

A BETTER MI

DISTRICT 109 CONFERENCE

A BETTER MI

MILANO

DIO9 2023



12 - 14 MAY 2023 | THE WESTIN PALACE | MILAN
CONFERENCE GUIDE



WELCOME TO MILAN!

TOP SIGHTS

Milan Cathedral (Duomo)

Constructed over five centuries, the cathedral is a magnificent example of Gothic architecture. Its spires have become the symbol of Milan.

Sforzesco Castle

Built on the ruins of a medieval castle, it became one of the most prominent artistic and cultural spaces in Milan. In its many museums, you will find works of Michelangelo and Leonardo da Vinci.

Last Supper by Leonardo da Vinci

The Last Supper occupies the whole northern wall of the refectory of the Dominican monastery of Santa Maria delle Grazie. There is also a dedicated museum nearby.

Galleria Vittorio Emanuele II

Italy's oldest active shopping gallery, it is home to some of the most traditional shops and restaurants in Milan, such as Biffi Caffè (founded in 1867 by Paolo Biffi, pastry chef to the monarch), the Savini restaurant, the Borsalino hat shop (1883) and the Art Nouveau classic Camparino bar.



LOCAL TOASTMASTERS RECOMMEND

ARTS, CULTURE & DESIGN

Cenacolo Vinciano



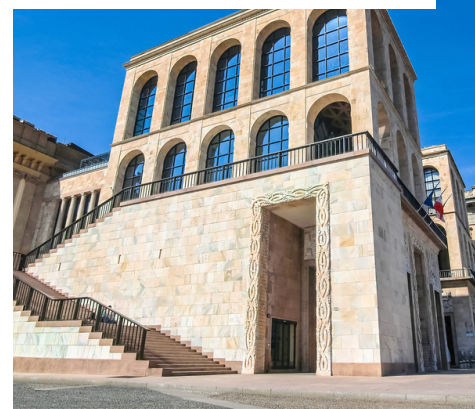
If you are fascinated by Leonardo's masterpiece, in this museum you can dive into the history of the painting, its restoration work and the technology used to protect it over the years. It is located very close to the Santa Maria delle Grazie monastery.

Villa Necchi Campiglio



This architectural gem in the center of Milan is featured in the movies "I am Love" (2010) and "House of Gucci" (2021). It was designed by architect Piero Portaluppi in 1935 for the wealthy and elegant Necchi Campiglio family. Visit it to experience the timeless luxury of an Italian society home from the 1930s.

The Museo del Novecento



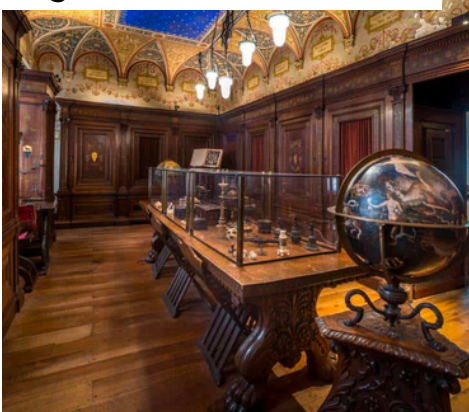
Located inside the Palazzo dell'Arengario, it hosts a huge collection of the most important 20th century Italian art, as well as paintings from the early 1900's by Pablo Picasso, Georges Braque, Paul Klee, Kandinsky, and Amedeo Modigliani.

ADI Design Museum



In a former industrial area at the heart of Milan, the ADI Design Museum displays the historical collections from the Compasso d'Oro Award, the prestigious prize established in 1954 by Giò Ponti to promote the quality of design pieces made in Italy. Next to the permanent collection, it hosts temporary exhibitions.

Bagatti Valsecchi Museum



In the midsts of Milan's fashion quarter, this museum in a former home is the fruit of the extraordinary collecting passion of two brothers at the end of the 19th century: Barons Fausto and Giuseppe Bagatti Valsecchi. They wanted to turn their family's mansion into a lordly Renaissance home by starting to collect 15th and 16th century paintings and decorative arts.

