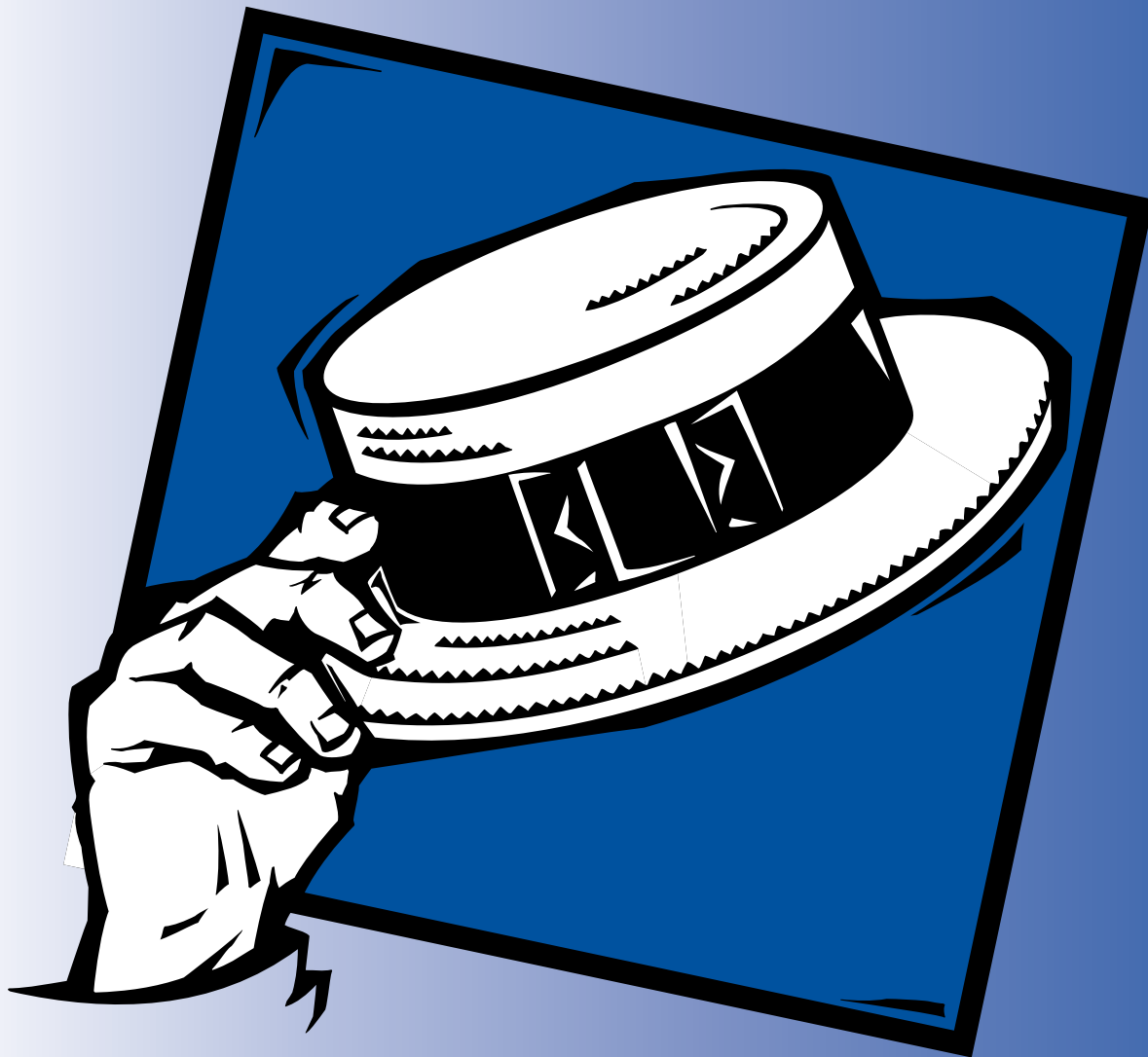


# A Toastmaster Wears Many Hats



ROLES  
OF A  
MEMBER

*D*URING YOUR TOASTMASTERS EXPERIENCE,  
*you will have an opportunity to serve in many capacities.*  
*By participating in all functions, you will receive*  
*well-rounded experience in communication*  
*and leadership.*



*When you are the*

# SPEAKER

A major portion of each meeting is centered around three or more speakers. Their speeches are prepared based on manual project objectives and should last from five to seven minutes for projects in the basic *Communication and Leadership Program* manual and eight or more minutes, depending on the assignment, for projects in the *Advanced Communication and Leadership Program* manuals.

