

# Talking Point!

## The Newsletter of the Redlands Toastmasters Club 5836

**AUTUMN 2019** Editor: Aileen Scott e: [redlands-vppr@toastmastersclubs.org](mailto:redlands-vppr@toastmastersclubs.org) m: 0417 777 010

### MEMBERS OF THE EXECUTIVE 2018-2019

President:	D. Blacklock
V.P. Education:	K. Hulsman
V.P. Membership:	P. Holley
V.P. Public Relations:	A. Scott
Secretary:	C. Zimmer
Treasurer:	W. Sear
Sergeant-at-Arms:	T. Taranto
Website:	P. Holley
Mentor Coordinator	R. David

Feel free to contact any of the above Executive Members, via the **Private Member Directory** on the club website.

## WELCOME . . .

A warm welcome to our NEWEST member: Steve K ...  
And a Fond Farewell to Liz who is leaving us due to other committments ,... also Merja and Jo are taking a short break but we hope to see them back again soon!

### TOASTMASTERS WEBSITES:

Ours: [redlands.toastmastersclubs.org](http://redlands.toastmastersclubs.org)  
TI: [www.toastmasters.org](http://www.toastmasters.org)

Redlands Toastmasters Club meet every 2<sup>nd</sup>, 4<sup>th</sup> and 5<sup>th</sup> Monday of each month at CWA Hall Kyling Lane Cleveland

## TOASTMASTERS CONTESTS

**The Eastern Division conference** was on 17<sup>th</sup> March at Seven Hills Community Centre. Our member Aileen represented Area 7 in the Table Topics and Evaluation contests. It was a day of high quality competition and although Aileen was unplaced she did well to represent our Club and Area 7.

**Area 7 Tyro and Interpretive Reading Contest** was on 27<sup>th</sup> March at Capalaba. Redlands rocked again with Dee and Donna taking honours in Tyro and Interpretive Reading! Very well done ladies!!



Merja Contest Toastmaster and Dee with first place Tyro trophy



Donna with first place trophy Interpretive Reading

## Redlands Toastmasters Club Mission Statement

We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

## TIPS AND TOOLS

..... an extract from a Toastmasters International article

### Ums Ahs and other Crutch Words .....

A client I worked with is a very strong speaker—they are confident, powerful and very aware of their message. Yet, even with all that ability, they makes one mistake consistently and is mostly unaware of it. They begin nearly every sentence with the word “so.”

“So” is their “crutch word,” a term we Toastmasters are very familiar with. In every meeting, the Ah-Counter is tasked with identifying, and delivering a report on, “overused words or filler sounds used as a crutch by anyone who speaks during the meeting.”

These include words such as “and,” “well,” “but,” “so” and “you know,” but also mere sounds like “ah,” “um” and “er.” Sometimes they include words such as “right,” “literally,” “actually” and “basically.” Whatever form they take, crutch words typically have two attributes: 1) overuse, and 2) meaninglessness.

#### Why Do We Use Crutch Words?

Crutch words such as “um” and “ah” emerge when our brain anticipates a void or an uncertain moment in our presentation and basically freaks out, quickly plugging the hole with a pointless sound.

#### How to Overcome Crutch Words

The trick to controlling this habit is substituting another behaviour in its place, or at least adopting tactics that reduce its frequency. These four strategies can help.

##### 1. Embrace the Pause

Most public-speaking experts agree that the best replacement for a crutch word is a deliberate pause. They create suspense, slow down fast talkers, demonstrate confidence, draw audience attention and give speakers the time they need to communicate with precision..

##### 2. Slow Down

Speakers often use filler words because their mouths are outpacing their minds. Words are coming out erratically and nonsensically before the brain has a chance to organize them into points. But when speakers slow down, they have much more time to plan out the precise phrases they want to use and will not need fillers to connect random thoughts.

##### 3. Know Your Point

When speakers don't have clear points, they're inclined to ramble. Crutch words are then generated to connect these rambling sentences and ideas (“and, um ... so ...”). But if speakers prepare their points in advance and know them well, they're able to start them efficiently and wrap up once they've successfully delivered them, making rambling and desperate connections less necessary

##### 4. Practice

When you're nervous and anxious, saying anything—even a crutch word—may feel more comfortable than saying nothing. Practicing mitigates that anxiety by making the speaker more familiar with the material. A comfortable and confident speaker has more control, enabling them to embrace pauses and deftly avoid the “ums” and “ahs.” Practice may not always make perfect, but it can give you the confidence to make good public-speaking decisions.

## RECENT ACHIEVEMENTS

Congratulations to our members who have recently achieved these levels!

Kay B : ACS (2<sup>nd</sup> time!)

