

WHISTLE

VOICE

**BODY
LANGUAGE**

- SELL DECISIONS
- INFORM
- EXPLAIN
- WARN





**IT'S NOT
WHAT YOU
SAY IT'S THE
WAY THAT
YOU SAY IT.**

CONCISE – be brief.

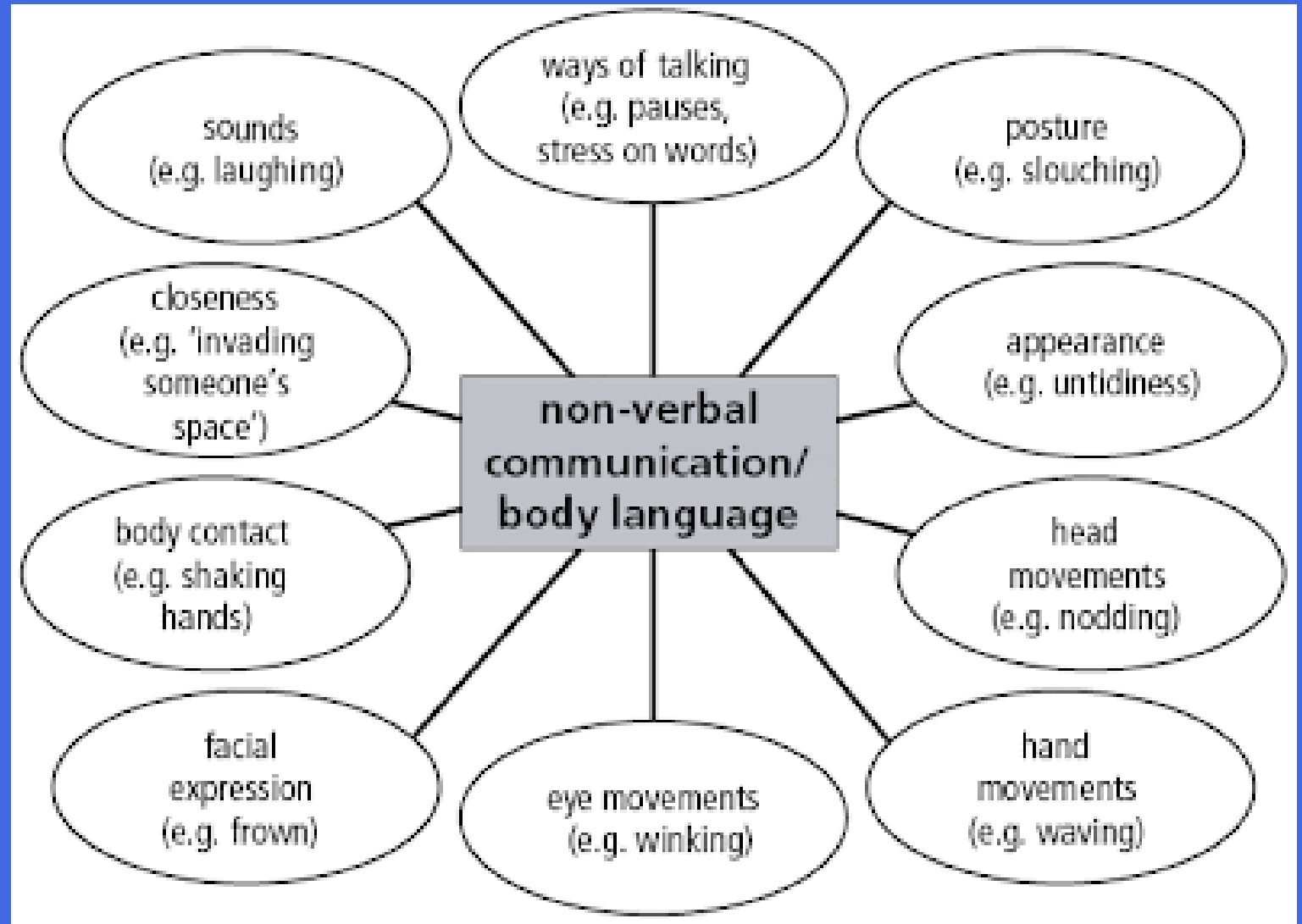
CLOSED – do not
discuss.

CLEAR – keep to the
point.

CALM – reduce
tension

- VOLUME
- INTONATION
- SPEED
- PITCH
- ARTICULATION
- EMPATHY

HOW DO YOU APPEAR? WHAT DOES YOUR BODY SAY?





CONFIDENCE NOT CONFRONTATION

- Shoulders back.
- Head up.
- Eye contact.
- Neutral expression or smile.
- Normal speaking volume.
- Firm Tone.
- Slow.
- Low pitch

KEEP CALM AND CARRY ON.

