

# eToast

## Messages

Hello Eaton Toastmasters

Thank you for asking me to address the two Eaton Toastmasters clubs via this magazine. Communication is the mechanism used for exchange of ideas and messages. Clarity is absolutely critical to ensure what is stated is deciphered correctly -- whether it is verbal, written or signaled.

How many times have we seen major mistakes committed due to mis-communication! Good verbal communication is what holds the audience together. And the best part is, these skills can be acquired. As we analyzed this year's employee survey results and the subsequent action items, we realized that we need to improve our communication to all of you as well. Sandy too had stated on several occasions that a Public Speaking course made a significant impact on his career.

You all have chosen the right vehicle (Toastmasters) to improve your communication skills and express your ideas. I commend all of you for making this choice.

Wish you all the best and better Communicating!

Regards,

*Raja Kochar, Country Manager – India*

I am pleased to be able to introduce this edition of eToast newsletter. I am sure you have heard it before but it is worth repeating that the skill of delivering public presentations is not an easy one to master and when you have to do it in another language I can only imagine it is even more challenging! I once read that for some people the thought of giving a presentation is considered a fate worse than death! This may be a little extreme but I applaud all Toastmasters in their endeavor to improve their public speaking skills. It's also worth noting that no matter how good you think you are at public speaking it is always wise to prepare for each presentation as if it was your first. If you are not a little nervous then you may be too complacent and that is when things go wrong.

Sandy Cutler once said that he was advised earlier in his career to improve his public speaking skills. I think you will agree that he must have listened to that advise. I wonder if he went to Toastmasters?

*Graham Fetherstonhaugh, HR Director - India*



Powering Business Worldwide



*From the Editorial Board*

**"Productivity = Man hours multiplied by Competency multiplied by Capability"**

In the modern work culture, our productivity or how much output we give is dependant on

- The **Man** hours or efforts we put in
- Our **Competency** for doing the work at hand i.e. our ability to apply our years of knowledge and skills to the work on hand
- And our **Capability** i.e. the knowledge pool that we have built over the years.

Of the above, **Man** hours or efforts has an upper limit - we cannot put in more than a finite number of hours every day or week or month. Our **Competency** is something that has been built over the years and is the application of our knowledge to the job on hand. If one presumes that over a period of time we will be doing different jobs, than we cannot increase our competency rapidly – of course we can increase it but not very fast. Our **Capability** is what then will help us increase our Productivity! This is because our **Capability** is what we can increase rapidly all the time – while we are talking to somebody, while we are listening to somebody, while we are working on something – you name it and almost every activity we perform has some opportunities for us to enhance our **Capabilities**. Even if the increase is not rapid in each instance, there are plenty of opportunities to enable us to increase our **Capabilities**. This in turn would help us increase our **Competency** and also **Productivity**. Eureka! Mission accomplished – Productivity increased!

Let's all commit to increasing our Productivity by enhancing our Capabilities.

So here's raising a toast to "P=mc<sup>2</sup>"!

From the entire Editorial Board "Happy Reading!"

## Stupid Questions in Obvious Situations – By TM Satyaprem Katira

I was visiting one of my relatives on a sweltering summer afternoon. These relatives had been in Pune for quite a few years. I was soaked in sweat as I reached their place. As I was sitting down, my aunt came up to me and asked, "Son do you want some water?"

I thought, Of course I want a glass of water! Couldn't she see my plight? In India we consider guests as a form of God and we do not ask them if they wanted a glass of water. This situation also reminded me of the time when a friend had told me once that it's a typical characteristic of people in Pune where they ask you for water, tea, etc instead of just serving it. (Of course, I am saying this at the risk of generalising and certainly my intent is not to do that)

Dear readers, I am sure you have all experienced this at some point of time;

### 'Stupid Questions in Obvious Situations'

You may have even done these things yourself ☺ Why do we do this? We can certainly pass it off as human tendency. Or to state it more scientifically, we have evolved to ask these questions. Personally, I would say it is more to do with not putting a thought before you have asked someone something.

