



The Verbal Express

NEWSLETTER FOR **VERBAL EXPRESSIONS TOASTMASTERS CLUB #5736**
A CONSISTENTLY **PRESIDENTS DISTINGUISHED CLUB**
AREA 44 – PLAINS DIVISION – DISTRICT 50
VOLUME 18 - NUMBER 9 - NOVEMBER 2011

Meeting Every Thursday from 11:45am to 1:00pm in Room D2N-V23

Ericsson Richardson - 2201 Lakeside Blvd, Richardson TX 75082 – the 3-Story Building w/Barrel top

Exceeding Expectations

Second Executive Panel on Communication and Leadership a Huge Success

WOW! Over 85 people gathered between 11:30 and 12 for pizza and conversation on November 3rd, 2011, for the Verbal Expressions second **Executive Panel special event on Communication and Leadership in the Workplace.**

Held in the Richardson Tower Auditorium, the executive panel discussion featured three RNAM (Region North America) executives: Roger O’Hargan (VP Service Operations, RNAM Operations), Jim Crosby (VP Services Engg & Opns), and Vidya Krishnan, (Director of Engineering Operations).

EXEC PANEL continued on page 3



L-R – RNAM Executives Roger O’Hargan, Vidya Krishnan, Facilitator Carolyn Cartwright, Jim Crosby

Kumar Captivates At Plains Contest!

Sai Kumar Dazzles his way to First Place at Division!!



L-R –2nd place Jaideep Lamba, 1st place Sai Kumar, 3rd place Jessica Johnson.

**Come support Sai at the
DISTRICT
Humorous Speech Contest
Saturday evening Nov 19**

On Saturday, Nov 5, 2011, the top champions of Plains Division gathered at UTD’s School of Management for the rollicking contests in Tall Tales and Humorous Speech. The event theme was “Monthy Python’s Search for the Holy Grail” - a take off on British televisions’ crazy show from the 70’s

Kumar continued on page 5

The President's Page

Fellow Toastmasters!



Heartfelt congratulations go out to Sai for taking 1st place in the Division contest. Next stop... District Conference on November 19th!

With Sai's win at the Division Humorous Speech contest, and an 85 person turnout to the panel discussion with Ericsson executive leadership, our club has to be one of the most happening clubs in Toastmasters!

Our club is a club that delivers on its promise to help its members develop communication and leadership skills, and to find the courage to change. We have all had the opportunity to participate on the panel discussion committee, to learn the facets of pulling together a **SUCCESSFUL** big event **without** our jobs being on the line.

And learn we did! Just for example...we all learned an important lesson on pizza logistics. And with his **OUTSTANDING** pitch for participation, we discovered Julio is a natural salesman!

With these kinds of big events and extraordinary learning opportunities, it is easy to find ways to help further your career through Toastmasters.

Stay Engaged! The opportunities are yours for the taking!

I look forward to seeing you every Thursday.
BRING A FRIEND or COWORKER !

Carolyn Cartwright ACB, ALS
Verbal Expressions Club President

Distinguished Club Plan for Verbal Expressions Toastmasters

for the DCP plan year July 2011 through June 2012

Data as of Nov 15, 2011

1. Two CC: ? Venkat (1 left) Mukund (3 left)
2. Two more CC YOU? Need 2 more!
3. One AC-B, AC-S or AC-G: Uttara? Kamakshi
4. One more AC-B, AC-S or AC-G: YOU?
5. One CL, AL-B, AL-S, or DTM: **DONE** Carolyn Cartwright ACB ALS
6. One more CL, AL-B, AL-S or DTM: **DONE** Sai Kumar ACS CL, Nancy Bateman DTM, CL
7. Four new members **DONE** John Durrett, Shannon Presley, Gary Erickson, Craig Arsenault
8. Four more new members: **DONE** Shekar Chidambaram, Alan Press, Geradro Iglesias, Susan Stein
9. Minimum 4 officers trained each training period **HALFWAY** (Summer) Carolyn, Uttara, LaToya, David, Julio, Gerald
10. One semi-annual statement and one officer list submitted on time: **DONE** July-Dec list & Oct semi

Our Goal is to continue to be Presidents Distinguished.

