

# Awesome Answers to Candid Questions



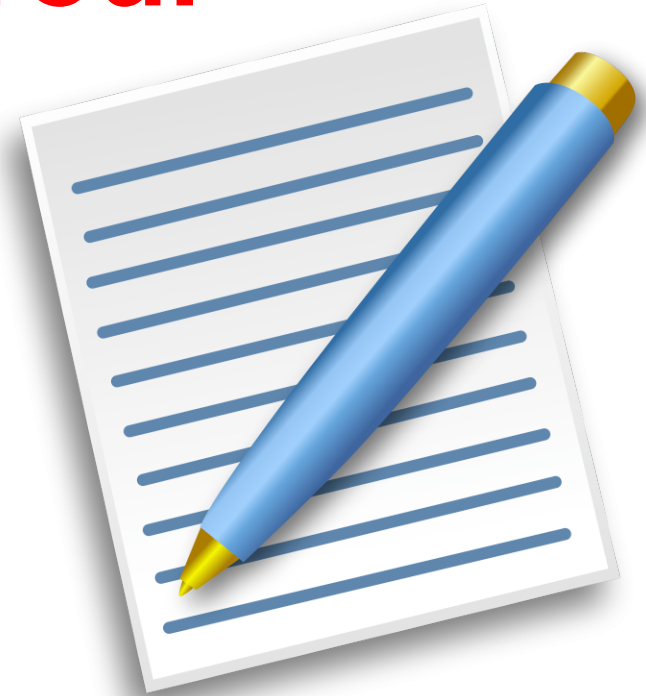
## Panel Discussion 06/16/2018

***"We learn best in moments of enjoyment."***

- Ralph Smedley, Founder of Toastmasters

# Write Down Your

- 1. *Your Name***
- 2. *Email Address***
- 3. *Club name***
- 4. *Question(s) Regarding***
  - a. You or your club***
  - b. What you want from this workshop***
  - c. Anything for LACE or Toastmasters***



**Pass to Front of Room**



**Michael Varma, DTM**

FDTV Host, Moderator and Panelist

Learning how to create and maintain a happy and healthy club is what helped Michael become a Distinguished Toastmaster, the host of Founder's District TV and recognized by the White House from the Obama administration for his ability, "to create a better tomorrow."

Many of his tips and techniques provided can propel you and your club to greater heights.

*"When your members are having fun and see the value of participating, they will come back for more and improve their skills."*

Michael is a renaissance man who brings a wealth of experience inside and outside of Toastmasters to help you determine your next steps for your personal or professional career.



**Karen Thompson, ACG, ALS**

Panelist – Subject Matter Expert

Karen joined Toastmasters' in June of 2002 and has grown from every experience. She is excited with anticipation of receiving her DTM by June 2018.

Her passion of helping others grow has brought structure and success to clubs she served as any of the seven officer roles or simply as a member leading by example.

Achievements include serving as a club coach, LACE presenter and Area Director.

*"The new Pathways program is an opportunity for me to continue learning, updating my skills and sharing beyond the club meetings. I challenge you to take what you learn and share it outside of your club."*

Karen is working as a Senior Corporate Trainer at CalOptima in Orange CA and an active member of the Orange County Chapter of ATD (Association of Talent Development).



**Frannie Stein, PhD, DTM**

Panelist – Subject Matter Expert

Frannie is a "Climate Creator," and loves to see clubs flourish when they C-H-A-T. **CHAT** is an acronym for **C**onstructive **H**anging **A**round **T**ime, a practice that catapulted Frannie into a mind-opening and personally acknowledging sense of wellbeing during her days in graduate school, at the University of Iowa.

She is a strong advocate for the power and synergy and embodies the quote, "together we are greater than any of us apart." Frannie is a collaboration cheerleader in her three President's Distinguished Toastmasteres clubs: Dana Point, Garden Grove and Santa Ana.

Back when television was black and white, Frannie was hired by WQED Television to cover the spot Mr. (Fred) Rogers left when he joined the Canadian Film Board. She wrote and produced 450 half-hour nationally syndicated television shows and has boiled the entire experience down into one word: Respect...It's not about you; it's about others!



- ## Part 2 - Audience

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- A photograph showing the lower arms and hands of several people of various ethnicities, all raised in a gesture of agreement or participation. The hands are open, palms facing forward, against a plain white background. The skin tones range from light to dark. Some individuals are wearing accessories like a black wristband, a gold watch, and a ring.

