TOASTMASTERS INTERNATIONAL

The Voice

WORDS FROM THE DISTRICT DIRECTOR

Leave Your Club

By Lynda Starr, DTM

I have a confession to make. Back in circa 2007 I said, "I don't want to do anything outside the club," when asked to participate as a contestant in a contest. Famous last words, and ones that I wish I could take back since obviously I have gone beyond the club. What brought me out of the comforting, warm, supportive and inspiring club environment? I was asked. Tom Somers, the newly elected district governor, asked me to be an area governor. I thought, Why not? I like to be helpful, and maybe one day I will earn a DTM.

When Stephano McGhee, DTM, Region 9 International Director, gave his keynote address at our recent Recognition event, he also mentioned the importance of The Ask. People have skills that they can offer to the district but may be reluctant to volunteer. Encourage them to step up. Many times members are waiting to be asked. Once asked, they want to be thanked and appreciated.

There are more challenges as a district officer or committee chair and more opportunities to grow when one moves beyond the club officer role. Area directors are the links between district and their clubs and act as resources and advisors to the clubs. They are not visiting to spy on or grade the clubs. Of course, being a district officer does fulfill a requirement needed to achieve a DTM; but, more than that, it offers the chance to meet new people, to spread your love of Toastmasters and to build skills in negotiation, time management, patience, planning, confidence, conflict resolution, and human relations. It offers the chance to help other members and the overall district. You can also figure out what you know and don't know about yourself. You learn where you need to build skills and which skills you can share with others by example and mentoring. You can learn the importance of delegation—this was a tricky one for me as I learned that I can't do it all myself.

There are additional roles other than area director; such as finance manager, public relations manager, logistics manager and

DECEMBER 2019
INSIDE THIS ISSUE

MESSAGE FROM:
District Director 1
Program Quality Dir. 3
Club Growth Director 5

MEMBERSHIP SERIES
Introduction 7
Win Them 8
Serve Them 13
Keep Them 14

Pathways Education 18
ConcurFor 19
Four By For 20

CLUB NEWS:
Power Talkers 23
CelOrators 24
iWIN 25
Fair Lawn 26

Club Banner Alert 27
March Recognition 28

REGULAR FEATURES
New DTMs 2
Welcome New Clubs 22
Member Notes 29
Dates To Remember 29
Anniversaries 30
Contributors 31
Photo Credits 31
Editorial Information 31

F. OKESON TRIBUTE – Separate Supplement

administration manager, as well as committee chairs. Being a contest contestant builds confidence, camaraderie with fellow participants, and challenges you to write and deliver a fabulous speech and/or improve evaluation or table topics skills, all of which can extend beyond the “laboratory of a club” into the district and into your real life, such as work, church or community interests. Great for your resume, too.

You can start a club at your workplace or in your town. Working to charter a club involves marketing, sales, leadership, negotiation, time management and many other skills. The district’s club growth director Michelle Tropper and her club growth team, can offer you guidance throughout the process.

As you make your 2020 goals, think about how you can advance your Toastmasters experience, try something new, step out of the laboratory of the club. A laboratory is a place to experiment and test new things, but the main purpose of the lab is to develop something to the point that it can be used in the outside world. Don’t hesitate the way I did. Step up, take a chance, find your path; once you begin to experience the full opportunities beyond the club, you’ll see how great it is to be a Toastmaster.

Congratulations to Our Newest DTMs!

Priscilla Amalraj
Swathi Annam Krishnananda
Gimai Ma
Dee Rincon
Meena Shanmugavel
Julianne Shillington
Cheryl Ann Siddell
Arlene Trunzo
Mark Vasquez
Mary Ellen Weber

District Quality Director's Message
Desired: Quality AND Quantity
By William Markert, ACB,CL

Is your Toastmasters club a great club? I expect that most of you would answer, "Yes." If it weren't, you would find another club. Clubs that have a great program deliver value to their members. By delivering value, we not only retain our current members, but we also attract new members. Greatness doesn't just happen; you need to plan for success. Did your club develop a club success plan at the start of the Toastmaster's year? Has the club's executive committee reviewed the Distinguished Club Program and figured how it will become distinguished by year-end? If not, there may be opportunities for the club to enhance the value proposition for its members.

I believe that each club should do a critical analysis of its program at least annually. There is a good tool for helping you to evaluate the quality of your club's program. The Toastmasters' "Moments of Truth" program focuses on six critical factors which are instrumental in delivering a successful program. The six factors include: first impressions, new member orientation, fellowship/variety/communications, planning and program, membership strength and member recognition. Let's look at each of these factors in detail.

First impressions are critical for attracting new members, and you only get one opportunity to create a positive first impression. Do all your members reach out to greet potential new members? Does someone sit with a potential new member and explain the various parts of the meeting and the purpose of each part? Are these individuals offered an opportunity to participate in the meeting? Finally, do you attempt to close the sale by giving the individual an application and inviting him or her to join? New member orientation is important because a good understanding of the program will likely be a factor in determining whether that individual understands the value of the Toastmasters program or only stays for a few months and lets his or her membership lapse. Does your club formally introduce the new member? Is the new member assigned a mentor? Are the educational and recognition programs explained? Is the member's learning needs assessed? Membership orientation will provide a solid foundation for the member's experience.

Ralph Smedley, the founder of Toastmasters, frequently said we grow best and learn in moments of enjoyment. This is why fellowship, meeting variety and communications are so important. Are your meetings enjoyable in addition to being educational? Does your club regularly schedule social events? Do club members participate in area, division and district events? Does the club exploit a variety of techniques, such as a newsletter and website, to communicate with its members? Clubs retain members by providing a fun, friendly and supportive environment that encourages enjoyable learning.

Most people join Toastmasters because they want to improve their speaking and leadership skills. Well-planned meetings with prepared speakers and useful evaluations will help your members achieve their educational goals. Are your meeting agendas published well in advance? Do all members know their

responsibilities for the meeting? Are all speaking and leadership projects manual or Pathways projects? Are the Table Topics creative and do you have theme meetings? Are positive and helpful evaluations provided which help speakers hone their skills?

Membership strength is important because it allows the club to fill meeting and committee leadership roles. Is your club at charter strength? What does your club do to retain membership? Does your club actively promote itself within the community or organization? Does it actively participate in membership-building programs? Are Toastmasters who sponsor new members recognized at club meetings? Having sufficient membership enables clubs to develop lively, engaging programs that attract additional membership.

Members who are motivated achieve their educational goals, serve as role models for club members and represent the club in public. Does your club monitor the progress of each member and display member progress for others to see? Are award applications transmitted to Toastmasters in a timely manner? Are member achievements formally recognized at club meetings and publicized? Does the club plan for success in the Distinguished Club Program and celebrate its success? Recognition is a powerful motivator.

