

# SPEAKING TOPIC

## THE OTHER 93% OF COMMUNICATION

The essential guide to overcoming voice weaknesses and how to move past them for greater success: in life and business.

No organization or business can afford to have staff with weak, insecure, ineffective speaking styles. Especially in the customer service, leadership and sales departments. Some patterns of voice behavior reveal an underlying condition of insecurity at work, lack of confidence or skill and lack of self-worth.

Your customers will respond to a leader who SOUNDS confident, clear, projected and resonant in tone. They will have a greater level of understanding and communication will improve between customer and representative.

In this session, you will discover where your voice patterns developed and how to change them to be more effective in business and in life.

Having conducted an extensive study on the Psychology Behind the Sound of one's Voice, Elisa James is a leader in the field of **Voice Pattern Psychology**.

### IN THIS ENGAGING KEYNOTE PRESENTATION, YOUR AUDIENCE WILL DISCOVER

- The common **MYTHS** and **MISCONCEPTIONS** about the sound of your own voice.
- The **CORE BELIEFS**, **MINDSETS** and **EXPECTATIONS** of a leader and how to garner them.
- The secret to **ENGAGING**, **PERSUADING** and **MOTIVATING** your customers with **YOUR VOICE**.



ELISA JAMES

HAPS VoicePro

Book Elisa Here



*"I learned more about the **mechanics and ways to strengthen and use my voice** in one hour than I ever would have dreamed possible. Elisa has made an enormous difference to my **public speaking**."*

– Paula Coppel – Unity Minister USA