - Amendment requirements are commonly part of the Bylaws.
  - The Presiding Officer (Chair):
    - Leads the meeting.
    - Can rely on a Parliamentarian to ensure procedures are followed.
      - The Presiding Officer makes the final decision, which can be overruled by a group vote.
- General guidelines:
  - Members use titles such as "Madam Chair" instead of "Mary".
  - Members stand when speaking, to be seen and heard.
  - Members address the Chair, not the other members.
  - Members maintain a courteous tone.
  - Members may need to state their name in a large group meeting.
  - The Chair avoids personal pronouns ("I" and "you".)
    - "The Chair rules" not "I rule".

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## Robert's Rules of Order (RONR) #2 Business Meetings

- Quorum:
  - Minimum number of members to transact business.
    - Quorum requirement is commonly specified in the Bylaws.
      - Often a majority of members.
      - Sometimes, a majority of “active” members.
    - There can be no business if there is no quorum.
  
- A common meeting agenda:
  - The Chair (commonly the President or VP) asks for each item in this sequence:
    - Meeting Minutes from the previous meeting.
    - Officer reports and announcements.
    - Standing Committee reports.
    - Special Committee reports.
    - Special Orders.
    - Unfinished Business (not old business).
      - The Chair asks, “Is there any Unfinished Business?”
        - If true, the Secretary provides the items of Unfinished Business.
    - New Business.
      - The Chair asks, “Is there any New Business?”
  
- Meeting Minutes::
  - Do not need to be orally read if printed.
  - Do not require a motion:
    - The Chair asks, “Are there any additions or corrections to the meeting minutes as distributed?”
    - The Chair then states:
      - “The meeting minutes stand approved as distributed.”
      - or – “The meeting minutes stand approved as corrected.”
      - A vote is not necessary.
    - If corrections are made to the meeting minutes:
      - The corrected meeting minutes state that the previous meeting minutes were corrected (without specifying the correction).
  
- The Treasurer's Report:
  - Does not require a motion.
  - It is a statement of fact (just as any other officer report).
  
- Unfinished Business:
  - A motion from a previous meeting that was referred to a committee.
    - or – A motion that was not completed (such as adjourning) before a vote is taken.

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## Robert's Rules of Order (RONR) #3 Main Motions

Main motions bring business to the group for consideration and action.

- A member rises and states, "Madam Chair", or "Mr. Chair".
- The Chair recognizes the member, "Jon Arbuckle has the floor."
  - The member states, "I move we purchase a portable lectern" (not "I make a motion").
  - Another member calls out, "Second" (no need for the Chair to recognize that person).
    - If no one "Seconds" the motion:
      - The Chair asks if anyone "Seconds" the motion.
        - If no one does, the motion dies.
        - The motion is not recorded in the meeting minutes if there is no "Second".
    - The person who makes the "Second":
      - Only agrees the motion should be discussed.
      - May or may not support the motion.
      - The person who made the "Second" is not recorded in the meeting minutes
    - A "Second" is not needed if it is a resolution proposed by a committee.
- Before the Chair places it "on the floor":
  - The Chair can suggest minor modifications:
    - Such as, "It would be good to include a location."
    - Tweaking a motion "before" it is presented to the group reduces amendments.
  - The Chair asks the Secretary to restate the motion as recorded.
  - The Chair asks the person who made the motion if it is recorded correctly.
- Then the Chair places the motion on the floor (to the group),
  - "There is a motion on the floor that ...." "Is there any discussion?"
    - Now the motion is the property of the group.
    - The motion cannot be changed without an amendment.
  - Who speaks first?
    - The person who made the motion is entitled to speak first.
  - Who speaks second?
    - Anyone who is recognized by the Chair:
      - Members should stand and wait to be recognized.
      - The Chair attempts to alternate:
        - Between those who support and those who oppose.
        - Uses body language as an indicator.
  - Discussion
    - No one can speak more than twice.
    - No one can speak longer than ten minutes.
    - Before anyone speaks a second time
      - Everyone should be given the "opportunity" to speak a first time.
        - Everyone does not need to speak (only given the opportunity).
    - It takes a two-thirds vote to change these rules.
    - All should address the Chair in a courteous tone.
      - Addresses the Chair, not another person.
    - The Chair cannot interrupt unless rules are violated.