Palazzo Morando
Costume Moda Immagine



Costume Moda Immagine is on the first floor of Palazzo Morando, an 18th-century residence in the heart of Milan. The Art Gallery (Pinacoteca) preserves an important iconographic collection which shows the transformation of Milan's urban and social structure; in adjacent rooms furnishings and objects reflect the private and public tastes in the city between the 17th and 19th centuries.

LOCAL TOASTMASTERS RECOMMEND

FOOD & DRINK

Traditional and trendy dishes:

- Risotto alla milanese (a savory, saffron-infused variety of risotto)
- Ossobuco (its name means "bone with a hole" - slices of veal shank cut right through the bone, so the marrow ends up flavoring the braising liquid)
- Cotoletta alla milanese (a fried veal breaded cutlet similar to Wiener Schnitzel, but cooked with the bone in. It is traditionally fried in clarified butter)



Typical drinks in Milan:

- Negroni sbagliato (or simply sbagliato), with sparkling wine instead of gin
- Spritz— either with Aperol or Campari; try both to decide which one you prefer! ;-)
- Local wines from Lombardy:
 - Valtellina, Franciacorta, Oltrepò Pavese are areas of Lombardy with very distinct types of wines.
 - Less common is Pinot Nero vinificato in bianco, a white wine made from Pinot Noir grapes.
 - We also recommend Inferno (red Valtellina) and Lugana (white Franciacorta).

Places:

- The Navigli and Brera districts have many food & drink opportunities.
- Go to Luini (near the Duomo) to eat Panzerotti (a snack similar to a mini calzone)
- Explore the food hall Mercato Centrale (near the central station). Tip: The second floor is less crowded!
- Joia is the first vegetarian restaurant in Europe to be awarded a Michelin star and in walking distance from the conference venue.
- Panghea offers creative and high-end vegan dishes with a focus on organic produce, in a bright, plant-filled space.

OTHER TIPS



For shopping and gifts, visit La Rinascente. There you can enjoy an aperitivo on the top floor with a view of the Duomo's intricate roof.

Milan has a lot to offer!

If you decide to explore the city on your own, consider using public transport:

- A Ticket from € 2,20 is valid for 90 minutes from the first validation and good for multiple trips.
- A daily ticket costs € 7,60 and is valid for 24 hours from the first validation for as many trips as you want.
- A 3-days ticket costs € 13,00, is valid for 3 consecutive days and poses no limit to the number of trips; it expires at the end of service on the third day (at 03:45 in the morning).
- Carnet of 10 tickets costs € 19,50; each ticket is valid for 90 minutes from the first validation. This carnet cannot be used by several people at the same time.



THE CONFERENCE

FRIDAY

Preconference Program



SCAVENGER HUNT

16:00, own expense

Discover the rich cultural heritage of Milan through an exhilarating scavenger hunt! Complete the challenges with fellow Toastmasters while exploring iconic landmarks and the secrets of the city.



DTM RECEPTION

19:00, invitation only

The DTM reception is an exclusive event that celebrates and connects Toastmasters who have achieved the highest educational award.



SOCIAL DINNER

20:30, own expense

Indulge in an authentic pizzeria during our special social dinner. Connect with fellow conference attendees over delicious food and Italian wine for a memorable evening.

AGENDA AT A GLANCE

SATURDAY

13th May 2023

08:00 - 09:00 Registration

09:00 - 09:10 Opening

09:10 - 09:40 **Keynote** Darren LaCroix - 17 Minutes to Your Dream

09:50 - 12:00 **Contest** International Speech Contest

12:00 - 13:00 Lunch break

12:30 - 13:15

Workshops

13:00 - 13:30 Welcome back with a fresh coffee

13:35 - 14:05 **Keynote** Brian Jenner - The Healing Power of Public Speaking

14:15 - 16:00 **Contest** Evaluation Contest

14:20 - 15:05

Workshops

15:15 - 16:00

Workshops

16:15 - 16:45 **Keynote** Angela Santi - The Qualities of the Leaders of the New Era

16:55 - 18:30 **Contest** Table Topics® Contest

17:05 - 17:50

Workshops

Note: All the contests, keynotes and selected lunch break workshops are broadcasted online



GALA DINNER

20:30, *The Westin Palace*

A glamorous evening of celebration and entertainment at the Westin Palace, featuring the Awards Ceremony, humour, fine dining, and networking with VIPs and conference attendees, and music.

