



The Alpha Mail

All the news from Newcastle's dominant Toastmasters Club

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Mission Statement

We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

Upcoming Events

December 4

Speechcraft Graduation

December 11

Tall Tales contest and
Christmas meeting
Glendale Church Hall
344 Lake Road, Glendale
6.00pm for a 6.15pm start

December 15

Christmas social
Chinois Restaurant
326 King Street Newcastle
7pm
\$30pp

January 15

Alpha returns

**ENTER
NOW**

How would you promote Alpha Toastmasters?

Your Public Relation effort could be
Alpha's nomination for the annual
District 90 Public Relation Award

How to enter

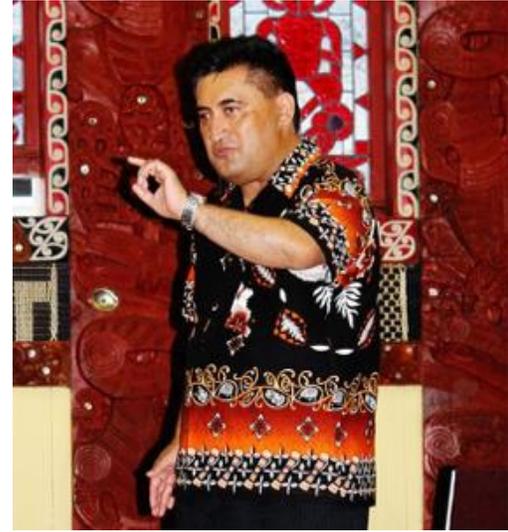
1. Simply undertake a PR activity
2. Document your efforts – include, photos, flyers etc as well as details of the PR activity
3. Submit to the Vice President Public Relations, Janelle Walker
4. The winner will be announced in March 2018. The winning entry will be Alpha Toastmaster's nomination for the 2017-2018, District 90 Public Relations Award

Note:

- Members should liaise with the Vice President Public Relations, Janelle Walker before undertaking their PR activity
- PR activities requiring funding will need approval from the club executive prior to the activity being conducted.

Kingi Biddle comes to Newcastle Stephen Hallinan DTM

Kingi Biddle, runner-up in the 2013 Toastmasters International World Championship of Public Speaking paid Newcastle a visit on Monday 6 November and as members will recall Alpha was given the honour of hosting Kingi's presentation which was titled "How to Create a Dynamic Speech".



The event was open to all members of Toastmasters in the Newcastle and Lake Macquarie area as well as members of the public who wished to attend. As well as members of Alpha, there were members of various clubs present, including Charlestown, Fasttrack, Newlake, Port Hunter, Hunter Gourmet and possibly others I may have missed. There were also a number of former Toastmasters present and of course the guest of honour Kingi Biddle accompanied by District 90 Program Quality Director, Phil Reid.



It was quickly apparent that Kingi makes use of descriptive language to create a picture. But, how do you create that dynamic speech? Kingi told us he has a formula which can be written as:

"T + I + A + F = Freedom",

which in English is "there isn't a formula", delivered with appropriate pauses for effect of course!

After that disappointment Kingi did mention three key things he keeps in mind while working on a speech:

1. Before you start, what do you want to talk about?
2. What is the message?
3. Finish with a call to action. What do you want people to do? You have nothing until you know what you want people to do.

As Kingi put it you can deliver a great message, but if it doesn't resonate with people and give a clear call to action that motivates them they will simply think "yes, well, so what?" I guess this

means when concluding composing a speech we should ask ourselves that question “so what?” why should our audience pay attention to what we have said and act on it. Finish with an emotional hook that motivates people to act on your message.

Kingi gave a number of examples of what he means, which unfortunately I didn't note down in any detail. However, I will attempt to recount what I can recall. Kingi's speech in the International Speech Contest was titled “Finding Your Sitting Place” and recounted the story of a place he used to go and sit when a child and just watch the world go by. It was near his home on a mountain and he would look over the landscape and into the sky and imagine he was Superman flying free among the clouds. It was a place of peace, tranquillity and inspiration; a place to go and renew. As life went on he left that place and life became more challenging. Eventually, he felt the need to find a place to once again renew himself; that place was his childhood sitting place. The message he wanted the audience to take away with them and act on is that we all have a sitting place where we can be free to renew ourselves; we should find that place.

In delivering our message we need to think about what motivates people. Is it logic or emotion? Often appealing to our emotion (to our heart if you like) has more powerful effect than simple logic. If you want to deliver a dynamic speech, each word is important and should be like a “juicy apple” that makes the listener want more. Try and make sure each word adds to the message and helps to form a vivid image in the listener's mind.

How do we construct this dynamic speech? For each of us the approach will be different. Find the way that is best for you. Some of us may wish to write our speech out before we start thinking how we will deliver it. Others may think about how they wish to deliver the speech before they start writing. There are many possible approaches. Kingi's method involves turning over sections of a speech in his mind, thinking how he will deliver particular points, reworking it over and over until he is happy with that section – only then does he write it down. Then he thinks about another section of his speech and applies the same method until he has the makings of his speech. As you may have guessed this is quite an involved process and is not something that is done the night before delivering a dynamic speech.

