



SUNRISE MARION TOASTMASTERS

Member's Guide to Club Protocols & Meeting Roles

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SUNRISE MARION: MEETING PROTOCOLS

And other miscellaneous stuff you should know

This information is a guide to what you will be learning about club operations as a member of Sunrise Marion Toastmasters. You won't be expected to have this memorized – we just want you to have an easy-access guide should a question arise.

Attendance – No one expects you to be able to attend every week. All we ask is that you let the Vice President of Education (VPE) know in advance, especially if you have a major role assigned to you. Keep in mind the more you attend, the more successful you'll be in working the program.

Arrival/Departure – Please try to be at the meeting by at least 6:55 a.m. so the day's meeting roles can be determined before the start of the meeting. If you are unexpectedly absent or late, know that several people then have to get involved to determine what to do if you don't show. It would also be helpful if you could be as early as 6:45 to help set up the room for the meeting. You are free to leave the meeting any time necessary, either because of another commitment or on the occasion the meeting runs long. You can just get up and go, but try to choose a moment when it won't distract a speaker.

Bad Weather Policy – Winter weather can sometimes disrupt our meeting schedule. If you see that the Marion Public School District has delayed or canceled classes because of ice, snow or cold, then our meeting is canceled. You should get an email confirmation, as well. If you're not sure, please contact the club president or VP of Education. This policy may vary from year to year.

Applause – Yes, we applaud a lot. It's a thank you for your voluntary contribution to the club. If someone is approaching the lectern, applause should begin when the person stands up and continue until he or she has reached the lectern.

At the Lectern – Why do we shake hands when someone comes forward? It's a symbol of the transfer of control of the lectern (and the meeting itself). The lectern should never be left unattended. Fist-bumps are also acceptable for those who prefer it. Note: the proper term is "lectern," not "podium." Podium refers to a raised stage area you stand on (think "podiatrist," as in "foot").

Meeting Behavior – It's all about respecting the speaker. When someone is talking in an official role, please try not to interrupt them. This is hard for even veteran members to control, but you're essentially taking control of the meeting away from someone else trying to perform their role. It's inconsiderate and disrespectful. When someone is speaking, look at them and help them make eye contact so they can learn, too. Of course, listen with no side conversations. Be the attentive audience YOU want when you're speaking.



Addressing the Audience – When you begin your role, it is proper to start by acknowledging the audience to get their attention – something like, “Mr. Toastmaster, fellow Toastmasters, and guests.”

Role Assignments – The VPE will assign most roles. If there is a role you want because you need to work on specific skills, need a new challenge, or need a specific role to complete a CL manual, please let the VPE know. Speaking assignments are voluntary, but please, if you sign up for one, try very hard to make it so the club doesn’t have to scramble to find a replacement.

How to Do the Roles – If you ever have a question about how to do a role that’s assigned to you, please ask the VPE or other experienced member. Also, the bulk of this document is a Roles Guide that explains in detail how to effectively do every assigned role in a way that you and the club get the most out of it.

When a Guest is Present – If you get the opportunity, approach the guest before or after the meeting and introduce yourself. When doing your role, give a very brief explanation of your role. And really try to be on your best audience behavior. We want the guest to return!

Outside the Club – As with anything else, the more you invest in Toastmasters, the more benefit you’ll gain. There are opportunities to learn outside the club where you can meet and learn from Toastmasters from other clubs and from the leaders that run Toastmasters. That includes speech contests and area-wide officer training/education sessions. Contact a club officer for more info. You are also free to visit other clubs, including advanced clubs that include some of the best Toastmasters around, and you might consider attending a state Toastmasters conference. We also occasionally do club social events outside of the regular meeting time. You’re encouraged to attend those to bond with club members as we all work to support each other’s goals.

Speech Contests – There are club speech contests held twice a year. In the spring, it’s the International Speech Contest and the Table Topics contest. The winner(s) of the club contest go on to compete against other winners, advancing through several levels to determine a state champion. In the International Contest, the competition continues all the way to a world championship. In the fall, it’s the Humorous Speech Contest and the Evaluation contest. Why compete? Because of the challenge – you’ll truly achieve new skills in the face of a competitive environment. It’s intensive training in developing those skills.

Ranks –As we work our way through the Toastmasters program, we earn educational awards in both the Communicator and Leadership tracks:

- **DTM** – *Distinguished Toastmaster*, the rank earned when you complete both the speaking & leadership tracks. It’s the highest educational rank.