Kees H : ALB

Merja R : Pathways DL2

Dee K : Pathways PM1

Pam H : Pathways DL1

## UPCOMING DIARY DATES 2019

- |                                   |   |  |
|-----------------------------------|---|--|
| Monday 8 <sup>th</sup> April      | - | Redlands Toastmasters Meeting                              |
| Monday 22 <sup>nd</sup> April     | - | Redlands Toastmasters Meeting                              |
| Monday 29 <sup>th</sup> April     | - | Redlands Toastmasters Meeting - Leadership Workshop        |
| <b>Monday 13<sup>th</sup> May</b> | - | <b>Redlands Toastmasters Meeting - Executive Elections</b> |
| Monday 27 <sup>th</sup> May       | - | Redlands Toastmasters Meeting                              |
| Monday 10 <sup>th</sup> June      | - | Redlands Toastmasters Meeting                              |
| Monday 24 <sup>th</sup> June      | - | Redlands Toastmasters Meeting                              |

## APRIL IS 'BRING A BUDDY' MONTH

We are having a bit of a membership drive in April. Although we still have a healthy membership at Redlands, we do have a handful of members who are taking a short break due to work pressures. We are asking all members to invite a friend to one of the meetings in April and introduce them to Toastmasters. Bring a Buddy this month and any month!!

## Redlands Toastmasters Club Website

Pam is always making little improvements to the Club website. Our new Agenda has the Role Description next to the role title. Clicking on this shows the parameters of the role and will help with preparation. Pam does a fantastic job keeping the site up to date so please take the time to browse the website and you will discover lots of valuable information and records of past events. There is a plethora of information including a Pathways guide to help us navigate the new education programme.

## LEADERSHIP WORKSHOP - Monday 29<sup>th</sup> April Meeting

Tom will be conducting a Leadership Workshop on Monday 29<sup>th</sup> April to attain his ACG. The workshop is Part 1 of the Leadership Series - Characteristics of Effective Leaders. This workshop will provide everyone with the opportunity to learn the qualities of effective leaders, the various leadership styles and to undertake some exercises to establish both your personal leadership traits and those needed for an organisation that you may be interested in. This will be an exciting educational evening on leadership and personal growth.



## 2019/2020 CLUB EXECUTIVE ELECTIONS

### Why stand for election to the Club executive?

Redlands toastmasters Club has an enviable record of achievement going back and that success is shared between the great members on one hand and a diligent executive on the other.

The Executive is of course made up of members who are elected for a year into one of the executive positions. More information will flow to all members about the executive team, but suffice at this stage to acknowledge the positions are President, Vice President Education, Vice President Membership, Vice President Public Relations, Secretary, Treasurer, and Sergeant-at-Arms. The immediate Past president also sits on the executive team but obviously that position is automatically filled.

Each year we (as a Club) need to renew the membership of the executive from the members of the Club, There are some responsibilities attached to being a member of the executive BUT the rewards and benefits far outweigh the costs.

New people undertaking an executive role is important to sustaining the vitality of the Club....new ideas, fresh directions, different priorities and even alternate views go a long way to keeping the Club operating at its peak.

Another way of Club renewal is to rotate existing executive members into different positions, this also helps sustain a level of experience in the executive so that a new executive can build on the past. But there is always a need to refresh the membership of the executive team and this year is a great opportunity for newer members to take up the mantle.

The full array of benefits derived from being an executive member include:

- \* quality resume building skills (leadership, teamwork, problem solving, networking, strategic planning, public relations, and so on). A full array of these skills will be distributed in the next month or so.
- \* knowledge of the mechanics of Toastmasters which makes your own path more rewarding and worthwhile
- \* work with great people on a meaningful task (the communication skills of all members)
- \* making decisions which are real and implemented (ie you will see results from your input)
- \* unleash latent talents and skills (not only your own BUT those of your colleagues as well)
- \* socialise with some great people (the executive meetings have a business function but the meetings are wrapped in humour, fun, even entertainment)

I could go on, but you get the drift. An executive role in Redlands Toastmasters club is a rewarding experience. As a club we need as many members as possible to step up and we know some people will be unable to take a role in the next term.

But being busy is fertile ground for executive members....because over many many years we know that if there is something to be done...ASK A BUSY PERSON!

Another adage to keep in mind is that if you think someone should do something about anything...step up and be that someone!

Steve MacDonald ACG ALB  
Immediate Past President

## My Experience with Toastmasters

When I joined Toastmasters in April 2015, I knew what I was going to expect as a new member. I knew that I would learn invaluable public speaking skills, by observing other people's fantastic speeches. I knew that I would have to prepare my own speeches; and I knew that I would have to present impromptu speeches when called up by the Table Topics Master. I also knew that Toastmasters didn't just teach me how to speak in public; Toastmasters also taught me how to listen and pay attention.

It is now March 2019, and my experience with Toastmasters has escalated in the right direction - up. I am more confident than I was four years earlier. I am more capable of doing advanced roles, such as negotiation and leadership (e.g. Sergeant-at-Arms - and I will soon be nominating for Vice President of Membership for the 2019-20 year). And, beyond Toastmasters, I am now more confident of using my communication skills to publicly promote Two Pooleys Cleaning, a small cleaning business that my wife and I established on July 1, 2018.

Yes, I still have room for improvement. Yes, my evaluators do let me know what I excel at, and what I need to improve in. But, none of this advice has ever gone astray. It has become, as Roy David (from Toastmasters Redlands) has put it repeatedly - the "Breakfast of Champions".

