

don't make mistakes in grammar, especially don't say 'for he and I,' say 'for him and me,'" "Be sure your tie is straight," "Speak loud, but not too loud," and so on and on.

Now, what happens when the speaker gets up to speak? He's scared because he's given himself a terrific list of things not to do. He gets confused in his talk and finds himself silently asking, "Have I made a mistake?" He is, in brief, a flop. He's a flop because he concentrated on the petty, trivial, relatively unimportant qualities of a good speaker and failed to concentrate on the big things that make a good speaker: *knowledge of what he's going to talk about and an intense desire to tell it to other people.*

The real test of a speaker is not did he stand straight or did he make any mistakes in grammar, but rather did the audience get the points he wanted to put across. Most of our top speakers have petty defects; some of them even have unpleasant voices. Some of the most sought-after speakers in America would flunk a speech course taught by the old negative, "don't do this and don't do that," method.

Yet all these successful public speakers have one thing in common: *They have something to say and they feel a burning desire for other people to hear it.*

Don't let concern with trivia keep you from speaking successfully in public.

2. WHAT CAUSES QUARRELS?

Ever stop to ask yourself just what causes quarrels? At least 99 percent of the time, quarrels start over petty, unimportant matters like this: John comes home a little tired, a little on edge. Dinner doesn't exactly please him, so he turns up his nose and complains. Joan's day wasn't perfect either, so she rallies to her own defense