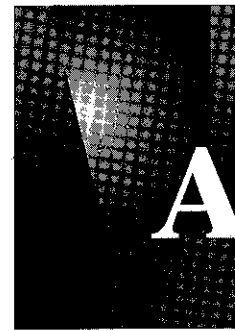


Unless we have thought through all those potential risk opportunities and changed our first-reaction verbal responses, we are very likely to say or do the wrong thing. The only advice I can give you is to constantly check the condition of your heart. If you find that you have fleeting moments when judgmental thoughts regarding individuals or groups of people cross your mind and often your lips, then deal with those thought patterns. Unless you do deal with and change those thought patterns and the resulting verbal behaviors, you are going to continue placing yourself in an at-risk position.

Our goal is to walk-our-talk. Our value to others and to our business opportunities is strongly related to what our audience is able to “read-between-the-lines.” Audience members must have confidence in us as speakers in order to have confidence in our messages, and ultimately, to have confidence in themselves. If we harbor negative thoughts and feelings, we are less likely to get that confidence ball rolling and develop a positive relationship. If our hearts are in the right place, we don’t have to hide what’s in them. If we find ourselves watching what we say and do, so as not to reveal what is in our hearts, we are placing ourselves at risk in front of our audiences. We risk not only being politically incorrect, but we risk being seen as phony.

We must be aware of unguarded careless comments by checking what is in our hearts. It’s a strange reality that most of us may not know or believe we have a problem. Often even our best friends won’t tell us. Even if they did, we would not believe them. We are confident we can control what we say. Many of us can recall a situation where we were caught off-guard in front of an audience and we reacted verbally like we might have done in private. Those careless words or actions reveal the true condition of our hearts. The results can be devastating. We crush all possibilities of belief or confidence. My caution to you: Be aware of the true condition of your heart.



Appendix A

VOCAL EXERCISES

Practice the Big Three: (1) good posture, (2) neck and shoulder muscle relaxation, and (3) breath support by taking cleansing breaths and lots of vocal exercises for two to five minutes every hour for every hour you are awake for the rest of your life.

1. Good posture:
 - a. unlock knees
 - b. level pelvis
 - c. tuck tummy
 - d. raise rib cage
 - e. shoulders back and down
 - f. head up and back

If you are holding your head erect and in proper position, there will be a straight line from the top of your ear to the top of your shoulder to the top of your hip bone to the center of your foot.

2. Relaxed neck and shoulder muscles: Train yourself to relax these muscles and recognize when they are tense. Involuntary neck pulls are unattractive and send negative messages to you and to the rest of the world.
3. Efficient breath support: Using good posture, take a cleansing breath. Inhale by expanding your lower thoracic/upper abdominal area, keeping your tummy

firm and your shoulders back, down, and relaxed. Then, keeping good posture, exhale quickly, forcing out the old air, completely emptying your expiratory reserve and increasing the oxygen exchange before you fill your lungs again. In order to get the feel of a cleansing breath, visualize your breathing apparatus being on your back below your rib cage.

Good posture, relaxed neck and shoulder muscles, and efficient breath support must be in place when exercising or when attempting to develop new voice quality, rate, pitch, or volume habits if those changes are to be sustained over time. If these habits are not maintained, the voice changes will be short-lived and not likely to develop into new habits.

1. Trill/swallow
 - a. With good posture, relaxed neck and shoulders, and efficient breath support, initiate a cleansing breath.
 - b. Elevate your chin toward the ceiling.
 - c. Trill your tongue off the alveolar ridge, and
 - d. Hum, going up in pitch.
 - e. When you hit your highest pitch, swallow.
 - f. Keeping your chin elevated, restart the trill, coming down in pitch to your lowest pitch.
 - g. Do another cleansing breath.

This exercise will strengthen the muscles that keep the vocal folds together during speech and help reduce excessive air loss while speaking.

2. Ah-ng; denasal and nasal, soft palate push-ups.

Hold your jaw open, with the tip of your tongue on your lower teeth, raising and lowering only the soft palate and the back of your tongue as you repeat the nasal and denasal sounds.
3. Echo. Reduce breathiness by producing an echo off a wall to make vocal fold movement more efficient. This

is not a volume exercise. This exercise can also be done using the windshield of a car. If you don't hear an echo, you are being too breathy.

4. Lip muscles.
 - a. Motor boat: Pull your lips loosely together, then blow through them, causing them to flap in the wind.
 - b. Trumpet: Pull your lips tightly together, forcing air through the center of your lips. By adjusting the muscle tension of your lips, you can change the pitch of the tone produced.

These two exercises stimulate your lip muscles and their nerve endings, encouraging you, to move your lip muscles more when you speak.