- The Chair can participate in the discussion:
  - Only if control of the meeting is relinquished.
    - Someone else (such as a Vice President) serves as the "Chair"
    - The previous Chair is now a regular member:
      - Steps away from the lectern and joins the group.
      - Follows the same procedures as outlined above.
  
- The Chair can close debate:
  - After everyone has been given the opportunity to speak twice.
  
- After debate is closed, the Chair restates the motion, then asks:
  - "All in favor, state aye."
  - "All opposed no."
    - Not "same sign".
  - Any member can abstain.
    - Only "yes" and "no" votes count (abstain votes do not count)
      - 20 members present, 5 "yes", 2 "no" => motion passes.
  - If a tie, the motion is defeated.
  - If the vote is unclear, the Chair calls for a Rising Vote (people stand)
    - Easier than a hand count vote (especially in a large group).
  - The Chair does not vote unless it affects the outcome.
    - Case 1: It is a tie.
      - The motion passes only if the Chair votes to approve.
    - Case 2: Six in favor, five opposed.
      - The motion is defeated only if the Chair votes "no" to create a tie.
    - If it is a ballot vote, the Chair votes.
      - A tie is a defeat.
  
- The Chair announces the result
  - "The motion passes." --- or --- "The motion is defeated."
  - The motion is recorded in the meeting minutes
    - Amendments are not recorded.
    - Only the final wording of the motion is recorded.
    - The person who made the motion is recorded.
    - The person who amended the motion is recorded.
    - The person who made the "Second" is "not" recorded.
    - Discussion is "not" recorded.
    - How many voted, or who voted, is "not" recorded.
    - If the motion passed or failed is recorded.

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## Robert's Rules of Order (RONR) #4 Subsidiary Motions

Subsidiary motions modify, delay, handle, or dispose of a main motion.

- Subsidiary motions take precedence over a Main Motion.
  - There can be only one Main Motion on the floor.
  - Multiple subsidiary motions are often ok.
- The most common subsidiary motion is an Amendment motion.
  - An Amendment modifies a Main Motion.
    - "I move to amend the time from 6pm to 7pm".
  - An Amendment cannot modify the Main Motion intent.
    - With a Main Motion to purchase a gavel.
      - An Amendment to have a pizza lunch is out of order.
- The "Lay on the Table" motion is often misused.
  - To "Lay on the Table" should be used to take care of an emergency.
    - If there is no emergency, it is out of order.
  - Better is to "Refer to a Committee".
    - Member: "I move we refer this to a committee comprised of ...."
      - This sends the pending question to a small group to retrieve more information.
      - This motion is brought up under Unfinished Business at the next meeting.
- The motion to "Call the Question" (or "Previous Question") is often misunderstood.
  - Does not force an immediate vote.
  - Cannot interrupt.
  - There must be a second.
  - Chair asks if there is any objection to closing debate.
    - If anyone objects, the debate can be closed only by a two-thirds vote.

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### Robert's Rules of Order (RONR) #5 Privileged Motions

Privileged motions are for rights (not items of business). They are entitled to immediate consideration.

- The "Call for the Orders of the Day" motion:
  - Used to bring a group back to the agenda.
  - Does not require a second.
- The "Question of Privilege" motion:
  - Does not require a second.
  - Used to obtain action for
    - Member / officer conduct
    - Accuracy of published reports, etc.
    - Comfort of members (air conditioner is too loud)
      - "Mr. Chair, I rise to a question of privilege."
      - Chair: "State the question."
      - Member: "We cannot hear the speaker."
- "Recess" motion

- Used to provide an intermission during the meeting.
  - “I move we recess for ten minutes” ... or other length of time.
  - If adopted ... provides immediate intermission
    - Useful for heated debates.
      - Allows time for one-on-one discussion to reduce conflicts
- "Adjourn" motion adjourns the meeting while a Main Motion is on the floor.
  - “I move we adjourn.”
    - If adopted ... forces immediate adjournment
  - Can occur while Main Motion on floor
    - Perhaps it is midnight, and members want to go home.
  - All pending motions
    - Continue under Unfinished Business at the next meeting.

