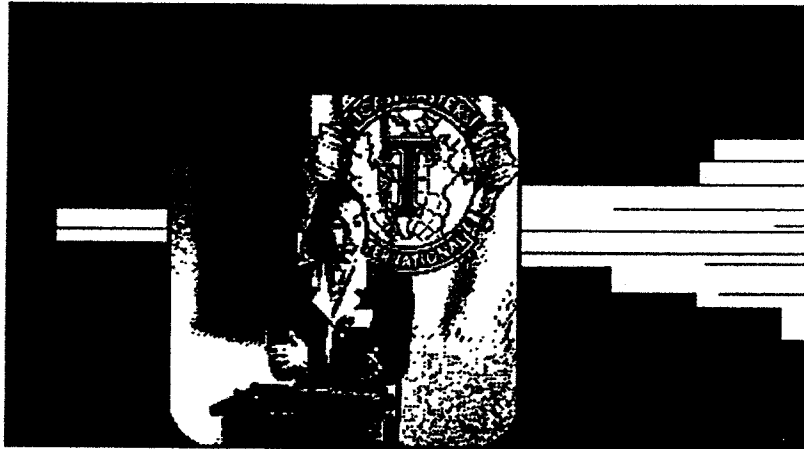


PHOENIX-TORONTO TOASTMASTERS
CLUB MANUAL
2003/2004



Making Effective Communication A Worldwide Reality

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Club Mission

Phoenix Toronto Toastmasters exists to provide a mutually supportive and positive learning environment. Each member has the opportunity to develop communication and leadership skills, which fosters self-confidence and individual growth. The setting of friendship and respect for all opinions and beliefs fosters personal development.

Responsibilities of a Club Member

As a member of Toastmaster, you will have an opportunity to serve the club in many capacities. By participating in all functions, you will receive well-rounded experience in communication and leadership.

Participation

- Meetings schedules are issued every 4-6 weeks
- Members should notify the Club Vice-President of Education of any dates they will not be available to attend meetings before the schedule is issued
- If you are unable to keep a scheduled assignment, it is your responsibility to find a replacement

General

For any assignment, members should keep the following guidelines in mind:

- Arrive on time. Be prepared to donate one “loonie” to the collection every time that you are late without notifying another member
- Be prepared
- Find a replacement for yourself if you cannot fill a scheduled assignment
- Keep within the time allotted for your session or presentation.
- Each time that you approach the lectern, shake the hand and thank the person who handed it to you
- Similarly, when you are handing over the lectern, shake the person’s hand to whom you are giving it
- Feel free to ask for help and/or advise from fellow club members
- Refer to the Toastmaster manuals. They contain a wealth of information and ideas

Responsibilities of the Chairperson:

Objectives: Convey energy and enthusiasm
Act as a genial host
Ensure that the meeting flows smoothly. Prepare a meeting theme if desired.
Keep meeting “on track” and on time

Resources: Prepared Schedule and previous agendas

Preparation: Confirm participation of: Toastmaster
General Evaluator
TM Tips
Humourmaster
Table Topics Master
Speakers, in conjunction with the
Toastmaster

Prepare the daily agenda. Roles which were not pre-assigned, must be assigned on the night of the meeting

Choose the word of the evening and encourage members to use it. A suggestion is to confer with the Table Topics Master, as Table Topics allows for each member to speak at the meeting. Members will use the word more frequently if the word is suitable to the topics chosen. If you cannot find a word to your liking, check the Club supplies, as we do have a collection of alternatives available.

At the Meeting:

- Arrive early to greet member and guests
- Be on hand to deal with any last minute changes
- Lead the applause before and after each session
- The gavel is a symbol of leadership and power. Do not hesitate to use it and do not forget to pass it to whoever is in charge of the particular session (such as Table Topics Master or Toastmaster)
- Lead the Business Session, approximately 10 minutes

Notes for the Business Session:

Please note that all members when speaking at the Business Session, must address the Chairperson.