Last Toastmasters' year, our International President, Lark Doley, DTM, introduced the WOW Factor. The WOW Factor provides a series of questions which you can use to evaluate the success of your club's program. Use both the Moments of Truth and the WOW Factor programs to evaluate your club's strengths and weaknesses, and adjust your program to make it even better. The result will be a more meaningful Toastmasters experience.

District Club Growth Director's Message

Let's Meet Up!

By Michelle Tropper, DTM

Is your club a community club or a corporate club open to the public? How are you currently marketing your club to community members?

The Toastmasters.org website is a great resource to funnel prospective members to your club. Club officers (i.e.; Vice President-Membership, Vice President-Public Relations, Secretary) should ensure your club's contact and meeting information is up-to-date in the Club Central section of toastmasters.org. A best practice is to confirm and update this section each year. The person whose email address is listed in this section should ensure that she or he is able to receive automated messages from toastmasters.org and promptly respond to prospective members who reach out for information.

Another popular way that prospective members find clubs is through the "Contact Us" section of club websites. For clubs that use freetoasthost.org for their club websites, make sure that you update your club officer list and contact information each year to ensure that messages coming into your club from prospective members are reaching the appropriate club contacts.

In addition to keeping club officer information current on public-facing websites, another way to help community members find your club and club events is to utilize social media and develop a social media presence for your club. Whatever method(s) you choose (Facebook, Instagram, Twitter, Meetup), ensure that you have a consistent look for these sites, and make sure that your club contact is aware that he or she will be receiving email and/or social media site messages and that they are responded to in a timely manner.

Meetup is an app and online tool that helps people find others who share their interest or cause. Toastmasters clubs around the world have been successfully using Meetup to help prospective members find their groups. To create a Meetup page for your club, visit Meetup.com for details.

District 83 is offering a Club Growth Meetup Incentive to help clubs promote their meetings to the community using the Meetup app. Here are the details of the incentive.

Dates: July 1, 2019 - June 30, 2020

Eligibility: Open community or corporate clubs with fewer than 20 members

Amount: Up to $45 reimbursement every six months for clubs to create their own Meetup site until total membership of 25 has been achieved, upon approval of the Club Growth Director.

Contact: Club Growth Director at michellemd83@gmail.com

Eligibility for the D83 Meetup Incentive:

- Community or corporate clubs, open to the public with fewer than 20 members are eligible for this incentive.
- The club submits a marketing plan via Google Form link, outlining to the Club Growth Director how they will use the app for marketing their club and growing membership.
- Club Growth Director approves the marketing plan and reviews progress with the club every six months.
- Continued reimbursement will depend on achievement of the goals outlined in the club's marketing plan. When requesting reimbursement, clubs should submit a progress report via Google Form link on progress attracting new members to the club via Meetup.

To claim reimbursement for the D83 Meetup Incentive:

- Club must meet eligibility criteria
- Proof of payment to Meetup: a copy of the club's "Your Meetup Organization Subscription Receipt" for subscription dates that fall within the current Toastmasters year.
- All requests for reimbursement must be submitted to the Club Growth Director no later than June 30, 2020.

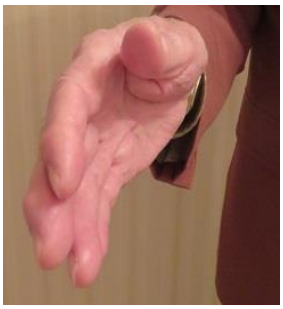
District 83 is in the process of establishing a District Meetup Site. This website will promote District events that are open to the public (examples: recognition events, showcases, Area and Division contests, Spring Conference) as well as special club events that are open to the public (examples: club contests, open houses, anniversary celebrations).

Once this site is set up, any club in District 83 will be able to post its events to the District 83 Meetup site free of charge. More details about the District Meetup site will be shared once it is available for use.

= = = =

OUR MEMBERS

WIN THEM



SERVE THEM

KEEP THEM

Editor's Note: We are devoting significant space in this issue to the recruiting of potential members to our clubs. We need them! Because new members are the lifeblood of every organization, it is extremely important that we remain aware that every guest who visits our meetings is looking for an opportunity to improve in various ways and for various reasons. We must determine those "what's and why's" and extend a hand to those efforts; otherwise we fail them and, ultimately, our Core Values.

Member retention is also a key component to a healthy organization. When guests join or members renew, we promise to help them attain **their personal** goals, not just the club's goals. How do we meet the challenge to serve them? More importantly, do we really deliver?

To that end, we are reprinting an article that appeared in the September 2018 edition of *The Voice*, in which its author, **Bill Atkins, DTM**, shares excellent ideas for welcoming guests to a club meeting.

Su Brooks, DTM2, District Destination Manager, has interviewed seven members about their experiences in selecting their first Toastmasters Club. What attracted them? How did they choose among the various "personalities" of each individual club? Why do they stay?

In 2018-2019 State Street Princeton Toastmasters earned the significant achievement of becoming a Perfect 10 club within five years of its charter. We asked its President, **George Bertele, ACS,ALS** to summarize the reasons he and his members believe this was possible, what makes his club successful. Bottom line: serving the members' needs.

Finally, **Margarita Estrada, DTM** calls us to take a hard look within our own clubs to see if we find practices and attitudes that contribute to membership loss.

We hope these four articles inspire you to review your own procedures for hosting visitors and for determining and meeting all of your members' needs as they renew each year.

-- Jeanette Fredericks, DTM
2018-20 District 83 Newsletter Editor

[Editor's Note: This article first appeared in the September 2018 edition of the Voice.]

Win Them #1
Guests Are Coming, Now What?

By Bill Atkins, DTM

A guest's first-time visit to a Toastmasters club meeting is a big deal. There can be various reasons for that visit but one underlying theme: fear of public speaking. When a guest visits your club to see if he or she would like to join, it's important to make a great first impression. Here are some ideas for the welcome.

Pre-Arrival: Be prepared. Be ready before each meeting in case a guest visits. The first step is to have a checklist of what you'll have ready.

Greeter: Every club has someone who is friendly and welcoming. Appoint that person as the greeter who smiles and shakes your guest's hand. This person can alternately be the VP-Membership or the Sergeant-at-Arms.

How to greet: Keep in mind that it's all about them. Introduce yourself by name, then ask some open-ended questions, such as: How did you hear about Toastmasters? What do you do for work or fun?; Do you live locally?; and/or What brings you here today? You can try out questions that you are comfortable with, keeping the emphasis on the guest, not yourself.