5-6 Distinguished

<< we are here now! >>

7-8 Select Distinguished

9-10 Presidents Distinguished

<< **OUR GOAL** >>>

To receive recognition, at year end (June 30th) a club must either be at 20 or more members, or end the year with a net membership increase of 5 over their starting (July 1st) membership total.

... EXEC PANEL continued from page 1

Expertly facilitated by club president, Carolyn Cartwright, who opened the session with a clear and concise presentation of the goals and agenda. During 30 minutes of Q & A, we were privileged to learn more about each of the three panelists, their real-world experiences in communication and leadership building and their coaching on how to handle essential conversations such as around performance issues and annual performance reviews.

The program closed with a special presentation from our VP Membership, Julio Zhang who captivated then entire audience and panelists with his candid presentation of how important it is to learn to communicate clearly. He had everyone's attention immediately when he asked for the ah-clicker and posture-bell to be activated during his speech and the audience truly appreciated his stories and the few times the corrective sounds were heard.

Carolyn closed the session by awarding a Club Spirit ribbon to each executive. Special appreciation goes to Carolyn for her executive leadership, David for handling the many organizational and printing needs, Julio for the Club Awareness table in the cafeteria the two days before the event, LaToya for coordinating the food and drinks and all other club members who pitched in and helped. Others helping with this event include Craig, Mukund, Nancy, Simon & Uttara, and all who were in attendance.



Julio Zhang presented a short speech on the importance of clear and confident communication and how Toastmasters can help. He even had the Ah-clicker and posture bell on which totally tickled the audience.

A post-event ten-question survey produced the following positive & constructive feedback:

	Strongly agree	Agree	neutral	Disagree	Strongly Disagree
I enjoyed hearing Ericsson Business leaders share information about communication & leadership skills.	87.5%	12.5%	0.0%	0.0%	0.0%
Their personal stories helped me understand the importance of communication and leadership.	75.0%	25.0%	0.0%	0.0%	0.0%
I appreciated learning more about our Ericsson Leaders.	58.3%	41.7%	0.0%	0.0%	0.0%
I learned more about what Communication & Leadership skills are valued in Ericsson.	45.8%	54.2%	0.0%	0.0%	0.0%
I learned about the on-campus Toastmasters club.	62.5%	25.0%	12.5%	0.0%	0.0%
I plan to visit the on-campus Toastmasters Club to learn more about how the club could help me to develop my communication and leadership skills.	37.5%	8.3%	41.7%	8.3%	0.0%
The event was well advertised such that I knew where to be when, and who would be presenting.	66.7%	25.0%	4.2%	0.0%	0.0%

You can find more about what the audience liked and suggested on the next page!

I loved taking part in the discussion; the questions showed me that people really want to be more effective as communicators and struggle with the challenges of having high-stakes conversations during performance reviews and meetings. I learned a lot from the audience and hope our stories were insightful. Thanks for including me!
-- Vidya Krishnan, Director RNAM Eng & Ops

Thanks for organizing and inviting us. It was rewarding for me; as I do not often get to speak with people in such an open dialog.
-- Roger O'Hargan, VP RNAM HW/SW & Svcs Ops

The Audience REALLY LIKED

The turnout. The personal thoughts on leadership that the leaders shared. The opportunity to learn from the Management team directly. the open and candid dialog. the message sent by the leaders regarding the importance of communication skills. The experience sharing. The candid conversational style of our panelists. Q&A. Presentation from Roger and Jim. Personal Stories from Ericsson Business Leaders. Meeting our leaders. Liberty for the audience to ask questions. learning what makes a good communicator. Leaders sharing personal experiences. Leaders presenting their perspective. Julio's speech at the end. Julio's plug for TM. It's really great to hear them speak, even though we know they are busy. It was really engaging. Face to face time with the Ericsson leaders. Enjoy hearing from the level of execs in attendance. Candid responses from personal experiences of the Executives.

Their SUGGESTIONS Included

Define Ericsson's communication and leadership competencies as a framework for the session. Have executives give a closing comment. Have food delivered earlier to allow full hour for actual event. I would like to listen more from the leaders instead of Q and A. If possible a nudge to visit & join the Toastmasters club. Keep it Ericsson so we could ask specific questions. Keep questions and content focused on the skills the club can best help people with. Liked the forum feel, but would like to just hear them speak in a forum style about what they feel is most important. Longer session. Make it for at least 2 hours. Maybe a longer session, seems like this session was rushed. More about their experiences without having to ask questions. More time for QA from audience. Motivation Speech from the leaders with time. Sometimes even they have to find words :-). Nothing. Nothing at this time. pizza delivered earlier so to maximize on the time with the managers. Solicit questions from audience in advance.

