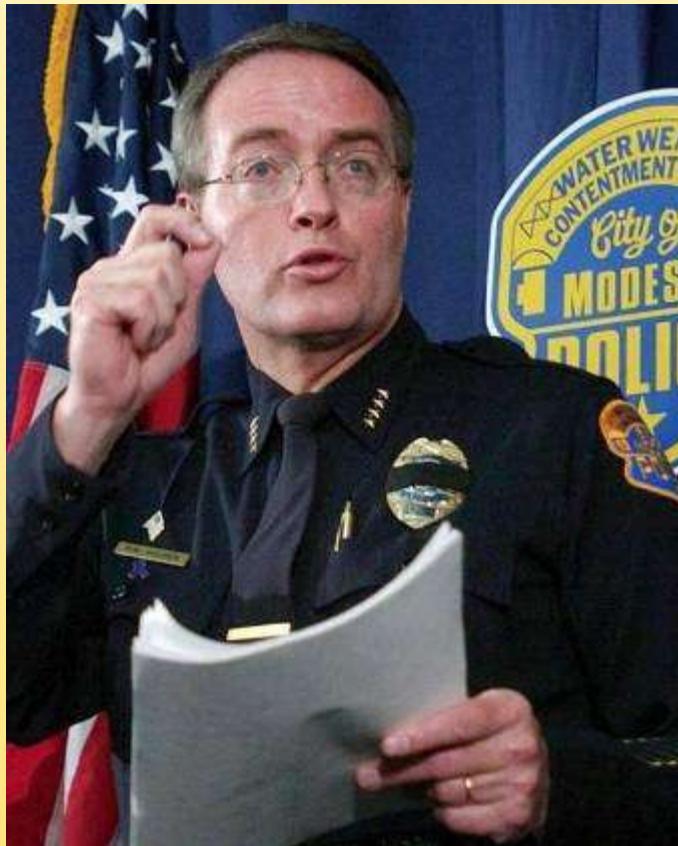


chapter 12

Delivery

Nonverbal Communication



**Based on
use of voice
& body**

Methods of Delivery



- **Manuscript**
- **Memory**
- **Impromptu**
- **Extemporaneous**

Manuscript Speech

- **Written out fully**
- **Read to audience**

Impromptu Speech

**Delivered with little or no
immediate preparation**

Extemporaneous Speech

- **Carefully prepared & rehearsed**
- **Presented from brief notes**

Conversational Quality

**Sounds spontaneous no
matter how many times
speech has been rehearsed**

Speaker's Voice

- **Volume**
- **Pitch**
- **Rate**
- **Pauses**



Speaker's Voice

- **Vocal variety**
- **Pronunciation**
- **Articulation**
- **Dialect**

Volume

**Loudness or softness of
speaker's voice**

Pitch

**Highness or lowness of
speaker's voice**

Rate

**Speed at which person
speaks**

Pauses

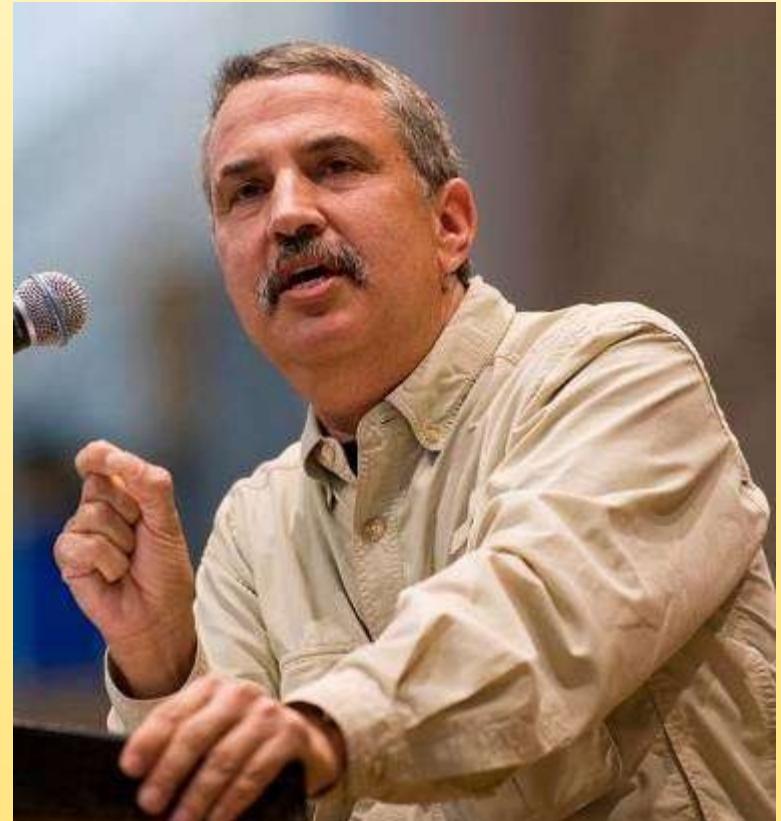
**Momentary break in
vocal delivery**

Vocalized Pauses

Pauses that occur when speaker says “uh,” “er,” “um,” etc.

Vocal Variety

- **Changes in rate, pitch, volume**
- **Gives voice expressiveness**



Pronunciation

**Accepted standard of
sound, rhythm for words
in given language**

Articulation

Physical production of speech sounds

Dialect

**Variety of a language
distinguished by accent,
grammar, vocabulary**

Speaker's Body

- **Personal appearance**
- **Movement**
- **Gestures**
- **Eye contact**

Kinesics

**Study of body motions as
mode of communication**

Practicing Delivery

- **Go through preparation outline aloud**
- **Prepare speaking outline**



Practicing Delivery

- Practice speech aloud
- Polish, refine delivery
- Give dress rehearsal

Preparing Q&A Sessions

- **Formulate answers to possible questions**
- **Practice delivery of answers**

Managing Q&A Sessions

- Approach questions with positive attitude
- Listen carefully



Managing Q&A Sessions

- **Direct answers to entire audience**
- **Be honest, straightforward**
- **Stay on track**