



# 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**

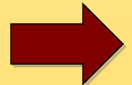
- **Carefully prepared & rehearsed**
- **Presented from brief notes**

# **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**

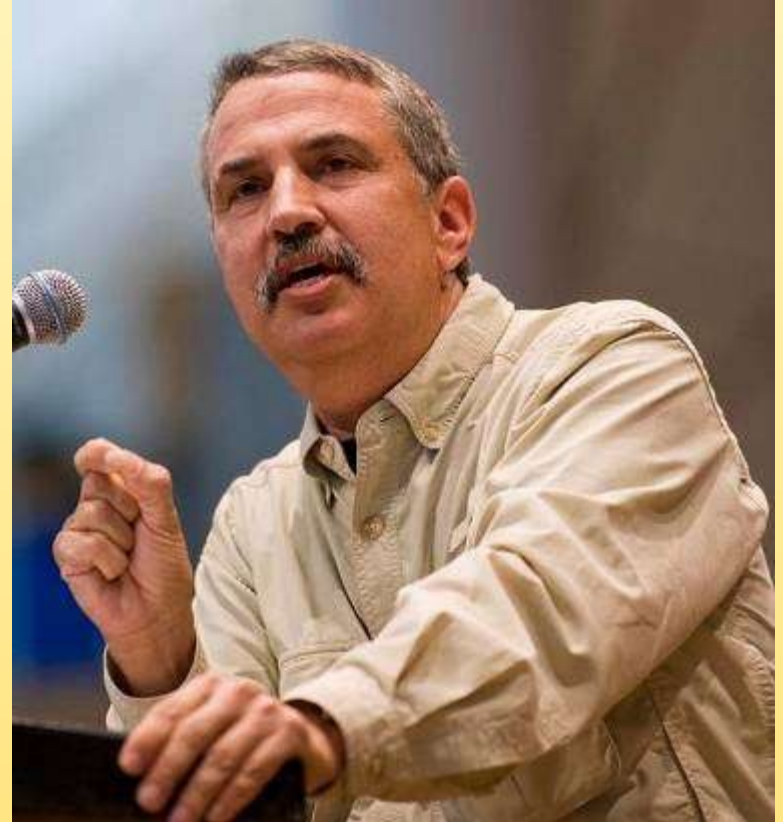
**Momentary break in  
vocal delivery**

# **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**

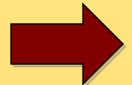
- **Personal appearance**
- **Movement**
- **Gestures**
- **Eye contact**

# **Kinesics**

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

# **Practicing Delivery**

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



# **Practicing Delivery**

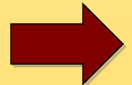
- **Practice speech aloud**
- **Polish, refine delivery**
- **Give dress rehearsal**

# 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**