

# Saturday Morning LIVE!

Toastmasters International  
Club 9196, Frontier Division  
District 6

Issue 01, August 2011

# LIVE! Wire

Quarterly Newsletter of Saturday Morning LIVE!

## A New Beginning

Ravi Rai  
President, SML!

A new journey starts where the old one ends.

Hello everyone. Our new year 2011-2012 has started right on July 1. I am humbled to serve as the 2011-2012 President of Saturday Morning LIVE! The coming year signifies that I have a well-paved path left by Tim Kelley, 2010-2011 President.

The message "Go the Extra Mile" was chosen to encourage us all to go the extra mile in our efforts to build a better world around us. Every member in Saturday Morning LIVE! works hard on their Toastmasters as well as non-Toastmasters goals. To encourage each one of us, let's stretch ourselves to go that extra mile.

I am inspired by Larry DeAngi of "The Magic in the Extra Mile." The extra mile is filled with rewards beyond the failure & successes of our usual goals. In this extra mile, our relationship strengthens, great leaders are made, and we leave the journey with a stronger presence for our future leaders.

So here is a new beginning that calls us to work together to make this year a successful year with those magical moments of the extra mile.



2011–2012 MESSAGE:  
GO THE EXTRA MILE

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## SML! Focus Statement

The focus of Saturday Morning LIVE! Toastmasters Club is to provide an environment in which experienced Toastmasters can achieve a degree of excellence made possible in an advanced club setting, with emphasis on the ability to provide and receive skillful evaluations of advanced-level speeches.



# LIVE! Wire

## 2011 Spring Convention

From various sources

Our enthusiasm was ignited on April 29 and 30 when attendees participated in our Spring Convention and celebrated an awesome year of An Attitude of Service. It was a spectacular event, and attendees had a wonderful time networking and attending the many events.

Congratulations to the winners of the two contests:

**Evaluation:** Keith Hardy 1st, David Goldsworthy 2nd, and Ravi Rai 3rd.

**International:** Ken Morgan 1st, Pele Ugboajah 2nd, and Don Mathews 3rd.

Friday Fun Night was a hit, with many people kicking up their boots, getting a little exercise, and learning how to Contra dance. The educational sessions were outstanding, Numerous awards were presented, and the food and facilities at the Crowne Plaza were wonderful.

The business meeting was well-attended and our officers for 2011-2012 were elected.

Congratulations to all the electees.

We're looking forward to our Fall Conference scheduled for October 14 and 15 in Thunder Bay, Canada (Don't Forget Your Passport!)



*Pat Croal in Contra Dancing*



*Lisa Jenks presents PR Contest Award to SML!*

### Notable Accomplishments for Saturday Morning LIVE!

1st place: Best Website

2nd place: Best Newsletter

2nd place: Best Social Media/Blog

As per the realignment, Saturday Morning LIVE! has now been moved to Area 25 in Frontier Division. Joe Brauer is the Frontier Division Governor.



*Friday Fun Night.  
District Trio.*



*Parade of Club Banners.*



*Ken Morgan, 1st place, International Speech Contest, with Dru, Stephen, and Catherine.*



*Evaluation Contest winners: Ravi Rai (3rd), Keith Hardy (1st), and Dave Goldsworthy (2nd).*

## District 6 Diamond



This award is presented to exceptional people who help promote the District in some special way. The first recipient, Anshika Rai, is too young to be an official member of Toastmasters (she is 15), but that does not stop her from helping out. At the July TELI, Anshika spent the day as Terry Ragan's assistant at the Resource Center. Thank you, Anshika, for your warm smile and helpful attitude!

The District Trio will be presenting one award to a "District Diamond" every month throughout the District.

## Evaluations: SML! Advantage

Caroline Baker,  
SML! Member

Even as a CC in Toastmasters I found it daunting to evaluate speakers whom I considered far more accomplished than I. There they were, delivering their bravura performances while I was struggling to jot down one or two recommendations.

One of my first roles as a new member attending my first “official” meeting was as general evaluator. I wasn’t completely sure of what I’d gotten myself in for but jumped with both feet into the process...and managed to make some specific comments about what I liked and at least one suggestion for improvement for each evaluator. Whew! I did it!

