



There is a lot more to it than words.

What to Avoid.

- ✚ Women should avoid the “little girl” voice. Lower tones carry more authority.
- ✚ Avoid the Valley Voice. That is making a statement sounds like a question. For example, “So, hum we are going to do a workshop in the city.”
- ✚ Avoid soft voices unless you are using it to control a difficult meeting or handle conflict.
- ✚ Forgetting that the tone of your voice is part of your verbal message.
- ✚ Avoid ‘uhs’ and ‘ums’ as fillers. This can be a very distracting. Instead of using these terms, pause.
- ✚ Avoid using ‘you know’ and ‘like’ as fillers
- ✚ Avoid using ‘you guys’.
- ✚ Do not avoid practicing, it is a valuable tool.
- ✚ Avoid mumbling.



TONE OF VOICE MATTERS



Remember:

- ✚ Before you answer the phone—smile.
- ✚ Find a ‘voice model’ you like and practice it.
- ✚ Enunciate clearly, avoid mumbling.
- ✚ Avoids ‘uh’, ‘like’ or ‘you know’—just pause.
- ✚ If you want to change your speech patterns, ask for feedback.

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TONE OF VOICE MATTERS

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Tone: It Matters

Your tone of voice can change the meaning of what you are saying. The tone of your voice can convey a stronger meaning than the words themselves. Voices can be used to engage people in a kinder and more attractive way. Voice is a powerful tool.

Use it wisely and effectively!

Tone is defined as a quality or character of sounds. It is the modulation or intonation of the voice as expressive of some meaning, feeling, or spirit.

Remember: Tone of voice is open to interpretation.

Inflection and Volume

- ✚ Inflection is part of the nuance of meaning.
- ✚ Inflection is the way many people put meaning into a conversation beyond words.
- ✚ Volume that is too loud may make someone feel they are being yelled at or being bullied.
- ✚ A voice that is too quiet and soft, can make it difficult for people to hear you.
- ✚ A voice that is too soft may convey that you lack confidence.
- ✚ A voice that is “too tight” can indicate that something is wrong or show fear.
- ✚ Anger and fear can also be displayed in your tone.

Pronunciation

- ✚ Pronounce your words correctly. Poor pronouncing can be interpreted as lack of experience, education or sophistication.
- ✚ Pay attention to pronouncing names correctly. Some people are offended by the mispronunciation of their name.
- ✚ Continually mispronouncing someone's name may be considered rude and disrespectful.



Who is he/she feeling?

Smiling

- ✚ Sound as if you are engaged and interested.
- ✚ Trying smiling before you enter a conversation or answer the phone.
- ✚ A smiling person is perceived positively. They are looked upon as friendly and confident.
- ✚ Plan the first and last words of a conversation. Plan to discuss something pleasant at the beginning and at the end of a discussion.

Pauses

- ✚ Speak energetically but not too fast.
- ✚ Use pauses to control your speed.
- ✚ Pause at key times to add power to your conversations.
- ✚ If you want to emphasize a point or be more dramatic, pause.
- ✚ Listen to great speakers to learn examples of how to pause effectively.