



# Gilbert Toastmasters Mentor Manual

Revision 4, 08/2013

Purposeful mentoring is the goal of Gilbert Toastmasters. As such, this manual is comprised of two parts: a mentoring checklist for use with each mentee; and, supporting material for use by the mentor and mentee while discussing each upcoming function the mentee will perform. This manual is to be considered guidance, but in no way will it provide answers to every question asked of, or situation faced by, the mentor. The purpose of this material is to provide guidance to the mentors of Gilbert Toastmasters in support of efficient development of new members to the club.

Mentor support is primarily provided by the President and Vice President of Education, so comments on the use and improvement of this manual should be present to these officers.

The relationship between a mentor and his/her mentee should be one of open communication and should be a deliberate relationship encouraged by the mentor. New members rarely know what questions to ask, how to ask them, and who they should ask. Purposeful communication using the checklist provided will ensure basic knowledge about each of the functions of the Gilbert Toastmasters club are covered as the new member progresses in their Toastmasters journey. While it is often true that when the student is ready, the teacher will appear, the relationship between the mentor and mentee makes sure the student (the mentee) knows who the teacher (mentor) is and makes sure that topics of suitable discussion are at their fingertips.

A mentor who purposefully approaches the mentee builds the bridge between them and lays the foundation for a successful relationship. A mentor that waits for questions to be raised by the mentee will force the mentee to self-study, or simply assume, which slows their development. Call your mentee. E-mail your mentee. Text your mentee. Meet your mentee for coffee. Meet your mentee before or after the meeting to cover a couple of topics. Whatever fits both your schedules is the right thing to do.

Thank you for accepting the role of Mentor. If you find anything that follows confusing, or feel that something that should be added to this manual, please contact the VP Education for support.

## The Mentoring Checklist

Item	Description of Material to be Discussed	Date Completed
1	Gilbert Toastmasters club history, dues, and meeting location	
2	Table Topics questions and response techniques	
3	Speaking and Competent Leadership manuals and their use	
4	Gilbert Toastmasters schedule & what to do when you can't make it	
5	The meeting agenda and information provided	
6	Gilberttm.com, aztoastmasters.com, toastmasters.org web sites	
7	Written evaluations (using forms provided)	
8	Voting for best speaker, table topics speaker, and evaluator	
9	Current officers and their roles	
10	The Jokemaster	
11	The Word of Wisdom	
12	The Icebreaker Speech	
13	The Ah Counter	
14	The Timer	
15	The Wordmaster	
16	The Grammarian	
17	Preparing and presenting evaluations (using a speakers manual)	
18	The Table Topics Master	
19	The General Evaluator	
20	The Toastmaster	
21	The Second Speech	
22	The Third Speech	
23	Speech Contests and functionaries	
24	Area, District, etc., Speech Contests	
25	Toastmasters Leadership Institute	
26	Area, District, etc., opportunities	
27	Outstanding Toastmaster of the Year Award	
28	Club Events (Christmas party and auction, etc.)	
29	Credit for speaking outside club meetings	

## 1) **Gilbert Toastmasters, A Brief History.**

a) Founded in 1978, there are a few Toastmasters clubs in the surrounding area with longer tenure than Gilbert Toastmasters, but not too many. For many years, Gilbert Toastmasters met in local restaurants (Marie Calendars, Coco's, Sorrentos, Iguana Mack's, etc.), but as these establishments began to demand our club members buy more food to secure the location, club leadership proposed sites that came at a fixed weekly cost. Upon approval of the club members, we moved to sites rented and the costs were borne by members in the form of dues. Our current site costs are low enough to mitigate an increase in dues. If any member is aware of a better location to hold meetings in terms of cost or environment, he/she is encouraged to suggest that location to the current President of Gilbert Toastmasters for consideration.

b) Member Makeup. Gilbert Toastmasters have held various leadership positions within Toastmasters International both at the local district level and internationally. For example, two of our members are Past International Directors, a few have been District Governors, and several have been Area Governors. Outside of Toastmasters, our members have ranged from 18 (the youngest anyone can become a Toastmaster) to their 70's. Our members have included published authors, real estate agents, engineers, students, sporting professionals, finance professionals, educators in local universities, colleges, and schools, business owners, and home makers.

### c) Toastmasters Dues.

1) When first joining a club, the new member pays a one-time \$20 fee for registration with Toastmasters International that pays for four manuals (the *Competent Communicator* and *Competent Leadership* manuals that every member works through, plus two advanced manuals that the member selects upon reaching the *Competent Communicator* level).

2) Toastmasters International also has semi-annual dues of \$36 that support the development of leadership and communication materials, conferences, the *Toastmaster* magazine, and general administrative costs to maintain the effectiveness of the organization. New members who join in the middle of a six month sessions pay a pro-rated amount to Toastmasters International of \$6 per month in the remaining time until the next dues period.

3) Gilbert Toastmasters has semi-annual dues of \$33 that support the meeting location (room rental), printing agendas and other consumables, public relations efforts, purchase of awards, training costs for officers (at Toastmasters Leadership Institute every six months). New members who join in the middle of a six month sessions pay a pro-rated amount to the club of \$5.50 per month in the remaining time until the next dues period.

**2) Table Topics questions and response techniques.** Table topics questions are the opportunity afforded Gilbert Toastmasters to practice listening and impromptu speaking skills. These two skills are inseparable. A person cannot effectively answer a question they did not listen to, so it all begins with listening skills.

Suggest that your mentee focus on the Table Topics Master as if they had to answer every question being asked. Then, when someone else gets called, suggest to them that they focus on the Table Topics respondent to see how they answered the question. Pay attention to subtle details including the hand shake at the lectern, the opening that acknowledges the Table Topics Master, the members,

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and guests. Discuss the value of repeating, or paraphrasing, the question to ensure understanding in advance of answering.

Discuss the impact of an opening, body, and conclusion when answering the Table Topics question. While it is true that a member may answer a different question than was asked, it is not encouraged. Members won't be able to change the subject during an interview, so formulating the best answer to the question asked is the goal.