SATURDAY WORKSHOPS

13th May 2023

	Room: Castaldi 1 A Better MI - Speaker	Room: Castaldi 2 A Better MI - Leader	Room: Masaccio A Better MI - Professional
12:30 - 13:15	Pitch Your Idea Through Effective Storytelling. - Foteini Vavitsa	Building Your Future with Vision Boards. - Simone Thommen	[hybrid] How to Show Up and Thrive. - Lucinda Harman
14:30 - 15:05	Breaking Through Stagefright. - Meta Groselj	Are You Ready for Hard Talk? - Gloria Teo	Change Your Mindset, Change Your Life! - Diane Fryman
15:15 - 16:00	Eagle Vision: The Right Way to Prepare for Your Speech or Presentation. - John Zimmer	A New Leadership Code to Thrive in a VUCA World. - Sonja Klopčič	Authenticity: The Key to Bulletproof Confidence. - Matej Miklavc
17:05 - 17:50	The 5 Fundamentals of a Powerful Voice. - Danja Bauer	Leading in a Complex World. - Fatima Carbonara & Valentina Panizza	Leading with purpose: How to develop a purpose statement that resonates and inspires? - Alice Ekonomou

SUNDAY

14th May 2023

08:30 - 09:00	Welcome with fresh coffee	
09:00 - 10:00	Keynote Workshop	Darren LaCroix - How to Create UNFORGETTABLE Stories
10:00 - 11:00	Expert Panel	Secrets of Award-Winning Speakers
11:00 - 12:00	Expert Panel	Motivating Leadership in Times of Change
12:00 - 12:30	Keynote	Mohammed Qahtani - Never Give Up
12:30 - 13:00	Closing Ceremony & Photos	
13:00	End of The Official Program	

Note: All Sunday sessions take place in the plenary room and are broadcasted online.



MEET THE SPEAKERS

WORLD PUBLIC SPEAKING CHAMPIONS



DARREN LACROIX

World Public Speaking Champion 2001

Darren LaCroix is currently the only speaker in the world who is a CSP (Certified Speaking Professional), an AS (Accredited Speaker), and a World Champion of Public Speaking. Darren always stresses, "Don't go for the designations to get letters after your name; do it for the professional you will become in the process." He is the co-host of the Unforgettable Presentations podcast and the founder of StageTimeUniversity.com.



MOHAMMED QAHTANI

World Public Speaking Champion 2015

Mohammed Qahtani is World Champion of the 2015 Toastmasters Public Speaking competition, five times TEDx speaker, and professional speaker and trainer with more than 1000 lectures given in over 35 countries. He is a former stand-up comedian and public speaking coach. Mohammed is also author of the best-selling book "The Power of Words. The Journey of a Stuttering Champion".

SATURDAY KEYNOTES



17 MINUTES TO YOUR DREAM

Darren LaCroix

Kids dream, like rivers flow. When we were kids, we don't worry about the how! We've been trained to overthink everything. As adults, we think more than we dream. In 17 Minutes to Your Dream, Darren will inspire each of us with his personal story of having gone from "Chump to Champ". Through a fascinating journey, he will share his strategy to overcome doubt, build belief and gain momentum, and experience breakthroughs.



THE HEALING POWER OF PUBLIC SPEAKING

Brian Jenner

In an era of social isolation, the art of public speaking is a way to overcome fear and reconnect with fellow citizens. Telling your story helps you discover your purpose. Learning to structure your thoughts and influence audiences gives you the power to resolve conflict and promote change. You learn perspective. By sharing your trials and tribulations you can turn your knowledge into wisdom.

Brian Jenner is a former Toastmaster and winner of TM humorous speech contest turned professional speechwriter. He is the founder of the European Speechwriter Network and the author of ten books, including 'Eloquence' and 'Engage Brain'.



