

## Tips and Tricks for Public Speaking: Business Communications

### Delivery Aspects of A Speech:

#### Eye contact



#### *Techniques:*

##### 1) Follow "Rule of Three" or "Triangle Method"

---Pick three people to focus on or three points of the classroom - one in the middle, one to the right, and one to the left

---These audience members will be your eye-contact landmarks as you scan the room. Be careful not to look at one person for more than 5 seconds.

##### 2) Do the one-minute scan

---Include everyone in your audience by scanning the people in the room about once a minute while you're talking.

---You will have a tendency to focus more attention on the people directly in front of you. Share the wealth to those off to the right and left.

##### 3) Learn the art of nose or forehead contact

---For a smaller audience or 3 to 30 people, it's not necessary to look right into their eyes. Glance at either the center of their face (their nose) or the upper region (forehead). You can establish contact this way without staring into someone's eyes.

### Using Notes During A Speech:

- 1) Type or print your speech with 3 to 7 words per line, enabling you to pause and/or look up at the end of lines.
- 2) Add accent marks or underlining to words and phrases you want to emphasize.
- 3) Use only the top  $\frac{3}{4}$  of the page so that your eyes won't need to go down too far.
- 4) Break words that are hard to pronounce into syllables or spell them as they are pronounced.
- 5) Make sure the words and the sentence structures you choose are conversational. Shorter words and shorter sentences are easier for audiences to comprehend when read by a speaker. When you practice, revise any sentence that trips you up.
- 6) End each page of notes with a complete sentence to avoid having to turn a page mid-sentence.

### Vocal Fillers:

1. Words such as "um," "uh," "ah," "like," "you know," and "OK"
2. Vocalized pauses function as a way to fill up space as we formulate the next thought.
3. Spend time observing your "um" and "ah" pattern. Becoming aware of the dimension of the problem helps you cut down.
4. Practice deliberately inserting silent one- or two-second pauses into your speech.
5. Your goal is to allow a slight pause instead of unnecessary vocalizing.



### Vocal Emphasis:

1. People give meaning to words as they speak them. Using the same words, you can change the meaning by just emphasizing different words.
2. Practice reading the sentence aloud and emphasis the first word, then second, etc.
  - Sally gave me her gown.
  - Sally gave me her gown.
  - Sally gave me her gown.



### Body Language:

1. Arms
  - a. Positive Language
    - Uncross your arms and have your hands open and palm up.
  - b. Negative Language
    - Do NOT fold your arms in the front or put your hands on your hips or in your pockets.
2. Gestures
  - a. Positive Language
    - Talk with your hands, particularly with your palms up.
  - b. Negative Language
    - Not using your hands is a sign of stiffness.