Preparation is essential to success when you are the speaker.

## PRIOR TO THE MEETING

- Check the meeting schedule to find out when you are to speak. In order to get the most benefits from the program, prepare a speech based on a manual project. Present the speeches in numerical order because each project builds on the skills learned in previous projects.
- Before your meeting ask the general evaluator for your evaluator's name. Speak to your evaluator and talk about the manual speech you'll be giving. Discuss with the evaluator your speech goals and personal concerns. Emphasize where you feel your speech ability needs strengthening. Remember to bring your manual to the meeting.

## WHEN YOU ENTER THE ROOM

- Arrive early. Check the microphone, lighting, etc. before everyone arrives. Protect yourself from all of the problems that can ruin your talk.
- Sit near the front of the room for quick and easy access to the lectern.
- Carefully plan your approach to the lectern and speech opening.
- Be sure you give your manual to your evaluator before the meeting starts.
- If you don't write your own speech introduction, make certain that the Toastmaster of the meeting has prepared a good one for you.



## DURING THE MEETING

- Give your full attention to the speakers at the lectern. Avoid studying your speech notes while someone else is talking.
- When introduced, smoothly leave your chair and walk to the lectern as planned.
- As you begin your speech, acknowledge the Toastmaster and the audience (Toastmasters and guests).
- When finishing your speech, never thank your audience. Simply return control of the meeting to the Toastmaster of the meeting. Always wait for the Toastmaster to return to the lectern, then return to your seat.
- During the evaluation of your speech, listen intently for helpful hints that will assist in building better future talks. Pay attention to suggestions from other members.

## AFTER THE MEETING

- Get your manual from your evaluator. At this time discuss any questions you may have concerning your evaluation to clarify any misinterpretations.
- Have the Vice President Education initial the Project Completion Record in the back of your manual.

## RESOURCES —

*Communication and Leadership Program* manual (Catalog No. 225), included in your New Member Kit  
*Your Speaking Voice* (Catalog No. 199), included in your New Member Kit  
*Gestures: Your Body Speaks* (Catalog No. 201), included in your New Member Kit  
*They're All Around Us* (Catalog No. 1616)

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# EVALUATOR

**A**fter every prepared speech, the speaker receives an evaluation. After you have presented a few speeches, you will be asked to serve as an evaluator and will evaluate one of the prepared speakers for the meeting. In addition to your oral evaluation, you also will give the speaker a written evaluation using the guide in the manual. The evaluation you present can make the difference between a worthwhile or a wasted speech for your speaker. The purpose of the evaluation is to help the speaker become less self-conscious and a better speaker. This requires that you be fully aware of the speaker's skill level, habits, and mannerisms, as well as his or her progress to date. If the speaker uses a technique or some gesture that receives a good response from the audience, tell the speaker so he or she will be encouraged to use it again.

## PRIOR TO THE MEETING

- Review carefully the Effective Speech Evaluation manual which you received in your New Member Kit.
- Talk with the speaker to find out the manual project he or she will be presenting. Review the goals of the speech and what the speaker hopes to achieve. Find out exactly which skills or techniques the speaker hopes to strengthen through the speech.
- Evaluation requires careful preparation if the speaker is to benefit. Study the project objectives as well as the evaluation guide in the manual. Remember, the purpose of evaluation is to help people develop their speaking skills in various situations, including platform presentations, discussions, and meetings. Achievement equals the sum of ability and motivation. By actively listening and gently offering useful advice, you motivate members to work hard and improve. When you show the way to improvement, you've opened the door to strengthening their ability.

## WHEN YOU ENTER THE MEETING ROOM

- Look for the speaker and get his or her manual.
- Meet briefly with the general evaluator to confirm the evaluation session format. Then confer with the speaker one last time to see if he or she has any specific things for you to watch for during the talk.

