



VOICE AWARENESS (2 DAYS)

INTRODUCTION

The Voice Awareness programme is designed to make participants aware of all the aspects of voice production - both in a face-to-face encounter as well as over the telephone. The programme is specifically designed for speakers of English as a second language. It concentrates on the articulation of the vowel sound, the use of the neutral vowel and how it affects the rhythm of English.

It must be stressed that we do not seek to change accents, except where it interferes with clarity. Delegates are encouraged to develop neutral English accents particularly as they may do business with foreigners who may not understand regional South African accents.

REFERENCES

“I enjoyed the simplicity of the presentation and to learn what is most important to understand English.” ~ Mohammed Abdelfattah (Amazon Web Services)

“I enjoyed the course because I learned how to make a difference with word.” ~ Cindy Mapoma (Deloitte)

WHAT THIS COURSE CAN DO FOR YOU...

- Give delegates more confidence in their use of English in a business context
- Provide delegates with insight into how the voice functions and the different areas that require work

TARGET AUDIENCE

The workshop will benefit second language English speakers who already use English in their work environment. It is designed to help with the pronunciation of English but delegates should already be proficient English speakers.

COURSE CONTENT

Introduction - Your Voice

- What is a voice?
- Seven aspects of a good voice

Relaxation

- Relaxation exercises

Posture

- Posture exercises

Breathing

- Breathing exercises
- Diaphragm and rib exercises

Rooting the Voice

Resonance

- Exercises for throat and chest resonance
- The mouth as a resonator
- Resonance exercises
- Middle sinus resonators
- The nasal resonator

Articulation

- Vowels and consonants
- Organs of phonation
- Causes of unintelligibility
- Developing clarity of speech

Vowels

- Factors determining vowel sounds
- Vowel overview

Consonants

- Classification of consonants
- Consonants overview

Modulation and Rhythm

- Hidden messages in the voice
- Patterns in our voices
- Monotony
- Rhythm and the neutral vowel
- Modulation and rhythm exercises

Rhythm and the Neutral Vowel in English

- Dynamics of connected speech
- Assimilation of consonants
- Assimilation of vowels
- Rhythm and stress
- Vowel values
- Isolating unstressed neutrals
- Vocabulary for the neutral vowel

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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