THE QUALITIES OF THE LEADERS OF THE NEW ERA

Angela Santi

We are entering a new era in many aspects of our personal and professional lives. There will be no going back to the "old normal". At the workplace, leaders are faced with unprecedented challenges and must find new ways to lead, motivate and engage their staff, while holding the line in a mutable and uncertain environment. What are the qualities that they need to embody to be the leaders of the new era?

Italian by birth and cosmopolitan by vocation, Angela is a leadership and lifestyle expert for ambitious entrepreneurs and executives who want to succeed while enjoying the journey. She has a humanistic background and almost 30 years of experience in Human Resources and Organizational development at one of the top 10 Italian automotive companies.

A Better MI - Professional Track**Hybrid**

HOW TO SHOW UP AND THRIVE

Lucinda Harman - TEDx Speaker, International Speaker & Trainer, Author, Distinguished Toastmaster

If you want to step into your full potential, then you need to show up. Not only show up yet be curious and hungry to Shake the Trees in your life so you too can achieve the extraordinary potential that exists inside you. At Lucinda's powerful and energetic workshop, you will learn how to take focused and intentional action for optimal success (aka Shake the Trees) and conduct Your life inventory of growth versus getting stuck. Make sure you show up. You never know to which level of your potential it is going to get you! Just show up...or you will never know...

A Better MI - Speaker Track

PITCHING YOUR IDEA TO YOUR AUDIENCE THROUGH EFFECTIVE STORYTELLING

Foteini Vavitsa - Business Mentor & Coach

Convert the mess of a narrative to a powerful message that will make our audience say, "WOW, this idea has changed my life!" After attending this workshop, you will be able to:

- Distinguish which parts of your stories are valuable for your speech.
- Structure your narrative from the beginning to the end using some of the most compelling storytelling frameworks worldwide.
- Create authentic and effective speeches that hold people's attention from the beginning to the end, no matter the duration.
- Level up your influential ideas with meaningful narratives and become the effective communicator you always dreamed of.

A Better MI - Leader Track

DESIGNING YOUR FUTURE WITH VISION BOARDS.

Simone Thommen

Discover the power of visualization! In this fun and creative session, you will create an inspirational collage from pictures that visualizes your goals. No artistic skills required – just bring enthusiasm and creativity! A vision board pictorially represents your dreams and aspirations in a certain area, e.g., your career. It helps you focus, gets creativity started and serves as a visual reminder of your goals.

In preparation for this session, please start collecting magazines, quotes, etc. that inspire you and bring them to the workshop. For those joining in person, we will also provide some material to get started.

A Better MI - Professional Track**CHANGE YOUR MINDSET, CHANGE YOUR LIFE!**

Diane Fryman - Organizational Psychologist, Coach & CEO

Whether you think you can or cannot, you are right! This famous saying by inventor Henry Ford makes us reflect upon how our own self-beliefs determine our futures. Come to this workshop if you want to:

- explore your mindset and how it impacts your decisions and behaviours.
- identify what may be getting in the way of acting upon your objectives and dreams.

Come to get inspired to step out of your comfort zone and into the learning zone working with others who have the same curiosity and interest in breaking through their own barriers!

A Better MI - Speaker Track**BREAK-IT-DOWN TO BREAKTHROUGH STAGE FRIGHT: MASTERING INNER DIALOGUE**

Meta Groselj - Professional Speaker & Speaker Coach

There are two sides to the stage a professional speaker has to master to truly be authentic. The first stage is the stage of the exterior world. The second stage is the stage of the interior world. This is where your critical voice lives and breathes and throws tantrums and sometimes makes your life somewhat messy.

This workshop will help speakers examine the rhetorical representation of their inner dialogues with the aim to give their inner voices honest feedback and clear direction - and with this, you will be able to achieve the breakthrough you are looking for as a speaker. Congruency.

A Better MI - Leader Track**ARE YOU READY FOR HARD TALK?**

Gloria Teo

Problems that are not handled properly can become a conflict. Conflict management can be trickier to solve than a problem. Hence, my question to you, would you rather solve a problem or a conflict.

As a leader you cannot always avoid such situations. My first hard talk with a senior in my club was during my presidency. Then I had to share this experience during COT with this senior in the audience. At work I had to use such skills too and I am most happy to share what I have learned in TM and at work with you.

