**Module 6-Communication: What Works/What Doesn’t?**

**Verbal Communication**

**The basics**

• Using clear language means not talking over the person’s head.

* Be sure to use words and expressions that the Apprentice understands.

1. **Tone of voice**

* Can convey a wealth of information, ranging from enthusiasm to disinterest to anger.
* Notice how your tone of voice affects how others respond to you and try using tone of voice to emphasize ideas that you want to communicate.
* Tone of voice is a combination of all of these below:

• **Volume**

* + - Speaking very softly might indicate that you are timid and trying to

take up less space.

* + - Speaking too loudly could indicate insensitivity or an excess of

aggressive emotion.

• **Pitch**

* Refers to how high or low you are speaking.
* Generally, we all have a natural pitch that’s comfortable for our voice box, but nerves or other emotions can sometimes cause the throat to tighten, driving pitch higher.
* This can communicate insecurity or a lack of confidence, or intense emotionality in general.

• **Inflection**

* Is related to pitch and refers to where you do or do not place emphasis within a word or sentence, often by raising or lowering the pitch of a specific word or two.
* A sentence might mean multiple things depending on where and how the inflection is placed.
* As a simple example, think of how a statement can be converted to a question by a simple pitch raise near the end when it’s said out loud.

• **Rate**

* Is how fast you speak. Again, we all have a natural rate to how we talk,

but the important thing in the workplace is intelligibility.

* People tend to let their voice rate run faster and faster when they lose confidence, feel nervous, or get upset.
* This can cause misunderstandings and escalate general feelings of tension.

**Non-Verbal Communication/Body Language**

Below are a few key points to consider:

**Nodding**

* Nodding could mean different things to different people, but usually, in the U.S., it is

encouraging and demonstrates that you are listening.

* It sometimes can be interpreted differently by people from different cultures.