- **ACB, ACS, ACG** – *Advanced Communicator Bronze, Silver & Gold.*
- **ALB, ALS** – *Advanced Leader Bronze & Silver.*
- **CC** – *Competent Communicator, the first level of the speaking track.*
- **CL** – *Competent Leader, the first level of the leadership track.*

Other Acronyms – Some of the other letters you may hear thrown around:

- **VPE** – *VP of Education, the second-highest ranked officer in the club.*
- **DCP** – *Distinguished Club Program, a collection of club goals that measure whether we're providing a good experience for members.*
- **TLI** – *Toastmasters Leadership Institute: Training for club officers (and any other interested members) held in January and July.*

Organizational Structure – There are more than 350,000 Toastmasters worldwide, with 16,400 clubs in 141 countries.

District: We are in District 19, which basically is the state of Iowa. There are about 85 clubs in our District.

Division: The District is broken up into four divisions – our Division X is made up of the approximately 12 clubs in Cedar Rapids.

Area: The division, in turn, is broken up into areas. There are three areas in Division X – Sunrise Marion is in Area 43.

Club Officers – There are seven members who have been elected to club officer roles. They are, in order of rank: President, VP Education, VP Membership, VP Public Relations, Secretary, Treasurer and Sergeant at Arms.

Leadership Opportunities – If you're interested in developing your leadership skills, consider being a club officer. From there, there are many opportunities to work with clubs beyond just our own. Sunrise Marion has a track record of producing some of the state's top leaders.

You're Not Alone – If you don't have a mentor assigned to you, talk to the VPE. A mentor can help coach you through a speech assignment and can answer questions about meetings, the Toastmasters program, acronyms you may hear, etc. You are not limited to working with your official mentor. Feel free to talk to another member after or before a meeting, or contact via email or telephone. Many veteran members would be happy to help you with the assignments or with your questions. They were once in your shoes, remember. Even veteran members may want a mentor.

Are You Happy? – When you join, you probably have specific objectives. Maybe to learn how to organize a speech. Maybe to get over your nervousness. Maybe just to make new friends. If for any reason you are dissatisfied with your Toastmasters experience, please contact the club president, VPE or VPM (Vice President of Membership). Give us a chance to fix the problem. This club exists so you can achieve your goals. Please tell us how we can help you do that.



CLUB OFFICER ROLES

The club has seven officers who serve as leaders and make sure the club is meeting the needs of its members. All offices are one-year terms (July 1 to June 30), with elections taking place in May.

Below are very brief descriptions of each role. If you would like to be considered for any of these roles, please contact the current club president. The duties may vary depending on the officers themselves and how they choose to divide the responsibilities.

PRESIDENT: The club president sets the tone for the club, leading both the club and the officer team in making sure the needs of the members are being met. The president runs the business meeting at each weekly meeting, sets the priorities for the club, and serves as mentor to the other officers.

VICE PRESIDENT OF EDUCATION – The number two-ranked officer in the club, the VPE is responsible for the educational needs of the club and for the week-to-week agenda and role assignments, as well as the club's mentor program.

VICE PRESIDENT OF MEMBERSHIP – The VPM helps to make sure individual member needs are being met, and leads new member recruitment efforts.

VICE PRESIDENT OF PUBLIC RELATIONS – THE VP-PR oversees the marketing of the club outside the organization, and is responsible for internal club communications.

SECRETARY – The club Secretary maintains club records, including tracking minutes of club meetings and the meetings of the executive committee, and manages records reported to Toastmasters International.

TREASURER – The Treasurer manages the club's finances, including collecting dues and submitting them to Toastmasters World Head-quarters.

SERGEANT AT ARMS – The SAA tracks the club's physical property and supplies, and oversees preparation of the club's meeting venue each week.



PATHWAYS

You're going to be hearing a lot about Pathways. Toastmasters International is renovating its educational program. As this is written at the start of 2018, we are just a few months from it being launched in our area (it's being phased in around the world).

We can't tell you a lot about it right now because, frankly; WE don't know a lot. We do know it will change both the educational and speaking programs, rolling them into a single program. Objectives and the learning track to get you there will be custom-developed for each member, using online quizzes that will assess your personal interests and goals.

Here is an explanatory excerpt from the Toastmasters web site:

To make the most of Pathways, start by taking the Pathways Assessment online. It will help you choose a path that's right for you. Next, explore Base Camp, where you'll be able to access all of the materials for your learning experience, including your feedback, transcript and printable materials. Here you can track your progress, connect with members from your club and view badges and certificates you'll earn along the way. Enjoy the flexibility of working online or in select print paths on dynamic projects that provide real-world, transferable skills

There will be a period of two or three years during which both the old program and the new Pathways program will overlap, giving those who have made significant progress in the new system to achieve their goals. Very soon, new members will be able to be among the first to begin the new program.

There will be extensive information provided in the near future. In the meantime, for more information about Pathways, please see:

<https://www.toastmasters.org/pathways-overview>

<https://www.toastmasters.org/Education/Pathways/FAQ>



Toastmaster

OVERVIEW

Your objective is simple. You are in charge of the meeting, and it is your job to make it go smoothly and transition from one element to the next. You should be warm and welcoming, but your comments should be kept to a minimum. You're the host, not the star.