- Call the Business Session of Phoenix Toronto Toastmasters to Session (bang gavel)
- Ask the secretary if we have a quorum this evening (50% + 1 member thereby allowing a vote)
- Ask the secretary to read the minutes of the previous meeting
- Are there any errors or omissions to the minutes?
- If no errors or omissions, the minutes are accepted as read. If there is a modification, the minutes are accepted as amended
- Refer to Old Business. Is there any topic not finished from the previous week's minutes?
- Any Club Officer Reports? (Referring to anything that has to do with activities within Toastmasters. Conferences, other clubs, etc.)
- Any new Business?
- A Motion?
- Note - It is strongly suggested, that if a member wishes to introduce a motion, a written copy of the motion be given to the Chairperson and to the Secretary prior to the meeting. This action helps with accurate recording of the motion and conserves time within the business session. The Chairperson does not introduce the Motions, as they are presiding over the Business Session
- Once the unfinished business has been finished, the floor is open to new business

Motions:

- Get the secretary to read motion. Please note that all motions must be seconded by another member
- Address one idea at a time, for clarity and proper addressing of issues
- Ask if anyone would like to speak for the motion
- Ask if anyone would like to speak against the motion
- Allow for a debate (alternating sides) until no one wishes to continue the debate
- Please note that each member may only speak once for or against the motion, unless no one else wishes to speak
- A member can call for a vote
- Call for a vote
- If the motion fails, it cannot be re-introduced

Amendments

- Members may wish to amend a main motion. They must not alter the intent or the spirit of the main motion. Amendments include:
 - Replace a word in the main motion with another word
 - Add a string of words at the end of the main motion .
 - Delete and replace a string of words from the main motion
- Another member must second the amendment. Members must speak to the Amendment, not to the amended motion
- Members speak for and against the Amendment
- Call for a vote
- Amendments can be amended
- The amendments must be voted upon prior to the motion, if the amendment was introduced prior to the vote of the motion

Parliamentary Procedure in Action

Fundamentals of Parliamentary Law

- Justice and courtesy for all
- Do one thing at a time
- Majority rules
- Minority must be heard
- Purpose is to facilitate action, not obstruct it

Reminders for the Presiding Officer

- Correct procedure is your goal
- In dealing with motions or amendments, always state the exact wording. Ask the secretary to read it if you forget how it was phrased
- Discussion is not in order until the motion has been stated by the Chairperson
- The Chairperson does not enter discussion while presiding.
- While chairing the meeting, you are a member of the assembly, and therefore entitled to vote
- Always indicate clearly how a vote is to be taken
- Always call for the negative vote saying, "Those opposed say 'No'"
- Adoption of an amendment does not mean adoption of the main motion. Remember to state the main motion as amended
- Better to say "The motion is out of order" versus "The speaker is out of order"

Responsibilities of the Table Topics Master:

Objectives: To give members an opportunity to practice their impromptu speaking skills

Timing: Each member speaks for a period of time between 1-2 minutes. You have the option to allow for a 10-15 second grace period at your discretion

Preparation: Develop a general theme for the session. The theme should be general, thereby enabling all members to speak to the topic. Prepare individual topics, stemming from the initial theme. Write each topic down on a separate piece of paper. There should be enough topics for each member, as well as for each guest (a guide: the current membership level plus 5)

At the Meeting:

- Arrive early to greet members and or guests
- After being introduced by the Chairperson, approach the lectern, thank the Chairperson for the introduction (don't forget to shake hands) and take the gavel
- When you introduce the session, briefly outline the theme you have chosen
- Announce the timing requirements, and the timing notification symbols (Yellow light is one minute, Amber light is one minute thirty seconds, and the Red light is two minutes)
- Invite each member and guest up to the lectern. Guests are encouraged to participate, although it is not mandatory
- When all of the members have completed their Table Topics, ask the audience to vote for their top two speakers. Explain how to vote, using the ballots provided (first place, listed first, second listed second)
- Return control of the meeting back to the Chairperson
- Tabulate the responses. Three Points for the first name, per ballot; two points for the second name listed, per ballot
- Announce the winners when asked by the Chairperson, at the end of the meeting

Tips:

If you allow preparation by the speakers prior to their presentations, the word of the night is mandatory. It is not necessary that you allow preparation time. (One to two minutes is a significant time period, for example, when the previous speaker is presenting, look at your subject for preparation)

Be original and unique! The requirements are simply to allow each member to speak at the meeting and to encourage impromptu speaking! Keep this in mind when preparing your theme.

