



# TOASTMASTERS INTERNATIONAL NEWSLETTER

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## Club News and Events

**Club No. 828338**  
**DBEDT for Business**

August 23, 2016

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#### Making the Most of Toastmasters

**Gestures and Body Language, from  
the Toastmasters International website**

Speakers generate a great amount of emotion and interest through the use of non-verbal communication, often called gestures or body language. A speaker's body can be an effective tool for emphasizing and clarifying the words they use, while reinforcing their sincerity and enthusiasm. Here are a few tips on how to use gestures effectively:

- Eye contact establishes an immediate bond with an audience, especially when a speaker focuses in on individual listeners rather than just gazing over the audience as a whole.
- Control mannerisms. Mannerisms are the nervous expressions a speaker might not be aware of such as putting their hands in their pockets, nodding their head excessively, or using filler words like *um* and *ah* too often.
- Put verbs in to action when speaking to an audience by physically acting them out with the hands, face or entire body.
- Avoid insincere gestures by involving the entire body as much as possible in the movement and matching facial expressions to it.
- Move around the stage as topics change and move toward the audience when asking questions, making critical connections, or offering a revelation.

### *Moments of Truth*

**Moments of Truth** is one of *The Successful Club Series*, a set of presentations addressing the subject of quality club meetings. From the presentations in this series, members learn about the standards that a club must strive to achieve for their club to be successful.

When anyone comes in contact with any aspect of Toastmasters, the person forms an impression based on their experience at that time. **Moments of Truth** discusses the standards necessary to create positive impressions about club service and provides a club evaluation exercise.

The presentation and evaluation exercise focus on six crucial moments of truth in which clubs have an opportunity to create positive impressions. The six critical moments of truth are:

- First Impressions
- Membership Orientation
- Fellowship, Variety, and Communication
- Program Planning and Meeting Organization
- Membership Strength
- Achievement Recognition

For each moment of truth, six standards have been identified to help clubs offer quality service to members and guests.

**During our August 23 meeting**, we'll be discussing how we're doing in meeting these standards and coming up with recommendations for what we can do to improve.



### REMEMBER

You never get a second chance to make  
a first impression!