

SECTION 6

Organization Basics

ORGANIZATION BASICS

Become acquainted with the organization you have joined through the pages of the Organization Basics section of this manual. It is a study guide and a reference file on the background, history and general structure of *POWERtalk* International.

Acceptable forms of spelling, punctuation and grammar vary throughout the world. Some of the material presented here may need to be modified for use in other areas.

Nothing in this material is intended to be mandatory. Again, only the bylaws are absolute rules for your club. The Organization Basics section is provided as a background to the organization and to help you achieve your own goals of personal self-development. Use it to learn and to stimulate further study and research.

This section contains details on the following information:

- background and history of *POWERtalk* International;
- general structure;
- international level;
- region level;
- council level;
- club level;
- duties of officers;
- club speech situations;
- committees;
- parliamentary procedure;
- protocol;
- new member induction;
- special occasion speeches; and
- special meetings

ORGANIZATION BASICS 1

Background & History

Background and History

“If all of us, realising our limitations, endeavour to do our best, or even slightly to expand those limitations; and if we place our experience at the disposal of all others through our own clubs and through *POWERtalk* International, then no one can fathom the boundless possibilities and the great role this organization is destined to play in the history and progress and development of womankind.”

These were the words of *POWERtalk* International’s first president, Ernestine White, the woman whose vision planted the seed for an international organization. Mrs White realised her dream in 1938, with the official organization of Charter No. 1, of International Toastmistress Clubs, being recorded in October that year. By the time of the organization’s first convention a year later, 20 clubs had been chartered, most of them in the west and mid-western portions of the United States.

Following incorporation in 1938 in California, bylaws of the organization established the policy to “foster free and open discussion which shall be without bias on all subjects, whether political, social economic, racial or religious.” This creed has since prompted the consistent growth of an organization devoted to leadership and participation in responsible citizenship through the art of oral expression.

Publication of the magazine, *TOASTMISTRESS*, began in December, 1938. Early the next year, the magazine carried the call to the first convention, set for San Jose, California, in 1939. The *POWERtalk* International motto, “to love our language and use it with grace and facility”, was formally adopted at the 1940 convention in Santa Barbara, California. At the fourth annual convention in 1947, the speech contest was inaugurated. By 1946, the first Canadian club had been formed, and in 1948 the first club in Scotland was chartered. Continued growth resulted in the establishment of six regions in 1948. Since then, additional regions have been added as expansion demands. In 1968, the first convention to be conducted outside the United States was held in Calgary, Alberta, Canada.

Interest in *POWERtalk* International has continued to spread among people of all nations. Australia experienced such rapid membership increase that the first region outside North America was established there in 1969. Similar growth patterns in the early 1970s resulted in the establishment of regions in Great Britain, New Zealand and South Africa, with Japan following in the early 1980s, thus strengthening the international aspect of the organization and broadening the scope of its influence.

Organization Basics 1: Background & History continued...

This growth pattern continued with the formation of an Icelandic Region in 1985 and in 1992 Europe '92 was established.

Today, *POWERtalk* International is synonymous with achievement. The same organization so firmly planted by Ernestine White and her contemporaries has steadily grown into an international body, which offers a common bond of friendship to individuals in all parts of the world as they seek communication training.

A momentous decision was made by the delegates at the 43rd annual convention held in Dallas, Texas in July 1984, when they voted to change the name of the organization to INTERNATIONAL TRAINING IN COMMUNICATION. In 1985, the name of the magazine was changed to “*POWERtalk* International Communicator.”

In 2003 all of the historical documents pertaining to *POWERtalk* International were lodged for safekeeping with the Anaheim Public Library, in the Anaheim History room, under the care of a professional archivist. There are two copies of every magazine ever published by *POWERtalk* International, copies of all educational leaflets and booklets, samples of pins and the original trophies that are no longer in use.

“The world grows better because people wish that it should and because they take the right steps to make it better.” – Ernestine White, Founder

ORGANIZATION BASICS 2

General Structure

General Structure

International Training in Communication is chartered under articles of incorporation for the State of California. The organization consists of clubs chartered by *POWERtalk* International, formed for the purpose of providing educational programs designed for member self-improvement in both communication and leadership skills. The operation of *POWERtalk* International is authorized by membership decision, as expressed in biennial convention action by accredited delegates from clubs in good standing.

POWERtalk International Elected Officers

- President
- President-Elect
- Four Division
- Vice- Presidents
- Secretary

Elected officers form the administrative board of directors, which conducts all business of the corporation, except that which has come before all clubs at convention. These officers serve for two years.

Appointed Officer

- Parliamentarian

At each level, the Parliamentarian is named by the president with the approval of the board of directors.

- President
- President-Elect
- Vice-President(s) – optional
- Secretary
- Treasurer
- Or Secretary/Treasurer

Region Elected Officers

In accordance with the *POWERtalk* International Bylaws: officers of a region shall be at least a president, president-elect, secretary, treasurer, or a secretary-treasurer. All officers shall be elected for a length of time as determined by the clubs, not to exceed two (2) years or until their successors take office. *POWERtalk* International is divided geographically into regions which coordinate the activities of councils.

Organization Basics 2: General Structure continued...

Council Elected Officers

In accordance with *POWERtalk* International Bylaws member clubs shall determine the administrative structure of the Council. Elected officers shall be

- President or Administrator
- Any other officers at the discretion of the council members.
- The number of meetings shall be at the discretion of the council board.

Club Elected Officers

In accordance with the *POWERtalk* International Bylaws the officers of member clubs shall be at least a president, secretary, treasurer or secretary-treasurer, and a delegate-to-council when applicable:

- President
- Vice-President(s) - optional
- Secretary
- Treasurer or secretary-treasurer
- Delegate-to-council

NOTE: The Standing Committee for each level is listed in the bylaws of each level.

RECOMMENDED FEATURES FOR FURTHER STUDY

Current Bylaws of each level.

***POWERtalk* International GOVERNING RULES**

Articles of Incorporation

The articles of incorporation, or *POWERtalk* International charter, remain on file with the Secretary of State of California, U.S.A. The charter is the supreme law of the organization, outranking bylaws and standing rules, which must not conflict with it. Any amendment to the charter must first be adopted by the organization and then submitted to the Secretary of State as prescribed under general law. The Articles of Incorporation cannot be suspended.

(The term “charter” is also applied to the document given by *POWERtalk* International gaining the right to form a subordinate independent club.)

Organization Basics 2: General Structure continued...

International Bylaws

The International Bylaws prescribe the name and objectives of the organization; its membership, officers and board, committees and how they are elected or appointed; meetings and quorum; and parliamentary authority and how bylaws may be amended. These bylaws comprise all the rules that are of such importance they cannot be changed except by a two-thirds vote of the convention after previous notice.

