

Public Speaking

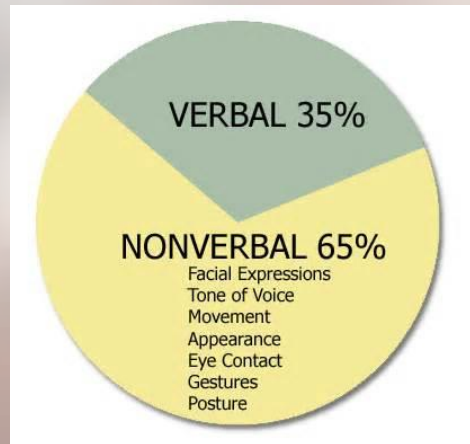
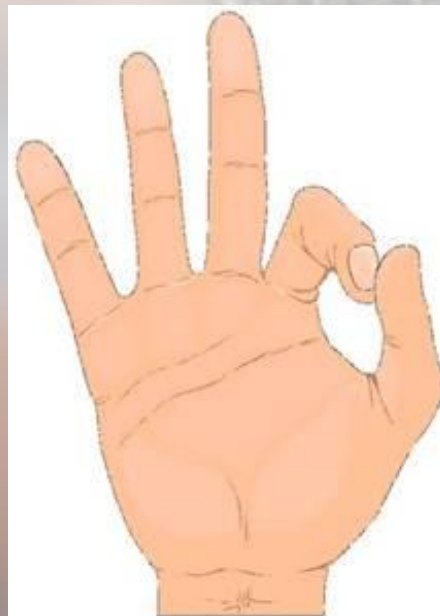


Nonverbal Communication

Wat is Nonverbal Communication?

Nonverbal communication is providing information without using words. It comprises **vocal** and **body** signals.

Nonverbal communication represents a large portion (some say two-thirds) of all communication.



Wat is Nonverbal Communication?

Look at the following dialog, which is the final scene of the movie ConAir. After being released from prison (although he was not guilty), Cameron, the hero of the movie, meets his daughter Casey for the first time in his life. It happens to be her birthday... Tricia is Cameron's wife.

Tricia: Hello Cameron.

Cameron: Hello hummingbird. I meant to get a haircut...
I've got a present for your, Casey. It's all dirty...

Tricia: Casey, sweetie, take your daddy's present now!

Cameron: No, honey, it's OK.

Casey: I've got a picture of you!

Cameron: I've got a picture of you too!
Happy birthday, darling!

Note: Cameron uses the word "hummingbird" as a term of endearment for his wife, Tricia.



It looks very innocent, doesn't it? Now watch the fragment, and see how the body language completely changes the meaning of what's happening.

Types of nonverbal communication.

In this lesson, we will look at the following types of nonverbal communication:

1. Tone of voice
2. Intonation
3. Body language



Tone of voice

Your **tone of voice** is the way in which you say a word. It has nothing to do with the tones used in Chinese speaking, but it can certainly completely change the meaning of what you say!

Exercise:

Think about different ways how you could say “I’ll be back” and how this changes the meaning.

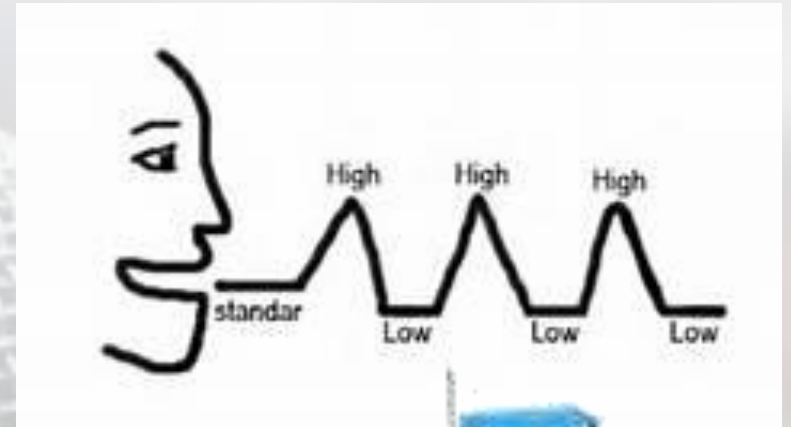
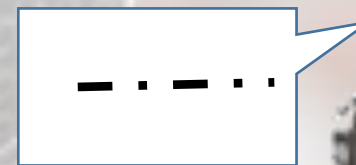
I will then give some examples.



