

The Most Rewarding Experience

What's it like to be President of The

President James Burdick

to of

Moderator Club? It can be the easiest and most rewarding experience you can imagine. The Moderator Club is a well-oiled machine that's been around for thirty years, so in a way it almost runs itself. We are well known in the Toastmasters community as a very successful club. We have dedicated veteran members that are always ready to lend a hand, but what I've been most proud of this year is how all of our members have been so welcoming to our guests and are always willing to go beyond the call of duty.

The Moderator Club today is surely not the Moderator Club of five or ten years ago. So the challenge, I find, is to be open to new ideas without trying to fix what's not broken, and to use just the right amount of intervention and let the club evolve naturally.

This year's great success is actually a continuation of the second half of last year. We've had a continuous stream of interesting guests, which resulted in a record amount of highly motivated new members that are really the lifeline of any club. It's important not to take this success for granted. Being part of a successful club makes the learning experience all that more enjoyable.

In order to keep this learning experience enjoyable and to ensure that everyone is well informed about what is happening in the club, I'm proud to introduce to you the first issue of our Newsletter: The Moderator Quarterly Update. The Moderator Quarterly Update will keep you informed on the club's latest news, such as the committee report, the new members, the latest achievements and upcoming activities.

In addition to keeping you informed, we wish to inspire you. In this issue, we can say it is mission accomplished. I invite you to read Sonia Apraxine's article: Overcoming Shyness. When I read this article, I realized how Toastmasters could be the one of the most rewarding experiences of my life, not only for me but also for my fellow Toastmasters Moderators. With such contributions from our new members, I'm very optimistic about the future of our club.



Moderators, keep up the good work, while there are only five months left to my term as president, we all have years of enjoyable learning ahead of us!

Good reading.

Never Seen in Moderator's 30 years of History

Chers membres,

**VP Education
Martin Liu**

Quelle merveilleuse année nous vivons en 2008-09 au sein du club Modérateur! En septembre 2008, au retour des vacances, aucun membre n'était prêt à donner des discours au cours des deux premières semaines. Votre humble serviteur a dû se dévouer pour remplir l'agenda lors de ces deux réunions. Par contre, plus l'année a avancé, plus nous accueillons des nouveaux membres. Depuis septembre 2008, nous avons admis 20 nouveaux membres; une moyenne d'un nouveau membre par semaine! Anila Patel, notre VP au membership est en train de perdre la voix à force de diriger des séances d'intronisation de nouveaux membres!

As your VP Education, the toughest job in a Toastmasters club, my job becomes pretty easy. The current prepared speeches waiting list runs until mid-April (as of Feb 1st). New members actively join each meeting by fulfilling roles in the agenda. One time, I got all roles fulfilled during the meeting of the previous week. "*Never seen in Moderators 30 years of history*" as Brian Saykaly told me. Up to today, we are able to manage the flow of prepared speeches. We will ask experienced speakers to give speeches in other Toastmasters clubs if we are not able to keep the pace of prepared speeches delivered by our new members.

Un petit rappel, pour tous les membres qui n'ont pas encore complété leur Leader Compétent (LC), veuillez apporter votre manuel de LC à chaque réunion où vous devez occuper une des fonctions suivantes : Animateur, Meneur des improvisations, Évaluateur général, Chronométrateur, Orateur, Évaluateur de discours, Évaluateur des improvisations, Grammaire et Compteur d'hésitations. Chacune des fonctions mentionnées précédemment vous permettra d'obtenir votre titre de LC. Il vous faudra environ une année avant de pouvoir remplir toutes les fonctions requises. Alors, commencez dès aujourd'hui à récolter le fruit de votre travail.

Petit quiz: What are the two questions I always ask during the pause of each meeting?

Get Involved in Improving our Club Website!

Fellow Club Moderator

**Sergeant at Arms
Charles Brassard**

Toastmasters, do not hesitate to visit our website (www.moderatorclub.org) for the dates of upcoming special events, to get more information about Toastmasters, or to check out the members' resources that can help you achieve your goals. For this 30th anniversary, I would greatly appreciate any improvement suggestions. Remember that by assisting the Webmaster you can fulfill the sixth project of you CL!

New Members of the Mod Squad

Welcome Aboard!

Welcome to our 20 new members:

- Sonia Apraxine
- Anne Betton
- Christine Brindamour
- Alain Culos
- Louyse Doucet
- Ruth Fenelon
- Binela Hamilton
- Kevin Hokmi
- Sêssi Hounkanrin
- Carl Marchand
- Scott McGiluray Simons
- Grace Pawalec
- Caroline E Tuchscherer
- Sydney Roc
- Daniel Roy
- Nawal Sadik
- Esther Slits
- Jeffrey Robert Timanus
- Nelly Tinawi
- Holly Zhao

Achievements

Way to Go!