The other day my 3 year old nephew asked me, "Mama (Uncle), why is my name Sahil?" Of course because your parents liked it, I thought! Now, I can understand a 3 year old brain asking such a question since he does not know a lot of about how things work with us humans... supposedly the only species with analytical thinking. But an adult brain of over 18 years (and not mentally challenged) asking stupid questions is what foxes me. Whether that person is really stupid or just acting like one is still beyond me.

Last weekend I had been to Esquare at Shivaji Nagar to watch a movie. I bought the tickets and was leaving the ticket counter when a heavy lady wearing pointed high heeled shoes stamped my feet. Ouch!! I growled. Did that hurt? she asked. I was in intense pain (and anger in my eyes) and she asks, did that hurt?!! "No ma'am, not at all, I am on local anesthesia. Would you like to try doing it again??" She did not even apologise or have remorse. It was then I also realized that she was my ex neighbour and the first thought that came to my mind was 'Oh No!!' She is going to ask me more such questions! And wasn't I right!! "How are you Satya, long time, so come to watch a movie?" "No aunty don't you know I do black-merketereering of movie tickets here...do you need any... the show is house full ". Of course, I had been foolish enough since I did not realise that she was not from a species that gives up easily. Next, she pulled my cheeks



on to watch the movie.

Unfortunately, the movie was really a bad one and I decided to get out at the interval. Before leaving Esquare, I decided that I needed to smoke to relieve the frustration of the lady's questions and the pathetic movie! (Not endorsing anything here). And lo behold! She sprung up in front of me again. "Satya, do you smoke?" This time I was really furious and instantly replied back "No aunty...I was holding a chalk till now, dunno when it caught fire... Miracle isn't it?" My misfortune continued and she still did not give up on me. She even accompanied me for lunch at a nearby restaurant where I had the final one from her. She asked the waiter "Is the Paneer Butter Masala good here?" " And loyally the waiter replied "of course ma'am". Had I been in his place, I would have readily said "No, it's terrible and the paneer is made of adulterated milk... We occassionally also spit on it as well!"

My personal experiences put aside, I think there is a very typical species of humans who are very good at this. A lawyer once asked a convict a question in a court case trial; "You just said that this staircase is used to go up to the second floor, but how will you prove that the same can be used to come down back to the ground floor?" And the entire courtroom was up in laughs.

Finally, I would say, we all face such people and questions very often. We could either have some fun with such incidents or get frustrated.

There are only 3 ways to deal with this:

1. Be able to think on your feet to shut such questions down.
2. Be patient and bear them till they are done for the day.
3. Ask such questions back to people who ask you such stupid questions.

I will leave you to decide what you do with such Stupid questions in very obvious situations.

***This text has been adapted from TM Satyaprem Katira's Project 6 speech (Vocal Variety) that was delivered at one of the Eaton Toastmasters Club meetings at PSC, Eaton India.***

(ouch!) and threw another piece of her brain at me..." Satya, it's been almost 10 years - you have grown so **BIG**". I said, "You havent particularly shrunk yourself, have you aunty? " She finally realized that I was no longer the little one to take her question. I was really glad to get rid of her and go

## Members' Profile

**Member Name:** TM  
Milind S Kulkarni

**Toastmaster Since:**  
Oct-2008

**TM Activity Status:**  
'Competent  
Communicator' 2  
projects completed



**Why join Toastmasters:** To improve ones communication and leadership skill

**Advice to fellow TMs:** Attend Toast Masters meetings regularly and actively take up meeting responsibilities.

**What motivates you?** My ability to work smart, people interfacing skills and approachability.

**Member Name:** Krunal  
Rajendra Akojwar

**Toastmaster Since:** December 2008

**TM Activity Status:** Competent  
Communicator (completed  
10 projects from CC manual)  
& Completed 7 projects from  
CL manual



**Why join Toastmasters:** Toastmasters through its systematic and scientific approach, provides progressive training to perk up one's communication & leadership skills. This suits all irrespective of their calibre. No matter if you get butterflies in your stomach when asked to address an audience or your body contradicts your words, Toastmasters has solution for almost all the hurdles in becoming a good speaker and leader. Even if you are a Role Model who is too good to improve, Congratulations!!! You can still be a TM and guide others, showcase your talent to the world and earn some praise. The best part of Toastmasters is its self paced program, one can progress at the speed he/she wants depending on his/her own need and capacity.

