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Hello and welcome to today's InfoPeople webinar. -- Iowa to take care of the housekeeping portion webinar today. I'll go over the WebEx interface with you, on the left -- [Inaudible - static] -- To communicate with the presenter and it is also how you ask for tech support if you need it. You also see a Q&A panel, portions are only seen by the presenter, so the white your comments or questions to be viewed by everyone submit them via chat. -- [Inaudible - static] -- And the lower left of your screen, you need to increase the size you can use the drop-down box you will see the -- they are. Even with a list of host and prisoners, to see the attendees -- presenters --. -- [Inaudible - static] -- If you hear an echo you may be logged in twice and have two windows open, close one and the other should disappear. If your sound jobs are his or his body you can call in via telephone. Just click on the request button -- [Inaudible - static] -- You will get a dialog box with the call-in information. Should you close the dialog box you can retrieve information by clicking on the info tab.) Shang is available for this webinar, to access this and make sure the video panel is open, you can find that no lower right of the WebEx screen. At the end when you exit you will see a short survey that we ask you to complete, after completing this you'll be doing to page --.

Today's webinar title, Worse Than Death? Practical Tips on Public Speaking for Library Personnel . Presented by Jennifer Smith, Sally Thomas ,and Erica Lansdown .

We are each considered as herself briefly before began and to let you know at any time during this webinar you can ask questions at the right side of the screen and at the end we will try to answer all of them. I am but a start, my name is Jennifer Smith --. Like a lot of branch managers I have found myself doing a lot of Outlook speaking and every of context. Speaking -- and I am interested in public speaking as someone who is always looking for ways to improve how it can tell my story. I am also a member of Toastmasters which I found to be a great way to practice my skills with really supportive colleagues. Now she does herself as Sally Thomas.

Jennifer I think you might want to advance the slide to the introduction. My name is Sally Thomas and I'm an adult services librarian at the Hayward public Library. I run a literary fiction book group and I organize programs such as author events, writing workshops and poetry slams. My experience is primarily with short talks at introducing speakers, events, speaking on panels, and writing workshops. In the process of trying to gain more confidence and skill with my speaking I attended some Toastmasters meetings and I have till to devote more time to participating in Toastmasters in the future because I found it to be a very supportive environment in which to practice speaking. I will be speaking on a panel at the upcoming conference of the California Library Association and Pasadena and November where I will be talking about a book to action series that I launched at the Hayward public Library this year. So my panel B. on Sunday afternoon November 13 and I welcome all of you to attend a give me feedback. Now Eric is will introduce yourself.

I am Eric a Lansdown , and I'm happy to be the third and the presenters today. -- As the other two women in our presentation today I was at 2010 Eureka fellow. Prior to becoming a library of anatomical school and then a dot ESL by community college and communication skills of the American language Institute on the campus of Cal State University Long Beach. -- I will be presenting there also so I hope to see everyone there. Now here is Jennifer to start us off.

Okay, I am way to start us off and I want to say that I think we all know that it is more important than ever to

be able to tell the library story in our communities. One very important but may be scary to -- way to that is doing it in public. We are going to give you some tools to be able to do that. By the end you should be able to identify some typical fears to effective public speaking, but more partly how to overcome them. Along with solid tips on how to speak effectively in part of just about any audience. We're also going to look at the crucial roles and preparation in the King and some really neat new tools that we have found they can help you in the preparation phase. We're also going to give you some tips on how to stretch or what you're going to say and organize your talk and then some ask considerations to put in your toolbox. So why public speaking? As libraries staff we may be called upon to speak on a variety of context such as promoting library services in the community are providing a workshop or introducing a speaker are just skillfully trying to explain a library service are Howel port and useful it is. And all these situations your listeners are going to leave the room with an impression of your library and it's all you. Citizen party do a good job, mounds of books have been written about public speaking and public speaking is one of the top fears that people experience. So for this webinar winter viewed library leaders from across the state of California with her insights on public speaking and we came away with some really unique points to share. -- And some participation in organizations such as Toastmasters which do provide a great way to build public speaking experience and a supportive environment. Now we're going to do a poll. Everybody get ready. What emotions do you fill out the prospect of speaking in front of an audience? What is at stake for you? Type way you are thinking in a chat box in the chat. Any thoughts? I know what I feel when I have to speak in front of the public.

Butterflies, nervous, fear.