Guest Packet Folder: Have a guest packet made up in advance. This could include your meeting agenda, a one-sheeter about your club, and some Toastmasters Magazines. You can also download a lot of great flyers from the Toastmasters.org website and print them out to include in the guest packet. Collect the guest's name, email and phone contact. Make sure the VP-Membership or designated person follows up with the person after the meeting.

Name tags: Have name tags for your guest to wear during the meeting. It makes it easier for the members of your club to use the guest's name during introductions. Always use the guest's name when speaking with him or her for the first time. People love hearing their name.

"Befriend a guest:" Appoint a member to befriend the guest for the meeting. That person can sit next the guest and explain how the meeting works and answer any questions.

Invite the guest to speak three times: When the meeting starts, introduce the guest. "We have a guest. Mary could you please stand and introduce yourself, let us know how you found out about us." Next, have the Table Topics Master first call upon an existing member during Table Topics; next call your guest up for Table Topics. Always have an experienced member speak first at Table Topics so not to put the guest on the spot. Just before the end of the meeting, ask the guest to "Tell us what you like best about the meeting." This gives the guest three opportunities to speak in a positive environment.

Intermission: Here's a bonus tip for a successful meeting. If time allows, schedule an intermission during your meeting. Ten minutes is fine. During the intermission, your speech evaluators can huddle together outside the meeting room and share their thoughts on the speeches they heard and seek input from the other evaluators. This makes for better evaluations and helps new evaluators get real-life experience.

During this intermission, make sure to talk with the guests and introduce your guest to more club members. Again, don't ignore the guest or leave him or her standing or sitting alone.

Follow-up: Every guest needs to have a follow-up thank-you note for attending the meeting, along with an invitation to the next meeting. List the date, day of the week and meeting time. Offer to answer any questions. Two days before the next meeting, a reminder/invite to that meeting is helpful, as people are busy.

These are just some ideas that have been successful. There are many more ideas that work too. The important thing is to have a repeatable system that you implement over and over.

= = = =

The second two clubs were large clubs, well-attended and –run. The speakers were confident and there was great participation. Some of the members introduced themselves to me, and after each meeting I was able to talk with a few; however, the large size of the clubs and some of the comments about not getting enough time to do their speeches helped me continue my search for a club that would be a good fit for me.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. Clifton Toastmasters was a small club when I attended the first few meetings; however, the meetings were well-run, and both times someone sat next to me and introduced themselves to me. It was a relaxed session, but well-organized, and the few people attending seemed to really like each other. After the third meeting, I was asked if I was interested in becoming a member and was voted in!

Over the next three months, fellow members encouraged me to participate in some of the functionary roles (Ah Counter, Timer, Grammarian, etc.) and eventually got me to participate in Table Topics. The club was a very supportive, nurturing, and safe space. I was assigned a mentor who was able to work with me over the next six months, and I was "off and running" in the program. I joined Toastmasters because I felt that ability to connect with others and to relate had kind of atrophied, and I found myself typically comfortable with just watching and not participating whenever I attended events or meetings. I wanted to get out of the old patterns – Toastmasters was the way to do that! I have no regrets!

Narendra Pondugula, DTM

Q. How did you choose your first Toastmasters club and what is its name?

A. Orion Deliverymasters, which was part of the company where I worked. But my real meetings started with Carpe Diem Toastmasters.

Q. Did you shop around first and visit other clubs?

A. Nope.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. Carpe Diem helped me to improve my skills as a leader and communicator.

Sherri Rase, DTM

Q. How did you choose your first Toastmasters club and what is its name?

A. My first club, Solix Toastmasters, actually chose ME! I was a contractor, and when they hired me full time Janette Markert and Rich Zarate emailed me immediately. At that time, only full-time employees could join. Once I was an employee myself, I took a page out of their book. So often, all we need to do is ask!

Q. Did you shop around first and visit other clubs?

A. I began to visit other clubs when I started to compete. I was a fierce competitor in debate in high school and individual events in college. Competition lead me to raise my own bar by adding Northern Stars Advanced and later ACES Advanced to my club list.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. Joining Northern Stars made me anxious – like stepping out into very deep water. Would I be able to swim? My club supports me in taking risks, knowing the greater the risk brings a sweeter reward. Our reach should exceed our grasp, or what's a heaven for?

John Steinhilber, ATM-S, CL

Q. How did you choose your first Toastmasters club and what is its name?

A. Toastmasters came to me / us. In the year 2000, The Toastmasters Area Governor was looking to start a club with the Chamber of Commerce (Southern Monmouth Area, now Jersey Shore) in Sea Bright. I thought it would be a great idea for business owners to improve public speaking and leadership skills. We chartered the Shore Speakers Club within few months in April 2000. I am a Charter Member of Shore Speakers.

Q. Did you shop around first and visit other clubs?

A. No, but after joining, I, with few other members, visited other clubs in the area (Red Bank and Freehold), and the Spring Conference to find out how they ran meetings. By networking with other clubs and District, we achieved Perfect 10 Goals in the Distinguished Club Program by June 2001.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. I thought Toastmasters would help me to improve networking and speaking in front of small groups. Toastmasters not only helped me to improve Communications skills, but has also helped me to improve leadership skills, self-confidence, and self-esteem. I feel that I would not be able to lead in other organizations without Toastmasters.

Dan Surman, CC, ALB

Q. How did you choose your first Toastmasters club and what is its name?

A. I had just completed a Dale Carnegie Course where it was suitcased into my AT&T Office at 20 Knightsbridge, Piscataway in 1988; I can't remember the name. A classmate in my Dale Carnegie course encouraged me to join it...James Murphy (RIP). He was one of my early mentors in business.

Q. Did you shop around first and visit other clubs?

A. I really didn't shop around for other clubs since it was convenient in my building and at the same time, I was going to night school a few days a week at County College.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. It was a continuation of the Dale Carnegie course in terms of speaking, leadership skills, and developing confidence. I look back and know Toastmasters has played a prominent role in my growth and development.

Arlene Trunzo, DTM

Q. How did you choose your first Toastmasters club and what is its name?

A. The very first Toastmasters club I joined was Business Leaders Toastmasters. Fran Okeson and Julie Porowski were the founders of the club.

Q. Did you shop around first and visit other clubs?

A. I did not shop around looking for a club to join; I had worked as a realtor in an office with Julie Porowski and Joann Cuccia Mathisen. They were always so well-spoken. I had many questions about Toastmasters over the years. They were kind enough to always answer any questions I had about Toastmasters. Julie and Joann always stood out in the crowd; I admired the communications skills they possessed. They invited me to attend meetings over the years. I attended once and have been a member ever since.