Responsibilities of the Toastmaster:

Objectives: To lead the Prepared Speech session of the agenda
To warm up the audience and to create a supportive and encouraging environment for the upcoming speakers
To introduce each speaker

Preparation (Per Speaker):

- Confirm speakers
- Confirm each speech number and its objectives
- Confirm the time limits for each presentation and the title
- Remind the speakers to bring their manual for the evaluation
- Prepare a suitable introduction for them. Ask the speaker for written notes of pertinent information, to be used in the introduction of that presenter. Introductions should be warm and encouraging for the speakers and for the audience
- Confirm speakers and times with the Chairperson

At the Meeting:

- Arrive early to greet member and/or guests
- After being introduced by the Chairperson, approach the lectern, thank the Chairperson for the introduction (don't forget to shake hands) and take the gavel
- Warm up the audience with an appropriate story, joke, etc.
- Introduce each speaker in turn, giving some information about the speaker. Mention the speech number and purpose, the timing, the title, the evaluator and most importantly, the speaker's name
- Listen carefully to the speech for possible "bridging" material between speakers
- After the speaker finishes, initiate the applause. Assume control of the lectern from the speaker. Shake their hands. Continue applauding until the speaker has returned to their chair
- Introduce the next speaker. Allow a couple of minutes for the introduction, thereby allowing the evaluator some time to record their initial thoughts
- After all of the speakers are finished, get the Timer's report for each speech and then call upon the Evaluators (in turn) to present their evaluation of the speeches
- When the Evaluations are completed, return control of the meeting back to the Chairperson

Tips:

Remember that the Toastmaster remains neutral with respect to the Speaker's presentations. Ensure that your comments are not, and will not be construed as, Evaluations of the presentation. Be sure not to comment upon the style of the speech, or whether or not the speaker achieved their goals. Limit your comments to the content.

Presenting the TM Tips:

Objectives: To draw attention to various aspects of the Toastmaster's meeting, to outline certain roles and responsibilities of the members who undertake each role

Preparation: Choose a topic that is original. If it is later on in the year, it is possible that you will choose a topic that has been previously presented. If this happens, choose a topic that the audience has not heard lately.

Prepare a 1-2 minute presentation on the topic. Be sure to notify the timer of the time limit on your presentation.

Encourage other members to remember your presentation and to remember the importance of the role outlined in your presentation.

Tips:

This manual, or your Toastmaster manual, has a description of your topic. Use both for your reference

Evaluating Speeches:

Objectives: Listen
Analyze
Advise
Encourage

Preparation: Obtain from the Speaker: Their Manual
Speech number and objectives
Areas to Watch, according to Speaker
Read speech objectives in Manual
Complete written evaluation in Manual

Tips:

Your objective is to help the speaker improve their public speaking ability. This is your primarily objective

Your role is to help motivate the speaker

You are a facilitator in this role. Offer suggestions for improvement. Use positive reinforcement.

Evaluate the behaviour of the speaker, not the person

Personalize your language, for example, call him/her by their name

Suit the evaluation to the speaker

Show that you care about the speaker's presentation and their improvement

Sometimes the speaker's manual asks the Evaluator to evaluate the speech content. Be impartial as to your personal feelings towards the topic. Look for completeness of topic versus opinion of the presentation.

Responsibilities of the General Evaluator:

Objectives: Listen
Analyze
Advise
Encourage

Tips:

The role of the General Evaluator is to evaluate the entire meeting. Use your general impressions. Did the meeting start on time? Did the Chairperson maintain control of the meeting? Keep in mind that an Evaluation should be encouraging. What was well presented? Offer suggestions for areas of improvement. Remember that everyone is at a different level, with different levels of experience within the club.

The General Evaluator's objective is to help improve the club as an entity.

When you are the Timer:

Objectives: To ensure that the meeting is conducted within the appropriate time limits as set by Phoenix Toastmasters and by the Chairperson
HINT: TIME EVERYTHING. Record the times
Deliver the Timer's Report when asked

Tips: Ensure that you know how to operate the stop watch and the lighting system
Practice before you must officially time anything to avoid errors
Remember to turn off the previous light once switching to another colour
Remember to turn off the Red light once a speaker has finished to avoid confusion
The person responsible for various sessions will announce the timing requirements. Ensure that you know the limits before a speaker or session begins.

