



# QUEANBEYAN TOASTMASTERS NEWSLETTER

Club No. 5593, Area 19  
Monaro Division, District 70

**INSIDE THIS ISSUE: OCT'02**

## MEMBERSHIP – HIDDEN BENEFITS

BY PAUL LIVINGSTON

<b>MEMBERSHIP</b>	<b>1</b>
<b>WELCOME</b>	<b>1</b>
<b>WHAT'S ON</b>	<b>2</b>
<b>GIANT TO BE CONQUERED</b>	<b>2</b>
<b>WE COMMUNICATE...</b>	<b>2</b>
<b>MESSAGE FROM BELINDA</b>	<b>3</b>
<b>BELINDA THE WINNER</b>	<b>3</b>
<b>SEMI-ANNUAL CONFERENCE</b>	<b>3</b>
<b>SEEING THE NEGATIVES CAN BRING...</b>	<b>4</b>
<b>TREASURER'S REPORT 30/9</b>	<b>4</b>
<b>SOUND LIKE A WINNER</b>	<b>5</b>
<b>CTM, ATM...</b>	<b>5</b>
<b>MAKING TIME FOR THINGS</b>	<b>6</b>
<b>YOUR EXEC</b>	<b>7</b>
<b>EDITOR'S NOTES</b>	<b>7</b>
<b>SUMMARY OF EVALUATION EDUCATIONAL</b>	<b>7</b>

**BELINDA WINS MONARO DIVISION HUMOROUS SPEECH CONTEST.**

Why did you join Toastmasters? Each of us had our own special reasons for becoming involved with Toastmasters and Queanbeyan Toastmasters in particular. For me it was to learn techniques to become better organized and more confident in my public speaking. For years I have been doing some form of public speaking in my job and in other social organizations.

Toastmasters helped me become better at preparing talks and gain confidence in my speaking abilities. It has done it in a way that is unusual from 'real life'. You might ask what I mean by that. In real life, for the most part, when you are trying to learn something new or do something you are unaccustomed to not doing it correctly or failing to do it usually results in criticism or disappointment.

Toastmasters by contrast provides positive support and encouragement. Even if you don't do something right the evaluators highlight the positive aspects of your work while providing positive comments on ways to improve. Membership in Toastmasters has worked for me and it has provided me with many other benefits I had not even considered when joining. Benefits enjoyed by all members.

Some of the hidden benefits that can be gained through Toastmasters that extend into all realms of our lives include:

- Personal confidence building through speaking in meetings

- Better listening skills by evaluating speeches or meeting roles
- Honing our logic and organisational abilities by preparing speeches
- Learning new presentation techniques by observing other speakers
- Learning new and interesting topics from other presenters
- Improving writing skills using the logic and organizational of speech writing
- Accepting and giving constructive criticism objectively
- Building relationships and friendships.

Being a Club Officer provides even more opportunity to experience the benefits of Toastmasters by practicing and learning practical skills:

- Time Management skills
- Management skills
- Leadership skills
- Team skills
- Organisational skills
- Planning and project management skills.

Take a minute and reflect, Have you found hidden benefits through your membership in Toastmasters? I certainly hope so. There is a lot to

be gained from Toastmasters and by actively participating the benefits will be enormous.

***"Toastmasters: Bringing Out the Best in People"***

**WELCOME TO QUEANBEYAN TOASTMASTERS CLUB**



We'd like to give a special welcome to Angelika Mauch who joined our club on 16 September. Angelika – we hope you enjoy being part of the Queanbeyan Toastmasters Club.

\*\*\*\*\*  
On behalf of all members of the Club, we would like to welcome all visitors and guests to Queanbeyan Toastmasters Club.

We hope you enjoy the meeting and visit us again with a view to joining our Club.

## WHAT'S ON AROUND THE MONARO DIVISION & DISTRICT

### IMPORTANT DATES FOR YOUR DIARY THIS YEAR — 2002

Monday 14 (not 7) & 21 October—regular club meetings in October.  
NB Change of meeting dates in October

Saturday September 28, Division Humorous Speech and Table Topics Contest.