Finally, discuss the timing of Table Topics. Let them know that to qualify for the "Best Table Topic Award", they must speak for a minimum of 1 minute and a maximum of 2 minutes and 30 seconds, and that the timer will signal elapsed time with the timing lights or colored cards. Let your mentee know that the timer is not going to start the watch until the first deliberate sound is made (usually a word). Teach your mentee that a slow walk to the lectern provides time to think, as does not saying anything while shaking the Table Topics Master's hand. Use those precious seconds to compose your thoughts and your stomach.

**3) Competent Communication and Competent Leadership manuals and their use.** The first two manuals given to new Toastmasters are the Competent Communicator and Competent Leader manuals. Briefly, these manuals, when used, help the new member improve their communication and leadership skills and their use is strongly encouraged.

A member who completes the ten speech projects in the Competent Communication manual is graduated to the Competent Communicator level. After each speech, the member should have the Vice President of Education initial and date the manual in the Project Completion Record area. Presenting a speech that is not supported by one of the available manuals is strongly discouraged. There are so many manuals that a speech can almost always be crafted to meet the objectives of one of the program speeches.

A member who completes the assignments in the Competent Leadership manual is graduated to the Competent Leader level. The Competent Leadership manual provides guidance on the goals of each function and when assigned any function, the member should review the goals and present his/her Competent Leadership manual to another member for evaluation of their performance of that function.

A brief summary of the first two manuals follows:

**Competent Communication.** This manual presents the new member with ten projects that help build speaking skills. Among them are vocal variety, organizing the speech, use of gestures and body language, use of visual aids, persuasive speaking, and inspirational speaking.

**Competent Leadership.** This manual presents the new member with guidance on leadership skills as they relate to meeting management, evaluation, listening skills, etc.

**4) Gilbert Toastmasters schedule & what to do when you can't make it.** Gilbert Toastmasters meets every Thursday evening from 7:00 – 8:30 p.m. The normal exceptions to this are the weeks of Thanksgiving and Christmas. The Vice President of Education for the Gilbert Toastmasters club creates and issues a schedule as long as four weeks in advance. When assigned a function, members are expected to attend and perform that function, or to find a replacement if they have a scheduling conflict for that evening. Each week the schedule is sent out along with member contact information to allow a member with a conflict to obtain a replacement. Whenever possible, members

are encouraged to swap assignments (i.e., if scheduled to be a speaker one week, try to swap with a member who has a speaking assignment on a different night so both scheduled members can progress in their communications manual). In the event that a last minute conflict arises, contact the current Vice President of Education for support in finding a replacement.

**5) The meeting agenda and information provided.** Each week an agenda and schedule of upcoming meetings is prepared for use by our members at the meeting. The agenda will indicate who is performing which functions that evening, and the schedule will present future assignments of these functions. In addition, the agenda will indicate which speech project, and the project's objectives, that the speakers will be presenting. Upcoming events, club news, Distinguished Club Program progress, etc., will also be presented for the member's use. Example agendas and schedules are found at the end of this document for the mentor to use.

**6) Gilberttm.com, aztoastmasters.com, toastmasters.org web sites.** These three websites are resources Gilbert Toastmaster members should be familiar with. The information provided on each site are summarized as follows:

[www.GilbertTM.com](http://www.GilbertTM.com) is the website managed by Gilbert Toastmaster members. On this site, one can see the current schedule, meeting times/location, find information about functions, learn about Gilbert Toastmasters, information about club officers, etc., as well as find links to other resources.

[www.aztoastmasters.org](http://www.aztoastmasters.org) is the website managed by District 3 Toastmasters, the elected leaders of the district within which Gilbert Toastmasters resides. On this site, one can find speaking, mentoring, and evaluating tips, district events (Toastmasters Leadership Institute, club, area, and district speech contests, membership drives, etc.), district leader and membership highlights, officer resources, etc. Information on district offers and their committee goals are also presented.

[www.Toastmasters.org](http://www.Toastmasters.org) is the website managed by Toastmasters International. This site includes a store to purchase advanced manuals and other publications that will prove helpful to member development, an area used by officers to manage the club, information about the international organization, member and officer resources, and other communication and leadership skills information.

**7) Written evaluations (using forms provided).** Each time a member presents a speech, they are provided with a formal evaluation by another member, but that's only one person's perspective. The gift we give back to the speaker is our observations in the form of a written evaluation that they can review after the meeting as they prepare for their future speeches. Your feedback is essential in member growth and the more points of view a speaker is exposed to, the quicker they improve. Gilbert Toastmasters are provided enough evaluation forms to give feedback to each speaker. The forms ask open ended questions on how you felt about the speech and what you felt would make it more effective. Members can deviate from the format presented on the evaluation forms, but the most important thing is to provide feedback. If a speaker didn't make eye contact, let them know what they could do to improve it. If their word choice was particularly effective, let them know. If their transitions were good or bad, give them an example of what was heard and what might have improved it. Gilbert Toastmasters are in the habit of providing written feedback to help its members improve.

**8) Voting for best speaker, table topics speaker, and evaluator.** During each meeting, Gilbert Toastmasters vote for the speaker, table topics respondent, and evaluator that they felt did the best

job in each category. When voting, we first determine if they met their time requirements (did the qualify or not), then we try to honor the member who best met their speech objectives (Best Speaker), answered their table topics question (Best Table Topics), or presented the most helpful evaluation (Best Evaluator). While a speaker, table topics respondent, or evaluator that qualified based on time, voting should take into account how well the content or presentation met the objectives or answered the question. A table topics respondent who answered a different question than was asked may have presented a good response, but should they be the Best Table Topics of the evening if they didn't answer the question asked of them? A speaker who presented a great speech but neglected to work on the skills specifically set out in the speech they gave might not be the best choice for Best Speaker. An evaluator that didn't effectively provide constructive feedback that the speaker could use to improve probably isn't the best choice for Best Evaluator.