Some of us still equate “recommendation” with “criticism,” and criticism is bad. But it is equally true that all who speak at Toastmasters deserve to go home with at least one good challenge. And as an evaluator, I’ve come to believe that it is my job to deliver it.

Becoming an integral member of an advanced club is not too much different than belonging to a regular TM club EXCEPT the “bar is raised” higher, the standards are established to provide additional challenges for personal and professional growth. And I’ve come to realize that I cannot “wing it” like I so often do in my home club. I’m challenged on every level to serve, to speak, to evaluate, and to lead to the best of my abilities. If you want more...the advanced club is where you ought to be.

SML!’s purview is evaluations, and I really wanted to improve my skill in this particular area. Good vs. Superb – I wanted to become a better evaluator – period. Personally, it has helped me be a more supportive wife, a better friend, an effective supervisor, and a dynamite citizen of the world.

### Advantages of SML!

Team evaluations – 3 different perspectives on the same speech. Insight in the various parts of the speech, the delivery, and the content. – Multiple suggestions for improvement, which can lead to more

effective speeches in the future. In my opinion, because the speaker uses advanced manuals, the targeted goals are higher, more challenging, and lead to greater improvement more quickly.

Leadership opportunities are always a part of TM. However, I believe that DTM achievement is faster and more accomplished because each member is accomplished --- They are a CC at least, and more often leaders in home clubs. Expectations are higher... Don’t let that put you off! It’s been said that **Knowledge is Power – and Doing is Knowledge in Work Clothes.**

### Responsibilities:

- To commit – attend every meeting, become a student of evaluations, to participate
- To serve – every role of meeting, becoming competent, generously providing support at each meeting
- To lead

### Rewards:

- Better Listener
- Better Speaker
- Better Leader

Being well and thoroughly evaluated is perhaps the biggest opportunity Toastmasters offers all of us. Most of us can’t find that feedback anyplace else. Everyone wants to improve and wants to help others improve. And I know you’ll agree, one of the very best ways to achieve that goal is to work on perfecting our evaluations.

Do your fellow Toastmasters a favor. Whether you evaluate them on paper or upfront, give each a solid evaluation, adapted to that speaker, focused on the speech, offering objective comments. Make that a goal, fellow Toastmasters, and the quality of your already great club will improve dramatically in the next year as the quality of your evaluations improves. You too, like Lee Robert, may be surprised by a standing ovation!



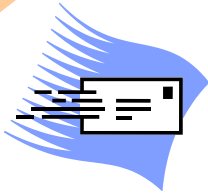


## 18 Common Work E-mail Mistakes

Shared by Keith Hardy

Andrew G. Rosen, on Tuesday, January 18, 2011

Most of us rely on e-mail as one of our primary communication tools. And given the number of messages we send and receive, we do it with remarkable success.



But as with anything, the more e-mails we send, the more likely we are to screw one up. And simple e-mail mistakes can be disastrous. They can cost us a raise, promotion--even a job.

With a new year upon us, this is the perfect time to go through some of the worst e-mail mistakes employees make and how to avoid them.

**1. Sending before you mean to.** Enter the recipient's e-mail address only when your e-mail is ready to be sent. This helps reduce the risk of an embarrassing misfire, such as sending an important e-mail to the wrong person or e-mailing a half-written note.

**2. Forgetting the attachment.** If your e-mail includes an attachment, upload the file to the e-mail *before* composing it. This eliminates the embarrassing mistake of forgetting it before hitting "send," and having to send another e-mail saying you forgot to attach the document.

**3. Expecting an instant response.** Don't send an e-mail and show up at the recipient's desk 30 seconds later asking if they've received it. They did, and they'll answer at their convenience. That's the point of e-mail.

**4. Forwarding useless e-mails.** I've never seen a single e-mail forward at work that was beneficial. Whether it's a silly joke or a heartwarming charity, there's never a time to share an e-mail forward using your work e-mail.

**5. Not reviewing all new messages before replying.** When you return to the office after a week or more away, review all new e-mails before firing off responses. It might be hard to accept, but odds are, things did march on without you. Replying to something that was already handled by a co-worker creates [extra communication](#), which can lead to confusion, errors, and at the very least, wasted time for everyone involved.

