

Physical Keys To Effective Communications

Sharon Sayler, a nonverbal communications expert and author of "What Your Body Says (And How to Master the Message): Inspire, Influence, Build Trust, and Create Lasting Business Relationships," says how you speak is just as important as what you say. Sayler says IT personnel often speak using a credible voice pattern, one that maintains a calm, almost monotone cadence, with the chin dipping down a bit at the end. Listeners wish to connect with the speaker at both the emotional and intellectual levels, so IT personnel would benefit from learning to use the "connection" voice pattern when wanting to build relationships. According to Sayler, creating the connection pattern involves using a friendly tone of voice, ending each sentence with the voice going upward, and tilting the chin up just a bit, as if asking a question.

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