Before the Meeting:

- Contact scheduled speaker(s) and Table Topics Master to make sure they're prepared.
- Check the schedule to see what the meeting theme is, and use it to prepare opening remarks, and perhaps an additional reference to it now and then. You might do a Google search to look for some material you can weave into the meeting.
- You can prepare a customized script or adapt someone else's script (See Page 10 of this document for a template to fill in). Things will go more smoothly if you do.

Just Before the Meeting Starts:

- Verify with all role participants that they are ready.
- If a member with an assigned role doesn't show up, recruit a volunteer to fill in.
- Talk to each person scheduled to give a speech, and ask them to prepare an introduction for you to read. It should include the speech title.
- Get the names of any guests.
- Are you having your performance evaluated for a Competent Leader (CL) manual project? If so, make sure the CL Evaluator has your manual and knows precisely which assignment you would like evaluated.



During the Meeting:

- Start the meeting on time and keep it moving. Table Topics should be done by 7:40 a.m., and you should turn it over to the Club President for the business meeting at about 7:50 a.m. (Note: sometimes the club does the business meeting before the regular meeting. In that case, be sure to finish Table Topics by 7:50, and conclude the meeting by 8 a.m.)
- Never leave the lectern unattended. Stay at the lectern until the person introduced arrives, and welcome him or her to the lectern with a handshake. The handshake represents the transfer of control.
- Lead the applause before and after each speaker, the General Evaluator, and Table Topics Master, and any other speaking role.
- Keep the meeting focused. Do not permit an audience member to distract you with ad-lib comments. If someone says something, do not engage the person in a conversation that shuts the audience out.
- There will be a notebook in place on the lectern with a meeting outline. Even the most experienced Toastmasters gets lost on occasion. If that happens, wait for the next natural transition in the meeting, then go back and do whatever was skipped. Mistakes happen; don't worry about it.

Usual Order of the Meeting:

- Greet the audience. Something like: "Good morning, fellow Toastmasters and guests! Welcome to Sunrise Marion!" Start the meeting by making everyone happy to be there.
- Explain the theme and make a few comments.
- Call on the Grammarian for the Word of the Day.
- Call for the reading of the Club Mission
- Call for the "One Minute."
- Call on the Humorist
- Introduce guests (don't ask for comments; that will come later).
- Introduce other participants and the role he or she will be filling:
 - General Evaluator
 - CL Evaluator
 - Table Topics Master



- Ask if any members have given any recent outside speeches or visited another Toastmasters club. If they did an outside speech, ask if their Toastmaster's experience helped.
- Call on the First Speaker's Evaluator for the speaker's objectives and target length of the speech.
- Introduce the first Speaker (which he or she should have provided to you), using the speaker's name and speech title, and turn over the lectern.
- When the speaker concludes, return to the lectern, being sure to shake hands.
- Request audience to write comments for the speaker.
- If there is a second speaker, repeat the sequence.
- Introduce the Table Topics Master.
 - Make a note on what each Table Topics participant speaks about.
 - Watch the clock; be prepared to signal the Table Topics Master when time is up (approximately 7:40 a.m.) if needed.
 - If the Table Topics Master neglects to do so, remind the audience what each Table Topics participant spoke about, and then ask audience to write comments to the speakers and to submit a vote for favorite Table Topics response to the timer.
- Introduce the General Evaluator, and turn the meeting over to her or him.
- After the General Evaluator returns the meeting to you, call on the Timer to announce who had the winning Table Topics response. Hand out the appropriate trophies/ribbons.
- Conclude meeting by thanking members and guests.
- Turn the meeting over to the Club President or other presiding officer (unless the business meeting is held at the start.)

After the Meeting:

- Approach guests and personally thank them for attending, and see if they have any questions about what they saw.
- Evaluate your performance and identify what you could have done to improve the meeting. Feel free to privately consult another member for suggestions.



Below is a sample script for the Toastmaster. You do not have to use this, but it might help you plan for your role if you wish. Feel free to adapt as you wish.

Toastmaster Script

<Date>

Theme of the Day: _____

Before the meeting:

- Get guests names
- Get intro & TITLE from speaker(s)
- Verify roles and fill vacancies
- ?
- ?

TOASTMASTER WELCOME

Give a cheerful and enthusiastic welcome to members and guests to Sunrise Marion Toastmasters Club 3515.

Our theme today is "_____."

<say a few thoughts about the theme, possibly with relevant facts or a quote>

Have guests introduce themselves and ask how they heard about the club.

PRELIMINARIES:

Reading out **Club Mission** today is _____.

Our **Grammarian** this morning is _____. Do you have a **Word of the Day** for us?

_____, you have our One Minute this morning.

Our **Humorist** is _____, and she/he has something to amuse us.