- c. Pencil: Place a pencil in your mouth behind your canine teeth, place your tongue under the pencil and overexaggerate the lip movement to speak clearly.
 - d. Lip over: Put your lower lip out, up, and over your upper lip; then put your upper lip out, down, and over your lower lip; repeat. This will stretch the upper and lower lip to encourage movement.
5. Hum at optimum pitch; then hum, slowly expanding the range up and down the scale. Do this exercise slowly. Take five minutes. Good for warming up your vocal folds before you attempt to speak or sing.
6. Place of resonance and voicing. p-b, t-d, and k-g.

Going from front to back and from back to front, a sound placement exercise.
7. Expanding the pharynx; drop the base of the tongue, and widen the cavity, as in a yawn. Use negative practice to hear and feel the differences between the sound produced when your throat is relaxed and the pharynx is enlarged and when the tongue is up and the throat is tight.

8. Cleansing breaths, with and without "arm-flies": Straighten arms, starting with the hands low and moving arms up and out to the sides, inhaling as you move. Increase the time taken to inhale (up to 60 seconds or more) while continuing to do rapid exhales. Exhale, blowing out all the air possible, then completely fill your lungs. This is a great exercise to be used as a stress reducer.
9. Standing push-up on a wall or through a doorway: Say an "ah" until you are as close to the wall as you can get, then stop the "ah" and close the vocal folds. Notice the diminishing breathiness as you approach the wall.
10. Standing pelvic thrusts: To strengthen the lower back and abdominal muscles, to help support your good posture.
11. Obliques Crunch: Lie down with your lower back pressed to the floor, your knees bent, and your right ankle on your left knee. Place your hands under your head, keeping your elbows wide apart. Then lift your left shoulder a few inches, keeping your right shoulder on the floor. Lead with your shoulder, not your elbow. Hold for a beat, then return your shoulder to the floor. Avoid pulling your neck forward. Do four sets of 20 crunches—two sets on each side.
12. Obliques Stretch: Still lying on the floor, draw your legs up to your chest, bend your knees, and relax—there is no need to pull your knees closer than is comfortable. Then rotate your arms slowly to the right and your legs and head to the left. Hold for 30 seconds, and repeat on the other side.
13. Bicycles: Again on your back, raise your knees so that your thighs are perpendicular to the floor and your calves are parallel to the floor. Raise your upper back off the floor, keeping your neck straight, and with your hands behind your head twist your upper body from side to side. As you twist pull one knee toward the opposite shoulder. For instance, if you twist to the left

- then pull your left knee in towards your right elbow and extend the other leg (your leg does not have to be completely straight) without letting it touch the floor.
14. Extensions: While lying flat on the floor, extend legs so that your knees are partially bent. Raise your feet upward. Use the same motion as a crunch and reach towards your feet with your arms extended. In doing this, keep your neck straight and bring your upper back off the floor.
 Note: During crunches, extensions, and oblique stretches, exhale on the way up—blowing out through your mouth—and inhale on the way down—through the nose. During bicycles, alternate breathing on twists.
 15. Posture "off the wall": Buns, shoulders, and head should all leave the wall at the same time.
 16. Broom handle, in the I-give-up position, with the handle in front of the wrists and in back of the shoulders, to help align the shoulders back and down.
 17. Yardstick, under your belt in back, hold your head back to the yardstick, notice how often your head is "turtled" forward when you reach for items.
 18. Hands-over-head: Arms straight, on your back, with a book or small weights in each hand, exhale as you make the arch from over-your-head to next-to-your-sides while keeping your back straight and against the floor. Inhale, expanding your rib cage, returning your straight arms to over your head. As you keep your shoulders flat to the floor, you strengthen your shoulder and rib cage muscles.
 19. Lower back reach: While seated, hands behind your head, bend forward between your legs attempting to touch your elbows to the floor. Hold the position as your back muscles relax and as long as the stretch can continue.
 20. Head raise stretches: Lie on the floor, face down, nose and forehead touching the floor, with your tummy off

the floor (back straight). With each stretch, keeping your nose and forehead parallel to the floor, lift your head straight up off the floor.

Stretch 1: With arms stretched flat on the floor above your head, moving only your head and neck, lift your head.

Stretch 2: With fists tucked under your shoulders, lift head straight up off the floor.

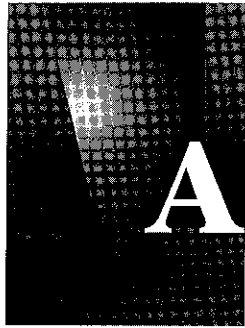
Stretch 3: With arms behind your back, lift head straight up off the floor.

For all three stretches, start with 5 repetitions and work up to 50.