## DURING THE MEETING

- Record your impressions of the speech in the manual along with your answers to the evaluation questions. Be as objective as possible. Remember that good evaluations may give new life to discouraged members and poor evaluations may dishearten members who tried their best. Remember, always leave the speaker with specific methods for improving.
- When introduced, stand and give your oral evaluation. Begin and end your evaluation with a note of encouragement or praise. Though you may have written lengthy responses to manual evaluation questions, don't read the questions or your responses. Your oral evaluation time is limited. Don't try to cover too much in your talk—possibly one point on organization, one on delivery, and one on attainment of purpose with a statement about the greatest asset and a suggestion for future improvement.
- Praise a successful speech and specifically tell why it was successful. Don't allow the speaker to remain unaware of a valuable asset such as a smile, a sense of humor, or a good voice. Don't allow the speaker to remain ignorant of a serious fault or mannerism; if it is personal, write it but don't mention it aloud. Give the speaker the deserved praise and tactful suggestions in the manner you would like to receive them when you are the speaker.

## AFTER THE MEETING

- Return the manual to the speaker. Add a verbal word of encouragement to the speaker, something that wasn't mentioned in the oral evaluation.

## RESOURCE

*Effective Speech Evaluation* (Catalog No. 202), included in your New Member Kit

*When you are the*

# TIMER

The Toastmaster of the meeting will call on you to explain the timing rules. One of the lessons to be practiced in speech training is that of expressing a thought within a specific time. The timer is the member responsible for keeping track of time. Each segment of the meeting is timed. You should explain your duties and report to the Club clearly and precisely. This exercise is an excellent opportunity in practicing communicating instructions – something that we do every day.

## PRIOR TO THE MEETING

- Confirm scheduled program participants with the Toastmaster and general evaluator.
- Confirm time required for each prepared speech with the speakers.
- Write out your explanation in the clearest possible language and rehearse it. For the benefit of guests, be sure to emphasize timing rules and how timing signals will be given.

## UPON ARRIVAL AT THE MEETING

- Get timing equipment from the Sergeant at Arms. Be sure you understand how to operate the stopwatch and signal device and make certain that timing equipment works.
- Sit where the signal device can be seen easily by all.

## DURING THE MEETING

- When introduced, explain the timing rules and demonstrate the signal device.

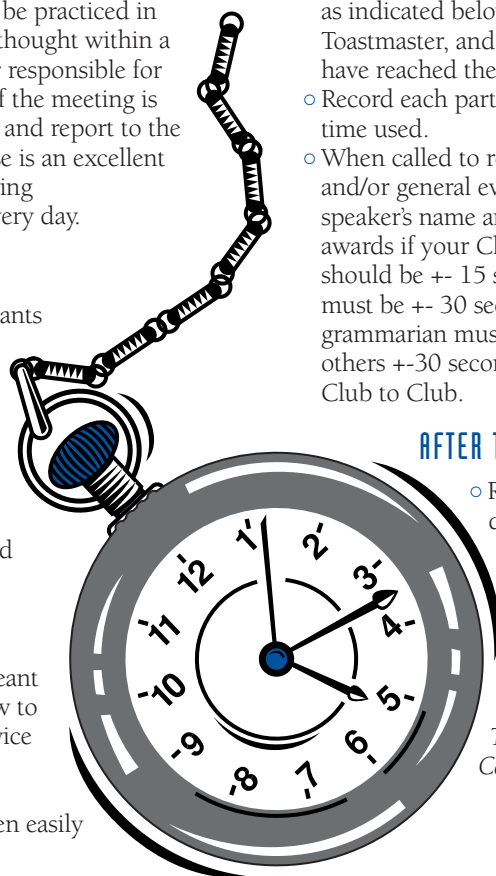
- Throughout the meeting, signal each program participant as indicated below. In addition, signal the chairman, Toastmaster, and table topics master with red when they have reached their allotted or agreed upon time.
- Record each participant's name and time used.
- When called to report by the topic master, Toastmaster, and/or general evaluator, stand by your chair, announce the speaker's name and the time taken. State those eligible for awards if your Club issues awards. Generally topic speakers should be  $\pm 15$  seconds of allowed time; prepared speakers must be  $\pm 30$  seconds of allowed time; the ah counter and grammarian must be  $\pm 15$  seconds of allowed time; all others  $\pm 30$  seconds. However, these times may vary from Club to Club.

## AFTER THE MEETING

- Return the stopwatch and timing signal device to the Sergeant at Arms.
- Give the completed timer's report to the Secretary for recording speech times in the minutes if this is done in your Club.