Region, Council and Club Bylaws

The International Board publishes bylaws for all levels. These may be used by filling in the blanks pertaining to the particular need of a given group. Care must be taken to see that no conflict exists with international bylaws. Current generic copies of these can be found on the *POWERtalk* International website: **www.powertalkinternational.com**

ORGANIZATIONS BASICS 3

International Level

International Level

Several levels of organised operation exist in the *POWERtalk* International structure. At the international level, the *POWERtalk* International Board of Directors is the governing body. The board of directors is composed of elected officers, each of whom has one vote. The parliamentarian, finance chairman and director of management services may attend board meetings and are required to attend the convention.

Powers, Privileges and Limitations

The responsibility of the *POWERtalk* International Board is two-fold: to act as business representative for the corporation in dealing with the public, and to plan and administer the internal affairs of the organization.

As the business representative of the corporation, the board may enter into contracts and execute and handle business arrangements in the name of *POWERtalk* International. The board is subject to the laws of the State of California regarding non-profit corporations, the Articles of Incorporation, the *POWERtalk* International Bylaws and Standing Rules, and the directives of the convention. Within these limits, any contract made by the board is legal and binding on the corporation.

As administrator of the internal affairs of the organization, the board endeavours to keep the authorised policies and procedures adjusted to the growing needs of its members. It coordinates the work of the various departments and keeps the members informed through articles on the website and through correspondence sent to clubs. The board is accountable to the membership for its actions. It appoints standing committees, but must submit any new proposed standing committees to the convention for approval. It adopts a budget and selects convention sites.

***POWERtalk* International Officers**

Nominating and Election Committee – The nominating and election committee is a standing committee appointed by the board of directors. A request for nominations for *POWERtalk* International elected officers is mailed to each club annually. Any club in good standing may submit to the committee the name of one of its members, giving that individual's qualifications for international office. The nominating committee considers the qualifications of those whose names have been submitted by clubs and prepares a slate of candidates for international office. An absentee ballot form, and the qualifications of each candidate, are sent to each club.

Elections – Election is by preferential ballot during the annual convention. Should no convention be held, the international bylaws provide for an election of officers by mail.

Organization Basics 3: International Level continued...

Each club instructs its delegate as to its choice of officers. Absentee ballots may be cast by clubs in good standing that do not have delegate representation at convention. Provision is made for nominations from the floor at convention.

Obligations – The duties of officers, both elected and appointed, are set forth in the bylaws. In addition to their specific duties, all officers lend assistance where necessary, thus advancing the objectives of the international organization.

POWERtalk International Convention

The biennial convention of POWERtalk International provides an opportunity for the clubs to function officially in the administration of the affairs of the organization. At convention, accredited delegates, representing clubs, hear reports of the year's progress and formulate policies for the future. Each club should send a delegate to express the wishes of its members.

It is the responsibility of the board of directors to carry out the expressed will of convention action between these annual meetings.

Bylaws and Resolutions

Business is introduced by the proposed amendments to bylaws and resolutions that have been submitted to the bylaws and resolutions committee prior to convention by any club, council, region, POWERtalk International committee, POWERtalk International Executive Committee and the POWERtalk International Board of Directors.

The committee reports the resolutions to the convention and may make recommendations on their adoption or offer amendments. Resolutions are subject to the same parliamentary procedure as main motions.

During discussion, delegates may present the ideas of their clubs, ask questions or offer amendments. It is through the voice of their delegate that each club has an active part in the administration of the total organization.

When it is necessary to amend the POWERtalk International bylaws, previous notice is given to the clubs so that members may discuss amendments and instruct their delegates. It then becomes the responsibility of the delegate to discuss and vote in accordance with club wishes. Clubs may give delegates the authority to use discretion in voting based on the discussion on the convention floor.

Education

The convention program offers varied educational techniques and ideas for club, council and region functioning. Special presentations by authorities in the fields of communication and leadership skills, organizational techniques, and personal selfdevelopment provide information for club and individual growth.

ORGANIZATION BASICS 4

Region Level

Region Level

The region is the third level of organised operation in the *POWERtalk* International structure. It embraces all clubs of those councils within its boundaries.

Purpose

The purpose of the region is to:

- coordinate the activities of councils;
- assist them in solving problems;
- interpret *POWERtalk* International policies and procedures;
- encourage the use of educational material; and to
- provide specialised education and training programs.

The region serves as liaison between the councils and their clubs and the *POWERtalk* International board.

Officers

A president, president-elect, secretary and treasurer, or secretary/treasurer, are elected by clubs to conduct the affairs of the region as outlined in the bylaws. Their terms of office conform to the *POWERtalk* International fiscal year and may be either an annual term or biennial term, depending on the Region Bylaws. The positions of vice-president(s) are optional.

Operation

An annual or biennial conference is held by each region. At this time, officers for the ensuing term are elected, business is transacted, education is provided, officer training sessions are held, and the region speech contest is conducted. Each region is sustained by funds authorised by member clubs.

RECOMMENDED MANUALS FOR FURTHER STUDY

Region Manual
Region Manual for Council Management Training

ORGANIZATION BASICS 5

Council Level

Council Level

The second (optional) level of organised operation in *POWERtalk* International is the council. Council membership consists of a minimum of three, but not more than 16, clubs assigned to it within a geographic area.

Purpose

The purpose of the council is to:

- provide a medium for the exchange of ideas;
- present relevant education;
- promote improved club functioning;
- further *POWERtalk* International policies and procedures;
- encourage growth of new clubs; and to
- offer specific help in all aspects of *POWERtalk* International training.

The council sets up a forum where club problems can be discussed and solutions sought.

Officers

Council officers are a President or Administrator and any other officers at the discretion of the council members. Their functions are much the same as in other groups, with the exception that their obligations are to clubs rather than to individual members.

Operation

The number of meetings shall be at the discretion of the council board. The voting members of a council are the delegates-to-council elected by clubs. These officers have the responsibility of bringing ideas and requests to council as voted by their respective groups, and of taking back to their clubs all information and education offered at the council meeting.

The council performs under the council bylaws adopted by the voting delegates to council. Councils are financed by dues and fees as authorised by the clubs.

RECOMMENDED MANUALS FOR FURTHER STUDY

Club, Council and Committee Manual

ORGANIZATION BASICS 6

Club Level

Club Level

The individual *POWERtalk* International club is the basic component of the entire organizational structure.

Purpose

The purpose of the club is to assist in the development of the individual member through *POWERtalk* International training methods. It is a compelling motivation for self-development which brings the member to *POWERtalk* International in the beginning. It is the same motivation which takes the member beyond the club to assume responsibility in community organizations and civic projects where the benefits of *POWERtalk* International training can be shared with people throughout the world.

Officers

The officers of member clubs shall be at least a president, secretary, treasurer or secretary-treasurer, and a delegate-to-council when applicable. Vice-president(s) are optional.

Operation

Most clubs meet twice monthly. Club representation at council meetings, is by the delegate-to-council; at region conference, by specifically elected delegates to the region conference; and at *POWERtalk* International convention, by specifically elected representatives to the *POWERtalk* International convention.

The voice of the club is heard through each individual club's voting delegate at region conference and at *POWERtalk* International conventions

The voice of the club is heard through the club's delegate-to-council at council meetings.