## Questions

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## Next Steps for Me

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

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## Notes

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## Next Steps for My Club

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

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# Convert Guests to Members

1. Meet and greet guests with a smile, hand shake, and introduction.
2. Get the proper name pronunciation and if needed correct spelling.
3. Immediately introduce your guest to one or more members.
4. Set aside time for networking before or after the meeting.
5. Designate a member to chat with guests and follow up.
6. Ask for and listen to your guest's goals for joining Toastmasters.
7. **Share** the tangible and transferrable skills to meet their goals.
8. Encourage guests to "shop" other clubs to find the best cultural fit.
9. Ask your guest to join Toastmasters (your club or another club).
10. Allow your guest to decide to join through positive repetitive engagement.
11. Solicit feedback from the guest after the meeting (**see email example**).
12. Make every meeting the best experience possible.
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_





# Convert Guests to Members

## Follow Up Guest Email Example #1

**Subject Line:** Your Lasting Impression?

Michael,

Thank you visiting our [BergenMeisters](#) club today. I sincerely hope you enjoyed the meeting. We look forward to answering your questions about [Toastmasters](#) and how our club can support you in achieving your goals. Please spare a few moments to share your valuable feedback by answering these three questions:

1. How were your expectations met (or not met) before your arrival?
2. What made you comfortable (or uncomfortable) during the meeting?
3. What were your lasting impressions after visiting our Toastmasters club?

Your feedback is very important and is requested so that we may improve both our visitors' and members' experiences. After all, the Toastmasters mission is to help its members learn the vital skills of speaking, listening and thinking, which fosters self-confidence while enhancing your communication and leadership skills. BergenMeisters is a diverse club committed to meeting your Toastmasters goals in a fun, comfortable environment.

Please visit us again on Thursday, July 27, 2017, at noon, or any 2<sup>nd</sup> and 4<sup>th</sup> Thursday, to help you decide to join our club (application attached) or another Toastmasters club so you can be successful in your next endeavor.

I look forward to your response.

**Michael Varma, DTM**  
VP of Education  
714-704-4451  
[www.BergenMeisters.org](http://www.BergenMeisters.org)



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

# Motivate Members

1. Publicly praise and recognize achievements with an award.
2. Reach out to members on a one-to-one basis to set personal and professional goals.
3. **Share** the tangible and transferrable Toastmasters skills for career development.
4. Suggest to members to practice current hobby or employment presentations.
5. Record and review presentations then share privately or publicly (as appropriate).
6. Have monthly or quarterly projects/events in or out of the club to engage members.
7. Bring in guest speakers to inspire and motivate (Speakers Bureau).
8. Mentorship is an easy and effective way for success – **get one, be one, or both**.
9. Discuss with the member how expectations can be met and implement a plan.
10. Debrief individuals and clubs after a fail or win for future enhancements.
11. Have exceptional and fun themed meetings (discuss options).
12. Pair members to complete an advanced manual (interviews & awards).
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_





# Motivate Members

## Welcome Aboard Notification – Example #1

**Subject:** Welcome to BergenMeisters #7493

Michael,

We are excited you decided to join BergenMeisters, Toastmasters Club #7493. I've completed your paperwork and you're paid through September 2017 – charges will be applied to your cost center. Your Competent Communication and Competent Leadership manuals will be delivered to the address on your application.



Over the next few days (and weeks) you will continue to receive emails, updates, and information about Toastmasters and our club meetings. For example,

1. **BergenMeisters meet the 2nd and 4th Thursday of every month from 12:00 to 1:00 pm.**
2. **Instead of a long 1 ½ to 2 hour meeting, our club is a short 1 hour meeting that's fast paced, easy going and fun.**
3. **You can bring your lunch and eat during the meeting.**

We encourage everyone to give their first speech as soon as possible. In fact, attached is your first speech called the Ice Breaker and you're scheduled to deliver it on Thursday, July 27, 2017, which is approximately five weeks away. "What?" I hear you scream through the email. Relax. It's as easy as 1, 2, 3. All you are doing is 1) telling us about who you are, 2) what you do, and 3) why you decided to join Toastmasters. It helps us get to know who you are and for you to assess what skills you have and what you want to improve.



You'll probably have questions. You can speak to anyone you like regarding the pros, cons, and "how to do" or "what to do" for your first speech or what happens at the meeting. I'm currently assigned as your mentor. You're welcome to change to another qualified mentor, ideally a Toastmaster that has delivered at least 10 speeches or select someone outside of the club or outside of Toastmasters. There are many excellent resources.