Saturday November 9, District Semi Annual Conference, Humorous and Topics contests.

### Next year....2003 Important Dates

Monday 7 April 2003 Club International Speech and Evaluation contests.

Saturday May 3 2003 Division International and Evaluation contests.

Sat/Sun 16-18 May 2003 District Conference, International and Evaluation contests.

Monday 19 May 2003 Club Annual General Meeting and election of Officers for 2003/4

### WEBSITES

#### Our District 70 website

[www.d70toastmasters.org](http://www.d70toastmasters.org)

#### Toastmasters International website

[www.toastmasters.org](http://www.toastmasters.org)

## A GIANT TO BE CONQUERED BY MAGGIE BRYANT

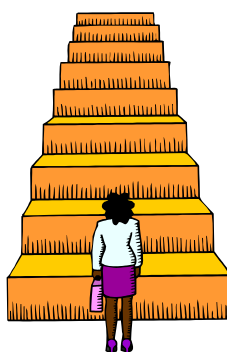
When I was five years old, I was taken to see Santa! All I can remember is walking into a Department Store and looking up to see a huge mountain of a giant towering over me. My first reaction was to scream and run out of the store. I had never seen anyone of such vast proportions, so it seemed to my infant eyes.

Not many years later I stood on the highest diving board at the swimming pool and as I looked over the edge, there was the same giant looking up at me, so of course the only thing to do was to turn and run. (The runaway bride has nothing on me!)

I have been overwhelmed by the giant many times since then, but what this lifelong foe doesn't realise, is that I now have a secret weapon. I call it TOASTMASTERS. My progress

may be slow, but as I sharpen this weapon, little by little the day will come when I no longer run from the giant and he will be conquered.

PS For years I regretted not having my photo taken with Santa as all the other children did, so at the age of 15 I boldly went and sat on his knee and had my picture taken.



### **We communicate...**

not by what we are, but by what listeners understand.

### **We communicate...**

not by what we intend to say but by what listeners see, hear and are willing to accept.

### **We communicate...**

not by what we say but by what listeners hear.

By Malcolm Gray

Sourced by Maggie Bryant.

## MESSAGE FROM THE PRESIDENT OF QUEANBEYAN TOASTMASTERS CLUB BELINDA YATES

What do we learn at Toastmasters? When we join Toastmasters, we all have ideas as to what we are going to get out of it. We go along knowing that we will learn how to speak well in public, that we will learn a bit more about the English language and that we will have some techniques under our belts to control nerves and make our speeches interesting.

Here lies the joy of Toastmasters. We learn so much more than we expect to. There are so many different things that we pick up along the way, things that we learn from those around us, how to deal with people, how to turn negatives into positives. The list is endless.

For me, the most surprising issue is learning how to give and accept praise. Now you may think that sounds a bit strange, but after childhood, praise often doesn't feature strongly in our lives. And it is only when you attend an organisation like Toastmasters, that you realise how beneficial appropriate praise is both to give and receive.

Now find I listen very closely to how people deal with each other. When I hear the negatives come out, I often reflect on how a Toastmaster evaluator would have dealt with the situation. It is the way the words are phrased that makes a difference

to how people will accept them.

Listening to people like Anna, Greg, Paul, Gary, Michael and other experienced Toastmasters offer praise and advice, the choice of words and the phrases they use are inspirational.

The idea of letting people know how they can improve in a positive way is obviously not something that many people are comfortable with, and as a result they don't get the outcomes they hope for. By using praise (in an appropriate manner), and encouragement, the outcomes are often much better.

But there is also the issue of learning how to accept praise.

For many of us, being praised directly is difficult to deal with. Many, myself included, get embarrassed and deflect the praise elsewhere, so that we don't feel egotistical. And knowing how to respond is also an issue.

What do you say? Is a simple "Thank you" enough? It's hard not to be too gushy when overwhelmed by people's kind words!

Through Toastmasters, I am learning to give genuine praise. I am also learning to accept it and advice graciously. All of these benefit my life and the lives of those around me. It's amazing what two hours a night, one night a fortnight, can do.