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### Robert's Rules of Order (RONR) #6 Incidental Motions

Incidental motions are for situations that may arise. They must be resolved before business can continue.

- "Point of Order"
  - Used when a member thinks there is a violation of the rules. For example,
    - Member: "Mr. Chair, I rise to a point of order."
    - Chair: "State your point."
    - Member: "There was no second to the motion."
- "Appeal decision of the Chair "
  - Can reverse a Chair's decision
    - Member: "Madam Chair, I appeal from the chair's decision."
    - Chair: "Is there a second?"
      - Chair explains the motion
    - Chair: "Is there any discussion?"
      - (if the pending motion is debatable)
    - Chair:
      - "All those in favor of upholding the Chair's decision vote aye."
      - "All opposed vote no."
      - The Chair's decision overruled if “no” votes exceed “aye” votes
- "Suspend the Rules"
  - Can modify the agenda
    - Member: "I move to suspend the rules governing the order of business. Mr. Lee needs to leave."
      - If anyone objects, it takes a 2/3 majority vote to suspend the rules.
- "Division of Assembly"
  - Can force a visual count vote
    - Member: "I call for a division of assembly."
      - May interrupt and does not require a second.

- Chair proceeds to take a Rising Vote
    - In large groups, it is easier to count bodies vs. hands.
  - "Request for Information" (previously known as "Point of Information")
    - Member: "I rise to a point of information."
    - Chair: "State your point."
    - Member: "How much money is in the treasury?"
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Guest Card

Date:

Name:

Email:

Cell Phone:

Other Phone:

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I am just curious and wanted to visit.

I may be interested in joining Toastmasters.

I am definitely interested in joining Toastmasters.

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Guest Card

Date:

Name:

Email:

Cell Phone:

Other Phone:

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I am just curious and wanted to visit.

I may be interested in joining Toastmasters.

I am definitely interested in joining Toastmasters.

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## Toastmaster for the Day Worksheet

- Thank the Introducer:
  - Welcome the guests
  - Describe agenda changes
  - Word for the Day
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- Evaluator 1, describe Speaker 1's objectives:  
Introduction comments:

with a speech titled:

help me welcome:

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- Evaluator 2, describe Speaker 2's objectives:  
Introduction comments:

with a speech titled:

help me welcome:

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- Evaluator 3, describe Speaker 3's objectives:  
Introduction comments:

with a speech titled:

help me welcome:

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- Thought for the Day:
  - Tabletopicsmaster:
  - General Evaluator:
- 

- Joke for the Day:
- Ask Guests for comments

Return control of the meeting to the Chair

## General Evaluator Worksheet

Introduce the Evaluators:

- #1 To evaluate speech, help me welcome
- #2 To evaluate speech, help me welcome
- #3 To evaluate speech, help me welcome

Evaluate the "Speech Evaluation" [not the Evaluator, or Speaker, or Speech (the Evaluator evaluates the Speech)]

- Was the speech evaluation focused: a) on the speech, not the speaker?, b) on the presentation, not the topic?
- Did the speech evaluation: 1) start with four or more positive comments, 2) then one minimum / two maximum constructive comments, and 3) end with more positive comments?
- Did positive comments outnumber constructive comments by a factor of four or more?
- Did the speech evaluation avoid giving a point of view on the speech topic?
- Did the speech evaluation provide specifics?
- Did the speech evaluation use "I" or "me" instead of "you"? --- "It appeared to me ...."
- Did the speech evaluation avoid judging? --- avoid "the speech was good --- better "I liked the speech".
- Did the speech evaluation provide encouragement to the speaker?

