



The Presidents Corner

Toastmasters,

Welcome to November. I recall when I first joined Progressive, 8 short years ago. Even more recent, I can recall when I joined Toastmasters, 3 years ago. Time flies when we are having fun. The truth is Toastmasters, time will continue to tick whether or not you accomplish your goals. Time pays no homage to any person. Take charge of your life and begin to prioritize your Toastmaster goals. We have all been busy all year; we have all been consumed with family and work. Despite our hectic lives, we must make time for improvement. Several of our club's members have begun to take advantage of our Toastmasters world, by participating in the District wide speech contests. Toastmasters is not a wait and see organization, you must seek education, you must challenge yourself to get better. Let us begin today, this first day of the eleventh month, let us begin to set specific timelines for our Toastmasters goals. Why wait until tomorrow?

--Walter

The Power Of Smiles

Smile.....a Universal Language

If we physically work here at the office on any given day, we see many, many faces. We most often cast a quick glance, then turn away as we trudge onward. Certain faces may capture our attention, whether due to our own definition of beauty, or due to a certain expression. Written upon every face is an expression of one sort or another. The first face you see may be bleary-eyed from too little sleep. The next may have a look of anger because someone cut him off on the highway. One face may have tear stains because of an argument right before walking out the door that morning. Facial expressions tell many stories, although we probably can't truly guess what they are. Have you ever tried to make up your own story about someone based on how they look that day? It can be a fun exercise! One facial expression that is truly transparent is a face with a smile ☺. A smile tells that something positive is happening or has just happened in that person's life. It's an expression that most of us wish we could have more often, unless we are a curmudgeon. Smiles come in all shapes, sizes, and degrees. A smile often lights up a person's entire countenance, causing them to walk taller, more confidently. See Page 2



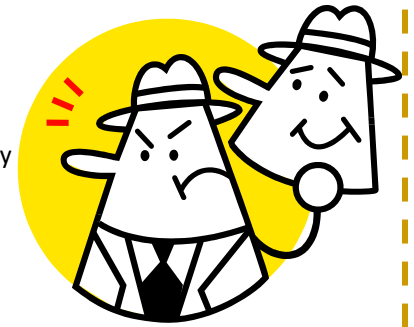
“If you are going through hell, keep going.” - Winston Churchill

The Power Of Smiles

Continued from page 1. Smiles are a universal language. You see them on faces in every country around the world. Greeting a total stranger who doesn't even speak your verbal language very often garners a smile in return. I have read that our faces use more muscles to frown than to smile. The next time you make eye contact

with someone, whether a friend, coworker, or total stranger, give them a smile. You may turn someone's sour mood into a better mood with just your smile ☺. What a nice gift to give someone, and you just may feel better yourself!

Jennifer Lewis



Spotlight on Kathy Zale

- What do I do at Progressive?

I supervise a group of phone reps in the Proof of Concept area. We test "concepts" such as quoting with new homeowner platforms, new products such as umbrella or Snapshot preview, and Twitter for example.

- How does public speaking relate to my job?

Learning how to speak in public helps me present ideas to my team, and also helps with my confidence when interacting with business partners such as product managers, analysts and process consultants. I expect that it will also help me with my interviewing skills when I am interviewing for that next job.

- Who would be a better president: Mr. Ed or Alf?

Alf, definitely. For one thing, he's more dexterous than Mr. Ed. Also, his alien view of things might help improve the state of the union. And lastly, his preference for cats in his diet can be viewed as an efficient way to control any cat over-population issues.

