

# Module 4: Powerful Interviewing Techniques

## Lesson 4: Advanced Communication Tips



## In this training you will learn:

- Why is this important
- Techniques and How you can leverage them:
  - Tonality (Tone);
  - Avoid sounding Monotone;
  - Rhythm and Tempo;
  - Embrace the 'pause' [silence]

## Why is this important?

- HOW you show up creates an experience; what experience do you want to create?
- *You can change the atmosphere of the interview just by changing your voice; tone; pitch; speed;*

## Technique: Tonality (Tone)

- The quality of a person's voice; their manner of speaking; how they express themselves;
  - *Example: When speaking with young children (in comparison to adults) our voice will be much softer, a little higher;*
- She spoke in a 'conversational tone';
- He spoke in a 'nervous tone'.

## Technique: Tonality (Tone)

- She had a ‘confident tone’ in her voice;
- *A quiet or hushed tone of voice: ‘spoke in undertones’;*
- Questioning tone; where there is a higher inflection typically at the end of a sentence;
- *Be mindful of the questioning tone versus the confident/command tone;*
  - Use questioning tone with intention;

## Technique: Tonality (Tone)

- Sometimes, women can inadvertently speak with a questioning tone that undermines their authority;
  - *Example: “People who use a questioning tone unintentionally can undermine themselves – can’t they? [Questioning]*
  - Example: ““People who use a questioning tone unintentionally can undermine themselves – can’t they? [Confident]

## Technique: Tonality (Tone)

- Confident/Command Tone: a deeper pitch; typically drops at the end of the sentence;
  - *Example: “Businesses MUST get clear on their core values AND value they offer prospective clients if they truly want to stand out from the crowd.”*

## Avoid Sounding Monotone:

- If the volume, rhythm, pitch and resonance of your voice doesn't fluctuate you'll be speaking in monotone and will most likely bore your audience;
- *Be expressive in your voice; emphasise different words throughout your sentences;*
- Be purposeful and intentional by adjusting your volume.



## Technique: Rhythm and Tempo:

- Rhythm: the pattern of the sounds you produce;
- *Tempo: the pace of your voice;*
- For excitement or telling a funny story, quicken the pace;
- *For a more serious lesson, slow the pace to emphasise the words.*

## Technique: Embrace the Pause [silence]:

- Don't be afraid of pausing intentionally when you really want to make a point;
- *This is NOT dead airspace;*
- However, be mindful you don't do it too often and ensure you pre-frame it;
- *Example: "Take a few moment to REALLY think about this to let it sink in." [pause and count to 3 seconds].*

## Your Turn:

- Congratulations – you have come to the end of the training;
- *Practice, Practice, Practice;*
- Have Fun!