Handing the duties of **Timer** this morning is _____, our **Tables Topics Master** will be _____, and our **General Evaluator** is _____.

_____ is our **CL Evaluator** today. If you have your CL manual and a role that you can be evaluated for – remember, that even includes Table Topics respondent – then please give your manual to _____.



Have there been any outside speeches or club visitations or leadership opportunities you'd like to tell us about?

<insert some theme-related content>

SPEAKER(S):

Our first **Speaker** this morning is _____, and his/her **Evaluator** is _____. _____, do you have her/her objectives and target time for the speech?

<Read the Introduction the Speaker provided, and then call Speaker 1 to the lectern>

<After speech, call for ONE MINUTE OF SILENCE>

Our second **Speaker** this morning is _____, and his/her **Evaluator** is _____. _____, do you have her/her objectives and target time for the speech?

<Read the Introduction the Speaker provided, and then call Speaker 2 to the lectern>

<if there's time, insert some theme-related content>

TABLE TOPICS

It's time for Table Topics, the time we exercise our impromptu speaking skills.

<Introduce the Table Topics Master: _____>

<After Table Topics, if the Table Topics Master fails to, review who the respondents were and what they talked about, and remind members to write down a vote for favorite response and pass down to the timer.>

<Suggest people write individual comments as feedback for each speaker>

<If time, insert theme-related content>

EVALUATION

Feedback is one of the reasons why we're all here. Leading that portion of the meeting will be **General Evaluator** _____. Please welcome _____.



MEETING CONCLUSION

<if time, insert theme-related content>

<Ask timer for winners of Table Topics voting>

<Award & Congratulate winner with trophy & handshake>

Now please welcome our Club President (or other presiding officer) for our Business Meeting.



“One Minute”

OVERVIEW:

When you're assigned to provide the meeting's "One Minute," it's your responsibility to start the meeting with an inspirational thought or idea. Your goal is to start the day off with a positive feeling. It is first and foremost a speaking opportunity for you, and can use the time to sharpen whatever skills you would like to work on.

Before the Meeting:

The "One Minute" can be a thought-provoking quote, a thought, or a prayer. It should be between 30 and 90 seconds. Please do NOT go beyond that. It can be something that is prepared in advance or it can be impromptu. It can be either the work of someone else or something self-created.

If the message you choose is religious, it should be non-denominational. While not stifling your own creativity, do consider the diversity of the Toastmasters group.

During the Meeting:

When called upon by the Toastmaster at the start of the meeting, deliver your thought.

You set the mood for the entire day, so try to inspire! Don't just read. Don't mumble. This is a SPEAKING OPPORTUNITY, which means you should use it to develop your delivery skills.

Remember, the best thoughts come from the heart.

Note:

Sunrise Marion is the only known club that calls this "One Minute." In other clubs, it can take the form of "Thought of the Day" or an invocation. Some clubs just do the Pledge of Allegiance.



The Club Mission

OVERVIEW:

It doesn't get any easier than this. All you have to do is read the Club Mission statement. Easy, though, doesn't mean it's not important. You are reminding everyone in the room why we are here, and what's expected of us as we work to support the growth of our fellow Toastmasters.

Before the Meeting:

Make sure you have the Club Mission statement, which should also be printed on the day's agenda.

During the Meeting:

Near the start of the meeting, the Toastmaster will call on you to read the Club Mission statement. Don't just read it – consider it a performance opportunity. Stand up to read it, and read it with the sense of authority and purpose it deserves.



Humorist

OVERVIEW:

As is the case with all Toastmaster roles, being the meeting's "jokester" should be more difficult than it looks. Yes, your job is to start the meeting with a laugh, but it's also an opportunity for you to polish your story-telling skills. If your material isn't a "story" or "anecdote," then you didn't make the most of the opportunity.

Telling a joke or personal anecdote is a true speaking skill, and your goal here should be to practice in a safe environment so you'll be more effective when in an outside social situation. Just reading a list you found on the Internet doesn't do that. You may, however, just relate an amusing real-life experience rather than a joke.

Before the Meeting:

- Research to find an appropriate joke, story or personal anecdote.
- Most importantly, the joke should not be offensive. Avoid jokes that are discriminatory or insulting. If there is any doubt, ask the opinion of an experienced member.
- The jokes that work best are narrative stories, rather than collections of "one-liners."
- Learn your joke. You can use a written note, but you should be able to tell the joke with minimal use of it so that you can effectively use your voice, gestures, and other speaking tools.
- The length should be less than two minutes. Any longer and you're taking valuable time needed for other meeting roles.