- **Francine Dubé** is the Division F Governor for the year 2008-2009

Questions or comments?

Let us know what you think of our premier issue of Moderator Quarterly Update
sebastien.wanadi@standardlife.ca

Upcoming Activities

The Best is Yet to Come...

Mark your calendar, the best as yet to come:

February 10, 2009

- Moderator Club International Speech and Table Topics Contests

February 25, 2009

- Area 54 International Speech and Table Topics Contests

March 27, 2009

- Division F International Speech and Table Topics Contests

April 24-26, 2009

- District 61 International Speech and Table Topics Contests (Spring Conference)

Events to come

- Club Officers Election
- Moderator's 30th Anniversary

Overcoming Shyness

Inspiration
Sonia Apraxine

An idea trapped

Does this sound familiar? At a meeting a few years ago, as I listened to the presenter explaining a particular problem, a solution came to me – a very good solution. I sat there, thinking about how best to bring it up, what words to use, wondering how it will be received, and whether someone had already thought of it and dismissed it. I waited for the ideal moment to speak up, and then... we were on to the next topic. "But...but, wait! My idea!" I thought desperately. Too late. The moment had passed.

So I went see my boss after the meeting and brought my solution to him. "That's a great idea," he said with an exasperated sigh, "and you didn't bring it up in the meeting because...?" His point was clear: I had missed the opportunity to contribute, to show my expertise, and to be a *leader*.



Most of us are shy to some degree in certain situations. For almost all of us, shyness manifests itself as the butterflies we get when speaking in front of a crowd; for others it's our awkwardness in one-on-one situations, or when we're out of our element. Or it's the complete blank we draw when we're put on the spot. If you're like me, it's all of the above.

Toastmasters can help!

Since joining the Moderator Club I often find myself thinking about incidents and missed opportunities like the one above, and how I can use Toastmasters techniques and practice to help me overcome my shyness.

For example, in that meeting, shyness led to excessive self-editing, as I tried to come up with the "perfect" way to present my solution to a problem. But what if I had treated the problem as a Table Topics question?

In Table Topics, you are challenged without warning and have no time to think of a "perfect" speech. The

thought pops into your head and wants to come out. So you *let it* come out, and then explain it: set up your point by referring to the problem that had been raised. Then reiterate your solution and wrap it up by stating how this will address the problem. You won't have time to think of your shyness, as you'll be too busy actually *communicating*.

"I don't know anyone here..."

Another common situation that triggers shyness is finding oneself in a room full of strangers, such as at a party or networking function. Instead of mingling, you keep focusing on yourself and what you're doing wrong. You try to talk to someone, only to discover that you suddenly have a stutter, or that something completely unintelligible is coming out of your mouth.

In such situations, it helps a great deal if someone greets you warmly as you walk in, and introduces you to the group. The ice is broken – or melted a little – and you can then build on that as you start to mingle. This is, of course, the function of the Guest Greeter at a



Toastmasters meeting. But interestingly, being the Guest Greeter yourself helps even more in overcoming shyness, as you make it your business to make people feel welcome and comfortable. You show interest

in them, get them to tell a little about themselves, and take some pressure off them, since they won't have to introduce themselves. And all through that process, you're not thinking about how uncomfortable you are, or what others are thinking about you. By focusing on others and making them feel at ease, *you* feel at ease. I found this to be an excellent technique to use at functions where there is no "greeter".

"Maybe I'll send an email first..."

Persuading someone can be one of the most challenging things we have to do, whether in business or in life. It's a situation that calls for exactly the right approach from the get-go, and for a shy person finding that approach is the first – and biggest – hurdle.

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Whenever I needed to recruit someone from a different department to work on a project, I always struggled on how to get started. "Maybe I'll send an email first, or leave a voice-mail", I'd think. Of course, these wouldn't get answered until much later, if at all. My hesitation usually came from the fact that I didn't know the person well, plus they had their own responsibilities and objectives, and their own workload – to which I was about to add some more. I was all too aware of all this, and my shyness fed on this.

In such situations, a shy person's approach might be too mild and vague, in the hope that the colleague will instinctively understand and agree to what is being indirectly asked. Not surprisingly, this approach usually gets a negative and irritated reaction, since no one is a mind reader. Or the shy person will be too aggressive, trying to overcompensate for shyness and nervousness, and causing the colleague to react defensively.

Here is a perfect situation for the speech preparation techniques we practice at Toastmasters: determining the objective, knowing the audience and appealing to its interests, organizing the message using precise wording, logic and emotion, and concluding with a call to action. You can use these techniques to communicate your request in a way that will make it clear what the project is about, how it will benefit the company, and what specific contribution you are asking your colleague to make. (Most will recognize this as Project 9 in the Competent Communicator's manual – Persuade with Power).

