

***Park Central
Toastmasters
Club Program
Manual
Version 1.3***

Club 3527
October 25, 2011

What is Park Central Toastmasters?

Park Central Toastmasters is a wonderful place to learn speaking, listening and leadership skills that will help you communicate effectively in virtually all interpersonal situations. It is also a very safe place to practice your speaking skills and receive constructive feedback from a diverse population of people who have a common interest — more effective communication. No matter what your purpose or reason for wanting to improve your speaking skills, you will find genuine interest and support from Park Central members.

How it Works

Park Central is one club in an international organization. Each member worldwide, in each club, follows the same structured procedure in a proven system to improve speaking skills. You begin with the Basic Manual, which outlines speaking objectives for ten speeches. Each speech has a specific purpose, such as vocal variety, and focuses on one aspect of a successful presentation. As you progress through this first manual, you will be given encouragement and a comprehensive evaluation of each speech. In fact, evaluations are probably the most important part of the Toastmasters program. It is through this feedback that we improve and grow. At the completion of the first ten manual speeches, you will receive an award, CC – Competent Communicator.

From this point on, you can choose your course from a variety of advanced manuals and design your learning experience to suit your needs. You can choose from Seminar Presentations, Humor, Sales and Storytelling to name a few. At each meeting, you will hear speeches from other members that will enrich your life, tickle your funny bone, or bring a tear to your eye. It is a great way to learn since you will hear so many others working to improve. You will experience techniques that you will choose to incorporate into your day-to-day communications. You will be able to monitor your own progress with the honest feedback from other club members.

Once you have completed the membership application and submitted the required fees you are a Park Central Toastmaster member! You will receive a new member packet, which provides information about your first speech and how the club operates. You will also begin receiving our award-winning weekly newsletter and the excellent monthly magazine published by Toastmasters International.

You will be assigned an experienced member as your coach. Within sixty days you'll be scheduled for your Ice Breaker speech, speech number one in the Basic Manual. We encourage you to join us. Being a Park Central Toastmaster is a great personal and professional experience plus it's a lot of fun!

Membership:

Once you have completed the membership application and submitted the required fees you are a member of Park Central Toastmaster! You will receive a new member packet which provides information about your first speech and how the club operates. You will also begin receiving our award-winning weekly newsletter and the excellent monthly magazine published by Toastmasters International. You will be assigned an experienced member as your coach and within sixty days be scheduled for your Ice Breaker speech, speech number one in the Basic Manual.

Dues Structure

Monthly dues are \$17.00 a month for active members and \$10.00 a month for full-time students and inactive members. Dues are payable on the first of each month and must be current to maintain membership. No bills need to be sent. It is the responsibility of each member to keep track of his or her dues status. *The Park Central Toastmasters by-laws state that if members fall three months behind on dues, they must be dropped from the membership roll.* If you are dropped from membership because of non-payment of dues and you wish to rejoin the club, your back dues must be paid in addition to any reinstatement fees.

Roles and Responsibilities

As a Member, you will be assigned various functions to perform at the meetings. These functions are published four weeks in advance in our newsletter. If for some reason, you cannot perform a scheduled function, you are expected to find a substitute and notify the Toastmaster of the change. You can do this in person, by general request at a regular meeting, or by phone. You may also e-mail a person individually if he or she is not scheduled for a function. However, please do not send an e-mail to all the club members asking for a substitute. On our web-site, ParkcentralToastmasters.com, you can find contact information for all members.

Where YOU fit in!

So you're a Functionary at the *Park Central Toastmasters* meeting! While there is very little that is predictable about any *Park Central* meeting, there IS a "typical" order we usually follow! Below is a "typical" agenda, which will give you an idea of when you perform your function. Precise times and order of functions are determined by the Toastmaster.

PARK CENTRAL TOASTMASTER AGENDA

7:00 a.m. to 7:10 — President opens meeting and calls on functionaries:
Pledge and invocation
Minute man who performs the toast
The President then welcomes guests and introduces Toastmaster who now presides over the meeting.

7:10-7:20 — Toastmaster introduces the theme of the day, followed by introduction of functionaries: Greeter, Ah counter, Ballot counter, Wordmaster Grammarian, Table Topic master, General evaluator and the Jokemaster.

7:20-7:50 — Generally, four speeches are given, during which members write individual brief evaluations, then vote for best and most improved speaker following the Clockwatcher's report

7:50-8:10 — The Toastmaster introduces the Table Topics master, who calls on members who are not functionaries, to give a 1-2 minute impromptu speech in response to the Table Topics master's questions or comments. He or she then asks for the Clockwatcher's report, the Wordmaster Grammarian's report (did the TT participants use the word of the day?) and asks members to vote for the best TT participant.