When you are the Secretary:

Normally, the Club elected Secretary records the minutes of each meeting. If this person is unable to attend the meeting, the Chairperson will appoint a Secretary for the evening.

Objectives: Record the activities of the meeting
Read aloud the Minutes of the previous meeting, when asked by the Chairperson, at the start of the Business Session

Resources: The minutes of the previous meeting. The Sergeant-At-Arms will provide them for you
A pre-prepared sheet, with places to record the information required, located with the previous minutes

Tips: Be sure that you can read the minutes from the previous meeting. If that Secretary is present, confirm their handwriting
Check to see if anyone has any motions that they wish to present at the Business session. If so, ask for a copy of it, for accuracy purposes (prior to the meeting)
Ensure that your pen works. You are recording the activities of the meeting, and you must be accurate and legible. Do not enter your personal opinions regarding the meeting. Just record the activities

When you are the Ah Counter/Quizmaster:

Objectives: To be an active and attentive listener throughout the meeting.

Ah Counter - Count and report how often the speakers use the word "Ah" throughout the meeting. Keep in mind that "Ah" can be any word a speaker uses as a "Crutch" or "Pause" word. A pause is more effective than a speaker saying "uumm"
We have a red "AH" sign. Hold it up whenever a speaker uses his/her crutch word

Quizmaster - Prepare some questions (3-5, or more, depending upon the length of the meeting) on the materials presenting throughout the course of the evening. Ask the question, followed by a member's name, at the appropriate time. Usually the end of the meeting, please to the daily agenda.
You are testing the members' listening skills.

When you are the Humourmaster:

The Humourmaster presents a joke or humourous short story to the club in an entertaining and tasteful manner.

When you are a Guest:

- Sign our guest book
- Explain to one of our members the reason for coming to our meeting, for introductory purposes, prior to the beginning of the session
- Participate, if desired, in the Table Topics Session
- Upon the invitation of the Chairperson at the end of the meeting, stand up and share your thoughts and opinions of the meeting

The IMPROVED Educational System



Distinguished Toastmaster (DTM)

To qualify for Distinguished Toastmaster (DTM) recognition, you must complete the new Communication Track **AND** the new Leadership Track.

Communication Track

Advanced Toastmaster - Gold (ATM-G)

- ★ Achieve the NEW ATM-S award or the current ATM-B award
- ★ Complete two additional *Advanced Communication and Leadership* Manuals
- ★ Conduct a *Success/Leadership Program*, *Success/Communication Program* OR a *Youth Leadership Program*
- ★ Coach a new member with the first three speech projects

Advanced Toastmaster - Silver (ATM-S)

- ★ Achieve the NEW ATM-B award or the current ATM award
- ★ Complete two additional *Advanced Communication and Leadership* Manuals
- ★ Conduct any two programs from *The Better Speaker Series* and/or *The Successful Club Series* (see inside flap for a list of The Better Speaker and Successful Club Series)

Advanced Toastmaster - Bronze (ATM-B)

- ★ Achieve CTM award
- ★ Complete two *Advanced Communication and Leadership* Manuals (see inside flap for a list of all Advanced Manuals)

Leadership Track

Advanced Leader (AL)

- ★ Achieve Competent Leader award
- ★ Serve a complete term as a District Officer
 - District Governor
 - Lieutenant Governor Education and Training
 - Lieutenant Governor Marketing
 - Public Relations Officer
 - District Secretary
 - District Treasurer
 - Division Governor
 - Area Governor
- ★ Complete the *High Performance Leadership Program*
- ★ Serve successfully as a Club Sponsor, Mentor or Specialist

Competent Leader - CL

- ★ Achieve CTM award
- ★ Serve at least six months as a Club officer
 - President
 - Vice President Education
 - Vice President Membership
 - Vice President Public Relations
 - Secretary
 - Treasurer
 - Sergeant at Arms
- ★ Participate in the preparation of a *Club Success Plan*
- ★ Participate in a District-sponsored Club officer training program, while serving as a Club officer
- ★ Conduct any two programs from *The Successful Club Series*