**Advice to fellow TMs:** Let us all clear one myth about TM. 'If I join TM, I will become an exceptional communicator & leader'. It is absolutely wrong, the correct statement to describe TM will be, "TM will provide all the help, support & guidance for improving my communication & leadership skills. It will show the path to pinnacle and give tricks & tips to jump the hurdles, but it's the individual who has to walk/run on the path."

**What motivates you?** Integrity, valour, Adventure and of course Money

**Member Name:** TM  
Himanshu Gupta

**Toastmaster Since:** November 1, 2007

**TM Activity Status:** Completed  
'Competent Leader' Award  
(10 Leadership Projects);  
Completed 4 'Competent  
Communicator' Projects.



**Why join Toastmasters:** Eaton Toastmasters Club is a pool of enthusiastic people who work together every week for 1 hour and 30 minutes towards a common purpose of practising and polishing their communication skills. It gives a unique platform to every Eaton employee to break all the boundaries of fear of Public Speaking. The best part I like about the TM sessions is the Evaluations – you can only see yourself improving if you are consistently evaluated on your good and 'not so good' points.. that too in a fair and balanced approach. Moreover, it provides a great opportunity to make new friends across teams and entities, and have some healthy discussions and interesting speeches during the meetings!! Come one, come all!

**Advice to fellow TMs:** Let us make the best use of the TM sessions by playing different roles during the meetings – every role has its own significance in practising different skills to become a proficient leader.

**What motivates you?** Music, Philanthropy, Trends & Technology, Culture, People

**Member Name:** TM Anand  
Nagarkatti

**Toastmaster Since:** Oct-2008

**TM Activity Status:**  
3 projects completed

**Why join Toastmasters:** Provides a great platform to practice public speaking and conquer the fear of it. In addition, learn about the essential principles to be a successful leader.



**Advice to fellow TMs:** Public speaking is a common source of stress for everyone. Many of us would like to avoid this problem entirely, but this is hard to do. Whether we work alone or with large numbers of people, eventually we will need to speak in public to get certain tasks accomplished. And if we want to be leaders or achieve anything meaningful in our lives, we will often need to speak to groups, large and small, to be successful. Attending Toastmasters regularly and taking different roles and projects will inculcate in you the key principles to be a successful speaker and an inspiring leader.

**What motivates you?** To be an invigorating speaker.

## Manage Yourself – Your Time – By TM Sanjay Frank

*Hello Darling 'I am so sorry! I am unable to make it to the home on time today; I have to complete an important assignment this evening'. 'Oh...I could've done it better, have I had an Hour More probably a Day More'. 'Oh I am sorry pal, I cannot make it to your wedding, I am busy these days'* Are these some common things that you often run into? For many of us they are! And definitely I am the forerunner of them all.

These may not be the real reasons behind such behaviors, the underlying problem in most of the cases is Time – **Mis** managed. This is the root cause for most of the modern day problems like stress, frustration, discouragement and loss of confidence being faced by a lot of professionals.

In 1954 there was a survey which reviewed the then pace of Automation and predicted that by 2000 nobody would be working more than 30 hrs per week and will have the rest of the time for leisure, not only did the prediction failed but the current situation is quite opposite !! With more and more automation we are becoming busier and busier.

Time is a limited commodity, yet a very valuable one. As it is limited and valuable, definitely it needs to be managed with utmost care and efficiency. Does anyone ever have enough time? So much to do! So little time! Finite resources and Infinite needs!

Let me walk you through four important problems which hinder us from using our time efficiently. And suggest some practical remedies to overcome them and be better managers of our time.