## RESOURCES

*Time Prompt* (Catalog No. 6620)  
*Cardboard Timer* (Catalog No. 901)



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# TABLE TOPICS MASTER

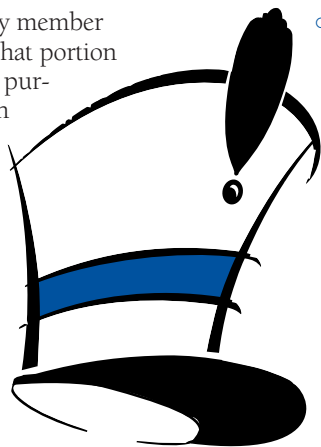
The Toastmasters program has a tradition—every member speaks at a meeting. The table topics session is that portion of the meeting which insures this tradition. The purpose of this period is to have members “think on their feet” and speak for a minute or so. The topics master prepares and issues the topics; originality is desirable as much as possible. Each speaker may be given an individual subject or a choice of subjects may be presented from which the members can draw at random.

## PRIOR TO THE MEETING

- Check with the Toastmaster to find out if a theme meeting is scheduled. If so, prepare topics to carry out that theme. If no theme is scheduled, choose a wide selection of topics. Review *The Toastmaster* magazine and other publications for ideas. Do not repeat the previous week's table topics ideas or items.
- Find out who the prepared speakers, evaluators, general evaluator, and Toastmaster are so you can call on the other members first. Only if time permits at the end of the topics session should you call on program participants (speakers last).
- When choosing your specific questions: Select ones that will inspire the speakers to expound on them, give their opinions, etc. Don't make the questions too long or complicated. Phrase them in such a way that the speaker clearly will know what you want them to talk about.
- Keep your comments short. Your job is to give others a chance to speak, not to give a series of mini-talks yourself.
- Remember, table topics has a twofold purpose: First, to give everyone in the room an opportunity to speak—especially those who are not on the program—and, second, to get people to learn to “think and speak on their feet.”

## DURING THE MEETING

- When introduced, briefly state the purpose of the topics session.
- Set the stage for your topics program. Keep your remarks brief but enthusiastic. If the Club has a “Word of the Day,” encourage speakers to use the word in their response.



- Keep the program rolling; be certain everyone understands the maximum time they have for their response and how the timing lights/device works (if the timer hasn't already done so).
- State the question briefly—then call on a respondent. This serves two purposes: First, it holds everyone's attention—each one is thinking of a response should he or she be called on to speak; and second, it adds to the value of the impromptu element by giving everyone an opportunity to improve his or her “better listening and thinking” skills.
- Call on speakers at random. Avoid going around the room in the order in which people are sitting. Give each participant a different question. Don't ask two people the same thing unless you ask each specifically to give the “pro” or “con” side.
- Watch your total time! Check the printed agenda for the total time allotted to table topics and adjust the number of questions to end your segment on time. Even if your portion started late, try to end on time to avoid the total meeting running overtime.
- If your Club presents a “Best Table Topics Speaker” award, at the end of the table topics session ask the timer to report those eligible for the award. Then ask members to vote for “Best Table Topics Speaker” and pass their votes to the Sergeant at Arms or vote counter. If the Club has a table topics evaluator, ask for his or her report and then return control of the meeting to the Toastmaster.

## RESOURCES

*Master Your Meetings* (Catalog No. 1312)  
*Patterns in Programming* (Catalog No. 1314)  
*Chairman* (Catalog No. 200)  
*Think Fast* (Catalog No. 1315), a manual on Table Topics  
*Table Topics Game “Stand Up and Speak”* (Catalog No. 1316)  
*Table Topics Game “Stand Up and Speak II”* (Catalog No. 1317)  
*Table Talk* (Catalog No. 1318)  
*Conversation Piece* (Catalog No. B-92)

*When you are the*

# GENERAL EVALUATOR

The general evaluator is just what the name implies—an evaluator of anything and everything that takes place throughout the meeting. The responsibilities are large, but so are the rewards. The general evaluator is responsible to the Toastmaster who will introduce you; at the conclusion of the evaluation segment of the meeting, you will return control to him or her. You are responsible for the evaluation team, which consists of the timer, grammarian, ah counter, and table topics evaluator if your Club has one. The usual procedure is to have one evaluator for each major speaker, but this is not necessary. You are free to set up any procedure you wish, but each evaluation should be brief, yet complete. Methods for conducting the evaluation sessions are limitless. Review the *Effective Speech Evaluation* manual for ideas.