Can make it, queasy. Hope I don't sound dumb, not just yes. Well I'm ever what I'm going to say? I am way to feel inadequate. Do any of you feel anxious and excited at the same time? I have felt that it is a really strange but interesting feeling because I am really anxious but at the same time I am excited. These feelings can be really similar and the trick is to use those feelings of anxiousness of excitement and cast him in a positive light and that will really help you propel forward. Lose my words are mine, yes I have lost my words at times too. Fear of failure. We all have that. Cottonmouth, Judy P. Saddam, I have a glass of water, absolutely. We all know that public speaking as a top-tier that is listed by most people but what we all need to know as well is that these fears can be overcome. They can. You might think that facing the fear is easier said than done. And you might be right. But all of us have had these fears before public speaking and often we still do. I was little nervous about this webinar, a little bit, and as a stopping me? No. We all have fears that we have learned through techniques for dealing with the fear, one of the things that we can start with is by being aware of what is going through your head. What are the thoughts, those we are provoking thoughts that are going through your head and identifying them. Talking back to them. I get in a quiet place, look at the fear and analyze it. I analyze it critically because the first thing is, is it realistic, the first thing you can do about a fear is by having a more objective view of it and not catastrophe is to the point where you fill a mobilized. The fact is that most people in an audience really do want you to see if and most of the speaking situations that you are going to be on.

Athletes do it. Great speakers do it. And actors do it as well. They visualize themselves giving a successful cock and I know that is an overused word, definitely overused, -- what you're doing is you are replacing those catastrophic thoughts about yourself and your audience with a clear picture of yourself as an effective speaker. Another way to tackle your fears by focusing on preparation and I do that a lot. If you're daunted by the preparation then you just have to prepare one little bit at a time if you have to. And if you are prepared you are going to know what to say better, you're going to your audience better at your visible to focus on that. When you are focusing on a preparation here are much less likely to be focusing on the fear. I started small. That is one way to start, I started by giving small group presentations to parents on early literacy topics and

then I moved up to doing storytimes and storytimes were scary at first, all those parents and children. I could make them laugh and it was really wonderful revelation to find that I can make them laugh. So starting small is one way to do it, you can start with a small group and then move up you could start by being one person on a panel so that you are responsible for just a small part of the program. During your talk if you find yourself nervous take a deep big breath and slow down. Because when we get nervous we tend to speed up really fast and our voice make a really high and we forget to breathe. You need to breathe and get oxygen into your brain. When you breathe you regulate and relax all that nervous energy and you're able to focus a lot better.

If you're beginning speaker and you think you can just kind of wing it I have to tell you that we know this, you need to know that talks by those who have prepared ahead are almost always more effective than on prepared speeches. Some of the great seemingly off-the-cuff spontaneous speeches that I have heard from people I know, I have talked to them and they told me that they prepared ahead. Even those talks with a brief bit of preparation are usually better. And the library leaders who spoke with, they all had different ways that they prepared but all of them for some time and effort into the preparation. The preparation includes knowing your topic, your purpose, and your audience. And if you think you're just going to read your talk off of a laptop it is going to bore everyone. It is another reason why you really do need to practice as part of the preparation. There is no way around that. We are going to give you some tips on how to rehearse. One way to do it is to say aloud your entire speech at least once. Say it aloud, the whole thing. And if you can stand up while you're doing it. I have done this, I have done this in the car where I talked aloud and if you have to talk aloud in your car that is great. Nobody can hear you at least the first time around. But what is even better is if you can rehearse in front of others. When you are her several others like friends or a spouse, your brain does not know the difference between them had a real audience because your brain just think that your friends or not he owns and it is really amazing what the difference is when you rehearse in front of friends or a spouse because it really put you in the mode. One of the things that I do is I practice my entire presentation before bedtime. Because I am better able to remember it and I can help deal with the fear of forgetting the words. The retention is usually better when you practice before bedtime because during sleep your brain is processing your speech into your memory. Now preparing this not mean memorizing Word for Word. Even though you prepare and rehearse, extensively, you are not going to present every exact word of the you're going to prepare. You are not just preparing a speech you are preparing to speak and really great speakers that I have heard look for some kind of opportunity to incorporate something from the news that day or something that happened at the event or something that the speaker before them said that they can incorporate in order to meet with their audience where they are now. So I hope these tips have helped you and now Sally is going to get some information on really great technology tools that can help you with both reversible, preparation, and organization.