Intonation

Intonation is **changing both the pitch and volume** of your voice while you speak a sentence. Intonation is very important to make your speech more understandable to the audience:

1. Unlike Chinese, the English language contains a lot of words that are not really needed for the meaning of what you are saying. To signal to the audience which words they need to pay attention to, you need to **speak more important words at a higher volume**.
2. By changing the pitch of your voice **your speech will feel more alive**, as if spoken by your mother when she told you a bed-time story rather than spoken by a robot.



Intonation

Intonation is changing both the pitch and volume:

1. Assume an 'average' pitch and volume. This is your normal speaking voice.
2. Each time you speak an important word, sharply raise the pitch and volume and then slowly start lower them. When you come to the next important word, raise it again, and so on.
3. When you come across some unimportant words, drop pitch and volume and speak those words quickly. Then pick up the pitch and volume where you left off.

Intonation

Intonation is changing both the pitch and volume:

Example:

In the middle of winter, snowflakes were falling from the clouds like feathers.



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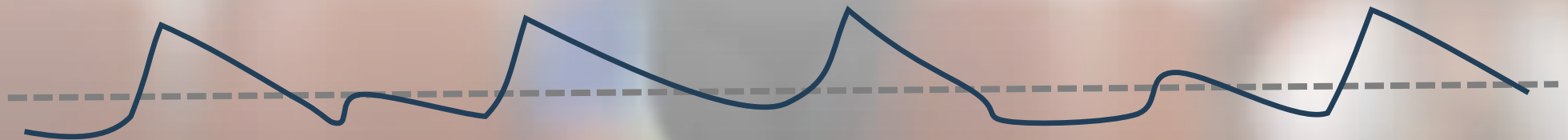
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Intonation

Exercise

In the passage below:

1. Find the words that are **more important** than others, and **underline** them.
2. Put **unimportant** words in **parentheses (-)**.
3. Read the passage while **stressing the underlined words** and making the **parenthesized words hardly audible**.
4. Pronounce most **vowels in unstressed syllables** as 'schwa' /ə/.

Once upon a time in the middle of winter, when snowflakes were falling from the clouds like feathers, a Queen sat at her palace window, which had a black ebony frame. She was using a needle to mend her husband's shirt. Distracted by the beautiful snow, she pricked her finger, and three drops of blood fell upon the snow.

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More than half of the world's population already lives in cities, and by 2050 that figure is expected to approach 70 per cent. As temperatures rise and flood risks increase, urban green spaces are becoming ever more important. “I think that long-term investment in a city's green infrastructure is critical. It really helps cities to be prepared for future climate and environmental change,” said Ms. Kupava, Director at the Central Park Conservancy.

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Pauses

Pauses are just as important as words when giving a message:

- Pauses help you to **provide structure** in your sentences, and make it easier for the audience to follow what you are saying. Generally, pause briefly at each comma, and a little longer at each full stop.
- Well-timed pauses help you to bring your message across. **After making an important point, pause for several seconds (!) to let your message "sink in".**



Pauses

Exercise

In the passage below, find the places where the speaker should pause to make a point more clearly, and mark them with a vertical line ||, or a double line ||| for a really long pause.

What is good politics does not necessarily work in the real world. What works in the real world is cooperation. Business and government, foundations and universities. Ask the mayors who are here: Los Angeles is getting green and Chicago is getting an infrastructure bank because Republicans and Democrats are working together. They didn't check their brains at the door, they didn't stop disagreeing, but their purpose was to get something done. Why is this true? Why does cooperation work better than constant conflict? Because nobody's right all the time, and a broken clock is right twice a day. And everyone of us and everyone of them is compelled to spend their lives between those two extremes: Nobody's going to be right all the time, and hopefully we will be right more than twice a day.

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Pauses

Pauses can also make it easier to **answer questions.**

A short (2-3 sec) pause **after the question was asked** gives yourself and the audience time to process it.