It's a given that in order to grow a person must get out of their comfort zone. But for a shy person that comfort zone can be very, very small, and almost any interaction with people means stepping out of that safe, comfortable "place". I find that Toastmasters is giving me the tools and the road map to step out of that place with more confidence.



President Distinguished Club Update

Success is not the key to happiness.
Happiness is the key to success. If you
love what you are doing, you will be
successful.

Herman Cain

3200 - Club Modérateur/Moderator Club, Montreal, QC, Area 54 Division F District 61

Date of Visit:

October 21, 2008

I. DISTINGUISHED CLUB PROGRAM/MEMBERSHIP

Goal 1: Two CCs -- Which two members will achieve CCs this year and when?

Name: Anila Patel

Date: done

Name: Sébastien Wanadi

Date: ?

Goal 2: Two more CCs -- Which two additional members will achieve CCs this year and when?

Name: Denis Brochu

Date: ?

Name: James Burdick

Date: ?

Goal 3: One AC -- Which member will achieve an AC this year and when?

Name: Saeed Shobeiri

Date: spring

Goal 4: One additional AC -- Which member will achieve an additional AC this year and when?

Name: Martin Liu

Date: spring

Goal 5: CL, ALB, ALS or DTM -- Which member will achieve one of these leadership awards this year and when?

Name: Francine Dubé

Date: spring

Goal 6: One additional CL, ALB, ALS or DTM -- Which member will achieve one of these leadership awards this year and when?

Name: Leila Al-Bassit

Date: done

Goal 7: Four new members

Has the club achieved this goal?

Yes

If no, when will the club achieve this goal?

Date:

Goal 8: Four more new members

Has the club achieved this goal?

No

If no, when will the club achieve this goal?

Spring

Does the club have an active membership-building program?

Goal 9: Minimum four officers trained June--August and December--February

How many club officers attended training in:

June--August? 6 December--February?

Has the club achieved this goal?

No

If no, describe efforts club will make to ensure officers are trained at next opportunity:

At the December-January training at least 4 Club Officers will be trained

Goal 10: Dues Renewals/Officers List

Has the club achieved this goal?

Yes

If no, and the club will achieve this goal, enter date(s):

Does the club have 20 or more members? **Yes**

Is the club working towards the DCP requirement of a net gain of 5 members or membership of at least 20 members by June 30? **Yes**

If no, describe what changes the club will be making to achieve this requirement:

List any members who will be achieving additional educational awards this year and the dates those awards will be achieved:

Charles Brassard: CL; Francine Dubé: ALS; Francine Dubé : ACG

II. EDUCATIONAL PROGRAM EXCELLENCE/STANDARDS

Each year the club should conduct one or more of the following modules from The Successful Club Series.

This year, the club will conduct:

- Moments of Truth
- Evaluate to Motivate
- Finding New Members
- Mentoring
- How to be a Distinguished Club
- Closing the Sale

Are all speeches from the basic and/or advanced manuals? **Yes**

If no, please explain:

Do all speakers receive verbal and written evaluations? **Yes**

If no, please explain:

III. CLUB EXCELLENCE STANDARDS

MEETING QUALITY

The meeting:

- was well organized **Yes**
- was productive **Yes**
- was run on time
- had effective/supportive evaluations **Yes**
- had printed meeting agendas **Yes**

Guests were:

- welcomed **Yes**
- informed about the meeting/club/Toastmasters **Yes**
- asked to return or join **Yes**
- asked for comments **Yes**

RECOGNITION

The club: :

- uses the Distinguished Club Program for planning/recognition **Yes**
- presents its Distinguished Club Program Plan to members **Yes**

- immediately submits educational award applications to WHQ **Yes**
- quickly recognizes member achievement **Yes**
- displays Member Progress Chart

NEW MEMBERS

The club:

- orients new members within two weeks **Yes**
- immediately assigns mentors to new members
- votes in and formally inducts new members (including presenting member pin/basic manual) **Yes**

CLUB OFFICERS/ADMINISTRATION

Club officers:

- understand roles/responsibilities **Yes**
- submit membership applications promptly **Yes**
- meet at least monthly
- discuss DCP Progress at executive committee meetings **Yes**

IV. AREA GOVERNOR COMMENTS

List members interested in future leadership roles within the district:

Club strengths:

Diversity of members, dynamism, good quality meetings

* Areas needing attention:

Motivate members for the future leadership roles within the District

What can the district and I do to support the club?

Recommendations for action:

Forward more often the information given by the District.