They had hopes of forming a club for realtors after they chartered the club. Other businesspeople began to visit and join. Realtor Hank Setaro graciously allowed the group to use the conference room in his office for many years to host the club's meetings. Throughout the years there was some interest from realtors but not enough for the club to be strictly a realtor's club, and the club moved the meeting place into another member's home. Pastor Mary Bacheller was kind enough to open her home office space to be used as a meeting place; the club met there for many more years. Business Leaders Toastmasters Club closed a couple of years ago.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. The very first day I walked into a Toastmasters meeting I immediately knew I found a wonderful international organization consisting of friendly, creative, helpful people. There are three of us in the current club I belong to, New Day Toastmasters, that were Toastmasters when the Business Leaders club formed: Mona Valore; the New Day club's founder Pastor Nancy Hazzard; and myself. I can still remember Nancy's beautiful Table Topics speech presentation the night I attended my first meeting 18 years ago. What Toastmasters members have in common is we are all striving to be better speakers, better communicators, better listeners, and better leaders. Self-improvement is what the program is all about. Confidence is one of the great benefits or attributes of this program; there are so many more. I always learn something new when I attend a Toastmasters meeting; I consider that and the friends I continue to make a gift.

Bin Zhao, VC1

Q. How did you choose your first Toastmasters club and what is its name?

A. I attended my first Toastmasters club in 2005 when I was in Oak Ridge, Tennessee. However, I cannot recall the name of the club. I tried to find the club online, but it seems that the club does not exist anymore.

Q. Did you shop around first and visit other clubs?

A. I did not shop around first and visit other clubs. I learned about the club in Oak Ridge, Tennessee from an email newsletter distributed among staff of Oak Ridge National Laboratory. That was the first time I heard of Toastmasters. Out of curiosity, I visited the club. Since then, I have fallen in love with Toastmasters.

Q. What was it about that club that you saw as a path to self-improvement, confidence, or a better life?

A. Toastmasters is not only a wonderful place for me to improve my public speaking and leadership skills, but also an organized social platform through which I can understand the culture, the people, and the society better.

*****

It is fascinating to learn how and when our fellow Toastmasters joined, why they stay, and the importance of providing a nurturing, safe space to challenge ourselves to improve our skills and meet guests who, in turn, will become our future members.

SERVE THEM

Let's Deliver What We Promise

By George Bertele ACS,ALS
State Street Princeton Toastmasters, President, Charter Member

As a past president and taking up the mantle again for this 2019-2020 club year, I think it is important to summarize what members say that makes our club so attractive.

● **Always make members feel important.** From the excitement we show guests just because they are there, to the orientation meeting we provide to ensure they are fully familiar with Toastmasters and our club, to the mentoring assignment we offer (and help from any and all of our members is offered as well), to the recognition (a container of Icebreakers mints after their first speech, Table Topics ribbons, other awards and incentives), we try to make each member feel valued.

● **Make the meetings worthwhile.** We always want to make members feel as if they are an important part of a meeting. Role holders get applause but also a helping hand and encouragement if they are new in a role. If not a role holder or a participant in Table Topics, everyone fills out an evaluation sheet to give his/her own valuable feedback to the speakers. At any meeting, attendees know they are making a contribution. We make meeting light and fun, full of laughter and friendship. It gives the meetings an atmosphere of comfort, a happy little break from our workday, something valuable to everyone.

● **Look like we know what we're doing.** Funny thing, since we were chartered only five ago, there is a clear memory of starting out in the first year ("We're not quite sure what we're doing."); working on it the second year ("We sort of know what we're doing."); and then settling in during the third year ("We finally think we know what we're doing."); and from there improving with a constant growth experience. When we bring new members in, we have a good club infrastructure in place, ready to help them hit the ground running. If we feel confident and comfortable with our process, the members will also feel comfortable, trusting us to guide them and bring them along to grow as a Toastmaster.

● **Offer extra value to really make it worthwhile.** Meetings are great, but having special events each year, from a Summer Outing to a Holiday Party, to learning events, like a Toastmasters Championship Video Viewing Event ("You be the judge!"), to visiting other clubs in our Area, and having engaging club contests, we know this makes the opportunity to be part of the club exciting and fun, all the while a member is learning and growing with Toastmasters.

Even though we have achieved a peak this year in the Distinguished Club Program, I will quote our late and dear District Governor Paula Markert something I heard her say at a Training Leadership Institute a few years ago, **"The definition of a truly distinguished club is a club that services the needs of its members."** I take that to heart when participating in anything Toastmasters and use that as a guiding principle to drive what our club should do in how we go about every aspect of running our club.
If I had to boil our success down to one driving principle, it would have to be: **If you put your members first, your club will succeed.** I am grateful to so many people, from the amazing officers to the enthusiastic members to the many people from our District, who offer their support. Without everyone's incredible efforts, we would not be able to service our members in the way we want and in the way they deserve. Thank you all!

KEEP THEM

Be Sticky!

By Margarita Estrada, DTM

In his book, *The Tipping Point*, Malcolm Gladwell defines "stickiness" as "the quality that compels people to pay close, *sustained* attention to a product, concept, or idea." Notice the emphasis on the word "***sustained."*** Club quality and initiatives must morph with time and technology, while maintaining the gold standard: Toastmasters Core Values of integrity, respect, service and excellence.

In 2013, the song entitled "Happy" by Pharrell Williams became a worldwide phenomenon; in other words, it became viral! We are going to look at the tactics Pharrell Williams and his team used to disseminate this song, why it was so "sticky." Most importantly, we will look at how we can apply those tactics to our clubs, so that members' attention is sustained, and their membership is retained year after year!

1. Mr. Williams addressed the mode of the time (Boston Marathon Massacre, the death of Nelson Mandela, mass shootings) and knew that the country needed uplift.

Clap along if you feel like happiness is the truth
Because I'm happy
Clap along if you know what happiness is to you
Because I'm happy
Clap along if you feel like that's what you wanna do
Because I'm happy

In a world where so much hurt was (and still is) the order of the day, this song was (and still is) a welcome relief.

Thinking point: Have you addressed the mood of your club? Have club meetings become predict table? Is there a particular problem(s) that has been an underlying conundrum for a long time? What can you do to change it?

For example, last year my home club, Impact 21, had four members serving the district. Two of the four were also club officers in dual roles. The result: overstressed officers and loss of seven members in one month.

A new strategy was needed to encourage our newer members to serve enthusiastically (happily). We emphasized that leadership will allow them to grow in their journey to become proficient speakers, and it worked! For 2019-2020, we have an awesome mix of four experienced members and three newer members who serve as enthusiastic officers!