**6. Omitting recipients when you "reply all."** Unless there's an important reason to omit someone, don't arbitrarily leave people off the response if they were included on the original message.

**7. Including your e-mail signature again and again.** Nor do you need to include it at the end of an e-mail you send to your long-time co-worker who sits six feet away. If you have your e-mail program set to automatically generate a signature with each new message, take a second to delete it when communicating with someone who knows who you are. It's always wise to include your phone number, but the entire blurb with your title and mailing address is often nothing but clutter.

**8. Composing the note too quickly.** Don't be careless; write every e-mail as if it will be read at Saint Peter's Square during the blessing of a new Pope. Be respectful with your words and take pride in every communication.

**9. Violating your company's e-mail policy.** Many companies have aggressive spam filters in place that monitor "blue" language. From that famous four-letter word to simple terms, such as "job search," don't end up tripping the system by letting your guard down.

**10. Failing to include basic greetings.** Simple pleasantries do the trick. Say "hi" at the start of the message and "thanks" at the end. Be sure to use the recipient's name. Be polite yet brief with your courtesy.

**11. E-mailing when you're angry.** Don't do it. Ever. Recall buttons are far from a perfect science, and sending a business e-mail [tainted by emotion](#) is often a catastrophic mistake. It sounds cliché, but sleep on it. Save the message as a draft and see if you still want to send it the next morning.

**12. Underestimating the importance of the subject line.** The subject line is your headline. Make it interesting, and you'll increase the odds of getting the recipient's attention. Our inboxes are cluttered; you need to be creative and direct to help the recipient cut through the noise. You should consistently use meaningful and descriptive subject lines. This will help your colleagues determine what you're writing about and build your "inbox street cred," which means important messages are more likely to be read.

**13. Using incorrect subject lines.** Change the subject line if you're changing the topic of conversation. Better yet, start a new e-mail thread.

**14. Sending the wrong attachment.** If you double-check an attachment immediately before sending and decide that you need to make changes, don't forget to update the source file. Making corrections to the version that's attached to the e-mail does not often work, and it can lead to different versions of the same doc floating around.

**15. Not putting an e-mail in context.** Even if you were talking to someone an hour ago about something, remind them in the e-mail why you're writing. In this multi-tasking world of ours, it's easy for even the sharpest minds to forget what's going on.

**16. Using BCC too often.** Use BCC (blind carbon copy) sparingly. Even though it's supposed to be a secret, it rarely is. Burn someone once, and they'll never trust you again. Likewise, forwarding e-mail is a great way to [destroy your credibility](#). When people send you something, they aren't expecting you to pass it on to your co-workers. The e-mail might make its way back to the sender, who will see that their original message was shared. They might not call you out on it, but they'll make a mental note that you can't be trusted.

**17. Relying too much on e-mail.** News flash! No one is sitting around staring at their inbox waiting for your e-mail. If something is urgent, use another means of communication. A red "rush" exclamation point doesn't compare to getting up from your desk and conducting business in person.

**18. Hitting "reply all" unintentionally.** This is a biggie. And it's not just embarrassing; depending on what you wrote in that e-mail, it can ruin your relationship with a co-worker or even your boss. Take extra care whenever you respond so you don't hit this fatal button.

**Andrew G. Rosen** is the founder and editor of [Jobacle.com](#), a career advice blog. He is also the author of [How to Quit Your Job](#).

## A Good Handshake

Shared by Keith Hardy



**1) Degree of firmness.** Your grip should be firm rather than weak. However, you don't want your handshake to be painful to the other person. Consideration is appreciated.

**2) Dryness of hand.** We all prefer to shake a hand that is dry. While you don't want to obviously dry your hands before greeting someone, this is acceptable if you have been holding a cold glass.

**3) Depth of grip.** A handshake is palm to palm. Generally you will place your hand so that the web between your thumb and forefinger meets the web of the other person's hand, briefly. Your hand remains perpendicular. If your palm is facing up, this may be construed as a sign of submissiveness. Similarly, if your palm is on top, it can be seen as a sign of aggressiveness.

**4) Duration of grip.** The perfect handshake is about 3 seconds. Then pull back your hand, even if you are still talking.