### Procrastination

Procrastination is one of biggest reasons for a lot of people to lose their time. Procrastinators not only get caught short on deadlines, but also on the quality of the job done. Do it all at the last minute and you will not only be untimely but your decision's quality and accuracy will be poor.

Procrastinators miss deadlines and performance targets. Procrastinators mostly end up taking imperfect decisions and producing inconsistent results.

### Solution

Audit your current time management practices; those may not be the best. Use data, intuition even feelings to apportion your time, but not feelings

Start early. Always do 10% of thinking about the decision immediately after a job is assigned. This will help you to gauge better, what it is going to take to finish the rest. Divide the job into smaller tasks and schedule time to work on them spaced over the delivery period.

Remember one of Murphy's Laws. It takes 90% of the time to do 90% of the project and another 90% of the time to finish the remaining 10%. Always keep extra buffer time than you think it's going to take. Set up checkpoints for yourself along the way. Don't wait until the last moment, schedule early data collection and analysis.



### Lack of Organization

The next problem which affects most of us is Lack of Organization. When you don't invest time in organizing yourselves, you tend to loose time in searching for your things. The same is true with files on your PC. Don't you end up not getting everything done on time? Or Forget deadlines? You can't operate helter-skelter and deliver quality and timely results. Trivial tasks and insignificant issues divert you, leaving you with a little room to focus on mission-critical issues. If you are not disciplined in how you work, you tend to make delayed decisions.

### Solution

Get better organized and disciplined. Organize yourself, your surroundings and try to bring in Discipline. Put up strong deadlines/disciplines and habits for your self and try to meet or beat them. Make conscious effort to practice discipline - over a period of time they will turn into habits.

### Set up a Role Model

Try to set up a role model for yourself. Watch what he/she does and compare against what you typically do. Try to increase doing the things he or she does and doesn't do. This will help you a learn lot of good practices from your role models.

### Lack of Focus, Goals, Time Planning and priorities

The next problem with inefficient time managers is Lack of Focus and priorities. Lot of us mistake activity for productivity and like being engaged rather than being productive. This ends up in

wasting our efforts on the wrong tasks. This happens because the activity was not focused on a particular task as there was no bigger goal and therefore no set of priorities. Some people take action but on the wrong things. Effective managers typically spend about half their time on two or three key priorities.

What should you spend half of your time on? Can you name five things that you have to do which are less critical? If you can't, you're not differentiating well. People without priorities see their jobs as 97 things that need to be done right now—that actually distracts them and slow down.

**Solution**

Pick a few mission-critical things and get them done. Don't get diverted by trivia.

**Set goals**

Nothing manages time better than a goal, a plan and a measure. Set goals for yourself, not just long term but even short term. These goals are essential for setting priorities. If you do not have goals, you can't set time priorities. Using the goals, separate what you need to do into

- mission-critical
- important to get done,
- nice

Most successful time managers begin with a good plan for time. What do I need to accomplish? What are the goals? What's mission-critical and what's trivial? What's the time line? How will I track it? Use tools like GANNT chart or write down your work plan.

If you don't have a set of goals for yourself, take sometime and prepare as list of all things are on your mind. Ask the questions like, 'Why should I do this?' 'What will be the result if I don't do this task?' 'What is the reward of accomplishing this task?', 'What if I do it after some time?' depending on your answers prioritize your to – do list and focus your majority of time on top priority tasks and schedule your less priority tasks for some other time. Taking time to plan and setting priorities actually frees up more time later than just diving into doing things, with the hope of getting it done on time

**Take time to Plan your time**

**Audit your current time**– Take a log of your current daily activities for a week and note how you are using your time and what you are spending your time against. If possible try to associate monetary value to your time and guage if the activity on which you are spending most of your time is worth the money you are being paid for that time. Review your calendar over the past 90 days to figure out what are your three largest time wasters. Once you discover what is siphoning off your time everyday, create an action plan to reduce that in a phased manner.

**Planning** - Plan your time and manage against it. Be time sensitive. Not only value your own time but also that of others. Figure out what you are worth per hour and minute by taking your gross salary plus overhead and benefits. Set deadlines for yourself; use your best time of day for the toughest projects—if you're best in the morning, don't waste it on B and C level tasks.