Answering Questions

While we're on the subject, let's examine a bit further how to **answer questions**:

1. Pause **after the question was asked** to give yourself and the audience time to think about it.
2. You can **thank the person asking the question** (but don't overdo it and vary your words).
3. **Summarise the question** to make sure you understood it correctly and also to ensure everybody in the room has heard the question.
4. While answering the question, make **eye contact** with the person who asked the question.
5. If you don't actually know the answer to a question for a good reason, **just say you don't know**. Don't make up something that might not be true.

Answering Questions

Why you should say if you don't know the answer to a question:

- It's very **unwise to make up something you don't actually know**. If someone catches you lying, your entire presentation will lose its credibility, and you will be remembered as someone who doesn't know what they are talking about.
- It's okay to **apologize and say you will get back to the person** asking the question later, by email for example.
"Oh that is an excellent question... However, I am truly sorry, but I don't have those numbers on me right now. But I can find out after the presentation easily enough, so please come to me after we finish up here and leave me your email address, then I will get back to you as soon as soon as possible."
- **NEVER make a promise you can't keep**. It is okay to say that something has not been decided, or that it depends on some future outcome.
"Oh that is an excellent question... However, the results from the customer survey are not in yet, and so we haven't yet decided on the exact product features of our next release. But as one of our key customers, I will make sure you will be one of the first to know our final plans."

Intermediate Assignment

After class today, I will give to your monitor a PDF with the intermediate assignment: **Record one of the reading passages**, and send the recording to your monitor in WeChat. Please submit your recording before the deadline in the assignment.

Observe the following:

- Use tone of voice, intonation, and pauses as I taught you in the non-verbal communication lesson. I recommend you underline and parenthesize the words as I showed you. If you forgot how to do it, you can review the PPT at pdhconsulting.eu/efl/Slides/Public%20Speaking/PS-Non-verbal.pdf .
- I only need the **sound**, you don't have to make a video (but you can if you want, I don't care).
- Don't forget to say your **English name** at the beginning of the recording.

Note: You need to record only **ONE** of the passages, not all of them. Just choose the one you like best.

Intermediate Assignment

You get a good grade if you do the following:

- Speak with **correct intonation and emphasis**.
- Effectively use **pauses**.
- Speak with **energy and emotion** according to the content.

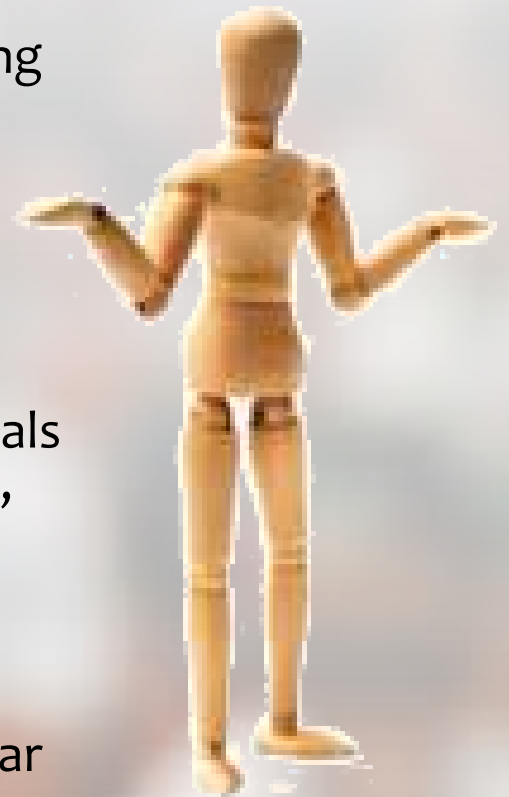
Body Language

Body language can be used to guide, hint, or urge an audience. The main functions of body language are the following:

You can **emphasize individual words** through the use of matching body language. For example, when your speech has a passage about a person crying, you can imitate a crying person. This enables a deeper impression of what you are saying.

You can use body language to **create an atmosphere** that suits your speech. An appropriate atmosphere will make your speech more memorable. For example, if you deliver a speech that reveals something secret (“let me tell you what I found out yesterday”), you can use body language embracing the audience, making yourself smaller, whisper, and so on to create an atmosphere of secrecy that the audience will remember.

You can use body language to **give information** about a particular concept or word **without saying it**. For example, if you say “the dog barked at me”, and while saying it you act as if you are scared, you can bring across that you are scared of the dog without saying so.