However (because no club is perfect), we still have three conundrums that the present executive team is actively working to cross off the list: having members sign up for roles on our website, having a complete agenda at our meetings, and creating a strong mentorship program.

2. Mr. Williams came up with a mantra that uses "sticky" words (feel, know) to touch emotion. He ensured that the message was so repetitive and infectious that it stuck!

*Clap along if you **feel** like happiness is the **truth***
*Clap along if you **know** what happiness is to you*
*Clap along if you **feel** like that's what you wanna do*

Thinking point: Do your members "feel" excited to be part of their club? Do they talk about their club to their friends and family? Do they "know" that they are valued?

Impact 21's tag line is "We Create Winners"! It is a succinct yet "sticky" message that we emphasize throughout our meetings and in all our outside communications. It's short, true, and believable. Our members *know* that they are winners from the moment they join and, because of this, *feel* empowered to grow in their journey year after year. Most importantly, they know it's the *truth*! They are winners!

3. Mr. Williams believes in collaboration with experts in the field, as well as his fans. He continues his integrative and collaborative style to this day (his website: https://pharrellwilliams.com,) reflects his style of communications. Visitors can create their own greeting card and select what they are passionate about: arts, music, philanthropic activities, etc.)

Thinking point: Does your club welcome collaboration between officers and members, or is there an invisible wall that prohibits honesty? Are members encouraged to express their opinion, or are their suggestions put aside?

After losing seven members in one month and experiencing the disappointment that followed (we emailed and called; some responded, some just disappeared), we had to work hard to ensure that our atmosphere was integrative and collaborative. With many district leaders in our club, we had to ensure that egos were not getting in the way of reason. We had to focus on our members' needs and goals, and not DCP points; honesty and truth were at the core of our communications. That shift in strategy paid off! Was it difficult? Yes. But well worth it! The club became President's Distinguished for the second year in a row, Perfect 10 (10 DCP points) and one of the Top Ten clubs in District 83! The shift in thinking taught our leadership a great lesson: when the focus is on the members, the DCP points take care of themselves!

In his interview with Oprah Winfrey (April 14, 2014: (link to interview https://www.youtube.com/watch?v=dJ7rZRFNF-o), Mr. Williams said that the first day the video went viral, nothing happened. The day after, people from Beijing to Portugal to Malawi were creating and uploading videos using "Happy." What happened? The message had become "sticky." It touched an emotion every human wants to feel: enthusiastic about life, to be happy! Fans were enthralled, engaged, and enthusiastic to be a part of a *movement*!

Thinking point: Do your club members feel so happy that they talk about their club to EVERYONE? Do your club members talk about why they love your club? Are they proud to belong to your club?

Comments that our members have told their officers are: "Here I found a family." "I have watched myself grow." "I keep coming back because no matter how much experience I have, I still have more to learn."

Our 2019-2020 Executive Team is implementing new strategies (goal sheets, stronger mentorship, meeting variety, outside activities, video recordings of speeches) so that the club experience doesn't grow stale. (A former member of our club alluded to this point, and it was a message that we took to heart).

4. Mr. Williams had a new idea, welcomed advice from experts, then took a chance by stepping out of his comfort zone and uploaded that video!

Thinking point: Does your club encourage members to step out of their comfort zone? Does your club provide its members with information that can help them in their effort to create uniqueness in them? Is there a positive movement in your club?

Many years ago, Impact 21 never had speech competitions (but always appointed someone to represent the club). Six years ago, we had our first competition and coined the tag line, We Create Winners! That year, we decided that we were going to be a positive force in favor of competition. It's now 2019, and we are proud to say that our members look forward to putting their feet in the fire. Some of our members have achieved wins in area, division, district, and the world stage. As you can see, this turnaround didn't happen overnight. It took many years of hard work to make members see their capabilities and to push them to believe in their potential.

The tactics employed by Mr. Williams were composed of fearless ebbs and flows that created a *movement*!

We belong to an organization whose founders were so fearless that they (like Mr. Williams), created a *movement* that morphed into what we enjoy today! This movement started in 1930, right in the beginning of The Great Depression (which lasted from October 1929 to 1939).

On December 6, 1930, the first issue of *Toastmasters Magazine*, originally entitled, *The Gavel*, was published. During that time, there was much anxiety as to whether Toastmasters should become an international organization, or remain in America. Imagine, there were people who were jobless, homeless, and hungry; yet from all of that, came the innovative idea to create an organization that would impact people around the world for years to come. The president at the time, J. Clark Chamberlain, said that "Only through some sort of organization could the *movement* become a permanent, growing and entirely worthwhile undertaking."

I believe that we owe it to our founders to build and continue this *movement by* building our emotional intelligence and becoming aware of the mood of our clubs, address the snags, provide encouragement, welcome new ideas and create sustainable messages that are, as Mr. Gladwell said, "sticky" and create, as Pharell Williams wrote, happy, enthusiastic members who say, "I'm growing, I'm learning, I want to tell everyone about my club, because I'm happy!"

Clap along if you feel like happiness is the truth
Because I'm happy
Clap along if you know what happiness is to you
Because I'm happy
Clap along if you feel like that's what you wanna do.

= = = =

Pathways Education

District 83 Pathways Help Opportunities

By Janice Buffalow, DTM, PDD--2018-2020 Pathways Education Chair and
2019-2020 Area 34 Director

Do you need help with Pathways? Are you having difficulty understanding what to do?

I have established two methods of providing help to you: 1) online Q&A sessions; or 2) in-person club visits. Below are the details for each:

On-line General Q&A sessions
I will be holding monthly online meetings for any member and separate meetings for Base Camp Managers. Below is the schedule for each group:

District 83 Pathways Q&A Sessions for Members
2nd Wednesday beginning December 11, 2019 to June 10, 2020 from 7:00-8:00PM

District 83 Pathways Q&A Sessions for Base Camp Managers
4th Wednesday beginning January 22, 2019 to June 24, 2020 from 7:00-8:00PM

The information to access each meeting is the same:
Dial-in number (US): (605) 313-5765
Access code: 465280#
Online meeting ID: jbuffalowdtm
Join the online meeting: https://join.freeconferencecall.com/jbuffalowdtm
For 24/7 Customer Care, call (844) 844-1322

The focus for each meeting is to help you get your questions answered quickly and easily. Just dial in to the appropriate meeting. If you have a question, please add your question into the chat; each question will be answered in the order it was asked. You may leave after your question is answered, or you can stay for the full hour.