That's all for now! Welcome aboard.

Michael Varma  
Vice President of Education  
BergenMeisters - Toastmasters Club #7493  
[www.BergenMeisters.org](http://www.BergenMeisters.org)  
(714) 704-4451 Phone



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

# Motivate Yourself

1. Write down my goals to give me purpose, clarity, and success.
2. Create a new dream board every quarter: [Dreamitalive.com](http://Dreamitalive.com).
3. Surround myself with positive people and amazing mentors.
4. Identify and work with mentors who are successful in what I want to accomplish.
5. Identify my passion and commit to specific goals to complete every week.
6. Educate myself by reading every day for a minimum of 15 minutes.
7. Request feedback from all members – assign each a different speech element.
8. Volunteer at Area, Division, District, and L.A.C.E. events to learn and network more.
9. **Email or call individual club members and ask, “How do you think you did at the last meeting?”**
10. Be self-aware of the learning cycle – student, teacher, and mentor then act accordingly.
11. Honor the core value of Servant Leadership and catapult forward by helping others.
12. Remind yourself, “It is okay to say ‘No,’” and take time for you.
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_





# THE 2% MINDSET

2% OF THE POPULATION

GOING FOR  
YOUR DREAMS

EMBRACING THE UNKNOWN

CONFIDENCE

98% OF THE  
POPULATION

EXCITEMENT

BEING LIKE EVERYONE ELSE

LIKING CHANGE

INSECURE

SURVIVING

**YOUR COMFORT ZONE**

LIVING WITHOUT  
LIMITS

EXPLORING  
NEW THINGS

FEAR

JUST GETTING BY

ABUNDANCE

A DULL LIFE

PLAY IT SAFE

CHOOSING  
HAPPINESS

PROCRASTINATION REGRET

ACT IN SPITE  
OF FEAR

SETTLING FOR LESS

FULFILLMENT

GETTING THE MOST OUT OF LIFE

# Engage Club Officers

1. Read and follow the Toastmasters International leadership handbook.
2. People will follow directions and instructions that they can see.
3. Take advantage of free and low-cost training.
4. Conduct unofficial Club Role and Officer Training.
5. Actively work the Distinguished Club Plan.
6. **Establish** a succession plan as early as possible.
7. Create a buddy system (aka apprentice) for each officer role.
8. Create a legacy system to alleviate "brain-trusts" which opens mentoring opportunities.
9. Plan and debrief all events to identify what worked and what needs attention.
10. Have regularly scheduled Club Officer meetings at an outside venue.
11. Avoid assuming people will volunteer to lead – they want to be asked (it's human nature).
12. Ask members fill an officer role and ensure they hear and receive support from a previous officers or mentor.
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_







## Gain Beneficial Career Skills

Toastmasters members fill seven vital club officer roles which improve or enhance many valuable communication and leadership skills that transfer directly to and benefit an employer.