Each club is autonomous within the framework of *POWERtalk* International, paying per capita dues and new member fees. Dues and fees to council and region are outlined in the bylaws or standing rules of those levels.

POWERtalk International provides standard bylaws for clubs. Samples of these can be found on the *POWERtalk* International website: www.powertalkinternational.com. Standing rules are intended to cover all matters that are unique to a particular club, but they must also conform to overall *POWERtalk* International rules and policies.

All clubs receive direction and support from the council and region. Additional assistance in the form of educational features, manuals and publications are available on the *POWERtalk* International website: www.powertalkinternational.com.

Organization Basics 6: Club Level continued...

In turn, clubs support the objectives and policies of the international organization. To assure conformity to common goals, the formation of new clubs is carried out according to extension policies approved by POWER*talk* International. Information on extension procedures is available from POWER*talk* International Management Services or the POWER*talk* International Division Vice-Presidents. Dynamic, purposeful clubs, supplemented by a steady addition of new units throughout the world each year, provide the broad base to make POWER*talk* International a vital force in today's world.

RECOMMENDED MANUAL FOR FURTHER STUDY

Club, Council and Committee Manual

Club Functioning

POWER*talk* International club meetings are planned to provide each member with training in communication and leadership skills so the individual can use these skills competently in all aspects of life. Each part of the club meeting is geared to some specific aspect of training, varied to meet the needs of the club members.

Meetings may include training devoted to business, education in specific phases of the POWER*talk* International program (see Project Basics and Appendices Section) or be a speciality meeting centered on the POWER*talk* International program. **Refer to Section 5, Master Manual, POWER*talk* International Basics.**

Participation in these activities helps the member to:

- communicate with authority and conviction;
- improve listening;
- understand the importance of communication in human relations and appreciate the many factors involved in group dynamics;
- learn to conduct a meeting;
- study and apply organizational techniques;
- develop hidden potential; and
- enhance the quality of performance in activities outside the club.

POWER*talk* International membership is in the nature of a contract that extends certain privileges in return for certain responsibilities. To get the most from the opportunities offered, each member should respect these four obligations: regular attendance at meetings; prompt payment of dues; participation in all club activities; and support of the principles of the total organization.

ORGANIZATION BASICS 7

Duties of Officers

Duties Of Officers

The officers of a club are responsible to the members who elect them and must abide by the policies and procedures established by club action and outlined in club bylaws.

President

The chief duties of the club president are to preside at executive board and at club meetings, to serve as a member ex-officio of all committees except nominating, to prepare the club agenda from information provided by the program chairman, secretary, parliamentarian and other officers. The president must be aware of committee progress and know when reports are due and ready.

It is the president's mandate to promote club progress without dictatorial action; it is the president who serves as chief representative of the club in the community. The president should remain impersonal while presiding, using the phrase "your president" or "the chair", rather than the personal pronoun "I". This officer sets the tone for efficiency and vitality at each meeting.

Vice-President

The vice-president is the president's understudy. Preparation for this office entails careful study of the predecessor's files, which should contain current bylaws for all levels. The vice-president presides in the president's absence or upon request, and must be familiar with club rules, procedures, policies, and basic parliamentary practice. In many clubs the vice-president is also the chairman of a standing committee. Whatever the committee assigned (membership, education, or program), dependable committee leadership is essential in preparing for higher office.

Secretary

Qualifications for club secretary include clear enunciation, knowledge of parliamentary terminology, neatness, accuracy, legible handwriting, or typing proficiency. The secretary has the responsibility of writing letters of invitation, notification, confirmation, and appreciation. Minutes must be complete, yet concise, as they have the status of a legal document and are the official history of the club. Minutes should be maintained indefinitely.

Organization Basics 7: Duties of Officers continued...

Treasurer

Records of all financial transactions of the club are kept by the treasurer in a file adequate for all member and club accounts. Identification, as the duly elected treasurer of the club, must be established at the bank. This includes verification that signatures of officers authorised to sign cheques are on record. Examination of the books, previous year's club budget, financial reports and audit should take place before August 1 each year.

A current calendar showing due dates for payments at all levels, names and addresses of the current council and region treasurers, and for POWERtalk International Management Services, is necessary. A chequebook to disburse funds as authorised and a receipt book to acknowledge money received are essential.

It is the treasurer's responsibility to:

- Collect all monies for the club and issue receipts.
- Deposit club monies in the club account.
- Disburse monies as authorised.
- Keep an accurate and up-to-date record of accounts for inspection when requested, and for audit.
- Report at each club business meeting on income, disbursements, current financial balance, with written report to president, secretary, budget and finance committee, and treasurer's file.
- Send two copies of ANNUAL STATEMENT OF CLUB MEMBERSHIP to POWERtalk International Management Services, (IMS) with cheque in New Zealand dollars or credit card details, payable to INTERNATIONAL TRAINING IN COMMUNICATION for per capita dues, by the beginning of each new fiscal year (August 1). Send one copy to region, one to council and maintain one for treasurer's file.
- Prepare NEW MEMBER APPLICATION FORM for each new member, send two copies to IMS with a cheque or credit card details, including dues and new member fee; one copy to region, one to council and maintain one for treasurer's file.
- Prepare MULTI-ACTION FORM for change of address, resignations or transfers and send two copies to IMS; one to region; one to council; and maintain one for treasurer's file.
- Carefully check all forms before mailing to ensure directions have been correctly followed. All information is to be typed or printed.
- Receive, sign and deliver to members the membership cards received from IMS.

Plus:

Once IMS has processed the dues, the club treasurer is sent an invoice listing all current financial members in the club. The treasurer should check this off against the club membership list to ensure all members have been included and paid for.

Organization Basics 7: Duties of Officers continued...

Delegate-to-Council

An office of special responsibility is that of delegate-to-council, who serves as liaison with the council. The delegate is elected for a term as stated in the *POWERtalk* International Bylaws. With the possible exception of newly organized clubs, the candidate for this office should be a member with club experience, who understands the needs of the members.

The delegate plays a dual role, being involved in council activities, and at the same time maintaining constant concern for the welfare of the club. The delegate attends council meetings regularly, participates when assigned to programs and committees, takes part in the discussion of business, votes at council meetings as directed by the club, and reports council action back to the club.

If new business is proposed at council meetings, the delegate may move to refer the matter to the club for study.

If the delegate cannot attend a council meeting, an alternate is informed and briefed properly. Clubs may elect these alternates or they may be appointed by the president.

The report of the delegate-to-council should contain information of all business, special activities and education. Enthusiasm for the council meeting experience (without digression into non-essentials) is the key to increasing council attendance.

NOTE: All officers should attend club officers' training session(s) and study the Club Officer Manual.

RECOMMENDED MANUALS FOR FURTHER STUDY

The Club, Council and Committee Manual
Programs With A Purpose
Programs With A Purpose, Second Edition

ORGANIZATION BASICS 8

Club Speech Situations

Speech Situations Within The Club

Never in the history of the world has the need to understand and be understood been greater. Communication requires skills in listening, clarity in thinking, the ability to express ideas and emotions in exact terms that are meaningful to the listener, and a sensitivity to the thoughts and feelings of others. Most effective leaders have a marked ability to communicate well.