## PRIOR TO THE MEETING

- Check with the Toastmaster to find out how the program will be conducted and if there are any planned deviations from the usual meeting format. Remember, always be ready when the meeting starts.
- Call all of the evaluators to brief them on their job and to tell them whom they're evaluating and what evaluation format you will be using. Suggest each evaluator call his or her speaker to talk over any special evaluation requirements suggested in the manual for the speech.
- During the briefing, emphasize that evaluation is a positive, helping act. As conscientious Toastmasters, their goal must be to help fellow Toastmasters develop their skills. Emphasize that evaluations should preserve or at least enhance the self-esteem of the speaker.
- Call the remaining members of the evaluation team to remind them of their assignments.
- Prepare a brief but thorough talk on the purpose, techniques, and benefits of evaluation (for the benefit of the guests). Evaluation is a positive experience designed to help people overcome weak habits and add power to good ones.

## UPON ARRIVAL AT THE MEETING

- Insure the individual evaluators have the speaker's manual and understand the project objectives and how to evaluate it.
- Greet all evaluators who are present. If an evaluator is not

present, consult with the Vice President Education and arrange for a substitute.

- Verify each speaker's time and notify the timer.
- Sit near the back of the room to allow yourself full view of the meeting and its participants.

## DURING THE MEETING

- Take notes on everything that happens (or doesn't but should). For example: Is the Club's property (trophies, banner, educational material, etc.) properly displayed? If not, why? Were there unnecessary distractions that could have been avoided? Create a checklist from which you can follow the meeting. Did the meeting, and each segment of it, begin and end on time?
- Cover each participant on the program. Look for good and unacceptable examples of preparation, organization, delivery, enthusiasm, observation, and general performance of duties. Remember, you are not to reevaluate the speakers, though you may wish to add something the evaluator may have missed.
- Before table topics, you will be asked to stand and brief the audience on your team's means and methods of evaluation. Describe what way and how your team will handle evaluations.
- Identify the grammarian, ah counter, and timer. Have these members briefly state the purpose of their jobs.
- Request the "Word of the Day," if your Club has one, from the grammarian.
- When introduced to conduct the evaluation phase of the meeting, go to the lectern and introduce each evaluator. After each recitation, thank the evaluator for his or her efforts.
- If the Toastmaster neglected to call for the timer's report and vote for "Best Speaker" (if your Club has this award), do it before individual evaluations are given.
- Wrap up by giving your general evaluation of the meeting, using the notes you took as suggested above. You may wish to comment on the quality of evaluations. Were they positive, upbeat, helpful? Did they point the way to improvement?

## RESOURCES

*Chairman* (Catalog No. 200)

*Effective Speech Evaluation* (Catalog No. 202)

*When you are the*

# TOASTMASTER

**T**he main duty of the Toastmaster is to act as a genial host and conduct the entire program, including introducing participants. If the Toastmaster does not perform the duties well, an entire meeting can end in failure. For obvious reasons this task is not usually assigned to a member until he or she is quite familiar with the Club and its procedures. Program participants should be introduced in a way that excites the audience and motivates them to listen. The Toastmaster creates an atmosphere of interest, expectation, and receptivity.

## PRIOR TO THE MEETING

- Check with the Vice President Education to find out if a special theme has been set for the meeting and if there are any program changes.
- Call the table topics master to discuss his or her duties. Also provide the table topics master with a list of program participants to insure these people will not be called on for responses.
- Call all speakers in advance to remind them they are speaking. Interview them to find out their speech title, manual project number, purpose to be achieved, time requested, and something interesting which you can use when introducing them (job, family, hobbies, education, why this topic for this audience, etc.).
- Call the general evaluator to confirm the assignment. Ask the general evaluator to call the other members of the evaluation team (speech evaluators, topics master, timer, grammarian, ah counter, etc.) and remind them of their responsibilities.
- Prepare introductions for each speaker. A proper introduction is important to the success of the speaker's presentation.
- Prepare remarks which can be used to bridge the gaps between program segments. You may never use them, but you should be prepared to avoid possibly awkward periods of silence.
- Remember that performing as Toastmaster is one of the most valuable experiences in your Club work. The assignment requires careful preparation in order to have a smoothly run meeting.

## AT THE MEETING

- Arrive early in order to finish any last-minute details.
- Check with the speakers for any last-minute changes.
- Sit near the front of the room and have your speakers do likewise for quick and easy access to the lectern.