IDEAS For Sessions On Communication & Leadership

Art of Negotiation or Art of Making a Business Deal. Branding yourself in the organization. Confidential information and how to broach a subject without giving out confidential information. Each session was so different in style and content - I'd say keep working through the business leadership teams until we get all groups represented!. How the Ericsson leaders got to where they are today. What leadership capabilities do they think were essential to get them there. I am a Dale Carnegie graduate myself, I never stop learning. I know the importance of expressing yourself. Improv workshop. Presentation skills. Proper E-mail Etiquette. Public speech, providing feedback. Real examples of how leaders resolved crisis situation. stress management. Virtual or online communication. Communicating to large populations.

POST EVENT NOTE: We had five guests at our November 10th meeting where two of the guests joined! And there are many other employees who have indicated they are interested in visiting the club. See the July 2011 issue to read about the first executive panel session.



Over 85 attendees at the November 3 Ericsson Exec Panel Discussion on Communication and Leadership.

Club members who worked on this special event earned important and valuable credit toward their CL award!

Talk with Carolyn to find out how you can do the same next term!

.... Kumar ... continued from page 1

called Monty Python's Flying Circus. There were even people in period costumes of ladies and lords, nights and friars and some people in silly costumes from the contest earlier in the day.

The first event was Tall Tales with four contestants. I am delighted to report that our Area 44 **Tall Tales** winner, Stephen James won!

After a short break the **Humorous Speech** contest began with five contestants. This event was VERY competitive and Sai Kumar drew the dreaded speaker slot #1. He gave a solid performance, but oh-my-gosh that first slot is the hardest as it is very difficult for the judges to give it full credence and though they try not to, every following speech is subconsciously compared to it.

All of the speeches were clever and funny! The final contestant lost his thought for a moment and in his struggle to get back on script went over time. At the end of the evening **3rd place went to Jessica Johnson** for "If Life Were a DVR" about having the ability to fast forward through life's icky points and revisit the fabulous times as you wanted - it was peppered with cute and amusing stories to illustrate. **2nd place went to Jaideep Lamba** for a very funny send-up called "**Mystic Bollywood**" in which we learned about the hilarious differences between Hollywood and Bollywood movies and the "joys" of speaking a common language with very different pronunciations and names.

And, **1st place to Verbal Expressions and Area 44 champion Sai Kumar** with his tantalizing tale of the adventures of being a graduate student 10,000 miles away from home and learning to live in America with lazy roommates, exploding garbage bags and disappearing swim trunks. Sai's "**Coming to America**" captivated the audience from the warm opening, had them rolling with laughter at his animations and descriptions of the various situations... and the heartfelt closing was superb. **Congratulations, Sai!!**

Verbal Expressions club members were in attendance to support Sai including his mother, his wife Poonam, son Sanam, David Turner and his wife Susan, Mukund Onkar and his daughter Deetya, Nancy Bateman and her friend, Chris.

Toastmasters Turns 87!



The first Toastmasters meeting had a modest but noble goal: To help people improve their speaking skills in a supportive, informal atmosphere. As word spread about Ralph Smedley's experiment in Santa Ana, California, people in nearby communities, and even other states, began requesting permission to start their own Toastmasters clubs.

Toastmasters International recently celebrated its 87th anniversary, confirming that the organization continues to thrive, helping more people than ever develop the

communication skills and confidence they need to become leaders in their fields. Membership is at an all-time high, with more than 270,000 members in over 13,000 clubs in 116 countries.

Toastmasters International continues to meet members' needs through club meetings, district conferences, the Toastmasters website and other events.

From a small gathering in a YMCA basement in 1924 to a global organization, the Toastmasters story is one of dramatic growth and success. To learn more about Toastmasters' history, visit the **Virtual Museum** and the **Toastmasters Timeline**.