**9) Current officers and their roles.** Toastmasters clubs have a minimum of four and usually a maximum of seven officers. Some Toastmasters clubs elect officers once a year and others (Gilbert Toastmasters included) elect officers every six months. Gilbert Toastmasters elects all seven Toastmasters International defined officers including a President, Vice President of Education, Vice President of Membership, Vice President of Public Relations, Treasurer, Sergeant at Arms, and Secretary. Their roles are briefly described below:

a) **President** – The President is responsible for providing the supportive club environment members need to fulfill their self-development goals, for making sure that members benefit from the Toastmasters educational program, and that the club recruits new members and retains current ones. The President chairs the executive committee and works with the team to ensure the club excels.

b) **Vice President of Education (VPE)** – The VPE vice president education is responsible for providing and maintaining the positive environment and the programs through which members can learn and grow. The VPE schedules meetings and supports member development through mentor support.

c) **Vice President Membership (VPM)** – The VPM is responsible for building membership and ensuring a strong membership base by satisfying the needs of all members. This job is vital to the growth and success of the club.

d) **Vice President Public Relations (VPPR)** – The VPPR is responsible for coordinating an active public relations and publicity program. These efforts help to attract new members and is vital to the growth and success of the club.

e) **Treasurer** – The Treasurer is responsible for keeping clear and accurate financial records of club business and for seeing that the club remains financially stable.

f) **Secretary** – The Secretary is responsible for keeping clear and accurate records of club business, including membership records and correspondence with Toastmasters International's World Headquarters and others.

g) **Sergeant at Arms** – The Sergeant at Arms is responsible for maintaining club properties, ensuring adequate supply of consumables (evaluation forms, ballots, awards, etc.), arranging the meeting room, and welcoming members and guests at each meeting. The Sergeant at Arms opens each meeting by leading the pledge of allegiance and reading the mission statement before turning control of the meeting over to the presiding officer.

**10) The Jokemaster.** The Jokemaster function is assigned to one member each week and it allows the selected member to both practice speaking and bring levity to the meeting as the meeting is ending. Generally it is recommended that the humorous selection be about a minute long and, when possible, follow the theme of the meeting.

**11) The Word of Wisdom.** The Word of Wisdom function is assigned to one member each week and it allows the selected member to both practice speaking and provide an uplifting thought to the meeting as the meeting is ending. Generally it is recommended that the thought be about a minute long and, when possible, follow the theme of the meeting. Words of Wisdom often are presented as quotes of authors, leaders, or visionaries, but can be original works by the person assigned this function.

**12) The Ah Counter.** The Ah Counter function is assigned to one member each week and it allows the selected member to practice their listening skills while providing valuable feedback to fellow members. The task is to listen for filler words (ah, um, er), uncomfortably long pauses, double clutches (like...like, so...so), and other non-verbal fillers or actions of the members who speak during the meeting. The value of recognizing these fillers is that they tend to be distracting and, when evident at key points in time, can lead to the impression that the speaker is deceitful or making things up. The Ah Counter describes his/her function when called upon early in the meeting and presents a count of fillers heard from each speaker near the end of the meeting. Traditionally, Gilbert Toastmasters members pay 5¢ for each noted infraction up to a maximum of 25¢. Guests who speak during a meeting are exempt from paying for their fillers, though it is appropriate to let a guest know that he/she used fillers if they spoke during the meeting.

**13) The Timer.** The Timer function is assigned to one member each week and it allows the selected member to practice their listening skills while providing valuable feedback to fellow members. The task is to time each prepared speech, evaluation, and table topics response to ensure the members met their assigned time constraints. The time uses a stopwatch (or other timing device) and indicator lights (or other device) to let the member speaking know when they've met the minimum, middle, and maximum time required for their role.

Table topics responses are required to be between 1 and 2.5 minutes, if outside this timing, the respondent is disqualified. Green is used at 1 minute, yellow at 1.5 minutes, red at 2 minutes, and flashing red at 2.5 minutes (at which time the member is disqualified).

Evaluations are required to be between 1.5 and 3.5 minutes, if outside this timing, the respondent is disqualified. Green is used at 2 minutes, yellow at 2.5 minutes, red at 3 minutes, and flashing red at 3.5 minutes (at which time the member is disqualified).

Speeches have time requirements specific to the project being presented, so timer indications vary. For the most common speech length of 5 to 7 minutes, for example, the speech must be between 4.5 and 7.5 minutes, if outside this timing, the respondent is disqualified. Green is used at 5 minutes, yellow at 6 minutes, red at 7 minutes, and flashing red at 7.5 minutes (at which time the member is disqualified). Other length speeches require different indication times and should be discussed with the speaker or a veteran member of the club as needed before the beginning of the meeting.

The value of timing during meeting lies in the habit of speakers preparing and presenting their materials in the time allowed by their hosts. If a speaker is offered 20 minutes to present at a planned meeting or event, the speaker should prepare for a 20 minute presentation and be able to make their points and conclusion in that time frame. Too long or too short a presentation can cause havoc on

the overall meeting that was planned. The Timer describes his/her function when called upon early in the meeting and presents a report on speaker's times when called upon throughout the meeting.

It is tradition at Gilbert Toastmasters to provide a short synopsis of each speaker's presentation while presenting their time results (for example, "Jack spoke for 1 minute 58 seconds on why his mother's apple pie was the better than Village Inn's apple pie"). This helps members remember who they felt presented the best speech, table topic response, and/or evaluation during the meeting when it is time to vote.

**14) The Wordmaster.** The Word Master function is assigned to one member each week and it allows the selected member to practice their listening skills while providing valuable feedback to fellow members. The task is to select a word that may not be used every day, present it to the club, and listen for its use by speakers throughout the meeting. The value of using new words is that an increased vocabulary helps speakers be more expressive. The Word Master describes his/her function when called upon early in the meeting while presenting the word of the day and an example of how it is used, and presents a list of members who used or did not use the word of the day when they were called upon to speak near the end of the meeting. Traditionally, Gilbert Toastmasters members pay 5¢ if they did not use the word of the day and had a speaking role during the meeting. Guests who speak during a meeting are exempt from paying if they did not use the word of the day, though it is appropriate to let a guest know that he/she did, or did not, use the word if they spoke during the meeting.

**15) The Grammarian.** The Grammarian function is assigned to one member each week and it allows the selected member to practice their listening skills while providing valuable feedback to fellow members. The task is to listen for excellent or incorrect uses of the English language throughout the meeting. The value of using correct grammar is that it helps speakers be more expressive. The Grammarian describes his/her function when called upon early in the meeting and reports on the grammar used by speakers during the meeting when they were called upon to report near the end of the meeting. Traditionally, Gilbert Toastmasters does not fine for grammatical errors, though occasionally the Grammarian has been known to impose fines for the evening (in this case, not more than 5¢). Guests who speak during a meeting are exempt from paying any fines if imposed, though it is appropriate to let a guest know that he/she did, or did not, have any grammatical errors if they spoke during the meeting.