## DURING THE MEETING

- Preside with sincerity, energy, and decisiveness. Take your audience on a pleasant journey and make them feel that all is going well.
- Always lead the applause before and after the topics session, each prepared speaker, and the general evaluator.
- Remain standing near the lectern after your introduction until the speaker has acknowledged you and assumed control of the meeting; then be seated.
- Introduce the general evaluator as you would any speaker; the general evaluator then will introduce the other members of the evaluation team.
- Introduce the table topics master as you would any speaker. If the table topics master forgets to call for the timer's report and vote for "Best Table Topics Speaker," you do it.
- Introduce each speaker in turn.
- At the conclusion of the speaking program, request the timer's report and vote for "Best Speaker."
- Briefly reintroduce the general evaluator. If the general evaluator forgets to call for the timer's report and vote for "Best Evaluator," you do it.
- While votes are being tallied, invite comments from guests and announcements (such as verification of next week's program).
- Award trophies if your Club does so.
- Request the "Thought for the Day" if your Club has one.
- Adjourn the meeting, or if appropriate, return control to the chairman.

## RESOURCES

*Introducing the Speaker* (Catalog No. 111)  
*Chairman* (Catalog No. 200)  
*Patterns in Programming* (Catalog No. 1314)  
*Master Your Meetings* (Catalog No. 1312)  
*When You're the Introducer* (Catalog No. 1167-E)

*When you are*

# GRAMMARIAN

**B**eing grammarian is truly an exercise in expanding your listening skills. You have two basic responsibilities: First, to introduce new words to members, and second, to comment on the use of English during the course of the meeting.

## PRIOR TO THE MEETING

- Select a “Word of the Day” if this is done in your Club. It should be a word that will help members increase their vocabulary—a word that can be incorporated easily into everyday conversation but is different from the way people usually express themselves. An adjective or adverb is suggested since they are more adaptable than a noun or verb, but feel free to select your own special word.
- In letters large enough to be seen from the back of the room, print your word, its part of speech (adjective, adverb, noun, etc.), and a brief definition. Prepare a sentence showing how the word is used.
- Prepare a brief explanation of the duties of the grammarian for the benefit of the guests.

## UPON ARRIVAL AT THE MEETING

- Place your visual aid at the front of the room where it can be seen by all.
- Get a blank piece of paper and pen ready on which to make notes, or get a copy of the grammarian’s log, if your Club has one, from the Sergeant at Arms.

## DURING THE MEETING

- When introduced prior to table topics, announce the “Word of the Day,” state its part of speech, define it, use it in a sentence, and ask that anyone speaking during any part of the meeting use it.
- Briefly explain the role of the grammarian.
- Throughout the meeting, listen to everyone’s word usage. Write down any awkward use or misuse of the language (incomplete sentences, sentences that change direction in midstream, incorrect grammar, malapropisms, etc.) with a note of who erred. Write down who

used the “Word of the Day” (or a derivative of it) and note those who used it correctly or incorrectly.

- When called on by the general evaluator during the evaluation segment, stand by your chair and give your report. Try to offer the correct usage in every instance where there was misuse instead of only explaining what was wrong. Report on creative language usage and announce who used the “Word of the Day” (or a derivative of it) correctly or incorrectly.