Communication is the basis on which all human relationships are built. Before communication can occur, there must be a transmitter and a receiver – a speaker and a listener; and both must work to keep the communication circuit open. If either is functioning poorly, the level of communication is lowered and becomes less efficient; it may even be short-circuited entirely, resulting in a total communication breakdown. The objective of *POWERtalk* International training is to develop speech and listening skills that enable members to become better communicators. This objective is achieved through a threestep program that includes:

1. Study and Preparation: Basic tools are given to the member at the time of induction. Other materials should be available in the club library, and can be ordered from *POWERtalk* International Headquarters. Thoughtful study of each assignment will provide knowledge; thorough preparation will instil confidence.
2. Practice: Each club meeting is a setting where members can practise what they have learned in all phases of *POWERtalk* International training.
3. Evaluation: Evaluation is the feedback technique used to appraise individual and group performance. Listening skills are particularly important here. This aspect of training is covered in greater detail.

References:

Evaluation Basic Section of this Master Manual

Types of Speeches

See Speech Basics section of Master Manual.

Every occasion that demands oral expression is a speech situation. The training a member receives in speech techniques is preparation for participation in programs as an individual speaker, as a member of a group, as a discussion leader, as well as for special assignments. In *POWERtalk* International, each club meeting offers opportunities for experience in various kinds of oral communication. The president presiding at a business meeting, the delegate presenting a report, or a member making an announcement are all engaged in sharpening and refining their communicative skills.

Organization Basics 8: Club Speech Situations continued...

Club meetings should be designed and planned to meet the needs of the members. There need not be a formal procedure followed at each meeting, but each meeting should reflect the training requested by the members. Using POWERtalk International material, the club meeting can be as flexible as necessary to give proper training to the members.

The following are some speech situations the MAY be used, but *are not to be considered mandatory, at each meeting.*

Opening Exercises (optional)

If the club chooses to have a formal opening these are some of the options to be used.

- **Invocation:** A call for divine guidance and assistance. POWERtalk International is an ecumenical organization, and care should be given not to offend any group. It is inappropriate to refer to any specific deity in this invocation.

Example: “We humbly seek guidance in our endeavours to communicate with each other. Keep our minds open, and our listening skills alert as we strive to create better understanding throughout the world. Amen.”

An invocation should not be read. Preparation should include a wellrehearsed invocation that can be given clearly in a pleasant tone of voice.

- **Grace:** An expression of thanks before a meal. As with an invocation, no reference to a specific deity should be made.

Example: “We give thanks for this opportunity to be with friends. We are grateful to those who arranged this meeting and for those who have prepared the food. Amen.”

Grace should not be read, and should be brief.

- **Pledge of Allegiance to the Flag of the United States of America:**

(Used only in clubs in the U.S.A.) If used, this should always follow an invocation. As you lead the pledge, ask the audience to rise and face the flag. Lead the pledge with dignity and respect. Members of other countries stand quietly at attention during this ceremony.

- **POWERtalk International Pledge:** Found in this manual on page 2, and also on the back of your membership card. Each member should have this pledge memorised, and be able to lead it clearly when asked to do so.
- **Thought for the day:** A short message which inspires reflection. A quotation may be read and the author noted, but it should be brief. The assembly remains seated.

Organization Basics 8: Club Speech Situations continued...

Example: “The good listener is universally loved not alone because he flatters us, but because in his presence the effort of speech justifies itself.” – Mark Van Doren.

There are many sources for inspirational thoughts. Keep a file so one will be available when you are asked to perform this role.

Welcome

After calling the meeting to order, the president may welcome members. This is particularly important if there are guests. This welcome should be brief and sincere.

Example: “The regular meeting of the ABC POWERtalk International club will come to order. It is the chair’s pleasure to welcome all of you to our meeting. An exciting program is planned, and each of you will have an opportunity to enhance your growth within POWERtalk International. We particularly welcome our guest, Don Lewis, who is visiting today for the first time. Welcome, Don, and if you have any questions about the meeting, please feel free to ask us.”

Introductions would then be made. See section on Protocol, in this Master Manual. If name tags are not used in the club meeting, the president may choose to have the members introduce themselves so the guests will feel comfortable.

In planning the club programming, the following formats may be used. Careful planning will include one or more of these at each meeting. Always keep in mind the needs of the members.

Word Power

See Proficient Communicator, Level Two, Project No. 1, page 2.

Issues of the Day

See Effective Communicator, Level One, Project No. 3, page 3.

Education

Material for educational features may be found in all educational publications. Short educational sessions may be used when a workshop is not scheduled. This segment should be no longer than ten minutes, unless otherwise requested by the program chairman. Preparation needs to be thorough, and the presentation concise. At the conclusion of the planned program (speeches, workshops, etc.), and following the timer’s report and evaluation, some clubs choose to use a closing thought before adjournment.

Organization Basics 8: Club Speech Situations continued...

Closing Thought

This is a thought-provoking or provocative brief quotation to conclude the meeting. If the author is known, credit should be given.

Example: “Praise is like perfume – it is just fine as long as you don’t swallow it.”

Anonymous

Preparation for this assignment should include being very familiar with the quote, and presenting it clearly with good direction.

Special Speech Situations Within the Club

- *Round Table Discussion.* Conversation, employing comment and response, provides the discussion method for the round table. It is used primarily for one of four purposes:
 - to solve a problem;
 - to offer a wider range for action;
 - to formulate plans for action; or
 - to offer an exchange of ideas about a stimulating subject that lends itself to discussion.

As with other group discussions, there is a moderator. If it is wisely directed, the problem-solution round table is a worthwhile POWERtalk International activity. The member who can offer a point succinctly and tactfully, without offending another’s point of view, makes a useful contribution to the solution. It is the moderator’s responsibility to keep focused on the list of points to be discussed and to allow every member the right of expression.

Any kind of information which needs time for discussion can be presented in a round table. Clubs may use this method to exchange ideas on meeting places, term programming, low membership factors, or to formulate plans. It is excellent practice for every participant, from moderator to newest member, to learn the art of enlarged conversation in the free and open discussion of a round table program. Whatever the issue under consideration, individuals can reason together to arrive at a satisfactory solution.

- *Panel Discussion.* When a group is too large for informal discussion, a panel of four to eight members, plus a moderator, may hold a discussion among themselves on a subject of interest to the assembly. Such a discussion is conducted as if no audience were present. Members of the panel are placed facing the assembly, with the moderator in the center.

While there is no set order of response, panel members should be prepared to present their own viewpoints on all aspects of the general subject. Each speaker makes general comments on the subject, responds to questions directed to the panel as a whole or to a specific panel member. The atmosphere is informal, and panel speakers do not have to address the moderator before commenting.

Organization Basics 8: Club Speech Situations continued...