*This story is straight from the www.Toastmasters.org web site. **Check it out!***

Club Officer Elections – Dec 1st

Nominations are now open for our club officer roles for the term January to June 2012. As of press time, we have the following slate:

President - management & leadership, delegation, presiding, follow up & through

VP Education - scheduling, interpersonal skills long-range planning, coaching, management.

VP Membership – Julio Zhang

VP Public Relations - project management, interpersonal skills, marketing and public relations, written skills improvement, newsletter and website

Secretary – LaToya Wright

Treasurer – David Turner

Sergeant at Arms – interpersonal skills, planning, follow up and through, inventory, room setup and takedown

Immediate Past President – Carolyn Cartwright



None of these roles are difficult and each of these leadership roles builds highly transferable skills essential to success in the modern workplace. Plus there is district training and lots of experienced members in the club who will help you succeed. Terms are only six months!

Let Carolyn or Sai know you are ready to **step up to success** – you'll be amazed at the results!

See page 7 of the October issue online for more detail on each role.

Outstanding Officers!

Did you know there is a prestigious District Award recognizing outstanding club officers? Imagine being THE BEST officer out of over 150 clubs here in North Texas!

A District 50 Toastmasters club officer is eligible for nomination when they:

- 1) are duly **elected**
- 2) **attend** district **training**
- 3) **serve the entire term**
- 4) **went above & beyond**
- 5) are **active in the meetings**
- 6) are **still in Toastmasters**
- 7) are **nominated**

The OCO Committee for our Verbal Expressions club reviewed all of the officers **servicing for the term Jan-Jun 2011**, and the following nominees were identified as qualified for nomination: **Carolyn Cartwright** (President), **Venkata Kara** (Education), **Simon Cornelius** (Membership), **Julio Zhang** (Treasurer), and **Sai Kumar** (Immediate Past President).

Two of these "outstanding" officers were selected by the District Awards Committee: come watch **Sai** and **Simon** as they are recognized at the "Hall of Fame" at the Fall 2011 District 50 conference Saturday, November 19th. *(And keep your eye on the many good things our current officers are doing because nominations for them will open in March!)*



Are You A.R.M.ed for SUCCESS?

CONGRATULATIONS to **LaToya Wright** who completed her first ALL ROLES MASTERED (ARM) award at the November 10th meeting. She is the **seventh club member to complete an ARM AWARD** since our new Toastmasters year started on July 1st!! Also earning this recognition since our last newsletter are **Simon Cornelius** and **Uttara Sawant**!

Kudos to all Verbal Expressions club members for taking on the many different weekly meeting roles to practice various leadership skills including, listening, observing, leading, speaking, and giving feedback.

The updated ARM report is available in the MEMBERS ONLY section on the club website for your review and planning. REMINDER: You can always ask to be scheduled for specific roles on specific dates and it is particularly helpful to know when you would like to be Toastmaster, Speaker or General Evaluator.

There are ten more club members who *COULD* complete their next ARM award before the end of the term... How? Quickly volunteer when you see one of your needed roles open! Or set your preferred dates for success by contacting our VP Education (LaToya).

A BIG Welcome To Our Newest Members!

By Julio Zhang, VP of Membership

I'm particularly overjoyed to introduce new Club members. As the VP of Membership, it is my mission to increase the Club's membership. Hence, I am excited to welcome our newest members. Every new member brings in new energy and new ideas. New ideas improve Club quality. Improved Club quality helps achieve Club goals. With achievement of Club goals, more new members are attracted, and the cycle continues.

Craig Arsenault joined Verbal Expressions in October 2011. He works for Ericsson as a project manager for software deployment in the customer support organization. He recently relocated to the Dallas area after spending his entire life living in Massachusetts. He graduated from U-Mass - Lowell in 1994 with a BS in Mechanical Engineering. He has been in the wireless telecom industry for 16 years working for Nextel Communications, Sprint, and now Ericsson. With Toastmasters on his side, he plans to become a better public speaker and also a better leader. Besides work, he enjoys spending time with his wife and 2 daughters (ages 11 and 8) and also plays basketball, the guitar, sailing and woodworking. He has been a member for only a couple of months now and he reflects "I have only been a member for a couple of months now but I can already see the results. At Verbal Expressions you learn by taking action and doing. And all my fellow TMs are very supportive and helpful. They have made me feel very welcome." Thanks Craig for your kind words! We are equally excited to have you at Verbal Expressions!!!