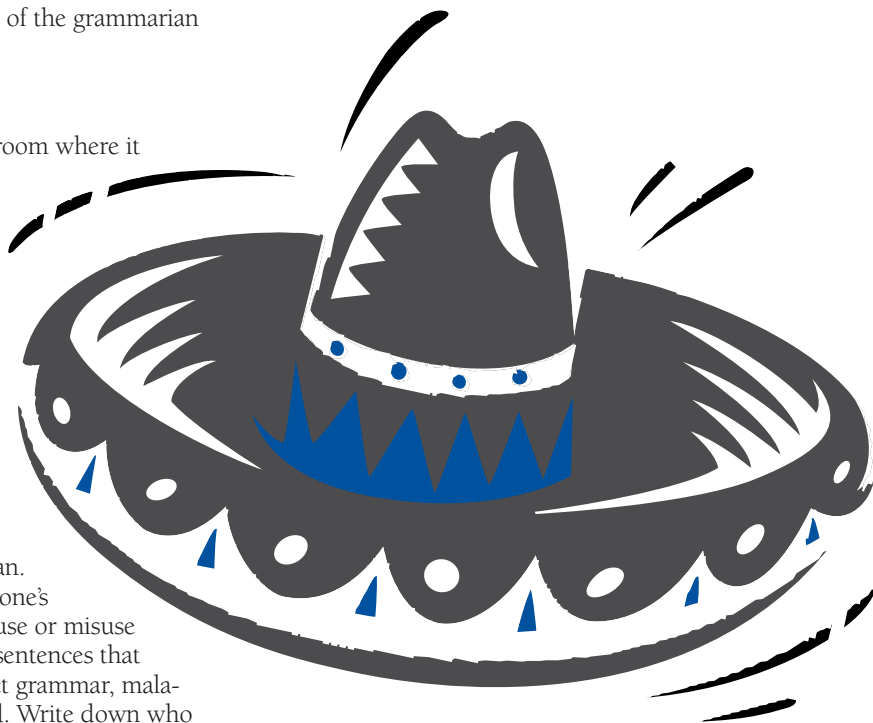
## AFTER THE MEETING

- Give your completed report to the Treasurer for collection of fines, if your Club does this.

## RESOURCES

*Word of the Day* (Catalog No. 1415)

*Word of the Day II* (Catalog No. 1416)



*When you are the*

# AH COUNTER

**T**he purpose of the ah counter is to note words and sounds used as a “crutch” or “pause filler” by anyone who speaks during the meeting. Words may be inappropriate interjections such as “and, well, but, so, you know.” Sounds may be “ah, um, er.” You also should note when a speaker repeats a word or phrase such as “I,I” or “This means, this means.”

## PRIOR TO THE MEETING

- Prepare a brief explanation of the duties of the ah counter for the benefit of guests.

## UPON ARRIVAL AT THE MEETING

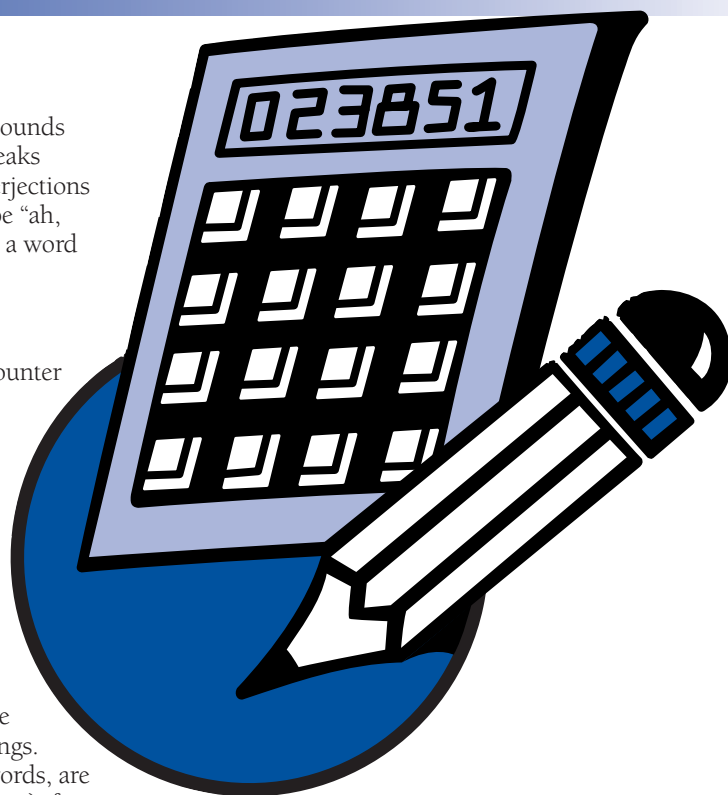
- Get a pen and blank piece of paper on which to make notes, or get a blank copy of the ah counter’s log, if your Club has one, from the Sergeant at Arms.

## DURING THE MEETING

- When introduced prior to table topics, explain the role of the ah counter. In some Clubs, small fines are levied on members who do or do not do certain things. (For example, members are fined who use crutch words, are not wearing their Toastmasters pin to the meeting, etc.) If your Club levies fines, explain the fine schedule.
- Throughout the meeting, listen to everyone for “crutch” sounds and long pauses used as fillers and not as a necessary part of sentence structure. Write down how many crutch sounds or words each person used during all portions of the meeting.
- When called on by the general evaluator during the evaluation segment, stand by your chair and give your report.

## AFTER THE MEETING

- Give your completed report to the Treasurer for collection of fines if your Club does this.



## OPTIONAL MEETING PARTICIPANTS

Your Club may have other meeting participants, such as joke master, parliamentarian, and word master. Check with your Club officers for guidelines for any additional positions the Club may have.

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