Everyone remains seated while speaking, so it is important that panellists look at the audience, raise their voices and enunciate clearly in order to be heard.

The moderator is the unifying element of the panel. While the panel is unrehearsed, it should not be unprepared. The moderator should meet with panel participants prior to the performance to plan procedure, timing and points to be covered. In addition, the moderator performs the following functions:

- sets the stage by rising at the beginning of the program to explain the points to be considered and the procedure to be followed;
- presents the panel members, giving brief background on each; leads the applause. The panellist rises for the applause, then is seated again;
- keeps the general discussion moving. When one phase of the subject has been exhausted, suggests another approach or another point of view to be considered;
- checks the timing of the presentation. Keeps each contribution within the time limit; and
- brings the presentation to an effective conclusion. Summarises by restating the general subject, the points considered, the areas of agreement; then suggests aspects that might require further discussion at another time.

A panel program may be followed by a forum to permit audience participation in clarifying a point or formulating a consensus. All comments and questions are addressed to the moderator for reply by a specified speaker. If the forum is desired, then time must be allotted for this purpose.

The informal panel described here is most commonly used by clubs.

Workshop Participation

A workshop is a method of learning by group participation. POWERtalk International employs the workshop to explain and demonstrate its education program. The objective is to inform and instruct listeners and participants so their own methods of operation may be improved, and they may be aware of POWERtalk International learning tools.

Workshops offer education through instruction, observation, discussion and practice. *An effective workshop has audience participation and is a learning-by-doing process.*

Customarily the workshop leader is an experienced member, familiar with the varied phases of POWERtalk International education and training. Giving workshops provides such members further opportunity to develop skills in communication and leadership.

Organization Basics 8: Club Speech Situations continued...

All POWER*talk* International techniques are adaptable to the workshop method, and this format is in wide usage at council meetings, region conferences and POWER*talk* International convention. Newer members can gain much from workshop attendance. Not only do they obtain information that will be helpful to club growth, they also learn a lot about the workshop method itself. Active involvement in workshop discussion calls for analytical listening, objective thinking, careful organization of ideas, and use of all the communication skills that the individual has been learning and practising in club.

ORGANIZATION BASICS 9

Committees

Committees

Committee work in the club is the first step in POWERtalk International leadership training. Experience first as a working member and then as a committee chairman is important in the development of the individual; it is also the foundation of efficiency at all levels of POWERtalk International and in leadership outside the organization.

Definition

A committee is composed of a few members assigned to a task that cannot be performed as effectively by the entire group. Sometimes a committee of one member is named. If the assembly authorises the committee, the committee is answerable to the assembly. Powers and duties are either defined by the bylaws or at the time the committee is created.

Kinds of Committees

Two kinds of committees are widely used in all organizations.

1. *Standing Committees* – These are working units of the club charged with specific areas of responsibility as listed and described in the bylaws. The period of service coincides with the POWERtalk International fiscal year.
2. *Special Committees* – Appointed or elected as the need arises, special committees are created for a specific purpose. When the work of the committee is finished and a final report is given, it ceases to exist.

Standing committees most frequently provided for in club bylaws are: accreditation, audit, budget and finance, membership, nominating, program, education, public relations / publicity and speech contest. A committee works to solve a problem by recognising it, defining it, analysing its facets and reviewing the facts in relation to the problem. A committee with the power to act carries out action already authorised by the assembly. This should be a small committee, composed of members who agree with the action and who are capable of making decisions as they work together. A committee named to act brings in a report of action taken.

Committee Operation

A motion to establish a committee may ask the presiding officer to name the members and chairman, or the motion may indicate the chairman and other members of that committee. When the presiding officer appoints a committee, normally the first person named is chairman. When a committee is authorised by assembly vote, and members are designated without a chairman, the committee itself may elect its own leader. If the chairman fails to call a meeting within a reasonable time, two members may do so, notifying the chairman of their action.

Committee Reports

A committee may report orally; but must also present a written report if there are recommendations for the assembly to consider.

Committee reports or recommendations do not need a second to adopt or not adopt.

**REFER SUPPLEMENTARY MANUALS SECTION 9 OF MASTER
MANUAL FOR FURTHER STUDY**

Forms for Nominating Committee; Election Committee; Bylaws & Resolutions Committee are all to be found in the **Meeting Procedure Basics** section of this Master Manual

Committee experience is sound preparation for leadership. The member must understand the committee assignment and exercise responsibility in contributing to a completed task. The chairman has the special duty of serving as leader in achieving the goal set by the assembly. The committee is an excellent setting for new and experienced members to work and learn together.

ORGANIZATION BASICS 10

Parliamentary Procedure

Parliamentary Procedure

The object of parliamentary law is to expedite the business of an assembly in an orderly manner and to protect the rights of the members. The underlying principles of parliamentary procedure are:

- *order* – consider one thing at a time;
- *equality* – all are equal before the law or rule;
- *justice* – show courtesy to all, partiality to none;
- *right of the minority* – dissenting views must be heard; and
- *will of the majority* – the majority must rule.

Purpose or Objectives:

1. to conduct an orderly meeting;
2. to maintain justice; and
3. to expedite business.

ROBERT'S RULES OF ORDER, NEWLY REVISED and ROBERT'S PARLIAMENTARY LAW have been adopted by POWERtalk International as the authority on all questions of procedure and parliamentary law which are not specified in the bylaws. Every club should have at least one copy of ROBERT'S RULES OF ORDER, NEWLY REVISED for basic reference. ROBERT'S PARLIAMENTARY LAW explains the application of these rules of order more completely and is a valuable supplemental text. Clubs outside continental North America will abide by the official parliamentary authority of their country e.g. Renton's Rules in Australia and New Zealand.

General Rules of Conduct

POWERtalk International members can help the business portion of a meeting to proceed smoothly if all know and abide by certain universally accepted rules of conduct. These are:

- No one has the right to do anything during the meeting that prevents others from seeing or hearing the presiding officer or speaker.
- No one has the right to converse, move about or stand, except to address the presiding officer.
- No member may pass between the chairperson and the member who is speaking.
- When several members rise to claim the floor at the same time, the chair recognizes one; the others should be seated immediately.

Organization Basics 10: Parliamentary Procedure continued...

- Anyone who stands waiting until a speaker finishes is out of order. Therefore, this individual is not automatically entitled to the floor, should someone else rise and be the first to address the chair.
- When two members address the chair simultaneously, the chair recognizes one and then calls upon the other as soon as possible.