Club Visits
If your club prefers to have an in-person session, please have the VPE or President contact me at janicebuffalow@msn.com to schedule a session. I prefer to come on your usual meeting date and use the entire allocated time. The in-person agenda covers:

- Structure of Pathways
- Brief overview of assessments
- Detail overview of Level 1 and all the projects
- Highlight of Levels 2, 3, 4, and 5
- Highlight of Pathways Mentor Program
- Detail review of available resources

- Brief overview of Free-Toast-Host usage, if your club uses that as your website
- Answer all questions

Help is just an email or phone call away. There are no such things as "silly questions," as all questions are important. I am here to help you and your club become comfortable with Pathways.

Now Available: A New Tool for Reimbursement for Toastmasters Expenses
By Janette Markert, DTM & Rich Gomulka, ACS,ALB

During the last Toastmasters year, District 83 tested a new online system called *Concur* for submitting and processing reimbursement expenses. The pilot testing was a success, so the district has rolled the system out to all the district officers. You may have heard about it.

What is *Concur*? It is primarily an invoice management software for accounts payable. It is used by many companies and organizations. You may use it where you work. It offers controls to monitor and manage spending while streamlining and automating the approval process for expenses. The district was motivated to use *Concur* because it is more secure and enables quicker reimbursement via direct deposit to users. It is also attractive because it allows the district to be more "green," using less paper.

If you are a district officer who incurs regular expenses toward district business and would like an account established in *Concur*, please contact our District 83 Finance Manager, Rich Gomulka, ACS,ALB, at mailto:rich1413@aol.com. You will need to provide your Toastmasters member ID number. (If you don't know what your number is, you can check your profile at the Toastmasters International website.) Once your request is received, the Finance Manager will notify Toastmasters International to open an account for you, at which time they will provide a temporary password. You set your own password when you first login. The login is: member-ID#@toastmasters.org. Specific Instructions will be sent to you by the Finance Manager.

When using *Concur*, you set up a report for your expenses and submit copies of your supporting receipts (you keep the originals until the reimbursement is processed). The system allows the district team to review and approve them. It's appreciated by all that the reimbursement can get direct deposited to an account you specify. So far, the new system has been used by many District 83 Officers with success. This is another example of district progress and modernization! If you have any questions, please forward them to the Finance Manager.

Member Highlight

Four By For: Bruce For Completes D83's First Pathways Award

By Sherri Rase, DTM –Social Media Strategist

Bruce For, District 83's 2018-19 Toastmaster of the Year, recently shared part of his journey in Toastmasters and what inspired his achieving District 83's first Pathways award. We posed four questions; here are his Four by For responses:

1. Bruce, when did you first learn about Toastmasters, and did you have an idea of what you could do with the program?

Thank you, Sherr, for giving me the opportunity to share my thoughts with our fellow Toastmasters here at District 83 where there are "Many Paths to Success"!

Five and one-half years ago I joined the Clifton Toastmasters club. Frankly, I was at a place in my life and career where you wake up and say, "What happened, and is this all there is?" I remember sharing this with a business client who suggested that I should get out more often, meet new people and step outside my comfort zone, "… go check out a Toastmasters Club."

I visited four clubs and settled on Clifton Toastmasters; there was something about the small size and the friendliness of the people I met, and after three visits I was voted in and became a member of the club.

For the next two months I attended meetings, thinking that I knew all of this already and my time could be spent elsewhere. But there was one meeting where I was "volunteered" to speak during Table Topics. Only seventeen seconds on stage and another five seconds to find my chair in the back of the room were eye openers. I was mentally unprepared and decided not to return. Fortunately for me, a fellow Toastmaster introduced herself, and said she would be willing to help. She became my mentor who encouraged me and showed me the best methods for working the training materials and creating a safe space. I decided to stay.

2. When did you first determine to step up to a leadership position?

It was in June 2014. With the level of tremendous support and involvement of my mentor, Steph Alteri, I completed the first few speeches, and she helped me focus on my breath control and pacing. She pretty much had sized me up. I remembered her saying, "Hey, why not toss your hat in the ring for the next Vice President-Education slot, you might find it really interesting."

I love challenges! After she tossed the gauntlet down, I picked it up and, imagine, there was no competition for the Vice President-Education role. It was the best leadership office I've held in Toastmasters because I was forced to learn everything about the Toastmasters program and how to

support all of the members in my club, as well as getting to meet guests and new members. Over the next five years I served in several roles and in each role I had a mentor to help me along the way.

I believe that leaders "give back" to their communities because they have received so much in being of service and making change, helping create direction. Any leadership role at the club, area and district levels provides an opportunity to help fellow toastmasters explore ways to leverage thought into action. It can be a really humbling and soul-searching process.

Bruce For (3rd from right) with his Toastmaster of the Year award at the 2019 Hail and Farewell event. With him are: [left to right]: Manny Reyes, Will Markert, and Lynda Starr.

3. Congratulations for being the first Toastmaster in District 83 to complete a Pathway! Did you set that as a goal, or did your enthusiasm for the program lead the way?

I have presently completed the Visionary Communication (VC5, 3/19) and the Team Collaboration (TC5, 11/19) Paths and am continuing in the Pathways program with the Effective Coaching and Dynamic Leadership Paths.

Toastmaster Manny Reyes, DTM reached out to ask if I could serve as a Pathways Guide and help the district in the rollout of the program. Over the next six months, I found that the WHAT was a given, but the HOW was a real question. I would have to enroll in a Path once the program was officially rolled out in District 83. It was the "hard stop"' in May 2018 when I enrolled in both the Visionary Communications and the Team Collaboration. Working through the Levels provided me with the key "hands-on" skills and knowledge that I needed to support the many clubs that were beginning to ask questions about the new program.

The Pathways program is back to basics, to Ralph Smedley's original intent–"creating leaders"--by focusing on the foundational skills at Level 1 and Level 2, building on the new knowledge and skills, then focusing on developing proficiency. These are the real hallmarks of this program. The upper-level projects require team building, communications and coordination skills. This is where members really work with each other to complete the variety of assignments and projects offered throughout levels.

4. What tips do you have for fledgling Toastmasters or for those driving to goal with the current Legacy education program?

We have six to seven months left before the June 2020 drop dead date in the traditional program. Large numbers of Toastmasters are attempting to finalize their educational requirements before starting their Pathway modules. If you are less than half way through, consider letting it go. Get started now on Level One and Level Two of your Pathways path.

In the same six- to seven-month timeframe, with prior Toastmasters experience and knowledge, you can quickly move thorough the Levels One and Two projects to be better positioned by June 2020 to start at the upper levels in your new path. Levels Three through Five are where the real fun begins to happen, where you get to work your new-found muscle in communications and leadership.

