

SOUND OF YOUR VOICE

ELITE/VOICE/TRAINEE MANUAL/V 1.0

The sound of your voice:

The tone of your voice, or how you say something, is often more important than the words you use.

Listening to the sound of your own voice

The tone of voice you use with others may mean the difference between

1. Acceptable job success and GREAT job success, and
2. Adequate customer service and QUALITY customer service

Below are the different voice styles by which people communicate. Which seem to best describe yours?

Check the one(s) with which you identify most.

- My voice becomes agitated and/or loud when I am angry.
- I speak more quickly when nervous.
- My voice slows significantly and/or becomes quiet: when I get tired.
- Others describe my tone of voice as “upbeat”.
- Friends regard my tone of voice as warm and understanding when we are in the serious conversation.
- I can control my tone of voice in most situations.
- My voice can sound authoritarian and demanding when required.
- Others consider my voice meek.
- I’m lucky because my voice is clear, direct and natural.
- My vocabulary and style of speaking tends to be serious and scholarly.

Some of the above are better than others when interacting with others.

Note: This may be difficult exercise for those not accustomed to listening to themselves. Ask a friend to help you complete this exercise, it may provide some invaluable insights. Use a tape recorder or telephone answering device can also be useful.

For dynamic voice:

- ✓ Improve your sound
- ✓ Polish your speech
- ✓ Become verbally competent
- ✓ Reduce your accent

We have all heard at least one person in our lives whose voice is so beautiful and rich that we enjoy listening to them speak, sometimes regardless of what they are actually saying. While developing perfect vocal intonation and diction can be a lifelong task, a beautiful sounding voice can be obtained in a relatively short amount of time. All you need is a little guidance and some dedicated practice. So if you would like to develop a perfect speaking voice, start with Step 1 below.

Developing good speech habits:

- a. **Speak up:** It's important to be heard when you speak! So increase your volume. However this does not mean you have to shout. Try to vary the loudness as per the situation.
- b. **Slow down:** Speaking too quickly is not a good habit and may be difficult for people to understand. It's recommended to speak the words slowly and take a pause in between sentences. The ideal speaking rate is between 120-160 words per minute.
- c. **Enunciate:** Speaking clearly is the important but the difficult most aspect of developing your speaking voice. Pay attention to each and every word that you say, pronouncing it fully and correctly.
- d. **Practicing deep breathing:** Breathing too quickly and shallowly while they speak that leads to unusual tone. Practice breathing deeply, for the count of 5 seconds.
- e. **Vary your pitch:** Although you should not try to change the natural pitch of your voice, you should try to control it. You can try to control your pitch simply by reading a text loudly by yourself.

Practicing your speech:

- a. **Do some vocal exercises:** Practicing vocal exercises can prove to be a good way to improve your natural speaking voice. Try to loosen your mouth and relax your vocal words. Also try to increase your breathing capacity.
- b. **Repeat tongue twisters like:** “Red leather, yellow leather” , “ She sells seashells by the seashore” , “ Peter piper picked a peck of pickled peppers”.
- c. **Practice reading loud:** Keep on reading loud until you are happy with what you hear.
- d. **Record yourself:** This can help you to pick up on any faults that you wouldn't normally pick up on, such as mispronunciations and speed or pitch problems.
- e. **Smile as you speak:** People will judge you and the content of your speech more favorably if you use an open, friendly, encouraging tone (as opposed to an aggressive, sarcastic or bored one). A good way to make your tone more friendly and warm is to smile while you speak. Not a crazed grin, mind you, but even a slight upturn of the corners of your mouth can make the sound of your voice more appealing.

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