Posture

During your presentation, pay attention to how you carry yourself.

To find the **correct posture**:

1. Lift your shoulders.
2. Move your shoulders backwards so your chest opens up.
3. Relax your shoulders while keeping your chest in position.

Keeping the correct posture during your presentation as much as possible has two advantages:

1. It makes you look confident in the eyes of the audience.
2. It makes you feel confident about yourself.

GOOD STANDING POSTURE

"What you practice eventually becomes you". Dr Tim

1. Lift your sternum (breastbone) two inches. This allows you to
2. Bring your head back so that it is sitting squarely on top of your shoulders.
3. Tuck your chin in a little to keep your head level.
4. Engage your abdominal muscles to tuck in your waist and prevent your pelvis from rolling forward.
5. Let your arms hang naturally down the sides of your body. Your thumbs should be pointing forward.
6. Stand lightly with your feet shoulder-width apart.

YOUR EARS SHOULD BE DIRECTLY ABOVE YOUR SHOULDERS WHICH ARE DIRECTLY ABOVE THE HIPS KNEES AND ANKLES – ALL FORMING A STRAIGHT, VERTICAL LINE



Pointing

If your speech has slides, draw attention to a certain part of your speech by **pointing** at it on the screen, and looking at it. Your audience will automatically follow your cue.



Don't use a laser pointer if you can avoid it, it disconnects where people are looking from your speech.

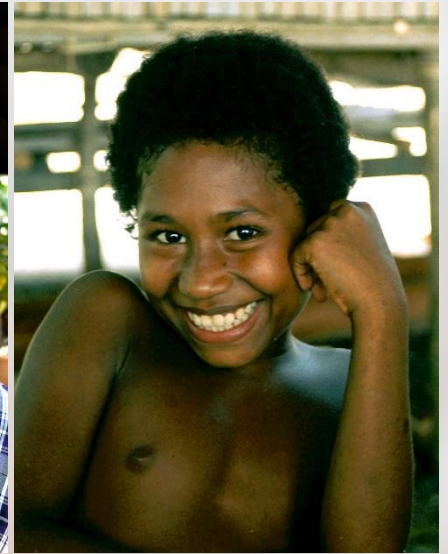
Always use a body part (arm, finger), or else a stick or other extension if the screen is too big.



Smile

During your presentation, try to **smile** a lot.

Smiling will put your audience at ease.



Who would you rather listen to?

Be positive

Use **positive gestures and expressions.**

Where appropriate, nod, smile, encourage, open your arms, lift your head, show a confident posture, and so on and so on.

Your audience will respond much better to a positive person than to a hostile one.



Make Eye Contact

During your presentation, **make eye contact** with your audience.

Make an effort to **look at different people in the audience**; don't fixate on a single person. This is very easy to do because some people on the audience will be more engaged than others, making it easier to talk only to them and forget about the rest.



Looking people in the eye will engage them more.

Make Eye Contact

Note: Making eye contact can be a bit scary, especially if you are shy by nature. You can **fake it** by scanning the audience's faces and look at their eyes, but **not really focusing** on them, which is less intimate to you but doesn't look much different to the audience. Another trick is to **take off your glasses** if you have them so your audience is a bit blurry and hence less scary.

If you are shy, it also helps to consciously note the **imperfections** of your audience. Doing so will make them less intimidating in your mind.



Make Natural Gestures

Use gestures a lot (but don't overdo it...).
Generally, use **small, stiff** gestures.

Getting your gestures right is **not easy** to do; It takes some practice. Make sure you film yourself when you practice and adjust the amount and intensity of your gestures until it looks perfect.



Make Natural Gestures

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Generally, use **small, stiff** gestures.

Gestures should be relatively **small**, especially in the horizontal direction (left to right or right to left). Don't move your hands too far out of the 'box' formed by your elbows (horizontal), your hips and shoulders (vertical) and your fingertips when holding your hands in front of you with relaxed upper arms.