There are many resources that you can use, but the most important is asking for help if there is any confusion.

******

Thank you, Bruce For, leading the way with Pathways.

= = = =

Club News:

Power Talkers Toastmasters Celebrates Silver Jubilee

By Dave Yoon, CC – Club Vice President-Public Relations

The Power Talkers Toastmasters Club celebrated its 25th anniversary on October 23, 2019 at the Morris County Library. Chartered on October 1, 1994, the Club has assisted its members by providing a supportive environment for personal and professional growth. The club was recognized as a Select Distinguished Club or President's Distinguished Club for the past eight years, a high honor that was earned through the dedication of its members and leadership to Toastmasters Core Values.

Current and past members, guests, and District 83 officers gathered for stories, lunch and a special 25th anniversary cake. During the meeting, the current President, Anita Hoffman, ACB,ALB, shared the history of the club and its many achievements. Will Markert, ACB,CL, District Program Quality Director, spoke about the 100-year history of Toastmasters International. He also presented the 2018-19 Select Distinguished Club ribbon to the president to add to the club's colorful banner. Janette Markert, Division A Governor, provided inspiring words for the audience.

President Anita Hoffman holds newly added blue ribbon on the club banner

Alison Deeb, CL, Morristown 4th Ward Councilwoman and Power Talkers member, presented a gift of appreciation to President Anita Hoffman for her eighteen years of service to the organization. During the Table Topics, members and guests shared some memories and personal stories of how the organization impacted their lives, including Jen Fredericks, DTM who revealed how Toastmasters was responsible for two career promotions and meeting her husband.

For 25 years the club has welcomed all who wish to learn the art of public speaking, where its members have the opportunity to grow and help others to grow in improving their communications and leadership skills in a fun, supportive environment.

The club meets on the 2nd and 4th Wednesdays from 12:15pm to 1:15pm at the Morris County Library. For more information go to www.powertalkers5163.toastmastersclubs.org

Club News:

Celgene CelOrators Club Celebrates Fifth Anniversary

By Gregg Lanez, PI-1-- Vice President-Public Relations

Celgene CelOrators celebrated their Fifth Anniversary on Wednesday, August 14, 2019 with a simultaneous two-campus event in Summit, New Jersey.

Tables were set up at the Celgene East and West cafeterias for a meet-and-greet with the current 2019-2020 club officers. The prime location allowed the club officers to reach prospective members during their lunch breaks. It was an excellent opportunity to learn about the history of Toastmasters and the benefits of joining the CelOrators. To help celebrate the anniversary, a custom-made cake and candy were provided to everyone who passed by, with decorations in Toastmasters colors.

The fifth anniversary celebration created an increased awareness and interest throughout the corporate campus. It was so successful that the following club meeting was filled with prospective members. Highly enthusiastic and engaged, all participated for the first time during the Table Topics portion of the meeting.

As a corporate club, the CelOrators' key objective is to be a valuable resource for employees to gain public speaking skills. Over its five-year history, the club has developed a steady stream of public speakers who have greatly improved their communications skills and advanced their professional development.

Ginny Crooks, CC – Club President

Club News:
iWIN Toastmasters Holds Fall Open House

By Annie De Vincenzo – Club President

iWIN Florham Park Toastmasters Corporate Club held a successful Fall Snack and Learn open house on September 16, 2019. We had a wonderful display of autumn treats and apple cider for all to enjoy while learning about our club.

The Snack and Learn was very successful. Sixty corporate associates dropped in to see what our club is all about. Two interested attendees have already joined, and we will be following up with other interested associates who expressed interest in joining.

Our leadership team encourages our members to take a chance on giving a speech or filling a meeting role -- the only way to discover what works or does not work. The leadership team is also very focused on tailoring our club meetings to our members. We recently sent out a survey to determine our members' interests and will be reviewing the results to make required changes received from that survey. It is very important for us to understand why our members joined, as well as their specific needs, in order create meaningful opportunities for them. Focusing on their needs will help us grow and retain our current membership base.

We are looking forward to continuing our journey in Pathways, emphasizing our educational goals and maintaining creative and fun meetings. Toastmasters offers a wonderful opportunity that not only helps our ADP associates be better communicators but also helps with building leadership and networking skills.

iWIN Florham Park Toastmasters is a new club, and we are committed to providing our current members and guests with enjoyable and interactive meetings. We encourage all attendees to participate at each meeting, as we believe you will get out of Toastmasters what you put into it. We are very focused on maintaining a friendly, comfortable, positive, and supportive cub environment, while improving our members' skills through Pathways.

Club News:

Fair Lawn Toastmasters Holds Open House

By Anupama B. Kinatuksara, Club Vice President-Public Relations

Shivaji Punukollu, ACB,CL led his fellow club members in an Open House on October 3, 201--a fun, casual event where guests were able to ask questions, meet members and get a feel for the unique Toastmasters culture. The theme of the meeting was “Conquering Fears.”

President Manda Pasarkar, CC welcomed everybody and introduced Lynn Schatz, the Toastmaster of the Day. Margaret Chan gave her ice breaker speech, and guest speaker John Engeman, DTM from Ridgewood Toastmasters gave one of his advanced speeches. Shivaji Punukollu presented “Toastmasters Presentation Overview.”

Anuradha Nakhwa was the Table Topics Master, in which six guests participated and were encouraged to join the club to invest in themselves.

Fair Lawn Toastmasters is a newly chartered club that meets on the first, third, and fifth Thursday of each month at the Maurice M. Pine Library in Fair Lawn, New Jersey.

Club Banner Alert

Are Your Club Banner and Toastmasters Branding Current?

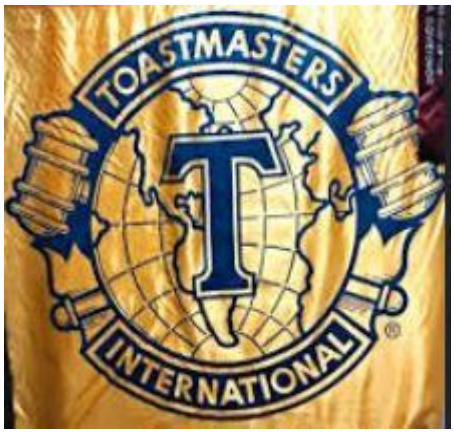
By Janette Markert, DTM—Division A Director

Did you know that Toastmasters International has very specific branding? What is the purpose of branding and why is it important? According to the *Toastmasters International Brand Manual*, the brand was created to provide a unified global perception of the organization through consistent messaging and visual identity. Additionally, the Toastmasters International logo is an integral piece of the brand's visual identity. Its correct and consistent application accelerates engagement, raises the organization's credibility and improves brand recall.