A Better MI - Professional Track**AUTHENTICITY: THE KEY TO BULLETPROOF CONFIDENCE.**

dr. Matej Miklavec - Author & Professional Transformative Coach

Boosting your impact and success in your professional career could be as simple as being yourself. Too often we block our creative potential by insecurely trying to be someone we are not- yet, mustering up much needed confidence to move forward. Plugging into your authentic natural confidence is the superpower and unlimited resource for the next level of success, always intimately at your reach. Matej will share the transformative power of listening to our true self, to be more authentic and confident regardless of the circumstances.

A Better MI - Speaker Track**EAGLE VISION: THE RIGHT WAY TO PREPARE FOR YOUR SPEECH OR PRESENTATION**

John Zimmer - Author, Blog Producer & Moderator, Public Speaking Trainer

The best speeches and presentations – the ones we remember, the ones that make an impact – are the result of good preparation. But how do you prepare well? It all starts with “Eagle Vision”. In this workshop, John will share a powerful 4-step process that will ensure your preparation goes in the right direction. Come to this workshop with a specific speech or presentation in mind. We will use it to work through the process, and you will leave with a blueprint to guide you the rest of the way.

A Better MI - Leader Track**A NEW LEADERSHIP CODE TO THRIVE IN A VUCA WORLD**

Sonja Klopčič - Author, Mentor Coach and Sustainable Leadership Expert

Our old leadership paradigms no longer serve us. Playfulness, creativity, flow, connections with our natural cycles need to be unleashed again. We need to allow our intuition to be our gift, to lead our path through the noise. At the workshop, Sonja will introduce a new leadership model based on sustainability.

A Better MI - Professional Track**LEADING WITH PURPOSE: HOW TO DEVELOP A PURPOSE STATEMENT THAT RESONATES AND INSPIRES?****Alice Ekonomou - Business Leader & Coach**

Leading with purpose can accelerate our growth, deepen our impact and truly transform both our personal and professional lives. But the process of identifying, formulating, and putting to action our purpose can be daunting if we don't know the right steps on how to get there.

This workshop will provide practical guidance on how to develop a purpose statement that captures our essence and the impact that we want to make in the world, and show how to turn this statement into a concrete plan of action that is bound to take our leadership, and personal lives, to the next level!

A Better MI - Speaker Track**THE 5 FUNDAMENTALS OF A POWERFUL VOICE****Danja Bauer - Professional Singer & Public Speaking Trainer**

If you want to discover how you can strengthen the power of your voice to create more impact with your speaking, then join this session. Danja will share her 27 years of personal experience on how you get a powerful voice so you get heard and increase trust from your listeners. You will also discover how to speak like music by using vocal variety and casting a spell over your audience.

Speak like music to convince and excite your audience!

A Better MI - Leader Track**LEADING IN A COMPLEX WORLD.****Fatima Carbonara - Innovation Manager & Soft Skills Specialist & Valentina Panizza - Management Consultant**

A wise leader is aware that we live in a complex world where every decision has its own trade-off. Moreover, decisions interfere with events which themselves influence decisions. A leader cannot have all the answers and solutions by him/herself; in fact, he/she is not supposed to.



Complexity implies that there's no pre-defined solution to follow. It requires to adapt to continuously changing situations. In this workshop we will see how wise leadership can be used to lead in a complex world and we'll discuss its activators and inhibitors.

SECRETS OF AWARD-WINNING SPEAKERS

We invite you to a fascinating dialog featuring five award-winning speakers to discover the best tips to envision, prepare and give a winning speech, and excel as **SPEAKER**. Come listen to top professional speakers share their proven strategies to help you become the authentic, persuasive and memorable speaker you aim to be.



DANJA BAUER

Professional Singer and Public Speaking Trainer

Danja is an award-winning speaker who earned second place in the Toastmasters D109 European Speech Contest in 2020. Her melodious voice and expertise enriched business events held by Porsche, Microsoft, Sony as well as the Women Economic Forum and Present to Succeed conference.



ELIANA CASEIRO

Tedx Speaker Coach, Public Speaking & Presentation Trainer

As a TEDx Speaker Coach, Eliana collaborates with many TEDx in Italy. In 2021, she won the Toastmasters' D109 European Speech Competition and, in 2022, she earned Second Place at the International Speech Contest of the same district.