**16) The Table Topics Master.** The Table Topics Master manages about 20 minutes of every Gilbert Toastmasters meeting. The role of the Table Topics Master is to ask questions of members in attendance who are not assigned to any functions, or if assigned, are assigned to the supporting functionary roles (defined below). The reason Toastmasters clubs present Table Topics questions is to provide a safe place to develop our impromptu speaking skills. Such skills are important in interviews, when asked to respond to questions in meetings, when dealing with customers, when dealing with the public, and in situations like dates, networking events, and reunions.

The Table Topics Master should consider the role as a facilitator who is helping others speak and not as a speaking role (though it clearly is). Every minute a Table Topics Master spends describing a topic or presenting a question is a minute that a member without function is unable to practice their speaking skills. As such, the following guidance is offered to the Table Topics Master to ensure an effective, efficient session is given. Finally, the Table Topics Master collects and counts ballots for the Best Speaker, Best Evaluator, and Best Table Topics respondent and fills out the awards for each that will be presented by the General Evaluator near the end of the meeting.

--- Pre-Meeting Effort: The Table Topics Master begins their efforts during the week before the meeting by familiarizing himself with the theme for the meeting. Based on that theme, the Table Topics Master prepares 8 to 10 questions that can be asked of members who are in attendance, but who are not assigned a speaking role for the evening. The Table Topics Master should prepare questions that vary in difficulty, using easier questions when calling upon a newer member (or guest) and harder questions when calling upon veteran Toastmasters. In all cases, questions posed should be open-ended questions (ones that would be very difficult to answer with a simple yes or no).

--- In-Meeting Effort:

----- The Table Topics Master gets to the meeting at least 15 minutes before the meeting begins to work with the Toastmaster and General Evaluator to verify which members have speaking roles. Once that is known, the Table Topics Master should make a note of members in attendance with no assigned functions for the evening. Those are the members that should be asked a question during Table Topics if at all possible. If guests are in attendance, the Table Topics Master should save easier questions and invite guests to participate in Table Topics, though after some members have already answered questions so the guest has had a chance to see what is going on. If the number of members without roles is low, the Table Topics Master may comfortably ask the members assigned to the Joke Master, Word of Wisdom, Word Master, Grammarian, and Ah Counter roles. The Timer is also fair game in the event of lower attendance.

----- Before the meeting starts, the Table Topics Master needs to get the "Best Speaker", "Best Evaluator", and "Best Table Topics Master" award certificates and have an officer sign/date the certificates. Also take a "Vicki Treциak Spirit Award" and give it to the General Evaluator for their use.

----- When called upon by the Toastmaster, the Table Topics Master explains to the members and guests the importance of Table Topics (effectively impromptu speaking) in everyday life (the ability to answer questions lucidly during interviews, networking events, dates, chance meetings with potential clients, question and answer sessions, etc.).

----- The Table Topics Master should take a minute or less to present facts, thoughts, etc., about the evening's theme as a lead up to the Table Topics questions about to be asked. As necessary, the Table Topics Master should present a very brief concept leading up to the question being asked (for example, Pit Bulls are often thought of as unpredictable animals, what would your reaction be if one of your young children brought home a pit bull puppy ?).

---- When asking questions of active, medium to long term members, it is often more effective to ask the question before calling upon a member to answer that question. This approach demands active listening from the entire member base, and also requires that they begin to formulate an answer in case they are called upon.

---- When asking questions of our newest members and/or guests, it helps them to pay attention if you call upon them before asking the question since this is somewhat anxiety causing. If a guest is invited to participate but chooses not to, that is OK, just move on to another guest or member in attendance to answer the same question posed.

--- After the last question has been asked and answered, the Table Topics Master calls for a timers report to verify which participants met the time requirements, then asks members and guests to vote for "the Table Topics participant who best answered the question asked". You may agree or disagree, but it is fairly inappropriate for a participant to win the Best Table Topic Award if they did not

answer the question they were asked. Finally, the Table Topics Master lets members and guests know that their votes will be collected and counted later in the meeting by you (the Table Topics Master) before calling the Toastmaster back to the lectern to facilitate the meeting further.

**17) The General Evaluator.** The General Evaluator manages the last 20 minutes or so of every Gilbert Toastmasters meeting. The role of the General Evaluator is to explain the evaluation function to members and guests, then introduce the assigned evaluators when it is their turn to present. The General Evaluator will present his/her observations on how the meeting went (started on time, fun, etc.), call upon functionaries for their end of meeting reports, and present awards before returning control of the meeting to the presiding officer. The General Evaluator is responsible for making sure assigned functionaries will be present or begin the replacement process when necessary due to unexpected absence of one, or more, of the functionaries.

As is true for the Toastmaster and Table Topics Master, the General Evaluator is a facilitator who is managing the tempo of the meeting. The General Evaluator will speed things up if the meeting is in danger of running long or provide additional commentary if there is time to fill.

The following information provides guidance for a General Evaluator to ensure a smooth meeting.

- Pre-Meeting Effort: The General Evaluator begins their efforts about a week before the meeting by contacting the scheduled functionaries to make sure they are planning to attend and fulfill their assignments. If the General Evaluator finds out that a functionary cannot fulfill their assignments, he/she reminds that person that they need to start the process of finding a replacement.

- In-Meeting Effort:

--- The General Evaluator gets to the meeting site 15 minutes or so before the meeting is to begin to work with the Toastmaster to make sure all functionaries are there and to identify last minute replacements when necessary.

--- The General Evaluator meets individually with each Evaluator prior to meeting start to make sure they have received a speech manual from the speaker they are assigned to evaluate, and to encourage the evaluators to ask their assigned speaker if there are any additional items of concern to report on during their evaluation.

--- When called upon by the Toastmaster, the General Evaluator takes control of the meeting. The General Evaluator's job is one of facilitation. He/she introduces the evaluators and calls upon functionaries for their end-of-meeting contributions.

