

Understanding the Differences Between Face-to-Face and Virtual Facilitation

Pre-Work Vocal Techniques to Engage Participants

One of the greatest training engagement resources you have is your voice! Vocal tone, intonation, stress and speech rhythm of a speaker can predict important interaction outcomes. Voice affects the listener's perception of liking a person as well as the credibility of what is said. It also plays a key part in comprehension, persuasion, and the perception of a quality interaction.¹

To prepare for our session, please listen to two speaking examples without the visual, e.g. radio broadcast, YouTube video, TV announcer, etc. Rate their vocal characteristics using the Example 1 and Example 2 columns.

In addition, prepare a one-minute welcome and introduction of yourself to class participants. If you wish, you may record, listen to, and rate your own voice. You will deliver your welcome and introduction live in a small group (cohort) during our session on May 16th. See the following worksheet to help you prepare.

Vocal Characteristics	Pre-work for ATD-MAC Session on May 16th		
	Example 1	Example 2	Your Voice
1. Rate—speed and pace A. Too fast B. Too slow C. Just right			
2. Volume—vocal intensity A. Too loud B. Too soft C. Just right			
3. Pitch—high and low sounds A. Too high B. Too low C. Just right			
4. Inflection—variation of pitch A. Too much B. Not enough C. Just right			
5. Enunciation—pronunciation A. Overdone—not natural sounding B. Not enough—slurred words C. Just right			
6. Vocal Variety—range of rate, volume and pitch A. Too much; made it distracting B. Not enough; monotone C. Just right			

Highly effective speakers are aware of these characteristic and continue to hone their skills!

¹ The Universal/Generic Voice