Basic Parliamentary Knowledge for Members

Many members consider knowledge of parliamentary procedure a requisite of the presiding officer alone. It is the responsibility of every member to have a basic knowledge of proper procedure to assist the presiding officer in achieving the will of the assembly. Members should know how to do the following:

1. *To address the presiding officer.* When the meeting is opened for business, a member may obtain the floor by rising and addressing the chair.
2. *To present a motion.* By mention of the member's name, the presiding officer gives that member the right to present a motion. Upon receiving recognition, the member says, "I move that..." or "I move to..." and follows with a clear, concise statement of the proposal the group is to consider. If the motion is long or complex, the member may save time by writing it in the form it is to be presented. The written motion is given to the president to assist in stating it correctly and to help the secretary in recording it accurately.
3. *To debate or discuss a motion.* One member has as much right to oppose a motion as another has to speak in its favour. Members should always speak against motions which they feel are unwise, illegal, or not in the best interests of the assembly.
 - *To speak in favour of a motion:* obtain the floor and say, "Madam / Mister President, I am in favour of this motion because..."
 - *To speak against a motion:* after recognition by the chair say, "Madam / Mister President, I rise to speak against this motion because..." The maker of a motion can vote against the motion, but may not speak against it. One who seconds a motion may do both.
4. There are eight steps necessary to complete a motion.
 - Rise and address the chair. "Madam / Mister President..." Wait for recognition.
 - Receive recognition. Chair calls individual by name and nods in the member's direction. These first two steps are called "obtaining the floor".
 - Make the motion. "I move to..." or "I move that..."

Organization Basics 10: Parliamentary Procedure continued...

- Another member seconds the motion, showing that more than one member of the assembly wishes the matter considered. The member need not rise to say, “I second it.”
- The chair states the motion (repeats it).
- The chair asks for discussion, if the motion is debatable.
- The chair puts the motion to vote: “Those in favour say aye; those opposed say no.”
- The chair announces the result of the vote.

If there is any doubt about the result of the vote, the chair announces, “The chair is in doubt,” and then calls for a rising vote. Unless a time element is included in the motion, it goes into effect as soon as the chair states that it has been passed. A motion remains in effect until executed or rescinded.

A motion is the property of the maker and may be withdrawn by the maker before it is stated by the chair. After it has been stated, the motion then becomes the property of the assembly. If there are no objections, however, it may still be withdrawn up to the time of voting, even if an amendment or other motions have been applied.

Methods of Voting

Voting methods most commonly used by the club include:

1. *Viva Voce*. This is a voice vote. The chair says, “Those in favour of the motion say aye. Those opposed say no. The ayes have it, the motion is carried, and you have voted to...” This method is used for the majority of club business.
2. *Show of hands*. This is used when viva voce is doubted, for greater accuracy in determining a vote or when a two-thirds vote is required. The chair says, “All those in favour of the motion to... will raise their right hands. (counts). 16. Hands down. Those opposed will raise their right hands. (counts). 8. Hands down. The affirmative has it, and the motion is carried.”
3. *Rising or standing vote*. This method is usually used in a large assembly and serves the same purpose as the show of hands. It is conducted in the same manner, except that the assembly is asked to stand to be counted.
4. *Ballot*. A ballot is a written vote that is secret. It is used for election of officers and on sensitive issues. It may be ordered on any motion by a majority vote of the assembly.
5. *General consent*. In cases where there seems to be no opposition in routine business, as in “If there are no objections, the Treasurer will pay the bills as presented.” “Hearing none, the bills will be paid.” If even one objection is made, a vote must be taken.
 - A majority vote means more than half of the votes cast.
 - A unanimous vote denotes that there is no dissenting vote.

Organization Basics 10: Parliamentary Procedure continued...

Classification of Motions

Every POWERtalk International member should be able to make a main motion correctly and know how to offer amendments. There are two kinds of motions that are most commonly dealt with in regular club meetings.

1. *Main motion.* A main motion introduces business and is a proposal that something be done, or at least be considered, by the assembly. Only one main motion can be considered at a time. All main motions are debatable and amendable. Example: “I move that this club buy a dictionary costing not more than \$25.00.”
2. *Subsidiary motion.* There are several motions called subsidiary motions which may be applied to the main motion to clarify and assist in disposing of it. These subsidiary motions have a rank or order of importance among themselves, and one of higher rank may be made while a lower one is being considered, but a lower ranking one is not in order if a higher one is pending.

A study of the accepted parliamentary authority of your country will give additional information about these subsidiary motions and their use. Two subsidiary motions frequently used in club meetings are the *motion to amend* and the *motion to move the previous question*.

There are five ways to amend a motion:

- to add by putting word or words at the end of the motion after the last word;
- to insert by placing a word or words between other words in the motion;
- to strike out by deleting a word or words that may be unsatisfactory in the motion;
- to strike out and insert by deleting a word or words and inserting other words only where some words have been stricken; and
- to substitute. This is used only for substitution of an entire motion or paragraph.

The person making the motion to amend should always state how this is to be done. “I move to amend the motion by (adding, inserting, etc.)...”

Only two amendments are in order at the same time: an amendment to the main motion (primary amendment) and an amendment to the amendment (secondary amendment). After one or both of these are disposed of, others are in order. The primary amendment must be germane to the motion, and the secondary amendment must be germane to the primary amendment.

Organization Basics 10: Parliamentary Procedure continued...

To move the previous question is the motion used to stop debate at once. If adopted, a vote must be taken on the motion under consideration. It applies only to the immediately pending question unless otherwise designated. For example, “I move the previous question on the main motion (and its amendments)” or “I move the previous question on all pending motions.”

No attention is paid if someone calls “question, question,” although the chair may ask if someone wishes to move the previous question. It takes a two-thirds vote to stop debate.

Use of parliamentary procedure enables an assembly to deliberate upon a question and to express its deliberative will with the least possible friction in a minimum expenditure of time. Properly used, these formal rules will not impede progress nor dampen enthusiasm.

Reference:

Robert’s Rules of Order (Newly Revised)
Robert’s Parliamentary Law
Parliamentary Procedure Manual (based on Robert’s)
Authority used in member’s country (e.g. Renton’s Parliamentary Rules in Australia and New Zealand)
Basic Information about Parliamentary Procedure
Games of Parliamentary Procedure
Scope and Responsibility of the Parliamentarian
Differences / Similarities between Robert’s and Renton

ORGANIZATION BASICS 11

Protocol

Protocol

Protocol is the observance of accepted practices that accord recognition to officers and show proper respect to guests and program participants. Protocol honours the office, not the individual.

POWERtalk International Protocol

In POWERtalk International, protocol covers matters of seating, introduction and rank. The following officer rank is observed.

1. International board members
2. International parliamentarian
3. International standing committee chairmen
4. Former international presidents
5. Region board members
6. Region appointed officers
7. Region standing committee chairmen
8. Former Region presidents
9. Council officers
10. Council appointed officers
11. Council standing committee chairmen
12. Former council presidents
13. Club officers
14. Club appointed officers
15. Club standing committee chairmen
16. Former club presidents.

Note that among past officers, *only former international presidents, region presidents, council presidents and club presidents have any rank*. Other past officers may or may not be introduced depending on the number of other introductions that must be made. If more than one former international president is in attendance, the one who has served most recently is honoured first. The same is true for other levels.

Government Officials, Guest Speakers

Government officials take precedence over all POWERtalk International officers and would be seated in this order:

1. Federal or national officials
2. State or provincial officials
3. City or local officials
4. POWERtalk International board members

Organization Basics 11: Protocol continued...