META GROSELJ

Professional Speaker, Speaker Coach, Writer & Trainer

Meta's clients received awards on different levels and events. She is supporting leaders, entrepreneurs and experts to attract the right customers, get the message to the right audience and receive desired outcomes and awards. Her speakers received best pitch award, best start-up award etc.



JOHN ZIMMER

Author, Blog Producer & Moderator, Presentation Skills Trainer

An internationally recognized expert on public speaking, John is a nine-time European champion of Toastmasters speech contests. He is the author of a popular blog about public speaking called Manner of Speaking, which has been rated by Feedspot as the No. 1 public speaking blog in the world.



SONJA BONIN — MODERATOR

Journalist, Writer and Book Editor/Translator

Sonja is the winner of the 2021 German Speech Contest of District 109 and a bilingual public speaker (English and German). A former journalist, she is currently a freelance writer, book editor and translator.

MOTIVATING LEADERSHIP IN TIMES OF CHANGE

Leaders of the post-pandemic era face unprecedented challenges to inspire, engage and retain talent amidst constant change and uncertainty. Drawing on their vast experience, our panellists will share their insights and strategies for driving intrinsic motivation, inspiring team members and increasing engagement in the face of volatile-uncertain-complex-ambiguous conditions.

From fostering a growth mindset to cultivating resilience and adaptability, this session will provide valuable lessons and actionable takeaways for leaders at all levels. Don't miss this opportunity to gain a fresh perspective on leadership and learn from some innovative minds.



IOANNIS KANLIS — MODERATOR

Economist and Senior Navy Officer

Ioannis has an MBA in financial management and a Master's in Economics and Security Studies, both with highest honours. He currently manages the Hellenic Navy Defence Investment Budget Department and a multi-billion portfolio of defence assets and programs while also serving as the District 109 Finance Manager.



FATIMA CARBONARA

Leadership Consultant and Public Speaking Trainer

Woman of letters driven to numbers, Fatima loves working with people especially in the SME sector. She support entrepreneurs and their collaborators in developing sustainable business innovation plans, in dealing with complex situations in organisations.



ERIC FINGERHUT

Transformation Executive, Speaker and Facilitator

Eric is Associate Director at Hoffmann-La Roche in charge of customer engagement transformation across Africa, Turkey and France. In his more than 20 years in global corporations, he has held leadership positions across country, region and worldwide roles.



SONJA KLOPCIC

Author, Mentor, Coach and Sustainable Leadership Expert

An engineer by training, Sonja has created and managed several companies in Slovenia in multiple fields of business. She is the author of four books on leadership, including "The AEIOU of Leadership", presenting an award-winning model for sustainable leadership. She mentors multiple leaders and has earned industry awards in entrepreneurship and innovation.

SUNDAY HIGHLIGHTS



PLENARY WORKSHOP: HOW TO CREATE UNFORGETTABLE STORIES

Darren LaCroix

Do you have an important message to deliver?
Do you want to speak or be heard?

Anyone can stand in front of an audience and say words while showing slides. The true question is, “did their perspective change?”

Stories breathe life into presentations, help change perspective, and can make your message memorable. Great communicators are great storytellers.

You’ll walk away from this presentation with three little-known secrets Darren’s coaches gave him on how to deliver stories of change so people listen and agree. You’ll never look at stories the same way again, Darrenteed!



CLOSING KEYNOTE: NEVER GIVE UP


Mohammed Qahtani

Why do you give up halfway through your journey?

And if you didn’t give up, what made you keep going?

In this keynote, Mohammed shares a story of a kid with severe stuttering who became the World Champion of Public Speaking, even after wanting to quit many times throughout his journey.

MY NOTES & TAKE-AWAYS

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We express also our gratitude to all who with their individual contributions have contributed to the organization of this event.

UNDERSTANDING COMES THROUGH
COMMUNICATION
AND THROUGH COMMUNICATION
WE FIND THE WAY TO PEACE.

- Ralph C. Smedley
(The Founder of Toastmasters International)