| Club President              | VP of Education          | VP of Membership          | VP of PR               | Secretary             | Treasurer             | Sgt. at Arms         |
|-----------------------------|--------------------------|---------------------------|------------------------|-----------------------|-----------------------|----------------------|
| Accountability              | Accountability           | Campaign Development      | Advertising            | Attention to Detail   | Analytical Thinking   | Consulting           |
| Budgeting                   | Budgeting                | Career Planning           | Branding               | Confidentiality       | Budget Analysis       | Customer Service     |
| Coaching/Mentoring          | Business Partner         | Consulting                | Campaign Development   | Documentation         | Budgeting             | Event Planning       |
| Conflict Resolution         | Career Planning          | Customer Service          | Consulting             | Event Coordinator     | Consulting            | Inventory Management |
| Consulting                  | Coaching                 | Hospitality               | Editing                | Historian/Librarian   | Financial Planning    | Master of Ceremonies |
| Delegation                  | Conflict Resolution      | Marketing                 | Event Planning         | Listening             | Forecasting           | Negotiations         |
| Diversity Awareness         | Effective Evaluations    | Networking                | Graphic Design         | Organization          | Money Management      | Planning             |
| Effective Evaluations       | Event/Meeting Planning   | Personnel Orientation     | Journalism             | Policy Administration | Policy Administration | Purchasing           |
| Forecasting                 | Forecasting              | Public Relations          | Marketing              | Purchasing            | Purchasing            |                      |
| Guidance                    | Increased Productivity   | Recruitment               | Media Relations        | Record Keeping        | Record Keeping        |                      |
| High Performance Leadership | Listening                | Retention                 | Negotiation Strategies | Report Writing        | Revenue Forecasting   |                      |
| Increased Productivity      | Mentoring                | Reward/Incentive Planning | Networking             |                       | Revenue Generation    |                      |
| Leading                     | Negotiations             | Sales                     | Photography            |                       | Revenue Tracking      |                      |
| Listening                   | Networking               | Seminar Development       | Public Relations       |                       |                       |                      |
| Meeting Facilitation        | Organization             | Sales Techniques          | Publicity              |                       |                       |                      |
| Negotiations                | Peer Recognition         |                           | Sales Techniques       |                       |                       |                      |
| Networking                  | Problem Solving          |                           | Seminar Development    |                       |                       |                      |
| Organizational Change       | Program Design           |                           | Web Design             |                       |                       |                      |
| Parliamentary Processes     | Program Implementation   |                           | Writing                |                       |                       |                      |
| Peer Recognition            | Recognition Incentives   |                           |                        |                       |                       |                      |
| Problem Solving             | Report Writing           |                           |                        |                       |                       |                      |
| Project Management          | Scheduling               |                           |                        |                       |                       |                      |
| Report Writing              | Strategic Planning       |                           |                        |                       |                       |                      |
| Respect for Others          | Team Building            |                           |                        |                       |                       |                      |
| Strategic Partnerships      | Time Management          |                           |                        |                       |                       |                      |
| Strategic Planning          | Training and Development |                           |                        |                       |                       |                      |
| Team Building               |                          |                           |                        |                       |                       |                      |
| Time Management             |                          |                           |                        |                       |                       |                      |
| Training and Development    |                          |                           |                        |                       |                       |                      |

Summarized by [Michael Varma, DTM](#), serving as the [Founder's District](#) Public Relations Officer 2009-2010





# Become a Distinguished Club

1. Explain the purpose and show the 12 goals of the Distinguished Club Program to all members (includes Pathways).
2. Openly share and remind all members of the upcoming deadlines.
3. Seek commitment from each member and track their progress.
4. Remind members of the WIIFM (What's In It For Me) to keep them motivated.
5. Keep members motivated and you should reach your educational rewards.
6. **Publicly praise and recognize achievements with an award.**
7. Create a club incentive like a potluck party for each Distinguished level.
8. Celebrate each of the 10 goals to maintain a positive atmosphere.
9. **Establish** a succession plan as early as possible.
10. Remember to take credit for speeches outside of your club (rules apply).
11. **Email or call individual club members and ask, “How do you think you did at the last meeting?”**
12. Develop a sense of pride and the thrill of victory by pulling together as a team to achieve a group goal.
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_