--- Upon completion of the individual evaluations, the General Evaluator calls for a timers report, then asks members and guests to vote for "the evaluator who provided the most helpful evaluation to their assigned speaker" and asks for the votes to be sent to the Table Topics Master for counting.

--- Call upon the functionaries for their contributions (preferably in this order):

----- Jokemaster

----- Word of Wisdom

----- Wordmaster

----- Ah Counter

----- Grammarian

--- As General Evaluator, you should pay attention to the details of the meeting (start time, smooth or not-so-smooth transitions, how effectively the functionaries explained their role, how prepared everything was, how well members responded with confirmations about fulfilling their assignments, etc.). After the three evaluators have provided feedback to their assigned speakers, the General Evaluator presents the salient points about the details of the meeting, and whenever possible, suggests ways in which the not-so-good portions could be improved upon. This effort should take a minute or so (on a normal evening), but could take longer depending upon the situations experienced.

--- As General Evaluator, you will receive the awards with member names filled in from the Table Topics Master after completing the vote count. The General Evaluator also identifies the member to be honored with the Vicki Treciak Spirit Award (given to the member who was observed to go above and beyond the call of duty in some aspect of the meeting or meeting planning – see [www.gilberttm.com](http://www.gilberttm.com) for more details on this award). In the interest of time, please carry the awards toward the recipients while announcing the winners (rather than making them walk through the tables to get up front). The ideal order of award presentation is:

- Best Table Topics
- Best Evaluator
- Best Speaker
- Vicki Treciak Spirit Award

--- Finally, as the General Evaluator, it is imperative that the meeting time is managed. If running behind, minimize extra discussion on meeting evaluation. If everything is running ahead of schedule, spend a little more time on your evaluation of the meeting. During a typical meeting, the General Evaluator should get through all evaluations and functionary reports by about 8:20 and the General Evaluator should do everything in their power to make sure that happens.

**18) The Toastmaster.** The Toastmaster facilitates the first two thirds of a regular club meeting. The Toastmaster introduces functionaries and asks them to describe their role, introduces the Table Topics Master, and upon completion of the Table Topics segment, introduces the prepared Speakers using the introductions they provided. The Toastmaster leads the applause, manages the time to keep the meeting on track, and maintains the positive atmosphere of a traditional Gilbert Toastmasters meeting.

The following information provides guidance for a Toastmaster to ensure a smooth meeting.

- Pre-Meeting Effort: The Toastmaster begins their efforts about a week before the meeting by contacting the scheduled speakers and Table Topics Master to make sure they are planning to attend and fulfill their assignments. The Toastmaster also asks for, and uses, introductions prepared by the speakers. If the Toastmaster finds out that a speaker or the Table Topics Master cannot fulfill their assignments, he/she reminds that person that they need to find a replacement (and let the VPE know if this is happening).

- In-Meeting Effort:

--- The Toastmaster gets to the meeting site 15 minutes or so before the meeting is to begin to work with the General Evaluator to make sure functionaries are in attendance and to identify last minute replacements when necessary.

--- The Toastmasters meets individually with each speaker prior to meeting start to get an introduction (if not already received), to ask the speaker if he/she wants to use the lectern and/or where to place it immediately prior to their speech, and to make sure the speaker has or will present their assigned evaluator with their speech manual.

--- When called upon by the presiding officer, the Toastmaster takes control of the meeting. The Toastmaster's job is one of facilitation. He/she introduces the theme for the evening in one minute or less before introducing the functionaries. While each functionary should provide a good description of what their role is, if they fail to cover a major point, the Toastmaster should add that point before moving on to the next functionary. The ideal order of introductions is:

----- Wordmaster

----- Ah Counter

----- Grammarian

----- Timer

----- Table Topics Master (at which point the Toastmaster becomes an audience member until the Table Topics section of the meeting is completed and the Toastmaster is invited back to continue managing the meeting).

----- Speakers (using the introductions and lectern guidance obtained earlier)

--- Upon completion of the individual speeches, the Toastmaster calls for a timers report, asks members and guests to vote for "the speaker who best met their speech project objectives", and introduces the General Evaluator to manage the remaining meeting time.

As the Toastmaster, it is imperative that the meeting time is managed. If running behind, minimize extra discussion on the evening's theme, guide the Table Topics Master to ask one less question, etc. If the three scheduled speeches are shorter than usual, encourage the Table Topics Master to ask additional questions and, if time is clearly available, speak a little more about the evening's theme. During a typical meeting, the Toastmaster should get through all introductions, Table Topics, and speeches by about 8:00 and the Toastmaster should do everything in their power to make sure that happens.

**19) Evaluator.** Evaluators play a very important role in Toastmasters meetings. The evaluator is assigned to provide feedback to a speaker that will present the good things observed and, perhaps more importantly, the things that could have been done better. The challenge of being an evaluator is to identify two or three things that the speaker, had they changed their approach, would have greatly improved the speech. In general, new members are not assigned as evaluators until they've presented three speeches, but they sometimes offer their services as an evaluator if the opportunity presents itself and they feel ready to offer feedback.

**20) Preparing and presenting evaluations (using a speakers manual).** One good reference on presenting evaluations is the Competent Leader manual. Another is the presentation offered by one of our long time members that can be viewed at [www.ameriteclighting.com/toastmasters.html](http://www.ameriteclighting.com/toastmasters.html). This video, "The Art of Evaluation 1", was first presented in 2005 or so by Art Nieto. One of the best ways to improve your evaluation skills is pay close attention to the evaluations presented by others, and to use the evaluation form available at each meeting.

When assigned to evaluate, it is recommended that you contact the speaker before the meeting to discuss the speech objectives and to learn what addition concerns the speaker has that he/she wants you to address during your evaluation. If you have a copy of the manual the speaker is using, review

the objectives in advance as you prepare to evaluate during the meeting. In all cases, you need to get the speech manual from the speaker before the meeting starts to provide written feedback and to ensure you are familiar with the objectives.