If we want to deliver a dynamic speech and sound natural we do need to rehearse it a number of times if we want to deliver a great speech. Don't just rehearse it until you get it right (by rote for example), but instead rehearse it until it is natural. Each of us has our own natural style of speaking – find that style and use it because it will be more relaxed and genuine. Rehearsing a speech until

it is natural is about understanding the message you wish to deliver and delivering that message using words that come naturally to you, rather than trying to remember a set script.

How should I structure a speech that I might deliver in a contest? Kingi suggests the answer is in the first three speeches we do in the Competent Communicator Manual. The speech should have an introduction, a body and a conclusion. It should flow well and transition smoothly from point to point, and three points is about the limit for a 5 to 7 minute speech.

The formula for a contest winning speech? I'm not sure, but remember you need to know what it is you want to talk about, what is the message you want to deliver, motivate people to take action and give them a compelling reason why they should, paint a picture (every word is a bite from a juicy apple), rehearse your speech and make it natural so it suits your style of delivery.



Meet a Member

Susan Robinson



What do you do for work (or study)? I have just finished the Graduate Diploma of Legal Practice online through Australian National University (ANU). I am hoping to get admitted as a solicitor in NSW soon.

How do you spend your spare time? Cooking, watching movies, aerobics, reading, going to the beach, shopping and taking photos. I'm also brushing up on my typing skills at the moment.

What is your greatest strength? Resilience. I think this has increased since I started studying law.

What is the best thing about being a Toastmaster? Practice in thinking on your feet and practice in presenting speeches.

What is your favorite Toastmaster role? Table Topics Master. Being grammarian is also fun.

What is your least favorite Toastmaster role? Timekeeper, because you have to concentrate on the stopwatch.

Where do you see yourself in 5 years? I imagine myself serving as a lawyer somewhere in NSW. Watch this space.

Conflict resolution

Annette Roberts DTM

Anytime you bring two or more people together to solve a problem or make a decision you may end up in conflict

Types of Conflict

Positive - debates, differences of opinion leading to a mutual outcome

Negative - leads to a no win situation and dispute and perhaps crisis

Levels of conflict

Discomfort - Perhaps nothing is said yet, things don't feel right. It may be difficult to identify what the problem is. You may feel uncomfortable about a situation but don't know why

Incident - Here a short sharp exchange occurs without lasting internal reaction. Has something occurred between you and someone else that has left you upset, irritated or with a result you didn't want

Misunderstanding - Here motives and facts are often confused or misinterpreted. Do your thoughts keep returning frequently to the problem?

Tension - Here relationships are weighted down by negative attitudes and fixed opinions?. Has the way you feel about and regards the other person significantly changed for the worse? Is the relationship a source of constant worry and concern?

Crisis - Behaviour is affected, normal functioning becomes difficult, extreme gestures are contemplated or executed. Are you dealing with major event like possible rupture in a work relationship, leaving the job, violence?

How does this conflict progress?

1. There must be either an Event Trigger Incident that initiates initial discomfort
2. Discomfort may lead to an actual incident
3. Strong emotions thoughts and feeling creating a misunderstanding
4. Tension with negative attitudes resulting in
5. A behaviour response ending up in crisis situation

Five skills required to avoid, negate or reduce the conflict

1. Attitude

The way you communicate your mood to others - a positive attitude is necessary in order to establish rapport with the other party and a win win climate
for example - it will never work - versus what would make it work
its impossible - what would make it possible

2. Approach Options

Avoid - diverting or postponing

pos = issues not important

neg -= delays the issues

Accommodate - giving in to the will of others

pos = issues more important to the other party

neg = bandaid effect

Control - take advantage

pos = quick decisive action is vital

neg = cause of issue remains unsolved

Compromise - making concessions

pos - everyone gains something

neg = everyone loses something

Collaborate - WIN WIN by asserting

3. Listening

Attend - define your availability - no interruptions, no phones, attentive

Follow - minimal encouragements - yes...so...really

Reflect - reflective listening skills - paraphrase and clarify and reflect back feeling

4. Body Language

Positive - smile, open gestures, relaxed

5. Assertion

Disclosure of feeling - how the asserter feels about the effect the others behaviour has on them

Description of behaviour - describe accurately the actual behaviour

Clarify tangible effects - need to give a reason for the person to change their behaviours - cost, time, injury

Acceptable behaviour options - what you would like the other person's behaviour to be

Gain commitment - ensure you leave the situation with clear understanding

Example:

I feel frustrated and hurt

when I keep being interrupted

because it appears what I have to say is not important

I would like to be able to continue speaking until I finish what I have to say without interruptions

do you agree and the next time I speak you will allow me to finish speaking

Conclusion

Managing conflict is about the interaction between you and others. We may not be able to control other people's behaviour directly but by learning effective communication skills and conflict resolution strategies we may influence other people in an assertive ways