During the Meeting:

- The Toastmaster will call for the joke in the opening minutes of meeting, typically right after the "One Minute." When called upon, tell your joke:
 - Don't *read* your joke! Again, this is a public speaking exercise that's designed to provide you with practice in story-telling.
 - Use voice inflection, gestures, pacing, pauses, eye contact, props – all the things that go into effective public speaking.
 - *The performance is more important than the joke itself.*



Timer

OVERVIEW

Oh, it sounds so simple. All you have to do is time the speeches, Table Topics responses, and evaluations. You'll probably find that it's a challenge to not get caught up in the "action" and forget to start the clock!

Why do we time our speaking opportunities? It's important that speakers learn how to instinctively tell how much time they're taking while speaking, and how to fit their thoughts into the allotted time. And it keeps the meeting flowing smoothly and (of course) on time.

The Timer is also responsible for counting the ballots for favorite Table Topics response.

Before the Meeting:

- Choose a place easily seen by the speakers. The light does not need to be seen by the rest of the audience.
- Set up the equipment, including plugging in the timing light. Test the timing light and make sure the lights are all working properly. Familiarize yourself with the light so you know which light is on when.
- Practice starting and stopping the stopwatch/clock so you are familiar with how it works. You may use the stopwatch app on your mobile device.
- Prepare a page in the timer's notebook.

During the Meeting: Timing Speakers

- Listen to the evaluator give the speaker's objectives. He or she will announce the speaker's target time. If you do not catch it, speak up before the Toastmaster begins introducing the speaker.
- While discouraged, at Sunrise Marion we do permit speakers to request additional time to what's listed in the manuals (within reason). But the speaker should try to fit the speech to the given time limit.
- In the provided notebook, write down the name of each speaker, their target time, and for how long he or she spoke.
- It can be tricky to monitor which colored light is on while sitting behind the timing light. Hint: Look for something reflect you can choose to



strategically place in front and to the side of the light, or can momentarily put directly in front, that you can use to verify whether it's set on green, amber or red. A coffee mug, white napkin, reflective pen or the band of a ring on your hand can all work.

- Here's a general guide on when to change the light:

	Green	Yellow	Red
One Minute	30 secs	45 secs	1 minute
Speech (5-7 minutes)	5 mins.	6 mins	7 mins
Table Topics (2 mins)	1 min	1.5 mins	2 mins
Evaluations (3 mins)	1 min	2 mins	3 mins

- During the evaluation portion of the meeting (following Table Topics), the General Evaluator will ask you for everyone's times. Give the times in the same order in which the speakers appeared. If you forgot to time someone (it's happened to all of us), just admit it and move on.

During the Meeting: Counting Ballots

- Ballots for best Table Topics response will be passed to you.
- Organize and count.
- Do not cast your own vote unless there is a tie. If there is a tie, your vote becomes the tie-breaker.
- If it seems some members have not turned in votes, mention so when giving your timing report.
- At the end of the meeting, the Toastmaster will call on you for the voting results.

After the Meeting

- When the business meeting concludes (especially keep the "regular" clock plugged in so the Club President can wrap up the meeting on time!), immediately unplug the timing light and the clock so no one trips over it while leaving the room, and help make sure they are packed away safely.
- Double-check what you wrote on the form. Make sure all blanks are filled in.



The Speaker

OVERVIEW

Using whatever Toastmasters manual you're working from, prepare and deliver the best speech you can. Everyone works at a different pace and requires different degrees of preparation. The key is to read the manual assignment you are completing, and preparing an appropriate speech that will help you learn the specific objectives of that assignment.

Before the Meeting:

- Study the assignment as described in the manual; become familiar with the objectives and suggestions offered in the book.
- As long as it's tasteful, there's no limit on speech subject matter. You can even change the "setting" – pretend your Toastmasters audience is actually a different audience. Just be sure to have the Toastmaster explain the audience's "identity" in your introduction.
- Prepare the speech. Some members work on speeches weeks in advance. Others create it in just a few days (or hours or minutes). Do what works for you – as long as it results in the best speech you're capable of giving! Rushing a project – or throwing something together just because you're scheduled to – is not a good way to learn, and does your audience no favors.
- Rehearse! It's not enough to write or outline the speech. Practice your speech (most effectively done in front of a mirror), and find the most effective uses of voice, gestures, props, etc. Practice will also ensure that your speech falls within the time limits set for that speech.
- Write an introduction the Toastmaster can use to introduce you during the meeting. It should include the title of your speech, along with some personal information and/or your qualifications related to the speech topic.
- It's advised to contact your evaluator ahead of time to tell them what project you're doing and if there's anything specific you'd like them to watch for.



Just Before the Meeting Starts:

- Give the introduction to the Toastmaster, and make sure he or she has no questions.
- Give your manual to your evaluator, opened to the page for the speech you're giving. Feel free to ask the evaluator to watch for something specific that you're working on.
- Work with the sergeant-at-arms to set up any props or other needs.