The Speech Evaluators role is not only the most difficult, but it is also the most important. Toastmasters clubs are a safe environment for practicing our communication and leadership skills, so providing feedback that will help a speaker improve without creating conflict is the goal. The following are ten principles and techniques, taken from [www.aztoastmasters.org](http://www.aztoastmasters.org), are helpful:

- Keep the goal in mind purpose of an evaluation is to teach, encourage and support the speaker.
- Use the sandwich technique. Mention what you liked best is the first layer. The middle layer is an aspect that could be improved (and whenever possible, present an example of what would have made it more effective). The final layer is a positive statement of encouragement.
- Evaluate the speech, not the speaker. The delivery, not the content of the speech
- Give an honest personal reaction. Tell them how it made you feel.
- Analyze the speech against its objectives. Remember that Competent Communication speeches focus on individual areas of improvement, so you should comment on how the speaker met the objectives.
- Applaud improvement by the speaker as compared with earlier speeches. Do this without regard to the specific objectives of the speech given. Noting that the speaker has implemented changes based on feedback from past speeches is valuable.
- Be well-prepared. If evaluation quality is compromised, the speaker is not supported
- Be flexible. People require different approaches to learning new skills. Detailed criticism may discourage some speakers while others may be encouraged by it. That is the essence of knowing how to give a good evaluation.

**21) The Icebreaker Speech.** Every new member is scheduled for their Icebreaker speech about 4 weeks after they join. This is their chance to introduce themselves while using the speaking skills they already possess. Icebreakers are a treat for Toastmaster members because we all remember how we felt that very first speech. Nervous, worried that we had nothing to say, deathly afraid of public speaking and expecting to faint. It is rare that this happens, and seeing a fresh perspective is an honor.

The Icebreaker objectives are simple: To begin speaking before an audience; and, to discover speaking skills you already have and skills that need some attention. There is no possibility for failure, so have fun with it.

Some tips on preparing your icebreaker can be found on [www.Toastmasters.org](http://www.Toastmasters.org) by keying in “Icebreaker” into the search box and reviewing the articles that come up.

Some guidance we can offer you as you prepare is that you should pick three aspects of your life that you would like us to know, tell us about those things, and wrap up by reminding us what you told us about you. Some icebreakers are chronological, some revolve around family, career, and goals, and

yet others present their icebreaker on one interest of theirs that they are passionate about. There is NO wrong icebreaker.

Remember to bring your Competent Communicator manual so your evaluator can give you written, as well as verbal, feedback, and you can have the project record form signed off by the Vice President of Education (or another officer if the VPE is absent).

**22) The Second Speech.** The second speech in the Competent Communications manual is “Organize your Speech” and, as the title suggests, it is all about organization. The objective here is very similar to those in your High School English class: An opening, a body, and a conclusion. A good estimate is 10% of your time on the opening, 70% of your time on the body, and 20% of your time on the conclusion.

Since you are presenting a speech instead of turning in an essay, this effort is greatly aided by the transitions from one section to the next. For example, when presenting the opening, it is often helpful to tell the audience what you will be discussing in the form of bullet points, and as you come to the end of your opening, you can pause and begin discussing the first point.

Usually, if you have three points to make, if you support those points with examples that can help bring you to your next point, you will have great transitions.

Finally, as you move into your conclusion, be sure to reiterate the points covered. People remember what you were speaking about best if you 1) tell them what you are going to tell them, 2) tell them that stuff, and 3) tell them what you told them.

Another possibility includes organizing your speech around a word that you can use as a memory device. For example you may introduce the word RICE as you discuss injuries, and then, in the body of your work, discuss the four words that RICE reminds you of: Rest; Ice; Compression; and, Elevation. In this case concluding with both the words and the memory device will help.

**23) The Third Speech.** The third speech in the Competent Communications manual is “Get to the Point”. In this case, the objectives are to organize the speech in a manner that best achieves those purposes. It requires ensuring that the beginning, body, and conclusion reinforce the purpose. The project suggests you project sincerity and conviction and control any nervousness you may feel while not using notes if at all possible.

The best speech to prepare for this project will be one where you speak about something you are passionate about whether it is exercise, family time, or whatever. You will be building upon the skills from the second speech project in that you will make sure that as much of what you say contributes to your point. No rambling, just enough detail, and examples that really hit home.

After completing this speech you will be well on your way to becoming comfortable at speaking and the projects that follow will help you add the sparkle through details like body language, word choice, vocal variety, visual aids, etc.

**24) Speech Contests and functionaries.** Twice a year, Toastmasters International holds speech contests that begin at the club level, move on to the area level, the district level, the division level, and, in the case of the International Speech contest each year, the international level.

Each contest is managed by a Contest Chairman and a Chief Judge, hosted by a Toastmaster, and supported by timers, judges, a Sergeant at Arms, and ballot counters. When not participating as a contestant, club members are encouraged to help in one of these functions.

The types of contests that you will see over the course of several years include:

**The International Speech Contest:** Participants in this contest must have completed 6 project speeches to be eligible. The winners of this contest will almost always have a speech developed around a positive or inspirational message that is presented in a dynamic manner. Speakers are judged based on set criteria presented by Toastmasters International.

**The Humorous Speech Contest.** The subject for the humorous speech shall be selected by the contestant. The speaker shall avoid potentially objectionable language, anecdotes, and material. The speech must be thematic in nature (opening, body, conclusion), not a monologue (a series of one-liners). Speakers are judged based on set criteria presented by Toastmasters International.

**The Tall Tales Speech Contest.** The subject for the Tall Tales speech must be of a highly exaggerated, improbable nature and have a theme or plot. Humor and props may be used to support or illustrate the speech. Speakers are judged based on set criteria presented by Toastmasters International.

**The Evaluation Contest.** Participants in this contest listen to a single speech, are sequestered for 5 minutes to gather their thoughts, then present their evaluations one at a time (later evaluators do not get to hear what earlier evaluators had to say), and are judged based on set criteria presented by Toastmasters International.

**The Table Topics Contest.** Participants in this contest are sequestered until it is their turn to listen to, and respond to, the question all participants are asked. Speakers are judged based on set criteria presented by Toastmasters International.

**25) Area, District, etc., Speech Contests.** Winners at the club speech contest level progress to the Area, District, and higher speech contests. Each subsequent contest level is run the same way as a club contest, but each contest now includes the winners from other clubs in the area, district, etc. and the competition increases. If you had fun at a club contest, going to higher level contests will be even better since you will be seeing the best speakers from the clubs in the area.