So I want to talk about some of and tech tools that will help you. There a lot of great and free tools to help you with public speaking. You might not even know that some of them are to exist on your iPhone or other smartphone. For example built-in to the utilities of the iPhone is the voice memo app which is a voice recorder. It is great for practicing and for tracking the length of your talk and it could not be easier to use. You press the red button to record and then you double click on the button on the right of the microphone to play it back. You can trim or added to it if you would like on your iPhone. And you can share it by texting it or sending it as an e-mail to a colleague. It produces an MP for file which can be played on an iPod or converted to an MP3 file if you want. You might also want to download the free DragonDictate Shin app which allows you to speak into the recorder and the program writes it out for you and then you can e-mail it to yourself. This is good for formulating plans and quickly documenting what you want to say. It is also increasingly using two video tape yourself speaking are delivering a speech. Of course they can be really painful to watch yourself but it will make you aware of repetitive gestures are things you are doing that might

be annoying. Arm of her the first time I washed myself give a presentation I was horrified to see myself fidgeting with an airing and I had no idea that I was doing it. You might want to ask a supportive friend to capture your talk on an iPhone or small camera, this can be done discreetly and it can be extremely helpful. I would like to turn to you as webinar participants to see if you have used other kinds of apps or electronic tools to help you practice public speaking. You can use the chat area to let us know about your experiences or if you have recommendations of other applications for different kinds of devices.

Okay, a stopwatch to make sure I'm not running too long or short. You don't even need to be sophisticated, Justinian front of the mirror will help. People have recorded themselves on iPods, there is a link for DragonDictate Shin. I saw myself chained him while reading a story, very unattractive. That is a really good point. There are some prompter apps that I have not used yet but there are several out there for those iPhone and android phones, one of them is called prompter. And what they do as one is an application that allows you to project and scroll text on iPad or mobile device. The amount that -- as

That is great.

There is also pro-prompter, speech prompter, they are all available on iTunes at the store. So I thought that was neat.

Thinks everybody. So not going to turn over and talk about structure and organization. Some people find it is helpful to write out their tires Beach and others prepare only an outline. As Jennifer mentioned in preparing this presentation we spoke with many leaders and mentors from the Eureka leadership program and they each have different approaches. Some IT is visual aids and even drawing sketches to illustrate a point and then in the process entertaining to keep the audience engaged. One of the mentors have a special fondness for sharing famous quote that illustrate her ideas. She finds effective in establishing an emotional connection with her audience members. Other members, and on using index cards to record and organize their ideas. I will speak more about how this will be helpful when it comes to organizing your talk and developing your main idea. It is important for you to know yourself and learn what works best for you. Experiment with different things to find out what you like best. There is no right way to plan your talk but there are some basic principles on what makes an effective speech or talk. Also just beginning for my own experience, treat small public speaking engagement such as announcements are introductions with the same seriousness of giving a longer speech. You might be surprised that the value of a well-prepared short introduction or announcement and it is really good practice. When you are ready to organize and structure your speech consider these three basic components of your successful speech., -- Analyzing your audience, have a main idea, and determining what the response is that you want from your listener. Okay, in regards to analyzing your audience. Learn about your audience before the talk. Do your research so that you can focus your speech in a way that will speak to your audience interest and concerns. For example if you're making a presentation about the library to a school find out the demographics of the school before you go. Learn about special events or initiatives that the school so you can think about how you will present your message in a way that the audience can connect with. Audiences want to know that you understand the special needs of interest. Arrive early to chat with people and asked them questions. Got to the venue and set where the audience will be, figure out what they are all about. You can also get to the room early to get comfortable in the environment. During the siege be in touch with your audience by making eye contact. You might want to pick out three people to focus on. One in the middle, one on the right, and one on the left. These people can be your eye contact line marks as you scan the room. Just be careful not to stare down person for more than 5 seconds because this can be unsettling to an audience member. And remember that even if you limit enemy and the audience most people really want you to succeed. And don't forget to smile. If you are following another speaker group as Jennifer mentioned,

listen to what they said and how the audience reacted and try to build on what they said. Leave enough time to take a breath and collect yourself, I find it outside so consumed with details of the program set up that I feel a bit frazzled by the time I am scheduled to speak. That is what is especially important to have what you want to say Arty planned out in practice.

