


chapter **12**
Delivery

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Nonverbal Communication



Based on
use of voice
& body

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Methods of Delivery



- Manuscript
- Memory
- Impromptu
- Extemporaneous

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Manuscript Speech

- Written out fully
- Read to audience

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Impromptu Speech

Delivered with little or no immediate preparation

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Extemporaneous Speech

- Carefully prepared & rehearsed
- Presented from brief notes

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Conversational Quality

Sounds spontaneous no matter how many times speech has been rehearsed

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Speaking Extemporaneously



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Speaker's Voice

- Volume
- Pitch
- Rate
- Pauses



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Speaker's Voice

- Vocal variety
- Pronunciation
- Articulation
- Dialect

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Volume

Loudness or softness of speaker's voice

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Pitch

Highness or lowness of speaker's voice

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Rate

Speed at which person speaks

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Pauses

Momentary break in vocal delivery

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Vocalized Pauses

Pauses that occur when speaker says "uh," "er," "um," etc.

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Vocal Variety

- Changes in rate, pitch, volume
- Gives voice expressiveness



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Using Vocal Variety



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Pronunciation

Accepted standard of sound, rhythm for words in given language

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Articulation

Physical production of speech sounds

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Dialect

Variety of a language distinguished by accent, grammar, vocabulary

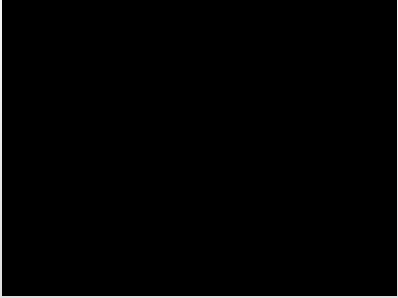
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Speaker's Body

- Personal appearance
- Movement
- Gestures
- Eye contact

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Using Gestures & Eye Contact



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Kinesics

Study of body motions as mode of communication

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Practicing Delivery

- Go through preparation outline aloud
- Prepare speaking outline



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Practicing Delivery

- Practice speech aloud
- Polish, refine delivery
- Give dress rehearsal

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Preparing Q&A Sessions

- Formulate answers to possible questions
- Practice delivery of answers

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Managing Q&A Sessions

- Approach questions with positive attitude
- Listen carefully



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Managing Q&A Sessions

- Direct answers to entire audience
- Be honest, straightforward
- Stay on track

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