During the Meeting:

- The Toastmaster will introduce you. Approach the lectern with confidence, and shake the Toastmaster's hand (or fist-bump) to signify a transfer of control of the stage.
- As you begin, acknowledge your audience ("Mr./Madam Toastmaster, Honored Guests, and Fellow Toastmasters...").
- When you've finished your speech, don't leave the lectern! Wait for the Toastmaster to return, shake hands, and then take your seat (no doubt to thunderous applause).
- When it comes time for your evaluation, listen carefully. This is your best chance to learn what to work on for future speeches.

After the Meeting:

- Talk to your evaluator. Get your manual back from your evaluator, but also use the opportunity to get more information on how you did. Don't hesitate to disagree and discuss what he or she said about your speech.
- Take your manual to the Vice President of Education to have him or her initial it.
- Start working on your next speech!



Table Topics Master

OVERVIEW

Table Topics teaches Toastmasters to think quickly, and how to organize thoughts and feel comfortable speaking about topics with no preparation.

Before the Meeting:

- Choose a general theme for your Table Topics. If there is a meeting theme, try to find a way to tie your theme to the general meeting theme.
- Create at least four to six questions. You may not be able to use them all, but it's better to be prepared. If a speaker cancels or fails to show up, it's probably up to you to fill the time.
- Be creative. Feel free to use props. More advanced Toastmasters may experiment with other types of impromptu responses, including improvisational scenarios, two-person responses, etc.
- The primary duty of the Table Topics Master is *not* to stump the speakers, but to offer topics that allow the speakers to be creative in their responses.
- Take a seat near the front of the room so you can quickly reach the lectern.

During the Meeting

- After the speech(es), the Toastmaster will introduce you for Table Topics.
- Approach the lectern, acknowledge the Toastmaster and shake his or her hand.
- Acknowledge fellow members and guests ("Mister/Madame Toastmaster, fellow Toastmasters, and honored guests...").
- If there are first-time guests, explain the purpose of Table Topics, and explain that each speaker is supposed to talk for between 1½ and 2½ minutes, with a target of 2 minutes.
- State your questions clearly so there is no doubt in the speaker's mind what you are asking them to respond to.



- If possible, only call on members who do not have a major speaking role elsewhere in the meeting.
- Especially, do not call on evaluators (they are using this time to prepare their evaluations).
- Do not call on guests unless he or she is not a first-time visitor *and* you have asked their consent to participate.
- Lead the applause before and after each speaker.
- Do not abandon the lectern! Stay behind it until the speaker you call on has approached and shaken your hand.
- Make note of what each speaker says.
- Watch the clock or the Toastmaster for a cue to wrap up. You should finish by about 7:40 a.m. (7:50 if the business meeting was conducted at the start of the meeting.)
- When concluding, offer a very brief summary of what each speaker said.
- Remind members to submit a vote for their favorite Table Topics response to the Timer, and to write an encouraging comment to each speaker.
- When finished, turn the meeting over to the Toastmaster. Remain at the lectern until he or she has joined you and shaken your hand to transfer control of the lectern.



Table Topics Respondent

Overview

Table Topics is where you get to practice your impromptu speaking skills, and is one of the trademarks of a Toastmasters meeting. These are skills that can help often in real life, including job interviews and social situations.

Before the Meeting

No preparation before the meeting is necessary. In fact, that's the point. However, it may help to note the meeting theme before the meeting, and give some thought into anticipating what you might be asked about if called on.

During the Meeting

If you are called on to respond to a Table Topics question, stand and walk up to the lectern, and the Table Topics Master will read your question. Some tips:

- If you wish, you may take a few moments to ponder the question before beginning your response.
- You do not need to tell the truth. In fact, often the best responses offer exaggerations.
- Feel free to “adjust” the question by saying something like, “Well, I’m not sure about that, but I can tell you about...” The question doesn’t matter – only your response does.
- Try to talk for at least one minute, and preferably closer to two.
- You can sometimes stretch your response by turning it into a story.
- Have fun! Be silly! Feel free to use exaggerated gestures.

If you are chosen as the day’s Table Topics winner for best response, you may be handed a trophy and/or a ribbon. The trophy is yours to display proudly – until the end of the meeting. Then we’ll take it back. The ribbon, however, is yours to keep.



General Evaluator

OVERVIEW

As General Evaluator (also called "Master Evaluator"), you have two basic jobs. First, pay attention to the way the meeting flows. Second, conduct the evaluation portion of the meeting. Evaluating ourselves is an important part of the Toastmasters experience. It's not just about giving feedback to the speakers. It also teaches listening skills, diplomacy, and constructive thinking.

Before the Meeting:

- Since this role is a reaction to things that occur during the meeting, you don't need to prepare anything before the meeting.

During the Meeting:

- At the start of the meeting, note who is doing what role so you'll be prepared to call on them for their roles (evaluator, timer, grammarian, and CL evaluator).
- Make notes about how the meeting is progressing. Note any problem areas that should be addressed, and consider what we might do differently.