Now on to how to develop the main idea. Can audience easily identify and state your main points after they have perjure speech? Is there something concrete that they can take home? How the main idea that they will remember? You might your audience to buy into your message or main idea by make an emotional connection with what you are saying. I take a suggested course of action, whether it is to participate in a library program or read a book. And to capture the interest of your audience immediately. No matter which book you consult, as you never mention there are many to choose from, or no matter what method you follow you all is the recommended to develop a main point. For example, -- 62nd strategy is for more than 100 speaking problems and beers, which I found helpful. It suggested an outline for the 4W's to provide a structure for the talk. Let me explain. The first is where are we headed? Summarize your agenda and mention housekeeping details so listeners fill prepared intercepted for the remainder of your talk. This I can is why should we care? Audiences are thinking what am I going to take away from this? Your goal is to let them know that directly or enter a clue how your talk will benefit them. That is to analyze your audience point that I had just previously. The third relates a main idea, it is what is it all about Westmark --? This is the main part of your talk and requires the most planning, as you begin to prepare start by collecting a list of all the points in examples and experiences you might want to include. You can do this with a set of index cards or carry a notebook with you so you can jot your ideas down as you think of them. Or record them into your voice memo. As you review each of the items, ask yourself what the audience benefit from hearing this? Can this be left out without any harm? Am I including this for me or for them? Is this too detailed for this occasion? Well including this take away from my main point? Think about what your main point is rather than just throwing out random thoughts that are loosely connected to your topic will help you be much more effective. The fourth is well, and this concludes the talk, you would leave for people to think about. About your major points and maybe you are talking about the importance of reading out loud to children. Perhaps you want to cite a scientific study or telling moving story. A pill to listeners emotions and give them an immediate practical action to take and prepare them for what the library has planned for the future. Graduates of the size or sketch -- perhaps you want to schedule --. This all relates to what is the response you want? I want in my section was emphasizing the value of thinking about the response you want from your listener. It is really important thing about this before you prepare your talk. Have this question guide what you say, what is your goal? As I mentioned previously organize a lot of author events of the presentation I make most frequently is introducing authors. They are short introductions but when I think about what kind of response I want it makes me consider lots of different things such as making people in the audience fill part of the community, generating interest in the author and the author's books and emphasizing that the library is a place to connect with authors and a community of readers. We know the author will be the person for the audience will connect with the most but this is my opportunity reveals something that shows how I personally connected with the book. So even if you're making a short introduction focusing on what kind of response you want will help you focus your comments. Our member was take her housekeeping items first see leave your audience on a high note. So that concludes my portion of the webinar and I am now going to turn the ball over to Eric had Lansdown Sally, did you do the change that we need so I can get to the next life?

You should look to do that now.

It is not letting me go ahead. I wonder for technology people can help us with that, there we go. Now you are ready to structure your talk. A few things I'm going to say onto kind of overlap but I think they are

worthwhile points to bring home. Use a simple and focused Richard to help your audience remember the main point. Keep in mind that they're probably going to come with a few ideas. And fact most of the time three points is usually enough. Some examples are when I speak to new hires, three important things come to mind, or IC three keys to the successful future of the slavery, speaking in threes -- of this library, speaking in threes helps to keep it memorable. You need an opening, middle, and a closing. Have your talk host oriented corporate studies -- his stories into your talk. You connect had to hard because stories are powerful and memorable. We start listing numbers and percentages you are appealing to the audiences at a local side but you do lose the emotional side that you're trying to get across. Check out YouTube and other resources on still a -- storytelling. Your opening can be an introduction to what you're going to talk about an antidote, quote, something to get the audience interested. Your closing is also very important. A good conclusion signals that the presentation is about to hand. It should reiterate the topic in the purpose of the presentation and challenge the to respond. I went to mention that the last considerations that focus on technology, postures and bodily which can also humor.

When presenting a webinar, a posture is an issue. A few suggestions, with practice you will begin to do them automatically and they will fill more natural. The first is to be big. Where you place your arms comes into play. Begin standing up straight and then hold your arms slightly away from your body as in the photo circled in green. Do not clasp your hands behind your back, that can have the effect of making you appear smaller and even sort of apologetic. Nor should you clasp your hands approach is also known as the Segway position --. Be careful to empty your pockets of any change or anything you'd be tempted to jingle. If you are on a stage of some kind and you are not required to stand in front of a microphone that is that there there is a technique for reinforcing the points of your talk, from the center you walk as you continue speaking to one side if you feed and then stop when you make that first plan your presentation. Then want to the other side of the stage at the same time you presenting the second point and then finally to bring home the final most important point we turned to the center of the stage in place 1 foot slightly in front to emphasize that point and you can even reach out with both hands if you want to do medicine picture number three. -- This takes practice and practice of the keyword. Don't forget that you want to look the part and keep in mind that people noticed he tells. Julie for example as selling mention, jewelry should be very minimal and think about what you are emphasizing as you dress, consider what you can emphasize the stresses your professionalism and your expertise. Let's talk for a moment about insurance. Your first home is at the podium at if you're using one should be smooth and seamless with a minimal but definite moment to adjust the microphone, range note and establish comfort level. You're in charge of managing the environment, the comfort of psychological advantage you gain by being for mayor with environment will be evident. Let's talk about preparing for technology failures.

