



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 10

Paralanguage

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Language of Voice

- ✓ Voice carries intentional and unintentional emotions and messages.
- ✓ Articulation
- ✓ Problems of Pronunciation
- ✓ Problems of translation



Features of voice

- Quality
- Volume
- Rate
- Pitch
- Pronunciation
- Silence and Pause

Some common faults

- Throatiness: deep resonance in voice
- Breathiness: passage of too much air through vocal chords
- Nasalization: releasing air through nose
- Harshness: inhibited flow of air
- Muffled: lazy lip, jaw, and movements
- Hoarseness: inflammation of larynx

Articulation

- Speak the words distinctly
- Avoid chopping/slurring/mumbling
- Ought to otta
- Didn't dint
- Don't know dunno
- Want to wanna

Volume

- ❑ Degree of loudness/softness of voice
- ❑ Voice levels vary depending upon listeners
 - Be audible
 - Adjust to acoustics of the room
 - Avoid speaking too loud

Pace/rate

- ✓ Both too fast and too slow delivery is faulty.
- ✓ Pace to be decided as per audience.
- ✓ Variety adds spice to one's speech.
- ✓ Complex matters require slow delivery.



Pitch variations

- Vocal cords vibrate in the production of sounds.
- Pitch changes are called inflections.
- Pitch variations convey feelings.
- Speech without variation becomes monotonous.



Pronunciation

- ✓ Received pronunciation
- ✓ Word stress
- ✓ Sentence stress
- ✓ Intonation

Word and Sentence stress

- Put stress at the right syllables.
- Stress the right words in a sentence.
- Modulate your voice to express intended meaning.
- Articles, prepositions, conjunctions, auxiliary verbs and personal pronouns do not take stress.

Intonation

- Rise and fall in the pitch of the voice.
- Falling tone: statements, commands, wh-questions.
- Rising tone: request, yes-no questions, question tags, protests.

Pauses

- ✓ Pause is a short silence in speech.
- ✓ Pauses emphasize/dramatize a point.
- ✓ Separate one unit of thought from another.
- ✓ Signal both the beginning and end of a speech.

Contd.

“The right word may be effective but no word was ever as effective as a rightly timed pause.”

— Mark Twain



Silence

- Thought process
- Reactions
- Introspection
- Decision making



Contd.

“Silence is better than unmeaning words.”
— **Pythagoras**