Toastmasters  
International  
Theme for 2002/2003:  
  
Bringing out the  
Best in People.

### CONGRATULATIONS BELINDA

#### WHAT A STAR

Belinda won the Toastmasters District 70, Monaro Division Humorous Speech contest held last Saturday 28 September and will now progress to the District Final to be held in Sydney on Saturday 9 November.

So, if you're planning a weekend away to Sydney that will be the time to go along, to support Belinda in the District contest.

### DISTRICT 70 TOASTMASTERS SEMI-ANNUAL DISTRICT CONFERENCE

MILLENNIUM HOTEL, SYDNEY

Saturday 9 November 2002.

#### Highlights include:

- Humorous Contest District Final
- Table Topics Final Contest
- Educational sessions
- Lots of fun & more!

## SEEING THE NEGATIVES CAN BRING POSITIVE RESULTS

BY JIM SNOW

A recent article in the Australian lambasting the 'Self-esteem industry' is a timely reminder of one of the reasons Toastmasters has endured.

Toastmasters aids improvement – no matter where you are starting from – and that mix of (mostly) positives and negatives in an evaluation of your performance can spur you on to greater heights, even when the criticism is misdirected.

The problem with continuous positives, whether applied to your communications or the whole gamut of 'self esteem' is

that you can be enticed into living in a cocoon that protects from the negatives of this world. When it comes to communicating you need to hone your skills and the best way is through feedback. Even unfair feedback can help and I can recall some of my improvements coming from criticism.

Examples:

In 1983 after my maiden speech in parliament Andrew Peacock loudly said to Bob Hawke: 'I thought you said he was good'. I was determined after that to do better.

Later that year Ian Sinclair said 'The Member for Eden-Monaro will be out at the next election'. Learning to take the brickbats, I lasted another 13 years.

The best criticisms often came from friends – I lost a pronounced lisp that way – and Toastmasters, where I am slowly learning to stop leaning on things and playing with things like paper, pens and glasses.

If people always told me I was wonderful I'd be pretty boring today.

## QUEANBEYAN TOASTMASTERS TREASURER'S REPORT AS AT 30 SEPTEMBER 2002

BARRY WRIGHT

A bank draft for \$US 468 has been forwarded to Toastmasters International for the renewal of 26 memberships of Queanbeyan Toastmasters Club for the period 1 October 2002 to 31 March 2003. Together with one new member, the Club now has 27 financial members. In addition, another member has indicated that she will also be renewing her membership and two others Tony and Melanie (moved to Melbourne) will not be renewing.

### BANK ACCOUNT:

Balance as per bank statement 28 August 2002	\$ 932.37
--	-----------

### ADD INCOME:

New member	\$ 68.00	
Semiannual renewals	\$ 577.00	
<b>Subtotal</b>	<b>\$ 645.00</b>	<b>\$ 1577.37</b>

### SUBTRACT EXPENDITURE:

Semiannual dues to TI (rate \$A 0.5403)	\$ 866.19	
Bank currency exchange fee	\$ 16.00	
Contest material	\$ 12.00	
New membership to District 70	\$ 68.00	
<b>Subtotal</b>	<b>\$ 962.19</b>	<b>\$ 615.18</b>

CARRY OVER BALANCE:	\$ 615.18
---------------------	-----------

### MOTION TO BE MOVED BY THE TREASURER AT THE NEXT BUSINESS MEETING

- That the Treasurer's report of 30 September 2002 as outlined above be adopted

EXTRACT FROM A BOOK ENTITLED  
**SOUND LIKE A WINNER**  
 BY MALCOLM GRAY

### Getting the Pitch Right

When we hum, we feel a vibration. If we hum a low note, the vibration occurs in the mouth. If we move up to a high note the vibration occurs in the nose. Can you feel that?

The correct pitch, or the best quality voice for us as individuals occurs when the vibration occurs in both the mouth and the nose.

The mouth and nose area is called the mask, and when the mask is vibrating we have reached the correct pitch. I use a small keyboard to help people find their right note. For me it is the note E or E-flat. So I use that as my middle note and make sure that I am speaking to a larger audience that I reach for some higher and some lower notes.