John Durrett also works for Ericsson as Wireless Core Engineer. Joining Verbal Expressions in July 2011, he says he is looking to gaining wider comfort range in speaking, and managing conference calls. In addition to work and Toastmasters, John likes to spend time with his kids, exercise (gym, bicycle riding, swimming), and play World of Warcraft. John notes, "When I went to work for Gateway 2000 back in 1995, they had an excellent training course for online tech support. Part of that training was "Call Control" where we role played dealing with angry customers and helping them calm down while we worked to a solution. Three Months later as a Sr. Tech - there was no one to pass calls to that were too hard, so technical skills and people skills were paramount to survival. That was the best training I ever had on people, calls, and speaking under pressure." If you've seen how John handles Table Topics, you know he can keep his cool!



Alan Press is a Realtor with United Real Estate specializing in residential. He was invited to Verbal Expressions by a member-Dana Parkoff--and was very impressed with the people and the program. With Toastmasters, he hopes to improve his public speaking skills of course, but also would like to have more self confidence when dealing with people in general. Alan is active in his synagogue, plays guitar, and loves to travel with his wife. He started his career in real estate three years ago and really enjoys it. He is confident that Toastmasters will be a great benefit in his business. Verbal Expressions is beyond confident that Alan will be a fantastic addition to our Club.



Susan Stein teaches creative art to children ages 2-8. She has known about the Toastmasters organization for a long time and feels that now is the right time to get proactive and join. Verbal Expressions meets at a convenient time and location for her, and she felt very welcomed from the initial email she received from Nancy inviting her to observe a meeting. She is looking to expanding into conducting educator training sessions and knows that working with this group will improve her speaking skills for this endeavor and life in general. She enjoys doing her own art when she gets a chance and is looking forward to having her own dedicated studio. She likes camping, hiking, reading, music, cooking, eating, working out, travel, museums and good friends. She also has two teenagers who are both wonderful and time consuming! She quotes, "Working with this group is a step for me on my road to creating the life I want instead of having life happen to me. Thanks for the welcome." It's our pleasure to welcome such enthusiastic and insightful people into our Club!





District 50 2011 Fall Conference

November 18 & 19, 2011

[Crowne Plaza Dallas Market Center](#)

7050 N. Stemmons Fwy,
Dallas, Texas 75247

Come support VE club members at
the **HALL OF FAME Saturday
Luncheon** and the fabulous
**Humorous Speech contest on
Saturday evening.**

It's all family friendly entertainment
and good fun!!

Registration can be handled online at
<http://D50Toastmasters.org/events/conferences/registration.html>

\$125 Full Conference

ALA CARTE OPTIONS

\$35 Friday Evening Banquet & Tall Tales Contest

\$28 Saturday Hall of Fame Luncheon

\$45 Saturday Evening Banquet & Humorous Speech
Contest

NO MEALS

\$60 Full Conference Day Pass (Includes educational
sessions & contests Fri & Sat - No meals)

\$50 Saturday Only Pass (Includes Saturday educational
sessions & contest - No meals)

GALLERY SEATING

\$10 Friday Night Tall Tales Contest (Includes opening
ceremony, banner parade, and Tall Tales contest - No
meal)

\$10 Hall of Fame Gallery Seating (Event admission
only)

\$10 Saturday Night Humorous Speech Contest
(Includes dignitary parade and Humorous Speech
contest - No meal)

A Key to Those Wacky Toastmaster Acronyms

- CC** Competent Communicator, one who has completed the first 10 manual speeches from the Competent Communicator manual (formerly CTM)
- AC-B** Advanced Communicator - Bronze, a CC who has completed 2 Advanced Manuals
- AC-S** AC-Silver – an AC-B who has completed 2 more advanced manuals + 2 modules from Better Speaker or Successful Club series
- AC-G** AC-Gold – an AC-S who has completed 2 more advanced manuals + 1 registered Success/Leadership, Success/Communication, or Youth Leadership program and mentored one new member
- CL** Competent Leader, one who has completed the 10 projects from the Competent Leadership manual
- AL-B** Advanced Leader- Bronze, a CL and CC who has served a full six-months as an elected club officer, attended district training, and presented 2 modules from Successful Club or Leadership Excellence
- AL-S** AL - Silver, an AL-B who has completed the High Performance Leadership manual, served a full year as a District officer, and served as either a sponsor or mentor for a new club
- DTM** Distinguished Toastmaster, an AC-G who has completed the AL-S Award.