As with the club contest, each higher level contest is managed by a Contest Chairman and a Chief Judge, hosted by a Toastmaster, and supported by timers, judges, a Sergeant at Arms, and ballot counters. Higher level contests try to have at least one judge from each club involved in the contest to ensure an unbiased result. When not participating as a contestant, Toastmasters are encouraged to help in one of these functions.

**26) Toastmasters Leadership Institute.** Twice annually, District Toastmasters organize training for incoming and existing officers. This event is called Toastmasters Leadership Institute (TLI for short). Most of the time, there are four or five TLIs scheduled to allow members and officers to choose the date, time, and location most convenient to them. Gilbert Toastmasters expects all 7 officers to attend and has a long history of accomplishing that. Frequently, Gilbert Toastmasters sends additional members who want to learn more about what its servant leaders must do when taking on the role of a club officer (either in preparation for becoming an officer in the future or just to

learn more about Toastmasters). Generally, TLIs are held in December/January and June/July/August, corresponding with the club election cycle.

**27) Area, District, etc., opportunities.** As Toastmasters improve their communication and leadership skills, opportunities to serve Toastmasters beyond the club level (as officers) exist. There are Area Governors, Division Governors, District Governors, District Lieutenant Governor of Education/Training, District Lieutenant Governor of Marketing, District Public Relations Officer, District Secretary, District Treasurer, and a District Sergeant at Arms. More information about these positions can be found at [www.AZToastmasters.org](http://www.AZToastmasters.org).

**28) Outstanding Toastmaster of the Year Award.** Each year, Toastmaster members are encouraged to document their activities as they relate to Toastmasters. Awards are presented for each of the Areas, Division and District. You can nominate yourself or a fellow member by using the form available at [www.AZToastmasters.org](http://www.AZToastmasters.org). An example of this form is found at the end of this mentoring guide.

**29) Club Events (Christmas party and auction, etc.).** Most years, Gilbert Toastmasters holds a Christmas party with an auction that raises money that the club uses to purchase items that help build leadership and communication skills. Other events periodically held include support of local youth (through the Boys & Girls Club and they Youth of the Year program), and sometimes support of local public television (some members take charge and recruit to help man the phones). Watch the club calendar for upcoming events.

**30) Credit for speaking outside club meetings.** If given the opportunity to speak at an event other than a Gilbert Toastmasters meeting, members can obtain credit in their communication manuals provided another Toastmaster is in attendance and will provide written feedback on the presentation in the manual (there are many advanced manuals, so usually there will be a suitable project for the task at hand). Upon completion of the outside speaking engagement and written evaluation, present the manual to the VP Education for sign off of the project completed.

## Gilbert Toastmasters Club #499 Schedule

MeetingDate:	11/18/2010	11/25/2010	12/2/2010	12/9/2010
Theme:	Homework	Thanksgiving	Celebrations	Holiday Party
Toastmaster	Kyle Lucas	Holiday	Blair Revak	Party
Table Topics Master	Dan Gutknecht	Holiday	Sue Lucy	Party
Speaker 1	Brenden Saline	Holiday	Lisa Valletta	Party
Speaker 2	Dee Dees	Holiday	Sasha Blisset	Party
Speaker 3	Rob Fleischner	Holiday	Kyle Lucas	Party
General Evaluator	Dan Hayes	Holiday	Rob Fleischner	Party
Evaluator 1	Sasha Blisset	Holiday	Brenden Saline	Party
Evaluator 2	Jim Thompson	Holiday	Dee Dees	Party
Evaluator 3	Joy Lucy	Holiday	Dan Gutknecht	Party
Ah Counter	Steven Culver	Holiday	Eml Bauer	Party
Grammarian	Angle Tauscher	Holiday	Peggy Barber	Party
Word Master	Dave Wachter	Holiday	Dan Hayes	Party
Timer	Andrew Svorinic	Holiday	Prince Lettridge	Party
Joke Master	Jeremy Vandebark	Holiday	Ipsita Paul	Party
Word of Wisdom	TBD	Holiday	Dave Wachter	Party

### Tonight's Speaker Information

<b>Brenden Saline</b>	Competent Communicator	Project 1: The Ice Breaker (4 - 6 Minutes)
Objectives:	To begin speaking before an audience. To discover speaking skills you already have and skills that need some attention	
<b>Dee Dees</b>	Competent Communicator	Project 1: The Ice Breaker (4 - 6 Minutes)
Objectives:	To begin speaking before an audience. To discover speaking skills you already have and skills that need some attention	
<b>Rob Fleischner</b>	Competent Communicator	Project 1: The Ice Breaker (4 - 6 Minutes)
Objectives:	To begin speaking before an audience. To discover speaking skills you already have and skills that need some attention	

### *Did you bring your Competent Leadership Manual ?*

*Please get in the habit of bringing it every week to use when assigned a function.*

#### Current Club Officers:

Andrew Svorinic, President  
 Rob Fleischner, VP Education  
 Blair Revak, VP Membership  
 Sue Lucy, VP Public Relations  
 Brenden Saline, Secretary  
 Kyle Lucas, Treasurer  
 Jim Thompson, Sergeant at Arms  
 Shanda Vandebark, Past President

I can't do my Toastmaster job this week... what should I do ?

E-mail the entire club using the group e-mail ([gilberttm@yahoo.com](mailto:gilberttm@yahoo.com)) seeking a replacement. If a speaker, let the VPE know as soon as possible so he can help find a replacement. For all other functionaries, please search for a replacement until you find one, then let the VPE, the Toastmaster, and General Evaluator know who will be taking your spot.

All members will have until 10pm on the night of an announced open speaking slot to be considered for that slot.