Some things to consider:

- Did the meeting start promptly as scheduled?
- Was the meeting well organized?
- If there were guests, were they made to feel welcome, given guest materials before the meeting, informed during the meeting of the roles of the various participants and parts of the meeting so they became more knowledgeable about the structure of the meeting? (Be careful, though, not to criticize the club in front of a guest.)
- Was protocol followed appropriately? Were members disciplined in contributing to an efficient meeting?
- What could have been done to improve the meeting? Identifying areas for improvement is important for us to make our meetings better in the future.
- Did the evaluators provide valuable evaluations of the speakers?



Leading the Evaluation Portion of the Meeting:

- The Toastmaster will introduce you when it's time for the evaluation portion of the program (right after Table Topics).
- Etiquette:
 - Greet your fellow Toastmasters and guests.
 - If there are guests at the meeting, take a minute to explain your role as General Evaluator.
 - You shouldn't make specific comments on the quality of the prepared speeches. That's the responsibility of the individual Evaluators. Your focus should be on the meeting as a whole.
 - To keep the meeting moving as quickly as possible, keep extraneous comments to a minimum.
- Call on the individual Evaluators (one at a time, obviously) to come forward to the lectern to give their evaluations of the respective speeches.
- Call on the timer for the times of the speeches, Table Topics and evaluators. (*Don't ask for the Table Topics winner*– the Toastmaster will do that later.)
- Call for the Grammarian's Report.
- Give a general evaluation of the meeting, using the notes you took during the meeting (see above).
- Return control of the meeting back to the Toastmaster. Remember to remain at the lectern until the Toastmaster arrives!

After the Meeting:

If you see something during the meeting that you think would improve our meetings but are uncomfortable presenting it publicly, feel free to make your suggestion after the meeting to the club president or vice president of education.



The Speech Evaluator

OVERVIEW

The speech evaluator's role is one of the most important in Toastmasters, and one of the most difficult. It's the evaluator who most helps members grow, providing the measuring stick a member can use to see improvement in him or herself. Rarely are new members asked to evaluate another speaker; it's a role that requires some speaking experience.

Whether you're officially the evaluator or not, always listen carefully to all of your club's speeches. Pay attention to each member's strengths and weaknesses, so when someday it's your turn to evaluate her or him, you can identify progress being made.

As speech evaluator, your job isn't just to find things wrong with the speech. Instead, be encouraging and build the speaker's confidence. Try to find a couple of things the speaker could have done differently that will help in his or her next effort, but be nice. *The most important thing you can do is make the speaker excited to come back and try again.*

The evaluator's role is also a speaking opportunity for you. Take full advantage of it by crafting a creative reaction, rather than simply reading your notes or following the manual questions sequentially.

Avoid repeating what the speaker just said. Your audience heard the speech, too.

Before the Meeting:

- As soon as you can, ask the speaker to give you his or her manual, opened to the project being accomplished. Talk to the speaker about whether there are any specific concerns you should watch for.
- Review the objectives and points of evaluation in the manual so you understand the speaker's goals. If you have time, review the full assignment to better understand what the speaker is working to accomplish.



During the Meeting: Objectives

- Before the speaker is introduced, the Toastmaster will call on you to read the speaker's objectives. In addition to the objectives, also tell the audience what manual the speech is from, what the project name and number is (For example, "John is doing Project #2, "Organize Your Speech," from the Competent Communicator manual..."), the target length of the speech (listed in the manual beneath the objectives), and what the title of the project is (not to be confused with the speech title – that's for the Toastmaster to reveal!).

During the Meeting: During and After the Speech

- Always keep the speaker's objectives in mind. See if you can identify what the speaker is specifically doing to achieve them.
- If you're not an experienced evaluator, try to define...
 - What I saw
 - What I heard
 - What I felt
 - What I liked best.

And use that as the foundation of your evaluation.

- While Table Topics is going on, prepare your verbal presentation. Create notes or an outline, and start thinking how you're going to organize what you're going to say.

During the Meeting: Your Presentation

- After Table Topics, the General Evaluator will call you to the lectern to delivery the oral evaluation. It should be between two and three minutes.
- As mentioned earlier, while your primary job is to help the speaker, this is also a chance for you to work on your own speaking skills. Be creative and entertaining – but never at the expense of the speaker, and don't "outshine" the speaker.
- Again, while you should try to offer suggestions on how the speech could've been better, your primary purpose is to encourage. Your final



words, especially, should be encouraging. Remember, you want to make them eager to come back and try again.