I am planning on using Toastmasters as my training ground for the real world. In the real world, I can't afford to make too many mistakes (they will have irreversible consequences). But, Toastmasters acknowledges that mistakes are what make people human. If we don't make mistakes, how can we learn from them?

This is my Toastmasters story.

Adrian Pooley CC, CL, IP1

## President's Ponderings.....

This time last year, I was contemplating in what way I could serve the Redlands Toastmasters Club during the 2018/19 "Toastmaster" year.

I was and continue to be very conscious of the 6<sup>th</sup> point of the Toastmaster's Promise that I had made in 2011 - "To serve my Club as an Officer, when called upon to do so".

My thoughts turned to past years when I held the offices of Vice President Education and Vice President Public Relations, plus the non-executive role of Mentoring Co-Ordinator. I can honestly say that I thoroughly enjoyed all of these roles.

With those experiences in mind, I thought long and hard about the commitment I would need to make for the year, and, after that soul-searching, I decided to put up my hand for the office of Club President.

To be truthful, I have never before been a President of any Club or Group, so I knew it would be quite a learning curve for me - and it certainly has been. I have gained experience in meeting procedures plus I believe my communication and leadership skills have undergone a positive change.

I consider myself most fortunate to have the ongoing support of two superb Mentors, Roy David and Wayne Sear, both of these members being Past Club Presidents. Roy and Wayne both encouraged me to nominate for the office of President, plus both have always given me honest feedback and excellent advice and I thank them both most sincerely for their constant reassurance.

I have also endeavoured to stamp my own style on the role. My style may not be your style, but it is what makes me an individual. Whatever your judgement is of my performance, I believe that I have given the very best that I could for your and the Club's benefit, while also being very aware that I am but one part of a nine-member team. Overall, I am pleased that I was willing to put up my hand in May last year!

Now is perhaps the time for each one of you, as a Club member, to consider how you can serve the Redlands Toastmasters Club in 2019/20. The Election of Officers, who will make up the Executive Committee for the next "Toastmaster" year, will be held during the meeting on Monday, 13 May 2019.

Why not give it a go! Be willing, like I was, to step outside your comfort zone. Put up YOUR hand - I am absolutely certain that the Redlands Toastmasters Club will be all the richer for your contribution.

**Donna Blacklock ACB ALB**

**President 2018/2019**

**Redlands Toastmasters Club**

**March 2019**

## Please Take Note!!

I know this is a bit of the same but it really does help if you have a look and use as a reminder! Our meetings are always busy with a full agenda. Can you please help to keep the flow and timing of our meetings in order by being mindful of some of the following points.....thank you.

1. **Please try and remember to bring along to the meetings your Pathways evaluation sheets or your manual if still working towards an existing goal. If you are still working on your CL you may be performing a task which can be signed off. Perhaps ask the Toastmaster sitting next to you to complete this for you.**
2. **The acoustics in our hall amplify noise and it would help if we could all remember to please move around our chairs quietly.**
3. **If you have been allocated the role of Meeter and Greeter please try and be at the hall at 7pm to be able to set up and prepare.**
4. **Pathways is now well established at Redlands! We are lucky to have Roy , the Pathways Guide in our Club who will help us through the new learning system. If you are performing a Pathways speech again please remember to print and bring along your evaluation sheets for your evaluator to complete.**
5. **Roy is also our Mentor co-ordinator. If you would like to be allocated a mentor to help with your Toastmasters journey, he will be happy to assist.**
6. **Our Club website is a wealth of information. Log on regularly to find agendas, meeting role responsibilities, past meeting snippets etc. etc. Pam is updating the website regularly and there is always something new to find.**
7. **If you need the lectern removed for your speech or the audio visual equipment set up, please let Tom our Sargent at Arms or our Meeting Convenor know before the meeting and he can arrange this for you.**
8. **Every meeting requires the hall to be set up at the beginning of the night, supper prepared and set up, dishes washed and put away and the hall tidied, tables and chairs put away and hall generally left clean and tidy. A big thanks to all members, everybody helps with these chores making Club activities an enjoyable team effort.**
9. **If you are scheduled as a Speaker, please email the scheduled Toastmaster and your Evaluator the project details and speech title prior to the meeting. Enter into the agenda on the website if possible. If a Pathways speech, again remember to print your evaluation sheets for your evaluator.**
10. **There are 'ready' chairs at each side of the lectern. When you are next on the agenda please move to chairs before you are introduced which helps the flow of the meeting.**
11. **Please acknowledge the 'Lectern Etiquette' and never leave the lectern 'alone'!**
12. **Our new Risk Management Policy is now on the website. Members are asked to familiarise themselves with the new procedures.**

## IN CLOSING .....

A quote from our Toastmasters Founder - Dr. Ralph C. Smedley:

*"Ours is the only organization I know dedicated to the individual, we work together to bring out the best in each of us and then we apply these skills to help others."*

This is what Redlands Toastmasters Club provides for us all! We support and help each other in a safe and supportive environment. This is a perfect place to practice and learn from our mistakes knowing we are all working together to bring out the best in each other!

*Aileen Scott*

VPPR Redlands Toastmasters Club

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