The brand will:

- Communicate a consistent look and message, in turn increasing understanding and global awareness of Toastmasters International;
- Motivate prospective members to join, making district and club objectives easier to achieve;
- Increase pride in being a member of Toastmasters as it will be able to be displayed in the Parade of Banners at the Annual Conference in May,

Earlier this year we were fortunate to have Depak Menon visit our district and take part in the spring conference as the keynote speaker. He also made several club visits. Mr. Menon made note when a club he visited did not use correct branding.



Does your club banner look like this?

If yes, did you know it should look like this?

Are you aware that, as a Toastmaster, it is part of your duty to uphold the Toastmasters International brand? Now can you see why Deepak was perturbed by seeing the old banner at a club meeting. I know, it's an expense to replace your club banner (about $100)! However, every club should be motivated to update its own. It matters! Use the banner replacement as a rallying point for your club and get on track.

District Events

District 83 Gathers To Recognize Members' Success

On November 16 District 83 members gathered in Cedar Knolls, New Jersey to recognize educational and membership awards earned between July 1 through September 30, 2019 as well as to learn about upcoming new programs and hear inspiring words from Keynote Speaker Stephano McGhee, DTM, Region 9 International Director (pictured on left).

The first of the second round of club officer training sessions followed lunch.

[right]: "The Trio" [l-r: Will Markert, Michelle Tropper, Lynda Starr] display the Club Newsletter "round-robin" trophy to be awarded annually at the District Conference. Essex Toastmasters was named the current winner at this Recognition event.

[below]: Attendees get an early-bird introduction to the new District Meetup Program Incentive soon to be available to low membership clubs.

The next Recognize Success event is planned for February 22, 2020. Watch the district website for more information.

DISTRICT 83 MEMBER NOTES

Our best wishes go to 2019-2020 Division A Director Janette Alexander, DTM and Program Quality Director Will Markert, ACB,CL on their November 22 marriage. Thank you, Janette and Will, for your long service to District 83. May we continue to benefit from your combined experience and advice as a Toastmasters couple.

4Q2019 and 1&2Q20 Dates to Remember

11/16/19--2/28/20	Club Officer Training (2nd round)
12/7/19	Winter TM Leadership Inst. (Club training 9:00-12:00)
1/11/2020	Speakers Bureau Tryouts
2/1 -- 3/31/20	"Talk Up Toastmasters" Membership Contest
2/1 – 2/28/20	Club Level International Speech and Evaluation Contests
2/22/20	Winter Celebration and Recognition Event
3/1 – 3/31/20	Clubs collect and submit membership dues
3/1 – 3/31/20	Area Level International Speech and Evaluation Contests
4/1 – 4/30/20	Division Level International Speech & Evaluation Contests
4/1 – 4/20/20	Clubs Determine Proxy Holders at District Conference
5/29 – 5/31/20	District Conference
5/1 – 6/30/20	Beat the Clock Membership Contest

Member Anniversaries – Fourth Quarter 2019

Join Date	Last Name	First Name
25 YEARS		
10/1/1994	Bailin	Matthew
20 YEARS		
10/1/1999	Hook	Donna
11/1/1999	Romanchick	David
15 YEARS		
10/1/2004	Kramer	Mike
10/1/2004	Mantoudakis	Maria
11/1/2004	Florio	Joseph
11/1/2004	Kardos	Donald
11/1/2004	Pickens	Roana
12/1/2004	Kaufman	Rhoda
10 YEARS		
9/1/2009	Margolies	Beverly
10/1/2009	Carlson	Marty
10/1/2009	Dempsey	Elizabeth
10/1/2009	Kaufman	Maxine
10/1/2009	Keeney	David
10/1/2009	Levin	Oren
10/1/2009	McGorry	Lelet
10/1/2009	Tu	Sharon
11/1/2009	Espinoza	Kenneth
11/1/2009	George	James
11/1/2009	Kukle	Peter
11/1/2009	Lafond	Mike
11/1/2009	Murphy	Aida

Join Date	Last Name	First Name
5 YEARS		
10/1/2014	Bonitsky	Daniel
10/1/2014	Chordiya	Nitin
10/1/2014	Deleski	Madeline
10/1/2014	Hatten	Marion
10/1/2014	Moran	Salvador
10/1/2014	Pan	Yanping
10/1/2014	Pondugula	Narendra
10/1/2014	Stoeckel	Carly
10/1/2014	Wulfekotte	Nancy
10/1/2014	Zakrzewska	Janet
11/1/2014	Figueroa	Noel
11/1/2014	Hodge	Michael
11/1/2014	Humphrey	Cynthia
11/1/2014	Maggon	Vikas
11/1/2014	Purisima	Jacqueline
11/1/2014	Reyes	Begonia
11/1/2014	Robinson	Freda
11/1/2014	Starks	Anitra
12/1/2014	Cuervo	Magdalena
12/1/2014	Fabara	Fatima
12/1/2014	Kofman	Moshe
12/1/2014	Rice	Brad
12/1/2014	Tolkacz	Scott
12/1/2014	Velazquez	Alejandro

** Happy Holidays to All ! **

Contributors to this edition

Linda Starr	Bill Atkins
Will Markert	George Bertele
Michelle Tropper	Dave Yoon
Janice Buffalow	Greg Lenez
Su Brooks	Annie DeVincenzo
Sherri Rase	A.B. Kinatuksara
Janette Markert	Rich Gromulka
Margarita Estrada	Jen Fredericks

Photo Credits

Pg 1	Lynda Starr
Pg 3	Will Markert
Pg 5	Michelle Tropper
Pg 7	Jen Fredericks, TM Intl.Jan
Pg 8	Bill Atkins, Stock
Pg 9	Su Brooks
Pg 13	George Bartele
Pg 14	Bruce For
Pg 18	Janice Buffalow
Pg 20	Sherri Rase
Pg 21	Jenna Barone
Pg 23	Dave Yoon, Bob Fredericks
Pg 24	Greg Lenez, Dennis Quick
Pg 25	B. Ammacher, C. Foster
Pg 26	Anupama Kinatukara
Pg 27	Sylviane Nuccio, TM Intl.
Pg 28	Bruce For

Your timely articles and club news are welcome!

Contact the Newsletter Editor:

Jeanette (Jen) Fredericks, DTM
Jfred070784@cs.com

Submissions for the March 2020 issue are due February 15th

All submissions should include:

- author's name, photo (if desired), and achievement designation (CC, CL, etc.);
- achievement designations of all members mentioned in the article;
- photos with captions and accreditation information.

District 83