8:10 a.m. 8:25 — The Table Topics master introduces the General Evaluator who now presides over the meeting and introduces each evaluator who then evaluates one of the speaker's speeches. The GE then: asks for the Clockwatcher's report and the members' vote for best evaluator, asks for the Wordmaster Grammarian's report and the Ah counter's report and provides a brief overall evaluation of the meeting.
Finally the GE asks for winners and gives out awards. He or she then

returns control of meeting to the president.

8:25 a.m. to 8:30 a.m — The President makes and requests announcements, asks guests for comments, and adjourns the meeting.

The Functionaries for the Meeting — Their Role

THE TOASTMASTER

The Toastmaster has the key role in the success of the meeting. Only through advance planning can this assignment be carried out effectively. The Toastmaster's primary duty is to ensure a well-run meeting and act as the genial host to smooth the transition between program participants. (This role should be assigned to a club member who has completed at least three manual speeches.)

Part I — Getting Ready Ahead of Time

When we see the performance of a really good Toastmaster, we understand that the job is an administrative job more than a show job. It's not about being a personality plus MC or being witty and telling stories. It's about giving everyone the opportunity to look good and do their best in their function, whether they are a speaker or the Ah counter.

Here's how that can happen when you're the Toastmaster.

- Think of a universal theme — one everyone can click with. One good example was a theme used a couple of years ago: "Our Heritage." No one was excluded because everyone has one — a heritage that is. The theme also moved us to a greater knowledge of each other when we spoke about weird relatives, funny family experiences, religious connections run amok and symbolic sayings. It left us feeling good.
- Write a brief article of 150-250 words for The Citation describing your theme and motivating people to come to the meeting. E-mail or give your article to our newsletter Editor, by the Tuesday before you are going to be Toastmaster.
- Write a brief introduction for the President to read as he is introducing you and your theme to the members at the beginning of the meeting.
- The week before your meeting, check with your functionaries, at least the ones that are present at the TM meeting, to avoid last minute surprises. If

they hadn't realized that they are functionaries but can't attend the next week, they have an easy opportunity to get a replacement.

- Call all the functionaries you haven't spoken to previously, except for the evaluators. The General Evaluator will call them and assign them to a speaker after you have let him/her know who is speaking.
- Check to be sure your functionaries are planning to function! If not, request that they find a replacement and inform you. Particularly if some of your functionaries are new members, run through the basics of their job or suggest they look at the Park Central handbook they received when they joined, to see exactly what each function entails. Also, remember that The Citation has a list of speakers who are ready to go as substitutes. If one of your speakers can't attend, suggest that he/she find a replacement from that list. If all else fails, call the Vice President of Education for help in reaching people or finding substitutes. It is important that we have four speakers at each meeting.
- Be sure that all speakers have a written introduction for you that tells what manual speech they're giving, what their objectives are, and why they are qualified to give this speech at this time to this audience. Ask them to e-mail it ahead of time, or if that's not possible, bring it to the meeting a few minutes early so you have time to look it over.
- Prepare an agenda for the meeting. You can find an agenda template on the Park Central Website under the category "forms." This eliminates some of the formatting problems with producing the agenda. While you don't have to use the template, it is important to include all of the activities that take place during the meeting as a guide to the President and the functionaries.

Part II — The Day You're Toastmaster

Arrive early so that you have time to adjust to unexpected changes. Hand out the agenda for the day and spread them out on all the tables. Give your own introduction to the President and gather the introductions from your Speakers of the day. Take a minute or two to read them over and be sure you can read and understand them. One of your most important functions is to introduce the speakers smoothly in the way they have written that they want to be introduced. Your other important responsibilities are to:

- Take control of the lectern after being introduced by the President. You're the leader for applause, attention, appreciation and laughter. Focus on the events and people.

- Say a few words about the theme you have chosen.
- Introduce functionaries — ask them to briefly say a few words about the theme from their perspective and to describe their function.
- Lead the applause for all functionaries and speakers.
- Introduce the speakers well and clearly, pronouncing their name and the words in the introduction correctly. Turn control of the lectern over to them with a handshake and pass behind them to return to your seat.
- Thank each speaker after their speech without evaluative comments. E.g. “Thank you Joe,” rather than “That speech was great Joe. Very funny.”
- Allow a minute or two between speakers for the audience to write evaluation slips.
- Keep the meeting running on time and smoothly with enthusiasm.
- Ask for a Clockwatcher’s report after all speakers are finished, then ask members to vote for the best and most improved speaker.
- Relinquish control of the lectern to the Table Topic Master.
- Relax. The Table Topic Master and the General Evaluator will run the rest of the meeting, but as Toastmaster you’re still up front to advise or guide if needed.

