



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORY:

- **Communication—**  
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

#### RELATED COMPETENCY CATEGORIES:

- **Professionalism—**  
Projects an image of maturity and integrity that creates credibility.
- **Adaptability—**  
Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

# Vocal Skills and Body Language

## SUMMARY

Voice inflection, facial expressions, and body language can make up over 90% of your message. Presentations are strengthened when you improve vocal range, such as projection, diction, pacing, and pitch; and body language including, posture, gestures, facial expressions, and purposeful movement.

## CONTEXT

How your voice sounds in terms of volume, pitch, and pacing, has a tremendous impact on your audience and their willingness to follow your message. How you gesture and move about the room, your posture, and facial expressions, all play a part in keeping your audience engaged and respectful.

When you conduct professional business presentations, many factors are outside of your control, such as equipment breakdowns, audience attitudes, or outside interferences like weather or room temperature. Two areas that you can be in command of are the way you sound and the way you conduct yourself in your presentations.

In this module, you will be able to look at the elements that make up your visual and vocal image. You will explore methods that are entirely within your abilities to become more professional, dynamic, and interesting.

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### At the completion of this module, participants will be able to:

- Learn how their audience forms impressions of them based on their voice and body language
- Analyze physical appearance and voice factors that influence audience perceptions
- Improve gestures, posture, and movement to impact presentations
- Practice becoming more flexible and dynamic

*“Effective speaking is more than ‘saying a few words’ to an audience: it is the revealing expression of a human personality.”*  
—Dorothy Carnegie