Competent Toastmaster (CTM)

- | | |
|------------------------|-----------------------------|
| 1 The Ice Breaker | 6 Work With Words |
| 2 Speak With Sincerity | 7 Apply Your Skills |
| 3 Organize Your Speech | 8 Add Impact To Your Speech |
| 4 Show What You Mean | 9 Persuade With Power |
| 5 Vocal Variety | 10 Inspire Your Audience |

New Member

Created by: Frank Storey, DTM (410) 850-5728

ADVANCED COMMUNICATION AND LEADERSHIP MANUALS

The Entertaining Speaker (226-A)

The Entertaining Speech
Resources for Entertainment
Make Them Laugh
A Dramatic Talk
Speaking After Dinner

Speaking to Inform (226-B)

The Speech To Inform
Resources for Informing
The Demonstration Talk
A Fact-Finding Report
The Abstract Concept

Public Relations (226-C)

The Public Relations Speech
Resources for Goodwill
The Persuasive Approach
Speaking Under Fire
The Media Approach

The Discussion Leader (226-D)

The Seminar Solution
The Round Robin
Pilot A Panel
Make It Make-Believe
The Workshop Leader

Specialty Speeches (226-E)

Speak Off the Cuff
Uplift the Spirit
Sell A Product
Read Out Loud
Introduce The Speaker

Speeches By Management (226-F)

The Briefing
The Technical Speech
Manage and Motivate
The Status Report
The Adversary Relationship

Interpersonal Communications (226-M)

Conversing with Ease
The Successful Negotiator
Diffusing Verbal Criticism
The Coach
Asserting Yourself Effectively

The Professional Speaker (226-G)

The Keynote Address
Speaking to Entertain
The Sales Training Speech
The Professional Seminar
The Motivational Speech

Technical Presentations (226-H)

The Technical Briefing
The Proposal
The Nontechnical Audience
Presenting A Technical Paper
The Team Presentation

The Professional Salesperson (226-I)

The Winning Attitude
Closing the Sale
Training the Sales Force
The Sales Meeting
The Team Sales Presentation

Communicating On Television (226-J)

Straight Talk
The Talk Show
When You Are the Host
The Press Conference
Training On Television

Storytelling (226-K)

The Folk Tale
Let's Get Personal
The Moral of the Story
The Touching Story
Bringing History to Life

Interpretive Reading (226-L)

Reading a Story
Interpreting Poetry
The Monodrama
The Play
The Oratorical Speech

Special Occasion Speeches (226-N)

Mastering the Toast
Speaking in Praise
The Roast
Presenting An Award
Accepting An Award

The Successful Club Series

- 290 The Moments of Truth
- 291 Finding New Members for Your Club
- 292 Evaluate to Motivate
- 293 Closing the Sale
- 294 Cresting the Best Club Climate
- 295 Meeting Roles and Responsibilities
- 296 Mentoring
- 297 Keeping the Commitment
- 298 Going Beyond Our Club

The Better Speaker Series

- 270 Beginning Your Speech
- 271 Concluding Your Speech
- 272 Take the Terror Out of Talk
- 273 Impromptu Speaking
- 274 Selecting Your Topic
- 275 Know Your Audience
- 276 Organizing Your Speech
- 277 Creating and Introduction
- 278 Preparation and Practice

Success/Communication

- 205 Speechcraft
- 242 How to Listen Effectively
- 251 The Art of Effective Evaluation
- 253 Building Your Thinking Power, Part I
- 254 Building Your Thinking Power, Part II
- 257 From Speaker to Trainer

Success/Leadership

- 236 How To Conduct Productive Meetings
- 237 Parliamentary Procedure In Action
- 249 Parliamentary Procedure - Westminster Model
- 255 Characteristics of Effective Leaders
- 256 Developing Your Leadership Skills
- 257 Working In the Team Environment
- 259 Improving Your Management Skills

High Performance Leadership

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A five-project program which offers instruction and practice in such vital leadership skills and activities as developing a mission and vision goal-setting and planning, identifying values and building a team.