21. Leg raise stretches: Lie on the floor face down with nose and forehead touching the floor. Keep your tummy off the floor, using the backs of your hands against your cheekbones to hold your head straight. Keeping the legs straight, lift one leg off the floor at a time. Alternate right and left leg. Start with 5 repetitions of each and work up to 50.
22. Lower back rotation: Lie on the floor on your back, hands out on each side in the hands-up position, calves placed on the seat of a chair, pushing the small of your back to the floor. Raise your pelvis in a pelvic thrust using your lower back and abdominal muscles rather than pushing your heels into the chair seat. Start with 5 repetitions and work up to 50.
23. Lower back stretch: Sitting on your feet and knees, bend forward from your hips till your nose and forehead touch the floor with your arms straight out above your head on the floor. Hold the stretch for several minutes.
24. Neck and shoulder isometric: Making sure the posture is correct, bend one arm across your chest and grasp that elbow with the other hand. Turn your head over the shoulder of the pulled elbow, pushing it in that direction as you tighten your neck muscles. Hold that position for at least five seconds. Relax the muscles of your

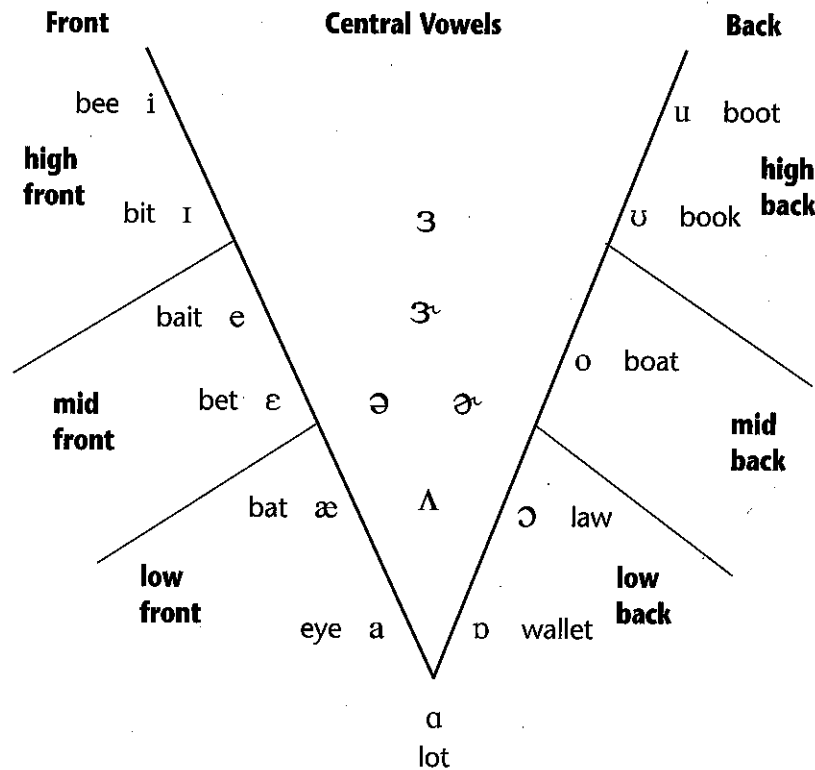
neck, then slowly turn your head to the front, then to the other side and push your head in the other direction, tightening your neck muscles. Do this sequence with each elbow several times, especially when you experience neck tension.

25. Cardiovascular: Walking, aerobic walking, jogging, swimming, running, bicycling, etc. Any activity done on a daily basis continuously for over 20 minutes which will get your heart working will help keep you healthy and active.
26. Dry cough: Do a cough without vocalizing, expelling lots of air while doing so.
27. Whatever exercises will help you relax, stretch and strengthen your lower back and abdominal muscles, your upper torso, and your neck and shoulders muscles (regardless of the quality of your physical condition) should be done on a daily basis.



Appendix B

VOWEL CHART indicating the position of the hump in the tongue for the production of each sound



About Toastmasters International

If the thought of public speaking is enough to stop you dead in your tracks, it may have the same effect on your career.

While surveys report that public speaking is one of people's most dreaded fears, the fact remains that the inability to effectively deliver a clear thought in front of others can spell doom for professional progress. The person with strong communication skills has a clear advantage over tongue-tied colleagues—especially in a competitive job market.

Toastmasters International, a nonprofit educational organization, helps people conquer their pre-speech jitters. From one club started in Santa Ana, California, in 1924, the organization now has more than 170,000 members in 8,300 clubs in 62 countries.

How Does It Work?

A Toastmasters club is a "learn by doing" workshop in which men and women hone their communication and leadership skills in a friendly, supportive atmosphere. A typical club has 20 members who meet weekly or biweekly to practice public speaking techniques. Members, who pay approximately \$35 in dues twice a year, learn by progressing through a series of 10 speaking assignments and being evaluated on their performance by their fellow club members. When finished with the basic speech manual, members can select from among 14 advanced programs that are geared toward specific career needs. Members also have the opportunity to develop and practice leadership skills by working in the High Performance Leadership Program.

Besides taking turns to deliver prepared speeches and evaluate those of other members, Toastmasters give impromptu talks on assigned topics, usually related to current events. They also develop listening skills, conduct meetings, learn parliamentary procedure and gain leadership experience by serving as club officers. But most importantly, they