**5) Eye contact.** While this will vary from culture to culture, in North America we expect the person shaking our hand to make eye contact with us.

## A Great First Impression

Shared by Keith Hardy

- Confident posture
- Eye contact
- Minimal body movement
- Clothes are clean, ironed, and stain-free
- Shoes are clean and polished
- Fingernails are clean

## Everybody Knows!

### Dealing Publicly with the Pain of Family Illness (Parts III & IV)

In the last issues, we looked at presenting yourself in public when you have a difficult situation in the family and dealing with awkward conversation related to the situation. This time we will look at...

#### Responding to Uncomfortable Questions

Not all who approach do so with noble intentions. Some people are just plain too interested in the lives of others without the motive to be supportive. Others want to offer too much help and break boundaries in that respect. Thus it is good to be prepared, for such people are bound to come back in “different forms” and in different situations.

Inevitably someone will say, “How is \_\_\_\_\_ doing?” This question leaves things wide open for any kind of answer. That is where a prepared script comes in handy. One could reply in the following manner. “Jack is stable and we appreciate that right now. How do your parents like their new vacation condo?” Changing the topic is in order at any point.

When an acquaintance asks about a caregiver in front of a care receiver, an uncomfortable exchange could take place. Again, being prepared, the caregiver could then include the family member in some way. For example, in response to the question, “How does Jess handle all his doctor appointments?” one could say, “Please direct that question to Jess” or “Jess, we sure are busy going to the doctor, and it is great we have such good help.” After a short reply, it would be appropriate to redirect the conversation.



When an individual is ill or handicapped, some people act as if that person does not see or hear or understand anything. They treat the more fragile person as if he or she were invisible. When this occurs, and the questioner asks a caregiver about his or her ability to cope, the individual has clearly been inappropriate. Again a prepared statement such as “I am handling my role with good support” or “I know how to balance the big picture” can affirm the dignity of both the caregiver and care receiver.

#### Taking Time Off for Balance

When a speaker/caregiver feels overwhelmed, the desire for solitude may surface. This can be achieved by walking in the woods, losing oneself in a crowded mall or downtown area, or even at home. When someone there needs supervision and such is arranged, the caregiver in need may find solace by taking a hot bubble bath or shower.

Getting away physically and mentally eases the pressure. Taking time to journal offers perspective, as does escaping into a compelling mystery or work of light fiction. Creating an inner place reserved for replenishment can be the result of the imagination of the caregiver. Wherever this place exists, be it real or imagined, it will supply benefit to the person choosing to go there on a regular basis.

Mary Z. McGrath, Ph.D., ACG, is a speaker, caregiver, and author/coauthor of eight books who works with schools, parents, and organizations to reflect on and improve the quality of careers, relationships, and life transitions. Her website, [www.maryzmcgrath.com](http://www.maryzmcgrath.com), offers more practical articles on caregiving, parenting, and education.



# District 6 TELI (July)

**LIVE! Wire**

Ravi Rai  
Member, SML!

The TELI (Toastmasters Education and Leadership Institute) is a wonderful time to meet fellow Toastmasters from other clubs in District 6. As always it was a successful event. From what I have heard, the attendees enjoyed the training sessions, professional speakers, and member recognitions.

SML! member Linda Ruhland was a presenter at TELI for the following presentation: "How to Focus Your Mission & Passion, Mobilize Your Goals & Dreams, and Attract Ideal Prospects."

## District 6 Toastmaster of the Year

Our fellow member Faye Heffele was awarded TMOY for Rivers and Central Division. She was then recognized as District 6 Toastmaster of the Year.

According to Sharon Rollefson, Faye gave 25 manual speeches. She served as club officer, webmaster, had articles printed, and she also served as a district committee chair. She competed in club and district speech contests. She attended 90% of her club meetings and participated in many district events.

Faye has been committed and active with Toastmasters at her personal, club, area, division and district level. She is always willing to step in and help when asked and oftentimes will ask others how she can help them. Faye was a co-chair for the District 6 Spring Convention. She attended several speech contests not only to promote the convention, but to help at the contests and to enjoy the speeches.