## Gilbert Toastmasters Club #499 Agenda

7:00 p SSA Calls meeting to order Meeting: 11/18/2010  
 SSA Introduces presiding officer Theme: Homework  
 Presiding officer introduces Kyle Lucas as Toastmaster  
 Toastmaster introduces Dave Wachter as Word Master  
 Toastmaster introduces Steven Culver as Ah Counter  
 Toastmaster introduces Angie Tauscher as Grammarian  
 Toastmaster introduces Andrew Svorinic as Timer  
 Toastmaster introduces Dan Gutknecht as Table Topics Master  
*(timers report, vote reminder, recall toastmaster)*  
 Toastmaster introduces Brenden Saline as Speaker 1  
*(one timed minute)*  
 Toastmaster introduces Dee Dees as Speaker 2  
*(one timed minute)*  
 Toastmaster introduces Rob Fleischner as Speaker 3  
*(one timed minute, timers report, vote reminder)*  
 Toastmaster introduces Dan Hayes as General Evaluator  
 General Evaluator introduces Sasha Blisset as Evaluator 1  
 General Evaluator introduces Jim Thompson as Evaluator 2  
 General Evaluator introduces Joy Lucy as Evaluator 3  
*(timers report, vote reminder, meeting evaluation)*  
 General Evaluator introduces Jeremy Vandenberg as Joke Master  
 General Evaluator introduces TBD as Word of Wisdom  
 General Evaluator re-introduces Angie Tauscher as Grammarian  
 General Evaluator re-introduces Steven Culver as Ah Counter  
 General Evaluator re-introduces Dave Wachter as Word Master  
*(aet awards from Table Topic Master)*  
 ~8:20 p Gen. Evaluator presents awards  
 Gen. Evaluator calls Presiding Officer  
 Presiding Officer reviews schedule  
 8:30 pm Presiding Officer closes meeting

As we work our way through the 2010-2011 Toastmaster year, let's recap the Distinguished Club Program goals. By June 30, 2011, we will have, at a minimum, done the following:

- 8 new members
- Finished 4 CCs
- Finished 2 ACs
- Finished 2 CLs/ALs/DTMs
- Trained officers at TLI (twice)
- Submitted dues on time and kept our officer lists up to date (twice)

How can you help? Bring guests, work from your manual and bring your Competent Leader manual every week, and renew your membership on time.

With your help, we will accomplish these goals and continue our uninterrupted record of 10 of 10 goals and once again be recognized as a President's Distinguished Club.

Thanks for helping to keep Gilbert Toastmasters one of the best clubs in the Valley.

*DCP Update: 4 CCs (Jen Peak, Dan Gutknecht, Larry Koehn, and Jason Hibbard), 1 CL (Dan Hayes), 1 ACB (Dan Hayes), 1 ALS (Emi Bauer), 1 ACG (Emi Bauer), and all officers (plus 2 non-officers) trained at TLI. With all educational goals now completed, our Club DCP Goal Count is 6/10! We need help adding five new members. Once that is accomplished, we will be at 8/10 goals, the remaining two being tied to upcoming elections and TLI events.*

*On-The-Spot: If you are willing to be an on-the-spot speaker, please let Rob know. The best way to be an on-the-spot speaker is to have your next project prepared and partially practiced. You will get enough notice that you'll have time to practice a couple more times before the meeting. Thanks.*

On-the-spot Speakers:  
 Rob Fleischner  
 Dee Dees  
 Blair Revak

### Upcoming Events:

- 12/9 Holiday Pot Luck Not-So-Silent Auction, Boys and Girls Club, Time to be announced



**Leadership:**

- \_\_\_\_\_ Chairman of a district committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Served on a district committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Assistant to a division governor
- \_\_\_\_\_ Chairman of a division committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Served on a division committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Attended division meeting(s) -- number attended \_\_\_\_\_
- \_\_\_\_\_ Assistant to an area governor
- \_\_\_\_\_ Chairman of an area committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Served on an area committee, committee name \_\_\_\_\_
- \_\_\_\_\_ Attended area meeting(s) - number attended \_\_\_\_\_
- \_\_\_\_\_ Club officer of the current year
- \_\_\_\_\_ Attended club officer training – Toastmasters Leadership Institute (TLI)
- \_\_\_\_\_ Outstanding Club Member of the Year

**Public Relations:**

- \_\_\_\_\_ Served as a public relations official for a division
- \_\_\_\_\_ Served as a public relations official for an area
- \_\_\_\_\_ Organized or made (a) publication(s) in a newspaper or magazine -- Number of publications \_\_\_\_\_
- \_\_\_\_\_ Organized or made (a) presentation (s) on radio -- number of presentations \_\_\_\_\_
- \_\_\_\_\_ Organized or made (a) presentation (s) on television -- number of presentations \_\_\_\_\_
- \_\_\_\_\_ Visited or appeared outside the organization as a representative of Toastmasters International, number \_\_\_\_\_
- \_\_\_\_\_ Speakers bureau member
- \_\_\_\_\_ Wears Toastmasters name badge
- \_\_\_\_\_ Wears Toastmasters pin
- \_\_\_\_\_ Article published in a District publication/ District Website /Toastmasters Magazine
- \_\_\_\_\_ Club newsletter editor or Club Webmaster
- \_\_\_\_\_ Organized/participated in a Community Outreach Event

**Commitment and Support Toastmasters International Activities:**

- \_\_\_\_\_ Participated in planning, set-up, or presentation of a district event
- \_\_\_\_\_ Attended District conferences -- number attended \_\_\_\_\_
- \_\_\_\_\_ Attended division events other than meetings -- number attended \_\_\_\_\_
- \_\_\_\_\_ Attended area events other than meetings -- number attended \_\_\_\_\_
- \_\_\_\_\_ Attended own club meetings -- number attended \_\_\_\_\_
- \_\_\_\_\_ Attended the Toastmasters International Convention
- \_\_\_\_\_ District speech contest winner
- \_\_\_\_\_ District speech contest participant
- \_\_\_\_\_ District speech contest judge
- \_\_\_\_\_ District speech contest Chief Judge/Toastmaster
- \_\_\_\_\_ District speech contest chairman/coordinator
- \_\_\_\_\_ Division speech contest winner
- \_\_\_\_\_ Division speech contest participant
- \_\_\_\_\_ Division speech contest judge
- \_\_\_\_\_ Division speech contest Chief Judge/Toastmaster
- \_\_\_\_\_ Division speech contest chairman/coordinator
- \_\_\_\_\_ Area speech contest winner
- \_\_\_\_\_ Area speech contest participant
- \_\_\_\_\_ Area speech contest judge
- \_\_\_\_\_ Area speech contest Chief Judge/Toastmaster
- \_\_\_\_\_ Area speech contest chairman/coordinator

Summarize why this candidate has earned the Toastmaster of the Year recognition (Additional sheets may be attached):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Submitted By \_\_\_\_\_