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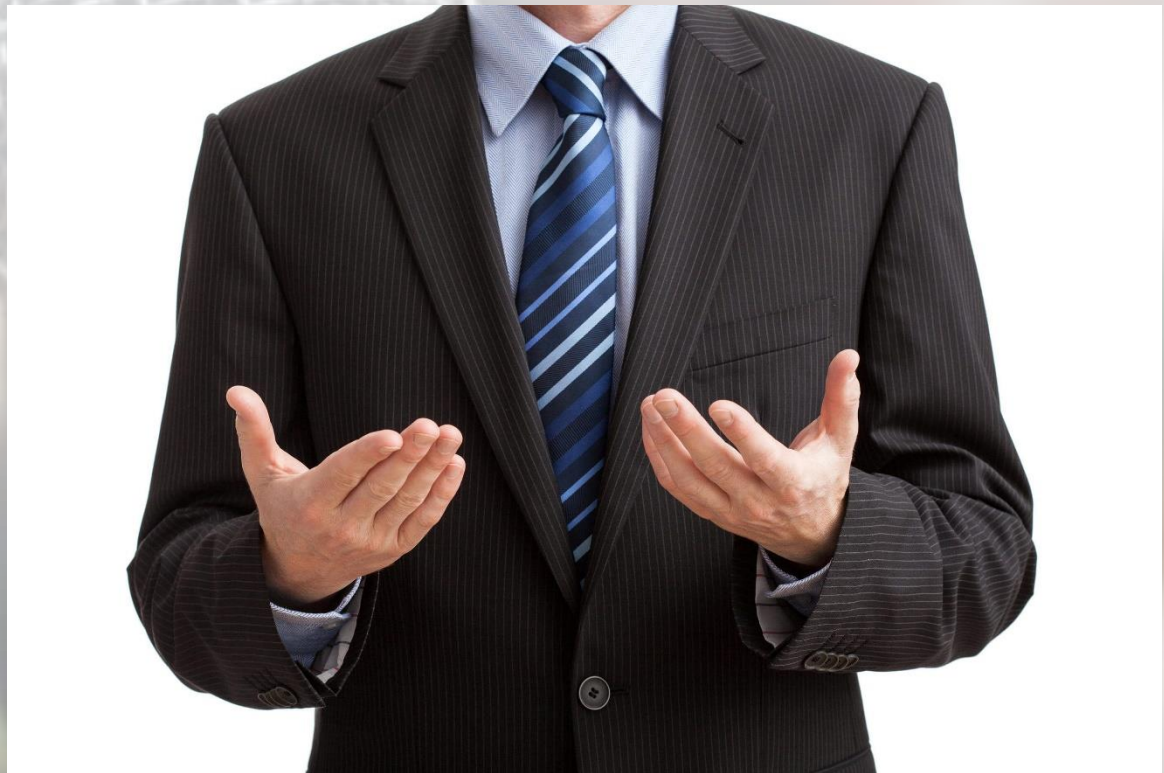
Don't wave your arms around, it makes you look out of control. Big gestures can be effective occasionally, but save them for making a special impact.



Make Natural Gestures

Use gestures a lot (but don't overdo it...).
Generally, use **small, stiff** gestures.

Gestures should be **stiff**, meaning they should start and end suddenly, abruptly. This makes you look confident and in control. However, **don't lock your elbows against your body**; relax your shoulders and use your upper arms to position your hands.



Make Natural Gestures

Use gestures a lot (but don't overdo it...).
Generally, use **small, stiff** gestures.

Vary your gestures.
Don't always use the same ones. Using a repertoire of different gestures will help you to keep your audience's attention.



Walk Around

Walk around if you can: use the space you are given on stage.

Walking around makes your speech more dynamic, and keeps your audience attentive, because they have to keep moving their head to follow you around.

Again, don't overdo it because too much movement looks like nervousness.



Approach Your Audience

If possible, walk around in between your audience. If you approach your audience they will be more inclined to participate.



Body Language Exercise

As an exercise we will look at a **video** with some famous examples of good and bad body language.

For each clip, make notes about their body language:
what did they do well and **what did they do not so well?**



After each clip, the teacher will ask some of you to share your observations with the class.

Non-verbal communication: Summary

Non-verbal communication is the most important aspect of your speech.

- Use tone of voice, intonation, pauses and emphasis to make your speech more dynamic and easier to understand.
- Adopt a confident posture, point using your body, smile a lot, use positive body language, and make eye contact.
- Make plenty of natural gestures, walk around, and approach your audience if you can.