THE SPEAKER

The Speaker’s primary responsibility is to prepare a speech and an introduction prior to the meeting and present the speech when called upon by the Toastmaster. This is your opportunity to focus on improving your specific speaking skills. At Park Central we ask that speakers always give speeches that come from one of the Toastmaster International manuals.

Before the Meeting:

- Prepare your speech. Your Toastmasters’ speech manual is the best guide. You can always check with your mentor or any member of Park Central for additional help with speech preparation.
- Contact the Toastmaster to let him/her know you are speaking as well as the time requirements of your speech.
- Contact the General Evaluator to find out who your Evaluator will be if you haven’t heard from him or her a day before the meeting.
- Communicate with your Evaluator which manual project you are

presenting, the goals of the speech and what you hope to achieve in terms of reaching the audience. Bring your Toastmaster speech manual to the meeting for the evaluator to use as a guide in evaluating your speech.

- Prepare an introduction of you and your speech for the Toastmaster. Your introduction of a few sentences should have an opening, body and close. This introduction sets the stage and prepares the audience to hear your opening sentence. Include in your introduction, the objectives of the speech, speech level and time, your name, speech title as well as any relevant background information. (See a sample introduction at the end of this manual.)

At the Meeting:

- Before the meeting begins, give your manual to your Evaluator and your Introduction to the Toastmaster.
- Find out from the Toastmaster or the agenda in what order you are speaking.
- When your turn arrives, proceed to the front of the room and signal to the Toastmaster that you are ready for your introduction to be given.
- After the introduction, shake the Toastmaster's hand. This symbolizes that the Toastmaster is giving control of the meeting to you as the Speaker.
- When you are finished speaking, shake the Toastmaster's hand again, returning control of the meeting to them.

After the Meeting

- Retrieve your manual from your Evaluator. Take time at some point to review their written comments — and start thinking about your next speech!

THE GREETER

The function of the Greeter is to ensure that everyone, members and visitors alike, feel welcome at the meeting. An enthusiastic and friendly welcome helps set the tone of the meeting. Plan to arrive at least 15 minutes before the meeting starts so you have the opportunity to greet most people.

Before the Meeting

- Greet guests as they arrive and give them a visitor card to fill out. The

Sergeant at Arms should place the visitor cards and guest information packet on the piece of furniture closest to the door. If he/she does not, you can find visitors cards and guest packets in the Park Central locker.

At the Meeting

- The Sergeant at Arms will collect the visitors cards and pass them on to the President so he/she can recognize the guests at the beginning and end of the meeting.
- If a guest comes in late, please give a visitor's card and guest information packet to the person at his/her seat.
- When the Toastmaster calls on you, explain the function of the greeter.

THE PLEDGE AND INVOCATION PERSON

The meeting opens with a strong and enthusiastic pledge and invocation. This sets the upbeat tone for the meeting

What To Say:

- The pledge is first. The President will call on you. You stand and say a version of this:
, “Toastmasters and guests: please stand and face the flag. Join me in the Pledge of Allegiance. ‘I pledge allegiance to the flag. . . .’“
- The invocation is second. You may write your own invocation, or borrow one from on-line suggestions or books of quotes. Because we have a very diverse group, keeping your message general rather than specifically denominational works best. For example, “Let us give thanks to the Father, Mother, Higher Power” rather than, “Let us give thanks to Jesus (or Joseph Smith or Buddha) for all our blessings. . . .” An exception might be when you use an invocation from a specific group that you identify. E.g. “This morning’s invocation comes from the Navaho Indians (or the Mormon church or my daughter’s Sunday school class or from a Zen master I met recently). The whole idea is to be inclusive rather than exclusive. If it works, it’s also good to tie the invocation in with the theme of the day.

THE MINUTEMAN

The Minuteman’s primary function is — at the request of the Toastmaster of the day —to step in to perform any function for which the appointed Functionary has not shown up.

The Minuteman also gives the Toast of the Day, which follows immediately after the invocation while the club members are still standing.

What to Say:

- Ask members to raise their glasses or cups in a toast. Your toast can be funny or serious, be a wish for good luck, good fortune or good health for the group or others. If it works, use the theme of the meeting with the toast.