Request reports from:

- Timer:
- Grammarian:
- Ah Counter:
- Posture Monitor:
- Wordmaster:

Provide a meeting evaluation:

- Was the meeting interesting, beneficial, efficient, and fun?
- Toastmaster (agendas, contact folks before meeting, stay on schedule)
- Pre-meeting (guests greeted, Guest Packet, room set up)
- Business Meeting (Parliamentary Procedure)
- Tabletopics (included minimal responsibility folks, answerable questions)
- Proper Introductions of Toastmaster for the Day and of the Speakers (last words uttered were the name).
- Unnecessary assignment duplication (busiest folks not given two assignments)
- Lectern guarded
- Speaking opportunity for everyone

Return control of the meeting to the Toastmaster for the Day.

## Club Name Toastmasters Agenda

Club # 0000, Area 51, Division C, District 19, Region IV

12:05 pm - Welcome & Introductions - President or Chair

12:06 pm - Business Meeting

12:09 pm - Educational Meeting, Identification of Participants:

    Toastmaster for the Day –

    General Evaluator –

    Tabletopicsmaster –

    Speaker #1 –

    Speaker #2 –

    Speaker #3 –

    Evaluator #1 –

    Evaluator #2 –

    Evaluator #3 –

    Timer –

    Wordmaster –

    Ah Counter –

    Grammarians –

    Thought for the Day –

    Joke for the Day –

    Introducer –

12:10 pm - Introducer

12:11 pm - Word for the Day

12:12 pm - Prepared Speeches

12:26 pm - Thought for the Day

12:27 pm - Tabletopics

12:37 pm - General Evaluation

    Speech Evaluations

    Meeting Evaluation

12:49 pm - Joke for the Day

12:50 pm - Toastmaster for the Day wraps up the Educational Meeting

12:55 pm - President or Chair adjourns meeting.

## Handy Dandy Speech Evaluation Guidelines

- Strive to start with **4 or more positive** comments, **1 (minimum) - 2 (maximum) constructive** comments, end with **more positive** comments. Strive to have positives outnumber constructive by a **factor of four or more**.
- Avoid commenting on Speaker's point of view. Focus on the **presentation**.
- Focus on **Speaker's performance**. Avoid: "*you could improve*" - better: "*the speech could be improved*".
- Use specifics. Avoid: "*the opening was weak*"- better "*starting with a question would strengthen the speech*".
- Use a lot of **"I"** phrases **instead of "you"** phrases. Avoid: "*you did this*"- better: "*it appeared to me*".
- Avoid judging. Avoid: "*the speech was good*"- better: "*I liked the speech*".
- If it is difficult to identify something that could be improved, ask yourself the question, "**is this the best speech I ever heard?**" If it is not, try to determine what could make it the best.

Evaluator:

Speech Title:

Date:

**C** Opening: Address Audience? Get Attention?

**O** Lead Into Body?

**N**

**T** Body: Organized?

**E** Interesting? Support Material?

**N** Relevant? Appropriate?

**T** Effective? Clear? Inspirational?

**.** Help Remember? Persuasive?

**.**

**.** Closing: Climax? Produce Results?

**.** Tie It Together? What to Do?

**D** Physical Appearance: Appropriate? Posture?

**E** Professional? Shirt (men) with collar?

**L**

**I** Body Language: Eye Contact? Hands? Face?

**V** Overuse / Underuse? Detracting / Adding?

**E** Deliberate? Precise? Appropriate?

**R** Natural? Spontaneous?

**Y**

**.** Vocal Variety: Volume? Pitch? Rate? Quality?

**.** Manner: Enthusiastic? Direct? Assured?

**.** Presentation: Visuals? Humor?

**L** Word Use: Clear? Accurate/Correct?

**A** Colorful? Vivid? Appropriate?

**N** Precise? Simple/Complex?

**G** Dull/Exciting? Jargon? Slang?

**U** Always/Never/Everyone Knows?

**A**

**G** Grammar: Proper?

**E** Pronunciation / Enunciation

**.** Vowel Sounds?

[Toastmaster Bio Sheet](#) (used for introductions)

Name:

Date:

Present

hobbies ... activities ... interests

Past

hobbies ... activities ... interests

Miscellaneous