Have your presentation saved and more than one format, on the Internet, etc. Practice with your PowerPoint and then also practice without it in the event of technology failure. We then spoke to one of the mentors of a Reagan who confessed that she brings 10 feet of Internet cable with her intention is to do a presentation. Be sure to have them set up according to your needs and talk to the sound people, test the microphone and look at the auditorium before him, move around to make sure that no loud noisy feedback occurs. See how the lighting will affect how you see the audience. If you do have a technology staff to stay, don't apologize. Try to move forward, if you feel comfortable using humor, if the lights go out you could say something like well I was going for lack of Spencer -- relaxed atmosphere --. The idea is to move forward, the audience want you to move on and not for you to waste time with apologies. Let's talk a little bit about using PowerPoint effectively. When using text on your PowerPoint slides the ideas for the audience to read the text and then focus back on the presenter to hear the message. If the text moves onto the skin of such a way, such as flying are spiraling, and makes it harder for the audience members to read because they have to wait until the text is

stopped before they could read it. -- Honda movement on the screen than what is being said. As Jennifer mentioned never read from the PowerPoint, you'll bore your audience. Keep in mind that it is best used for point for visuals, graphs, diagrams, photos, clips to engage the audience and I can lend itself to humor. Some expected image. I have even heard it suggested that you should have three identical copies of your last became slide said he accidentally advance one to many times at the end of your presentation your audience will never know because the flight will look as if it never changed. A couple of us were divided humor. When using humor make sure to point higher self gently, not at the audience. Do not try to use humor but is not in your nature, despite not to. -- It is fined not to. -- Trial is to appear to be enjoying yourself, be passionate about what you are talking about. And that brings us to the conclusion of the information we have to present a Marylander enough you have any questions? I am believing that questions are going to be put into the Q&A.

Yes. Early on we saw question about being asked to speak on the spot and when you have to have -- just about budgets, politics whatever, no prep time, my thoughts go out the window. That is a good question. I can tell you that first I breathe, I smile and then I try to buy some time. I say those urged in questions, I do whatever I can to buy time because I have had that once and they did okay, I did fine. But that is a special situation that the American Library Association, I have this in my file a tip sheet on how to speak to the media and one of the things they have is to have something or start to think, you might still be to think ahead of time that you might get asked about something.

I was just an essay that almost goes under the rubric of preparation, not only to prepare the actual speech but to think ahead and think up questions you may get it.

Or just in general for your labor it to have some primary talking points about initiatives or goals that you can have ready access to when you need it.

And on a purely practical basis, you can also repeat the question, something like that that buys you even a few more seconds to adjust your thinking a gayer self-centered.

I see there is a question, how do you control someone is talking too much in the audience? When other people have their hands up I find it much easier to just say well our time is limited somewhat to make sure everybody has a chance to ask work interview comments. And just try to go onto the next person. The way to the floods that.

I wonder if she means someone who is actually chatting during the time you're giving your presentation? I will mention that -- there were some women and that if they were chatting about something and she actually paused and that excuse me and directed her attention to them, and said would you are going to keep talking would you please leave and then somebody who presents professionally all the time so that was something and that was the way she handled it in that room got real quiet real fast.

There's another one here that says what do you do give someone in the audience who refuse -- refutes what you're presenting? That's a great question. I know my first reaction is to say well okay Tommy more about what you are talking about, what exactly are you refuting or what are you saying to counter what I am saying. I have all is that successful with at least smiling and saying and showing curiosity because it shows respect for somebody providing a counter argument hands one way to ask is how did you come by that? Or how did you come to that conclusion and why and what is your data? I don't know if those are always relevant to the kinds of points that you are getting that that is one tactic that I have used in a couple of situations.

Out of selected throw in that I think it is a good idea, I've not have that happen to me, -- I. would treat every question seriously. I attended the LA Festival of books, occasionally someone will ask a question and people will start to kind of G. or two and even the panel is sometimes well dismiss the question for the last time I was there someone asked a question and it was Ron Carlson the give the answer. It was such a wonderful answer, he did not make light of what she said and it was really very impressive so I would just say, don't dismiss people almost regardless of how silly there? B.