*Linda Ruhland conducting an educational session.*



*Sharon (DGOY), Stephen & Duane (AGOY)*



*Plenary Session (Betty Liedtke)*

## District 6 Division Governor of the Year

Our fellow member Sharon Rollefson was awarded District 6 Division Governor of the Year.

Text of the speech:

Service: an act of helpful activity, to help, to supply with aid, to give information, to be useful, to present in a certain manner.

The definition of service seems to be easy to grasp. The challenge, however, is when we, as individuals, pick up this word, service, and attempt to use it every day as we work with those around us.

The Division Governor of the year award is presented to the Division Governor who not only fulfills the duties of the role but who exerts themselves in a manner that is an inspiration to those around them.

Our Division Governor of the year has done just that. This person has taken Stephen's call to have an attitude of service and played it out with everything that this person did.

From working with the area governors, visiting clubs, building clubs, encouraging members to do better, this Division Governor has ended the year with the highest level of success.

Not only does this person have a clear understanding of the district's mission and purpose, this Division Governor successfully fulfilled that purpose. This Division Governor also performed the necessary duties with a desire to be useful and helpful, operating with an attitude of service, integrity, and respect in all that was done. This division leader led a division that started off with 29 clubs, of which 45% became distinguished or better.

Of the six areas, four were distinguished, one was select distinguished, and one President's Distinguished.

After all that, it is no wonder that the division itself ended the year as President's Distinguished with a net gain of two clubs.

Ladies and Gentleman, the stars are shining bright around us, leading the way is our 2010-2011 Division Governor of the year, Sharon Rollefson.

## Meetings

### SML! Officers

**President**

Ravi Rai

**VP Education**

Linda Ruhland  
Carol Duling

**VP Membership**

Faye Heffele

**VP Public Relations**

Mary Torno

**Secretary**

Mary McGrath

**Treasurer**

Fred Domnick

**Sergeant at Arms**

Dave Hutcheson

**Club Website**

Sml.d6pages.com

**Meeting Time**

Every 2nd Saturday  
9:30 - 11:30 AM

**Club Contact**

Faye Heffele  
651-295-2066  
vppr@sml.d6pages.com

**Newsletter Editors**

Ravi Rai  
Mary Torno

**Proofreader**

Carol Duling

### Saturday Morning LIVE!

Advanced Toastmasters Club  
Meets every month (2nd Sat)  
Black Bear Crossings on the Lake  
Como Lakeside Pavilion  
1350 North Lexington Parkway  
St. Paul, MN 55103

#### May 14, 2011

Theme: Mama Told Me

Toastmaster: Faye Heffele

General Evaluator: Ravi Rai

Evaluation Team 1: Mary McGrath, Tim Kelley, Fred Domnick

Evaluation Team 2: Dave Hutcheson, Bob Gausman, Carol Duling

Speeches:

1. Linda Ruhland: "You Know it, Now Do It"
2. Jane Michalkamp: "Kingdom Kids Bible Study Awards"

Best Evaluator Award: Tim Kelley

#### June 11, 2011

Theme: Of Flags & Fathers

Toastmaster: Pat Croal

General Evaluator:

Evaluation Team 1: Mary McGrath, Keith Hardy, Susie Bergh

Evaluation Team 2: Bridget Kelley, Mary Torno, Dave Hutcheson

Videographer: Ravi Rai

Timer: Ravi Rai

Grammarian:

Speeches:

1. Faye Heffele: "On the Adoption of Universal Declaration of Human Rights"
2. Carol Duling: "My Parenting Journey"

Best Evaluator Award: Keith Hardy

Sunny Award: Faye Heffele

#### July 9, 2011

Theme: Picnic at the Kelleys' Residence

Toastmaster: Tim Kelley

General Evaluator:

Evaluation Team 1: Fred Domnick, Linda Ruhland, Joe Sharp

Evaluation Team 2: Pat Croal, Bridget Kelley, Shirley Hunt

Videographer: Bob Gausman

Timer: Ravi Rai

Grammarian: Mary McGrath

Speeches:

1. Barbara Jungbauer: "Grandma Don't Let Me Miss It!"
2. Caroline Baker: "Women's Rights Are Human Rights"

Best Evaluator Award: Pat Croal

Sunny Award: Tim & Bridget Kelley