**Another important time saver is the ability to constructively say “NO”.**

**Perfectionism**

Now we come to the other extreme of disorganization. Perfectionism, Overused asset can become a liability in most of the cases. That's what perfectionism can be to lot of us. Need or prefer or want to be 100% sure? Want to make sure that all or at least most of your decisions are right? A lot of people prefer that. Perfectionism is tough to let go of because most people see it as a positive trait for them. They pride themselves on never being wrong. Collecting more information improves the confidence in making a fault-free decision and thereby avoiding the risk and criticism that would come from making decisions faster. Anyone with a brain, unlimited time and 100% of the data can make good decisions. The real test is who can act the soonest, being right the most, with less than all the data. Some studies suggest even successful general managers are about 65% correct.

**Solution**

If you need to be more timely, you need to reduce your own internal need for data and the need to be perfect. Try to decrease your need for data and your need to be right all the time slightly every week until you reach a more reasonable balance between thinking it through and taking action. Try making some small decisions on little or no data. Start trusting your intuition more. Your experience won't let you stray too far. Let your brain do the calculations.



## Finally

These problems are not uncommon. I am sure lots of us are affected by some of these time stealers. Let us take time to review where we stand and create an action plan and act upon it to better utilize our self.

Let's transform our lives to say "Hey Darling, Be ready this evening let's go out!!!"

*This text has been adapted from TM Frank Sanjay's Project 2 speech (Organize your speech) that was delivered at one of the Eaton Toastmasters Club meetings at PSC, Eaton India.*

## Toastmasters International Awards & Recognitions

TM Krunal Akojwar & TM Sandeep Rao were recognized as Competent Communicators

TM Himanshu Gupta received Competent Leader award.

TM Mohan Karambelkar completed TI's Advance Leadership Bronze program.



## Club/Area/Division level News

Area Level Speech

Competition was organized by ETC & EITC on 7 March 2010. Shamiyoddin Sayyad from ETC emerged as a winner of Table Topics Contest.

Division level conference/contest (Division 'D') was held on 21st March in Pune.

**Division D is organizing semi-annual conference Reverberations 2010 in Nov 2010**

## **The Editorial Board:**

- TM Frank Sanjay (IITC)
- TM Krunal Akojwar (IITC)
- TM Sandeep Rao (IITC)
- TM Satish Dubey (EIEC)
- TM Vikram Doshi (IITC)
- TM Vishal Ratra (EIEC)



## LANGUAGE CORNER:

**Language Tip: IN or AT**

"In Pune", NOT "at Pune", but "I arrived AT Pune station". "I live AT The Old Studio. The Old Studio is IN Chakan."

The rule is **BIG PLACE > IN** (countries, counties, regions, cities and towns).

**LITTLE PLACE > AT** (houses, buildings, factories, offices, hotels, stations, even airports).

But note: "Where is he?" > "He's at the office" (that is – not at home). "I work in my garden" "He's in the office / in Reception / in the kitchen" (that is – really in/inside the place stated).

**Word to learn:** Procrastinate (Verb): put off doing something, especially out of habitual carelessness or laziness. To postpone or delay needlessly;

Pronunciation : proh-kras-tuh-neyt  
 Noun : Procrastination  
 Examples : Procrastination is counterproductive.  
 There are people who would rather procrastinate for eight hours than work for ten minutes.  
 It was his habit of Procrastination that cost him his job.

**Phrase: "Raise the bar"**

A phrase used to indicate that the expectations are increased. This is on the basis of the high jump bar that is raised to make it more challenging for the jumper.

Example: We at Toastmasters constantly raise the bar in our speeches.

## **Credits:**

The Editorial Board would like to take this opportunity to thank Vijay for guiding and helping us throughout the process of getting the Newsletter to your hands, the PR Committee members for their whole hearted support and help throughout. And last but not the least, all our contributors.

**A BIG Thank You!!!**

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