Club Membership as of October 15, 2011

1	Craig Arsenault	
2	Nancy Bateman DTM	Secretary
3	Carolyn Cartwright ACB ALS	President
4	Shekar Chidambaram	Joined Sept 2011
5	Simon Cornelius CC	
6	Gerald Dunn (transferring to AR)	
7	John Durrett	
8	Gary Erickson	
9	Gerardo Iglesias	Joined Nov 2011
10	Venkat Karra	
11	Kamakshi Kata CC **	
12	Calvin King ACS CL (H) **	
13	Sai Kumar ACS CL	Mentor Chair
14	Harry Manley ACS ALB	
15	Rob Nyberg	Treasurer
16	Mukund Onkar	
17	Dana Parkoff **	
18	Lynne Patterson	
19	Alan Press	Joined Sept 2011
20	Linda Rummans DTM	
21	Uttara Sawant CC	VP Public Relations <i>Sergeant at Arms helper</i>
22	Susan Stein	Joined Nov 2011
23	David Turner	SGT ARMS - lead
24	LaToya Wright	VP Education
25	Julio Zhang	VP Membership
26		
27		
28	Who will be our NEXT	NEW MEMBER?
29	One of your friends?!	Invite them!
30	One of your colleagues?!	Invite them!
	** means dues are still outstanding	

Our Club Officers

July – December 2011

President

Carolyn Cartwright ACB, ALS

972.583.1817

VP Education

LaToya Wright

VP Membership

Julio Zhang

972.583.1950

VP Public Relations

Uttara Sawant CC

972.583.1906

Secretary

Nancy Bateman DTM

214.342.2019

Treasurer

Rob Nyberg

Sergeant-at-Arms

David Turner

972.583.1981

Immediate Past President

Sai Kumar ACS, CL

214.244.5311



**Share the
Secret of Success
Bring a Friend or
Coworker to our
weekly club
Meetings!**

About This Newsletter -



The Verbal Express is published monthly by **President Carolyn Cartwright** for the education and use of the members and guests of the award winning Verbal Expressions Toastmasters Club.

The information in this newsletter is for Toastmasters business only and is not to be used for solicitation or distribution of non-Toastmaster materials or information. The Verbal Express is also available on the club website at <http://verbalexp.freetoasthost.org>. Articles about the club, club members, Toastmasters, District 50 activities and public speaking should be delivered to our club newsletter editor **Uttara Sawant** uttara.sawant@ericsson.com by or before the 2nd Monday of each month. Please use MSWord whenever possible.

Ericsson's
**** Award Winning ****
Verbal Expressions

Toastmasters Club 5736

meets every

Thursday

11:45am to 1:00pm

Richardson Campus

D2N-V23

*Come See What
Everyone's Talking About*

PLEASE COME IN !

Visitors Are ALWAYS Welcome!

Verbal Expressions Calendar

*Club meetings are held every Thursday
From 11:45 to 12:55 in Room D2N-V23.*

Nov 17 – club meeting

Nov 18 & 19 - **DISTRICT CONFERENCE**

Nov 24 – No Mtg (all Table Topics at home!)

Dec 1 – club meeting & officer elections

Dec 8 – club meeting

Dec 15 – club celebration meeting

Dec 15 – *JumpStart TLI – officer training*

Dec 22 – no meeting

**Do you know someone
who would benefit
from developing their
communication or leadership skills ?
Bring them to our next meeting!**

Membership in this Ericsson Campus Toastmasters Club is open to employees, contractors and the community. **It offers exciting opportunities to develop leadership, management, and public speaking skills.** *And you'll make fun friends, too!*



WHAT?
You Want Me
To Give The Presentation?

Speaking strikes fear in the hearts of many and it's either a **career-building opportunity** or **cause for terror.**

If you have anxiety about speaking in group settings, team meetings, to customers or before an audience, you can learn how to make every opportunity a career builder through regular practice in a weekly Toastmasters meeting.

**Toastmasters meets weekly
on this campus.**

Join us THURSDAYS

11:45am-12:55pm

D2N-V23 (Cross Roads)