5. Other prominent citizens
 6. Other POWER*talk* International officers according to rank
- A guest speaker who is not a member of POWER*talk* International outranks international officers.

Seating Arrangements

The selection of persons to be seated at the head table is determined by two factors: the size of the group and the number of individuals to be honoured. The number of persons at the head table should never be out of proportion to the size of the assembly. Others to be introduced may be seated at side tables, immediately adjacent to the head table, or placed directly in front of the head table. At large meetings, such as speech contests, joint meetings, installations, a second head table may be set up in front or at the opposite end of the room.

There are two generally accepted ways of seating to rank.

Alternate Seating – The person of highest rank is seated at the right of the presiding officer; the next highest to the left; with the rest alternating right and left.

Straight Line Seating (right and left) – Officers of highest rank are seated to the right of the presiding officer and those of lesser rank to the left. This method is simpler to use.

A few key guidelines for seating those at the head table will help the meeting begin smoothly. (Refer to **Protocol Manual**, in **POWER*talk* International Supplementary Manuals** Section 9 of this Master Manual, for sample seating charts.)

- The presiding officer sits to the right if a table lectern is used.
- If a side lectern or podium, or one located elsewhere in the room is used, the presiding officer sits in the center if there is an odd number at the head table. If there is an even number of people, the presiding officer sits at the right of the center.
- Persons who do not have any official rank, such as those assigned invocation, grace, or toasts, are seated at either end of the head table or immediately next to it.
- When more than one standing committee chairman is honoured at the head table, seating is in alphabetical order by committee title.
- At business meetings, the parliamentarian should sit to the left of the presiding officer and the secretary to the right. Other officers and committee chairmen may be seated as space permits.
- At regular club meetings, honoured guests and club officers should be seated at the head table during the business session, changing with program participants at intermission. The presiding officer does not leave the head table when the program is presented, except when space is needed for participants. Then the president sits near the head table or in the first row of the assembly, and the program leader occupies the center seat. After the program, the presiding officer continues the meeting, having retained the gavel at all times.

Organization Basics 11: Protocol continued...

- A general evaluator who is not a member of the club may be seated at the head table during the first portion of the meeting and may move into the audience during intermission.
- A club member holding office at another level has no rank at their own club or council meetings, unless as an official visitor. At meetings where guests are present, the officer should be introduced according to proper rank.

Should a mistake in seating arrangement occur, a member should not make any comment, unless asked specifically to suggest a correction.

Introduction

A person who is unknown to the club or audience is *introduced*. A person already known is *presented*. Introductions or presentations correctly handled provide a courteous bridge between the guest, the speaker and the audience.

These suggestions may be helpful in introducing guests:

- The presiding officer introduces or presents those at the head table and any other special guest or ranking member, no matter where seated.
- When the meeting is large and several dignitaries are present, the protocol chairman provides a seating chart for the presiding officer.
- When introducing guests, start with the one of highest rank.
- A host or hostess may introduce guests not seated at the head table, or members may introduce their own guests.

If a member is in doubt about correct protocol in any situation, a gracious, cooperative attitude is always acceptable. Protocol is an outward expression of good manners in an atmosphere of friendliness and courtesy. (See **Protocol Manual in Officers' Manuals** section of this Master Manual.) Awareness of amenities, etiquette and decorum helps create a pleasant environment in POWERtalk International.

Speakers and workshop leaders are often booked in advance, so it is wise to send a letter of invitation to an honoured guest early. Invitations should cover these items:

- all pertinent data regarding date, time, place and type of meeting;
- explanation of the kind of participation asked of the guest, the subject to be covered, length of time allowed for the presentation. No guest should be asked to travel long distances to a meeting for a presentation of less than 20-30 minutes. A minimum of one hour should be allowed for a workshop session. Guest evaluators should be given ample time for a complete evaluation;
- the theme of the meeting;
- the kind of dress – formal or informal;

Organization Basics 11: Protocol continued...

- the assurance that an early reply would be helpful and that a confirming letter of all plans will follow shortly. Include travel directions for those unfamiliar with the location of the meeting site; and
- a request for biographical material for the introduction of the speaker.

Letters of appreciation should be sent to guest program participants soon after the meeting.

Other areas where attention to detail is important:

- greeting guests and presenting them to the presiding officer;
- the guest book;
- introducing guests to the entire group; and
- assigning individual hosts or hostesses to each guest when necessary.

Audiences too, are entitled to courteous treatment. Every meeting should begin and end on time. There should be comfortable seating, with proper control of heating, ventilation and lighting. All equipment should be in working order and extraneous noise kept at a minimum.

A highlight of POWERtalk International training is attention to decorum in matters of timing, responsive listening, and good manners. We share common goals of self-improvement and these goals are more easily achieved when we all show an active interest in the progress of other members. (See **Protocol Manual in POWERtalk International Supplementary Manuals** section of this Master Manual.)

ORGANIZATION BASICS 14

New Member Induction

Induction of a New Member

A brief induction ceremony should include the following:

- importance of POWER*talk* International;
- welcome for the new member; and
- outline of privileges and responsibilities of membership.

Example: “As Membership Chairman of _____ POWER*talk* International Club, it is my privilege to induct our newest member. Will Don Lewis please join me at the lectern?

Don, on behalf of the members of _____ POWER*talk* Internatioanl Club, we welcome you to membership. POWER*talk* International is a worldwide training organization specialising in communication skills. Our policy is to foster free and open discussion without political, racial, social, economic or religious bias. In our pledge we express the hope of creating greater understanding throughout the world. With membership comes certain privileges and responsibilities. It will be your responsibility to pay dues promptly, to accept assignments for the program, and to develop leadership skills. Part of your responsibility is to attend meetings regularly. Do you accept these responsibilities? (*Allow time for answer.*) Then Don, we welcome you into our worldwide fellowship and look forward to your contribution to our club.

Along with the responsibilities come many privileges. You will receive the educational master manual and your membership card and personal access number to the members’ only section of the POWER*talk* International website. You have the privilege of attending council, region and POWER*talk* International meetings and receiving training at the higher levels of our organization. One of the greatest privileges of POWER*talk* International membership is the support you will receive at the club level. You will make friends, and find your self-confidence grows as you enter into our training program. We are pleased you chose our club, and are eager to hear your first assignment.”

(Some clubs budget to give new members membership pins at the induction ceremony; give them copies of bylaws of the club, council and region; membership roster; and the loan of a manual until their own copy arrives. At this point in the ceremony, any of the above would be presented to the new member.)

“Members of _____ POWER*talk* International Club, please welcome your newest member, Don Lewis.”

NOTE: The membership chairman should have the induction well-prepared so the new member will feel the warmth of a genuine welcome.

ORGANIZATION BASICS 15

Special Occasion Speeches

Special Occasion Speeches

Presentation Speech

Two types of presentations are frequently seen in POWERtalk International:

- presentation of the Speech Contest trophy to a member
- presentation of a special gift or award in recognition of service and achievement.