Does that answer your question? Or if you have a specific situation it is a great question and it is one of those things that when you are speaking you might get that and we have to be prepared.

Linda said that sometimes people are discussing points in my workshops with others while trying to move all long. I would be tempted to dress them directly, I would see -- I need to move on now so I wonder if I may have your attention back again. Take troll of the situation, it is your show.

That is a good point.

Can you repeat the point about having three PowerPoint presentations ready and I think Eric that your point was just with the last light.

Only the final slide in case you accidentally -- it is kind of tricky. You are dealing with papers, you're clicking on the screen and China hold the phone and Soviet accidentally or doing it in a regular theater auditorium and you accidentally forward one slide further than you meant to go if it is your final slide and you have three backups of the exact same slide no one will know that you accidentally forwarded. Does that make sense?

Because of the dismiss someone's question of someone else who may have had a perfectly legitimate question my shrivel up and say I'm not going to ask anything here because these people are mean. So I would honor any question that always your number that it is your show and you keep the power.

-- Having the expert in the room and that can be challenging. A week I have been in a room where their people doing that and sometimes it is really transparent. They are just trying to show that they know more than everybody in the room and I don't know, I think the main thing is if you get -- if you're trying to make compliant that is when it is an issue and I think you do need to try to take control and say that is a great plan in a minute but the main focus is this a mess.

Because it is to the audience in general not to a particular person.

Are there any other questions?

ICI lead mentions that cell phone added challenge to. And it is always a good idea before any presentation to remind people to please put the phone on vibrate in your pockets or you can enjoy it and not disturb the rest of us.

I cannot stress ahead not about going ahead to the venue and checking out the RAM and really getting of all of the sound people in testing out the sound because I've seen so many presentations where the sound is not work and all of a sudden there is a slot feedback in the room is dark and I can tell the speaker cannot see the audience, they cannot seem and I cannot tell you how much and how important that is to go ahead and test

everything and fill comparable in the rim. One of the best talks I had was with a group of seniors who I went ahead and I just chatted with them and it added up changing my presentation with them because and I chatted I asked how it's going and they said I'm having a terrible time with Comcast and a lot of the seniors were trying to step with technology questions --. As a result of talking with this group of seniors so going ahead and getting to know your audience is a great way to really be in touch and feel comfortable talking with them and their space.

[Indiscernible - multiple speakers]

I see there is another someone else who is recommending toastmasters. I don't have experience with them but I did check it out when Sally and Jennifer were referring to it and it looks that they have chapters in just about every city and town. It looks like they are widely available.

I don't want to be a commercial for toastmasters but to me there was a question about having this become a spot and that is one of the hardest things for me to do, one of the components is that we have to do these on the spot, you get a question and you have to go up in front and think about, you don't have time to think about it. You get a question you don't know if you're going to go to frighten you have to talk for two minutes. And it is fantastic practice for learning how to think on your feet. And being comfortable with thinking on your feet and preparing something really quickly. The other thing I love about toastmasters is that I get feedback really good constructive feedback, and also I get the opportunity to give other people feedback. So I'm not just learning how to speak better and for the people, I'm also learning how -- some leadership skills as well. It is more than learning just how to speak, there's so many aspects to what I am learning when I'm in toastmasters. I definitely recommend it.

Is an iterative process where when you focus on what is working and what is not working, and that one person's presentation you automatically unconsciously work that into your own ability and your techniques and challenges of speaking.

If there are no other questions I wanted to go ahead quickly one more slide because we wanted to say thank you and I wanted to give a special thank you to you Reiko mentors they gave us such a valuable advice. Wherever you are please stand up when I return them, Sally Aldrich, Hosea Ponte, Roseau AO Garza, Kathy at Gold, Louise Harris, Darrell Wolfgram, and Patty want. -- Was so much greater but the pair points, if you see any of these people at the conventions approach them, they are wonderful, brilliant accomplished people and they will welcome your questions and I highly recommend each and every one of them.

Okay, thank you all. If there are no other questions I think, I don't know we sell a few minutes but is there another questions thank you all very much.

Yes, thank you.

Thank you, I want her mind everybody that this will be archived. If you go to the webinar page you will find that the PowerPoint and handouts for today's session, so the archives will be available later this afternoon and we will see you at the next governor. -- Webinar.

[Event Concluded]