### Develop a Disciplined Voice

Here are the voice exercises I use:  
 1 Hum the scale. Don't hurry. Take your time and give full value to each sound. Begin at a comfortable low note, but don't drop it down into your throat. From the low note, hum up the scale note by note to a comfortable high note. You will cover eight notes in the process. Then come down the scale, never hurrying, and never straining. Do it three times.

This exercise uses the notes you normally do not exercise in everyday conversation.

2 Australians suffer from lazy jaws. When we don't open our mouth, we close down our resonance chambers, stop the tongue articulating, and mumble through our partly closed lips.

To overcome the Australian drawl, we undertake an exercise that overdoes the correction. We simply sing the letter W.

Keep in mind that we want to move the lips and jaw, so the worst face we pull is the best form of the exercise. Begin by singing DUB, then stretch the mouth as wide as possible for the BULL. Finish by pushing the lips as far forward as possible for the YOU. DUB-BULL-YOU.

Do it three times at the middle note that you discovered in looking for your correct pitch, three at a comfortable high note, three at a comfortable low note and finish with three back at the middle note.

I use my "lost time" to carry out voice exercises, mainly driving in the car, but I am now very careful when I stop at traffic lights especially when the window is wound down!

One day I pushed my lips forward to sound the YOU, I simultaneously turned to see the startled face of the lady in the next car to me, and she blew a kiss straight back.

3 The third and final exercise is simply to pick up a newspaper and pretending to be a famous TV newsreader read aloud for 60 seconds. It is surprising how many people cannot maintain the life and interest in their voice. After 30 seconds or so the voice begins to fade and fails to hold its good form.

A variation of this is to listen to a newsreader and speak his words a fraction of a second after him.

You will soon pick up his rhythm. It is worth doing this with a number of newsreaders so that you don't become a clone. Remember that we want to develop our own distinctive voice.

Do you remember when Gough Whitlam was Prime Minister and there were a number of politicians who developed similar intonation and delivery? Do you ever hear anything of those clones today? Be yourself.

\*\*\*\*\*

*Malcolm Gray is an award winning journalist, speaker and television presenter. He has conducted training and development seminars in communication and worked in corporate television productions. He has been a professional communicator and*

### CTM

Competent Toastmaster:  
 Completed the Communication and Leadership manual.

### ATM-B

Advanced Toastmaster—Bronze  
 Achieved CTM  
 Completed Two *Advanced Communication and Leadership Program* manuals.

### ATM-S

Advanced Toastmaster—Silver  
 Achieved ATM-B  
 Completed two additional *Advanced Communication and Leadership Program* manuals and Conducted any two programs from *The Better Speaker Series* or *The Successful Club Series*.

## SATURDAY OCTOBER 12, 2002

12.30-3pm Canberra Museum & Gallery (public meeting room)

The Canberra Museum & Gallery is located on London Circuit.  
It is the building on the right as one faces the Canberra Theatre.

### Monaro Division — Saturday Seminar

## MAKING TIME FOR THE THINGS THAT MATTER

WITH

John Sleigh

*Afternoon tea provided Small gold coin donation at door*

**Contact: Paul Livingston, (02) 6299 8934, (after 6.30pm)** *Learn how Toastmasters can help you get more out of life. See how an experienced Toastmaster has reaped the benefits that only membership in the world's largest self development organisation can provide.*

### John Sleigh

John has been a Toastmaster since Ralph Smedley was a boy – well almost! Through the opportunities that Toastmasters has provided, John has polished his unique presentation style. At this seminar you can see how a successful professional speaker has blended the benefits of the Toastmasters program with the expectations of corporate clients.

**BE THERE!!!** •If you are looking for opportunities to apply your skills as a professional presenter,

**BE THERE!!!** •If you wish you had more time to spend on the things that matter to you,

**BE THERE!!!** •If you intend to make full use of the opportunities that only Toastmasters membership provides,

#### *The Principles*

· Work out what matters · Get organised · Share the load, and · Then deal with disruption.