THE WORDMASTER GRAMMARIAN

The two main jobs of the Wordmaster Grammarian:

- To come up with a word of the day which fits with the theme if possible. The word is written out in BIG letters, with a brief definition and the correct pronunciation on the same large sheet of paper. The 2 copies are taped up — one to the lectern in front, one to the Clockwatcher's table in the back of the room — prior to the meeting or at the time the Toastmaster calls on you to describe your function early in the meeting. When called upon, stand and say,

Stand and say, "Mr./Madam Toastmaster, fellow Toastmasters and Guests: my duties as Wordmaster Grammarian are to announce the word of the day, to report on usage of the word of the day after Table Topics and to report on good and bad grammar of all participants at the end of the meeting."

"The word of the day is a (verb, noun, adjective etc.) _____ which means _____. For example, the word _____ is used as follows in a sentence:

_____."

Stretch your fellow Toastmasters' brains with a Word of the Day that is not only unusual or different, but usable in everyday conversation. It doesn't need to be long, impossible to pronounce, or archaic to be good. For example, if the theme is "Authority," then "dictum" might fit, but "boss" or "leader" or "police" wouldn't if only because they aren't unusual or different.

You then listen for use of the word by participants in Table Topics. The Table Topics master will ask for your report about use of the word of the day after at the end of Table Topics.

- To listen and take note of good uses of language as well as incorrect or awkward uses of the language or poor grammar. The General

Evaluator will ask for your report about general use of the language toward the end of the meeting.

THE CLOCKWATCHER

Near the beginning of the meeting, as Clockwatcher, you'll be called upon to explain your duties.

- Stand and say words to the effect:

“Toastmaster and Guests: my duties as are to help the Toastmaster keep the time requirements of the agenda, to signal speakers, table topic participants, and evaluators of their time limits and to report the times of participants. The green light means you've used your minimum time limit. The yellow light is a warning light. The red light means you're at your maximum time limit.

Park Central uses a box with a green, yellow and red light plus a buzzer to alert speakers to the passage of allotted time. On the box are notes to tell you what are the times for speakers, table topic participants and evaluators.

Staying within you're assigned time limits is an important aspect of being a good club member. When a person giving a formal speech exceeds his/her maximum time limit plus grace period by 30 seconds, the clock watcher will begin clapping signifying that the speaker should sit down. When a person exceeds the time period for table topics and evaluations the clock watcher will sound the buzzer signifying that the speaker should sit down.

- Reports times of participants to the audience when requested after the speakers, table topic participants and evaluators.

Be ready to give informative, enthusiastic reports and announcements.

BALLOT COUNTER

The Ballot Counter's function is to collect member evaluation slips, count votes, announce winning participants and deliver evaluation slips to speakers of the day at the end of the meeting. When called on by the Toastmaster to explain your duties, stand and say,

“Toastmasters and guests: my duties are to collect member evaluation slips, count votes for Best Table Topic participant, Best Evaluator, Most Improved

and Best Speaker and to announce the winning participants at the end of the meeting.”

Toward the end of the meeting you will be called on to announce awards by the General Evaluator. At the end of the meeting, deliver member evaluation slips to the Speakers and Toastmaster.

THE JOKEMASTER

The Toastmaster will introduce the Jokemaster early in the meeting. Your job is to go to the front of the room and tell a joke that is funny, clean, inclusive, and not derogatory toward any group or individual. This can be tricky as you might guess! If in doubt, check it out with the Toastmaster, a mentor or another member to get a second opinion.

THE AH COUNTER

The Ah Counter’s function is to keep a record of words and sounds used as fillers,” such as “ah,” um,” “you know,” “so” and other utterances which distract from the speaker’s message. A record is kept throughout the meeting of anyone and everyone who speaks. The General Evaluator asks for a report from the Ah Counter toward the end of the meeting.

What to say: e.g. “Mary had 3 ahs, 2 ums and a you know, Joe had two I,Is and a few so’s. . . “ Without being too long and repetitious you give your report.

THE TABLE TOPIC MASTER

The purpose of Table Topics is for members learn to think and speak on their feet. Any members who are not functionaries at the meeting can be called upon as participants in Table Topics.

Before the Meeting:

1. Create questions, activities, or other creative ways to tie the participants into the theme of the day with their answers or comments. This is the best opportunity of the day for creativity on the part of any functionary. e.g. “ Tell us about the scariest adventure you ever had as a child.”

2. Prepare a list of possible TT participants before the meeting, if possible, referring to the Citation to identify non-functionaries. Try to call on new members, people who have not participated recently.