The practice of awards varies, but many clubs have some recognition – the most improved speaker, the most improved evaluator, etc. While purely personal gifts are not given publicly in POWERtalk International, most clubs present a pin or gift to the outgoing president.

In preparation for this kind of speech, consider the occasion and the reason for the special acknowledgment of the individual. Make the presentation a sincere tribute to that person's achievements. Include warm wishes for future successes and extend congratulations from the entire group. Call the recipient forward to accept the award. Address your comments to the winner of the trophy or award, but remember these words are meant for the assembly as well. Be sure all can see and hear.

Example: Presentation of a speech trophy - often made by the last winner. "Roy, will you please come forward? I won this for the first time at the last contest, and it is curious how the award has affected my goals for the future. I find myself more determined to improve my speech and to attempt levels in speech-making which once intimidated me. I hope the trophy will provide the same incentive for you, and that it signifies the beginning of many successes. Congratulations and good luck. We all think you are a winner and we are and we are proud to have you represent us."

Acceptance of Award

Example: "Jenny, I appreciate the presentation of this trophy. I am certain I will learn as you did, because this trophy will be on display in our family room, where it will serve as a constant reminder of my next assignment, and encourage me to do just a little better than I did before. I am proud to accept this award, and I will do my best to represent our club well. Thank you all."

Presentation of a Gift or Pin to an Outgoing President

Example: "Hazel, we have learned much under your leadership this past term. All of the club members are grateful to you for the hard work you and the Board of Directors have given to make this a successful term in our club.

Please accept this past president's pin as a token of our appreciation for a job well done."

Organization Basics 15: Special Occasion Speeches continued...

Acceptance Speech

Example: “Thank you, Ruth, for this pin. It will serve as a reminder of a productive year, and I will wear it with pride. It has been a pleasure to serve as your president this past term, and I know the club will continue to grow as we go into the new club year. Thanks to each of you for your cooperation and help in making this a growing year for our club.”

Proposing a Toast

Make some opening reference to the occasion; cite the laudable achievements of the subject of the toast. On behalf of the entire assembly, express good will toward the recipient. Ask the assembly to rise and drink to the individual’s future success or happiness. When everyone is standing, lead the toast by saying the words which you want the assembly to repeat e.g., “International Training in Communication” or “Mrs. Brownstone.” Lift your glass and drink briefly from it with the assembly following your example. Then be seated.

A toast is not applauded, although the recipient or someone representing the recipient may speak in reply.

NOTE: When the Loyal Toast to the Monarch is given, it is presented as above except there is no preliminary speech. The toast is announced, and the mover simply rises and proposes it without further comment or justification: e.g., “The Queen.”

Suggestions

Make it a practice to study courtesy speeches given at meetings, on television and various community events. You can learn much by observation. Always strive for simplicity and sincerity. Although these are brief, each one is a speech situation. Practise all aspects of good organization and delivery that you have learned. Ask the education chairman of your club to set up hypothetical situations for you to practise courtesy speeches. Issues of the Day can be used effectively for this purpose also.

Introducing a Speaker

Your purpose is to create a desire to hear the speaker and to prepare the audience to give attentive response. Obviously your remarks should be about the speaker – not yourself or what you think.

1. The introduction should reflect the degree of formality of the occasion and be appropriate to the mood of the address that is to follow.
2. Highlight the special value the subject has for the audience or show the benefits to be realised from the speech.
3. You want the audience and speaker to enjoy each other so speak in a tone of pleased anticipation.

Organization Basics 15: Special Occasion Speeches continued...

Introducing a Speaker

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1. The introduction should reflect the degree of formality of the occasion and be appropriate to the mood of the address that is to follow.
2. Highlight the special value the subject has for the audience or show the benefits to be realised from the speech.
3. You want the audience and speaker to enjoy each other so speak in a tone of pleased anticipation.
4. If you use humor, be certain it is aimed at you, the topic or a human foible, never at the speaker.
5. If the individual is already well known to your audience, use the term present rather than introduce.

Thanking a Speaker

Thank the speaker for some or all of the following qualities: information or inspiration given, careful preparation of speech, entertainment, personal sacrifice. A specific reference to some point of the speech which you wish to praise is especially flattering, for it shows courteous attention and careful listening. However, do not express your own personal opinion of the speaker's subject matter or thoughts and do not add any further ideas you may have on the subject.

Leaving an Office

When transitions in leadership occur, speeches marking the event may be made by someone representing the group as well as the one who is leaving. Both are expressions of mutual respect, a recognition of values in the period being concluded and an exchange of continuing good will. Ideas that may be expressed in such a speech are:

- admiration for the outstanding qualities of your associates;
- appreciation for the experience of association in a common effort and for support received;
- emphasis on the importance of your joint effort;
- tribute to special achievements or efforts of the group or individuals;
- successes you foresee for them in the future;
- gratitude for the benefits you have received in friendship, training and personal growth; and
- expression of support for your successor.

Even if humor is introduced to lessen any emotional overtones, there should be no doubt about the sincerity of the sentiments expressed. As always simplicity is best.

ORGANIZATION BASICS 16

Special Meetings

Special Meetings

Installation Meeting

This is a very special meeting, and an excellent time to invite guests. A committee can be appointed to find a venue and arrange for a meal if that is the wish of the club. Special attention must be paid to protocol for an installation meeting. The choice of the installing officer is that of the incoming president. A guest speaker can be arranged for if that is the wish of the club. This meeting can be as elaborate as desired, or a simple installation ceremony, but it is a special meeting and should be treated as such.

Speech Contest Meeting

The annual speech contest affords an excellent opportunity to showcase your club. It is an occasion to invite family and prospective members. The arrangement for the speech contest should be in the hands of the speech contest committee, and the speech contest rules, as outlined by *POWERtalk* International, used as a guide in making these plans. This meeting can be a highlight of the *POWERtalk* International year.

Guest Meeting / Public Relations Meeting

The objective of this meeting is to provide citizens representative of civic and social affairs with an increased understanding of the value of *POWERtalk* International training and its application to community goals. Such a meeting is intended to show how this training might be put to use in other organizations of the community, or for projects proposed as civic enterprise. This occasion is meant to be a demonstration of leadership expertise and communication skills learned in International Training in Communication. The guest list often includes local government, civic, club and education leaders, as well as prospective members. No other kind of publicity is as effective as a well-planned “regular” meeting where visitors can see how leadership and communication skills are developed. This meeting is designed primarily for observation and all planning reflects this purpose. Keep in mind this is not a meeting to explain *POWERtalk* International procedure, but one to prove the effectiveness of *POWERtalk* International training. It should be enjoyable as well as informative. This is a time to make the group’s best efforts count.

Organization Basics 16: Special Meetings continued...

Attention to detail and protocol is especially important in planning this type of meeting. It can be invaluable in creating good-will for POWER*talk* International, as well as attracting new members. It is advisable to plan such a meeting early in the term. Careful evaluation should be made of the meeting, and files kept so that next time the meeting can be even better.

RECOMMENDED FEATURE FOR FURTHER STUDY
Protocol Manual