- Don't just say the speech was "good" or that you "liked it." Offer *specific* reasons why it was good. What worked? To what did the audience react well? Reinforce what they did right and should do again in future speeches.
- Provide feedback on such things as:
 - Structure (beginning, middle end)
 - Language (word choice, sentence structure, alliteration, etc.)
 - Energy and enthusiasm
 - Use of emotions, including humor, drama, suspense.
 - Nonverbal communications
 - Gestures
 - Eye contact
 - Stage movement
- Try to offer specific suggestions for improvement.
- You can compare the performance to previous speeches.

After the Meeting

- If the speaker has a major flaw in delivery or in the speech, don't say anything about it during your presentation. However, don't ignore it. Either write a note, or, even better, speak privately about it to the speaker at the next opportunity.
- Give the manual back to the speaker, and ask if he or she has any questions about your evaluation.
- Remind the speaker to enter the speech in the progress tracking chart in the back the manual, and to have the Vice President of Education initial the form.



Grammarian

OVERVIEW

The Grammarian's role is to listen to the participants and make note of improper use of grammar, the use of "ahs" and other pause fillers, creative use of phrases and words, and the use of the "Word of the Day." The Grammarian doesn't have to be all-negative; you should also call attention to special phrases and word use that catch your attention. The goal is to help members improve the grammar used in their speaking and to help them minimize the use of those pause fillers.

The Grammarian is an important role that requires concentration, and provides a great exercise of listening and evaluation skills.

The Grammarian is also responsible for providing a "Word of the Day" that club members should try to work into their speaking opportunities. The word can either be unusual or something familiar. But make sure it's practical to work it into a conversation – don't choose something difficult to use.

Do use good judgment; at no point should you embarrass a member by being overly critical or ringing the "Ah" bell too aggressively.

Before the Meeting:

- Research and find a Word of the Day. It should be appropriate for the theme. It can be a word members probably do not ordinarily use in an effort to expand our vocabularies. Or it can be a common word that challenges members to think of ways to insert it into their presentations.
- Right before the meeting starts, write the Word of the Day on the easel at the front of the room, including a definition.
- If you like, obtain a copy of a blank Grammarian's Report form from the Toastmaster or Vice President of Education to use as an aid.

During the Meeting:

- Early in the meeting, the Toastmaster will call on you to announce the Word of the Day. Guide the audience in the proper pronunciation, and use it in an example sentence.
- During the meeting, record the use of the Word of the Day by each participant.



- Make note of any awkward use or misuse of the language including incorrect grammar, misuse of words, sentences that change in midstream, incomplete sentences and run-on sentences.
- Also note clever, colorful and creative uses of language.
- Keep track of the usage of any crutch words or double dribbles (stumbles or unintentionally repeated words).
- Record the number of “ahs” and similar pause fillers (including “you know”) used by each participant.
- Note the over-use of connecting words, such as “and”, “but” and similar words.

Etiquette:

- Using the bell is optional. If you, the Toastmasters and/or the VPE do choose to use it:
 - Try to ring the bell every time you hear someone use an “ah” or “um,” *except...*
 - Do not ring the bell during prepared speeches. Do, however, keep track of “ahs” and “ums” and improper language used during the speech.
 - If a member says “ah” or “um” excessively, don’t embarrass the speaker with repeated “rings.” Stop ringing, but keep counting and mention the problem to the speaker after the meeting.
 - Do ring the bell during all other parts of the program.

Grammarian’s Report:

- During the evaluation portion of the meeting, the General Evaluator will call on you to present your observations. Include:
 - Use of the Word of the Day
 - Use of “crutch words” like ah, um, well, and so.
 - Grammatical mistakes
 - Word usage you liked.
- While your primary job is to help the various participants improve their use of language, this is also a chance for you to work on your own speaking skills.
- Stand up for the presentation, but you may stay by your chair.



- Length of the report will vary with the use of grammar in meeting. If you are not comfortable with identifying individuals, summarize your observations.
- During your report to the club, give a summation of the items you noted during the meeting, including offering examples of correct usage where there is a misuse rather than only citing what is wrong.
- Report on the use of the Word of the Day.
- Mention exemplary use of language... words and phrases you thought made a good impact with the audience, including vivid descriptive language, good vocabulary words, etc.

After the Meeting

- If one of the participants is having a particular problem with the use of language that you do not feel comfortable presenting in your report, talk to that participant privately at the end of the meeting.



CL Evaluator

As CL evaluator, it's your job to evaluate any members for a particular role being served as it applies to the CL (Competent Leader) manual.

Some roles appear in multiple places (projects) in the manual; be certain you understand which specific assignment the member wants you to complete.

Scan the assignment the member is working on to see what he or she should be accomplishing, and then watch carefully as the role is performed. Then answer the questions in the manual as best you can.

You will not have to do a verbal evaluation of the member. If the General Evaluator calls on you, simply mention that the member was evaluated on the specific project ("John Smith completed the Table Topics Master section under the assignment, 'Time Management.'")

After the meeting, be sure to return the manuals to their rightful owners.