At the Meeting after the Toastmaster has relinquished the lectern:

1. Announce the time limit.
2. Keep topic assignments short and to the point.
3. Call on participants and remind them to use the Word of the Day.
4. Close with a brief summary and end the session on time, according to the Toastmaster's agenda.
5. Call for reports from the Clockwatcher and the Wordmaster.
6. Ask for members to vote for the best Table Topics participant.
7. Introduce the General Evaluator.

THE GENERAL EVALUATOR

The General Evaluator evaluates anything and everything that takes place at the meeting, except the individual speakers. The primary responsibilities are:

- To introduce the evaluators.
- To provide an brief overall evaluation of the meeting.

Before the Meeting:

- Check with the Toastmaster to confirm who the speakers will be.
- Call or e-mail the evaluators and assign them a speaker. You have choices in the assignment of the evaluator to a speaker and you can also check if they have preferences.
- Suggest that each Evaluator call his or her speaker to talk over any special evaluation requirements suggested in the manual or requested by the Speaker. Remind Evaluators to remind speakers to bring their Toastmasters manual to the meeting.
- If Evaluators are new members, give them some guidance about how to do a good evaluation.
- If an Evaluator isn't present, ask someone to be the backup evaluator in case the Evaluator doesn't show up by the time the speaker presents his/her speech.

During the Meeting:

- Notice everything that happens (or doesn't but should). Were there

unnecessary distractions that could have been avoided? Did each segment of the meeting begin and end on time? Were there other problems?

- The Table Topics Master will introduce you. You now preside over the meeting.
- Go to the lectern, tell the Clockwatcher the time for the evaluations (depending on how much time is available) and introduce each Evaluator. Shake his or her hand, pass behind and sit down.
- After the evaluations are complete, call for the Clockwatcher's report and ask the members to vote for best Evaluator.
- Ask for the Wordmaster/Grammarian's and the Ah Counter's reports.
- Give your evaluation of the meeting. Focus on the positive, but also feel free to make suggestions for improvement.
- Ask the Ballot Counter if they're ready, then give out awards.
- Return control of the meeting to the President.

EVALUATORS

After every speech, an evaluation is made. After you have presented a few speeches, you will be asked to serve as an Evaluator and will evaluate one of the prepared Speakers for a meeting. Your responsibility is to give both an oral evaluation and a written evaluation in the manual of the Speaker you are evaluating. The General Evaluator will call you a day or two before the meeting to tell you who you will be evaluating.

Before the Meeting:

- Communicate with the Speaker to find out the manual project he or she will be presenting, the goals of the speech and what the Speaker hopes to achieve in terms of reaching the audience. Find out exactly which skills or techniques the Speaker hopes to strengthen through the exercise. Remind him or her to bring their manual to the meeting so you can write your evaluation according to the guidelines in the manual.

At the Meeting:

- Confer with the Speaker one more time to see if he or she has any other specific things for you to watch and listen for during the talk.
- Look over the objectives for the speech and the manual guidelines for evaluation before your Speaker's presentation so you're prepared.
- During the speech, record your impressions in the manual along with your

answers to the evaluation questions. Be as objective as possible.

- When introduced, stand and say, “Mr. (Madam) General Evaluator, fellow Toastmasters, Guests and (name of Speaker)” then give your oral evaluation report. Begin and end your evaluation with a note of encouragement or praise. Though you may have written lengthy responses to the manual evaluation questions, rather than read the answers, summarize your response focusing on:

 - Did the Speaker meet the objectives, the manual’s and his or her own?

 - Were there particular strengths evident?

 - Do you have suggestions for improvement?

- Be specific, focus on the speaker and the presentation without repeating the speaker’s content and work on being truly helpful to the speaker so he or she can improve as a speaker, whether a beginning or advanced speaker.

- Return the manual to the Speaker and perhaps go over any additional points or clarifications, always being genuinely encouraging, particularly with new Speakers.

If you have further questions, concerns about Park Central please feel free to ask any one of the members. If we don’t have an answer we’ll find out who does. WELCOME!

Sample Speech Introduction

Brandon Jones has been a member of Toastmasters for five years is our Educational Vice President. He currently practices law in Phoenix.

Brandon is speaking from the Competent Communication Manual, Speech #2 – Organize Your Speech. His objectives are to:

1. Select an appropriate outline which allows listeners to easily follow and understand your speech.
2. Make your message clear with supporting material directly contributing to that message.

This year has been a challenge for Brandon. It all began when he tried a different approach to a common problem at his workplace? Listen (pause), and decide what approach you would have taken.

Please help me welcome Brandon Jones with his 7-9 minute speech titled “Was it Worth the Risk.”

Note: Remember to make the Speech Introduction easy to read for the Toastmaster. BOLD print helps and at least 16 point Font.