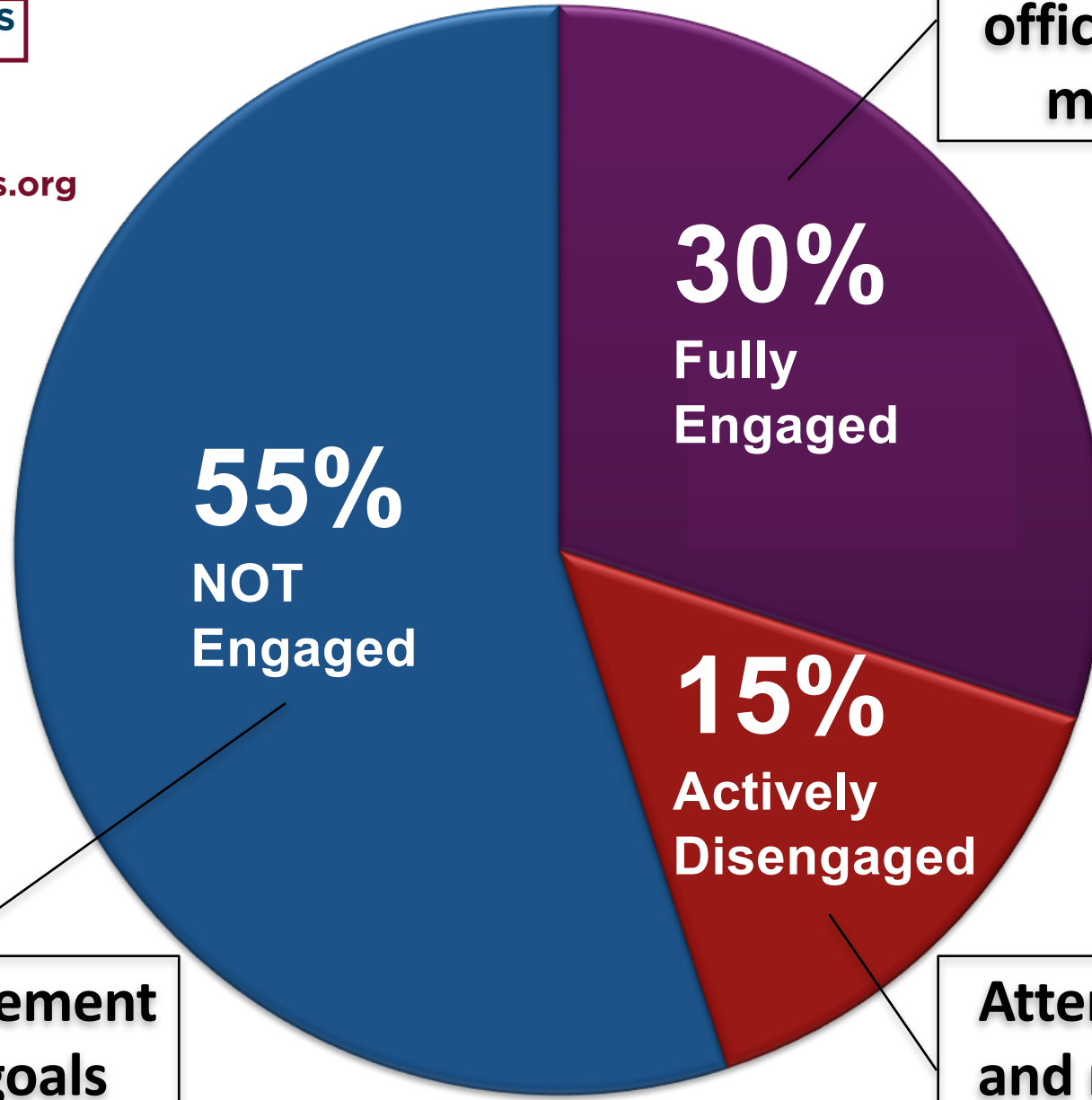
# Where Leaders are Made

**Toastmasters .org**

| FEATURES                               | BENEFITS   | VALUE TO THE INDIVIDUAL                           | VALUE TO THE ORGANIZATION                              |
|--|--|---|--|
| ➤ A self-paced program                 | ➤ Flexibility  | ➤ Unlimited personal growth                       | ➤ Employee goal achievement                            |
| ➤ Speech writing and presenting        | ➤ Critical thinking<br>➤ Effective presentation delivery | ➤ Clear communication<br>➤ Confidence             | ➤ Effective employee communication<br>➤ Better leaders |
| ➤ Weekly interactive meetings          | ➤ Ongoing experience<br>➤ Overcoming fears               | ➤ Skill reinforcement                             | ➤ Improved morale<br>➤ Enhanced performance            |
| ➤ Table Topics                         | ➤ Thinking quickly                                       | ➤ Self-confidence                                 | ➤ Better customer communication                        |
| ➤ Evaluations                          | ➤ Keen listening skills<br>➤ Constructive feedback       | ➤ Increase self-awareness<br>➤ Positive mentoring | ➤ More productive teams                                |
| ➤ Participation in meeting roles       | ➤ Ease in front of a group                               | ➤ Improved leadership skills                      | ➤ Effective meetings                                   |
| ➤ Opportunity to conduct meetings      | ➤ Time management skills<br>➤ Self-confidence and poise  | ➤ Effectively lead meetings                       | ➤ Increased productivity                               |
| ➤ Small groups                         | ➤ A supportive environment<br>➤ A positive atmosphere    | ➤ Relationship-building                           | ➤ Better teamwork<br>➤ Improved retention              |
| ➤ Opportunity to fulfill officer roles | ➤ Leadership development opportunities                   | ➤ Leadership growth<br>➤ Career advancement       | ➤ Better leaders                                       |
| ➤ Affordable dues                      | ➤ Cost effectiveness                                     | ➤ Positive return on investment                   | ➤ Positive return on investment                        |



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



**Typically club officers and self motivated.**

**Gain engagement through goals and mentors.**

**Attend regularly and need a little guidance.**

# 5 Core Competencies in 10 Pathways



## 10 Paths

The primary core competencies represented in each path are listed in order of emphasis under the path name.