#### *Work out what matters*

A great deal of lost time is spent doing things the way that they have always been done. For every report that is written there needs to be a reader. Are the writers aware of what the readers require? If not then both may be wasting time.

#### *Get organised*

New technology has dramatically changed the way that business operates. Instant electronic transfer of funds means that “the cheque is in the mail” no longer rates as an excuse. Staff leaving a meeting are being called on mobiles to check progress before they have reached their office. Have we learned to use technology to gain time or is it creating greater burdens?

#### *Share the load*

Work is too often duplicated rather than shared. While there is no more valuable skill than delegation, it is rarely practised well. The program identifies opportunities for delegation, even among front line staff.

#### *Then deal with disruption*

Even when you are goal focused, organised and sharing the load there will be disruptions. Now, however when the alarm bells ring you will be better able to deal with even the most unexpected disruption. Being organised means that the number of unplanned urgent disruptions will be fewer, while being part of a load sharing network will ensure that you are not alone to deal with the disruption.

## Your Club executive team for 2002/2003

- President: Belinda Yates  
belinda@graphicark.com.au
- VPE: Greg Murray  
gmurray@questacon.edu.au
- VPPR: Anna Boots  
bootsa@ozemail.com.au
- VPM & IPP: Paul Livingston  
paullivingston@mac.com
- Treasurer: Barry Wright  
bwright@au.gateway
- Secretary: Judith Dorrell  
(email to be advised)
- Sgt at Arms: Grant Keedle  
grant.keedle@abs.gov.au
- Assistant Sgt at Arms: Andrew Laggner  
andrewlaggner@hotmail.com

### MISSION OF TOASTMASTERS INTERNATIONAL

The mission of a Toastmasters Club is to provide a mutually supportive environment in which every member has the opportunity to develop communication and leadership skills, which in turn fosters self-confidence and personal growth.



### BRIEF WORD FROM YOUR EDITOR

What a fantastic night it was to hear Belinda's excellent speech to earn her the winning trophy of the Monaro Division Humorous Speech Contest. Queanbeyan members there on the night to support Belinda were: Paul, Andrew, Barry, Judith and Anna. Of course, Simon, Belinda's husband was there too! Andrew took some great photos which you will see in the next issue.

There are some very interesting articles to read in this issue. I would like to personally thank all those who submitted articles for this issue and I look forward to receiving more news items and interesting articles for the next issue.

Articles are due for the November issue of the club newsletter are due no later than 31 October.

Thank you.

## SUMMARY OF EVALUATION EDUCATIONAL PRESENTED BY M THORLEY

What do we want out of evaluations as speakers? Thoughts from the audience in answer to this question before the educational began:

- Points for improvement said in a nice way
- The truth said in a nice way!
- Don't want content repeated
- Candid evaluation and something you can believe—not a "white-wash".

Michael outlined

### An effective evaluation is:

1. A personal response  
eg I was entertained by ...
2. Positive and encouraging  
eg I was impressed by...
3. Constructive recommendations, points for improvement  
eg I felt the ending faded, I would like to have seen it end as strong as it began.

### 4. Organised.

Listen to your own responses and rely on what the speech meant to you.

### A well organised evaluation will have:

- 1 Preparation: Work from a useful structure. If possible check with the speaker prior to the speech for personal objectives.
- 2 A positive Opening: Start with a nice up-beat statement that is genuine, sincere and positive.
- 3 A statement about objectives and purpose of the speech.

These may be:

- a) Personal objectives
  - b) Manual objectives
  - c) General objectives
- for example:

- To inform
- To inspire
- To persuade
- To entertain.

- 4 Lots of appreciation:  
use phrases such as, I liked the use of a story, enjoyed the humour, the twist in the plot surprised me....etc  
avoid: I liked...but...I liked...but!
- 5 Two recommendations:  
preferably from two different areas (eg structure, vocal variety).
- 6 Summary: start first with a summary of recommendations then move back to strengths.
- 7 Positive conclusion. ☺

**Presented by Michael Thorley at  
Manuka Toastmasters—25/9/02**

*Summary of this session prepared by A. Boots*