### Dynamic Leadership

Build strategic leadership and conflict resolution skills

1 2 3 5



### Effective Coaching

Build Interpersonal communication, leadership and coaching skills

1 2 4 5



### Innovative Planning

Build creative project management and communication skills

1 4 2 5



### Leadership Development

Build communication and leadership skills

1 2 4 5



### Motivational Strategies

Build motivational leadership and communication skills

1 2 3 5



### Persuasive Influence

Build skills to lead in complex situations

1 3 2 5



### Presentation Mastery

Build public speaking skills

1 5



### Strategic Relationships

Build networking, leadership and communication skills

1 2 3 5



### Team Collaboration

Build collaborative leadership skills

1 4 2 5



### Visionary Communication

Build innovative communication and leadership skills

1 3 2 5



# Expert Wine Tasting in 4 Easy Steps



1. Appearance



2. Aroma



3. Taste



4. Aftertaste

- ✓ Everyone participates (Speaking to Inform).
- ✓ Everyone learns several descriptive words.
- ✓ Everyone has fun and willing to come back for more.
- ✓ Easy to show the value of Toastmasters.
- ✓ Easy to relate to work or play projects.
- ✓ Easy to reproduce with minimal effort.

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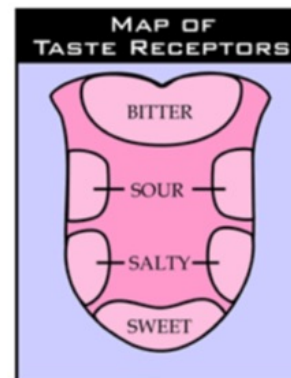


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1. Appearance
2. Aroma
3. Taste
4. Aftertaste



| Common sensory descriptors |  |   |   |
|----------------------------|--|---|---|
|                            |  | Red Grape Variety   | White Grape Variety   |
| Basic Taste                |  | sweet and sour<br>soft, strawberry<br>rich, spicy<br>fruity and juicy<br>firm, blackcurrant   | dry, neutral<br>tangy, zesty<br>sweet, rich<br>perfumy, aromatic<br>toasty, butterscotch  |
|                            |  |   |   |
| Advanced Palate            |  | blackberry<br>cherry<br>chocolate<br>cinnamon<br>clove<br>dark<br>earthy<br>eucalyptus<br>fruity<br>grass<br>herbs<br>leathery<br>liquorice<br>mint<br>pepper | plums<br>pomegranate<br>prunes<br>raspberry<br>red<br>roses<br>smoky<br>spices<br>strawberry<br>thyme<br>tobacco<br>tomato<br>truffles<br>vanilla<br>violets  |
|                            |  |   | almond<br>apple<br>apricot<br>butter<br>citrus<br>cream<br>fruits<br>gooseberry<br>grapefruit<br>grapes<br>grass<br>herbs<br>honey<br>honeydew<br>honeysuckle<br>lemon<br>lime<br>marzipan<br>melon<br>nutmeg<br>nuts<br>oak<br>orange<br>passionfruit<br>peach<br>pear<br>pepper<br>pineapple<br>rose<br>vanilla |



# Joke Contest



**LAST TOASTMASTER STANDING!**

Scoring Sheet

Contestant \_\_\_\_\_

Toastmaster \_\_\_\_ Yes \_\_\_\_ No

1 = Practice    2 = Fair    3 = Good    4 = Well Done    5 = Excellent

|                                   | Category                      | Score |
|-----------------------------------|-------------------------------|-------|
| 1.                                | Good Taste / Appropriateness  |       |
| 2.                                | Delivery                      |       |
| 3.                                | Comic Timing                  |       |
| 4.                                | Eye Contact                   |       |
| 5.                                | Enthusiasm                    |       |
| 6.                                | Gestures / Facial Expressions |       |
| 7.                                | Originality                   |       |
| 8.                                | Vocal Inflection              |       |
| 9.                                | Suspense                      |       |
| 10.                               | Personal Charm                |       |
| <b>TOTAL</b> (Best Possible = 50) |                               |       |

- ✓ Everyone participates – tells a joke or judges.
- ✓ Everyone receives a list of good, clean jokes.
- ✓ Everyone has fun and willing to come back for more.
- ✓ Easy to show the value of Toastmasters.
- ✓ Easy to relate to work or play environments.
- ✓ Easy to reproduce with minimal effort.



**Michael Varma, DTM**

FDTV Host, Moderator and Panelist

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