

Getting beyond *the noise*

USEFUL TIPS AND EXERCISES
FOR HOLDING MEANINGFUL
CONVERSATIONS



Introduction

Every day we experience more and more divisiveness in the world. Whether it's politics, the pandemic, or climate change, opinions seem frayed to the point of breaking. Families, friends, and communities feel the weight of division and fear being attacked or cancelled if they share their views. If we assume it is up to politicians, activists, scientists, and others to solve the problems, we will be waiting a long time. It is up to each one of us to have the courage to enter a dialogue with each other.





Thoughtful, empathetic conversation is a skill worth developing no matter where we are in lives or careers. New York University sociologist, Eric Klinenberg, found that tight-knit neighborhoods, ones where neighbors know each other and check on each other, usually fare better in response to emergency and disaster preparedness. Sharing common experiences and having common ground, it would seem, connects us in real and unexpected ways.

According to the Buddhist teacher, Thich Nhat Hanh, "A human being without understanding is a human being without compassion, utterly alone, cut off and isolated. To connect with others, however, we first have to be willing to look deeply into ourselves."* Thus, meaningful conversations start with self-reflection and awareness, which is where this little book starts.

As a primer on having more meaningful conversations, this book introduces you to concepts, research, and exercises to strengthen skills necessary for healthy conversations and dialogue. If you are looking for a quick list of steps to start a non-toxic conversation, you will find it below. It's also our table of contents!

*No Mud, No Lotus, by Thich Nhat Hanh, published by Aleph, 2017



1 - Start with a clear Intention

Focus on purpose with a plan



2 - Show Up

Bring Presence to the conversation



3 - Listen more, talk less

Lead with inquiry and empathy



4 - Find common ground

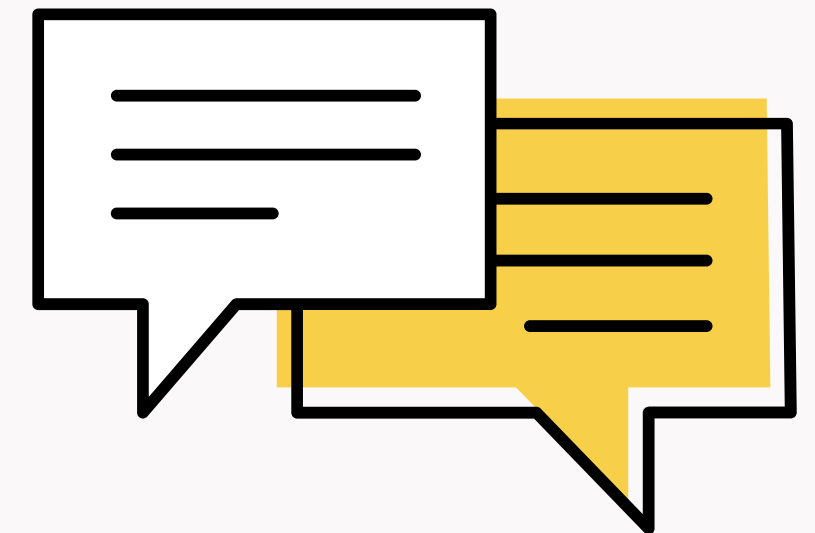
Your Story reminds me of my own



5 - Take responsibility

Observe and let go

Here's to better conversations for a better world.

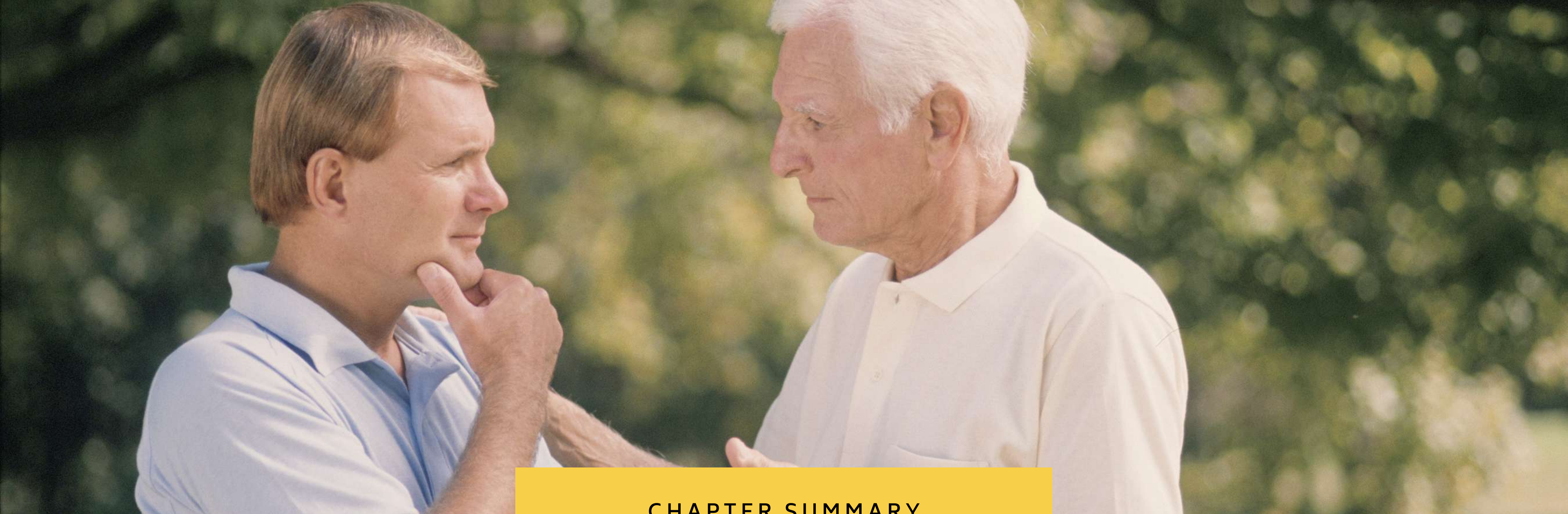


1 *Chapter*

Start with a clear Intention

FOCUS ON PURPOSE WITH A PLAN





CHAPTER SUMMARY

Intention is the aim that guides action. Think of it as purpose with a plan to get there. In conversations, we often speak without thinking. That's probably okay for most informal chats, but conversations that matter deserve more deliberation. Enter Intention.

If we want to have better focus, more control, and a greater chance of getting to the outcome we envision, we can create an Intention and use it to plan what to say and what to do.



Intention and Purpose

Purpose in Life (PIL) is a recent focus of study for research, but it has been of interest to philosophers, physicians, and scientists for hundreds of years. Apparently, the brain has a relentless obsession with extracting meaning from everything. Psychiatrist Viktor Frankl, who spent three years as a prisoner in Nazi concentration camps, observed in his seminal book, [Man's Search for Meaning](#), "Man's main concern is not to gain pleasure or to avoid pain but rather to see meaning in his life. That is why man is even ready to suffer, on the condition, to be sure, that his suffering has meaning."*

When using techniques such as brain imaging and EEG, this quest for meaning has been found in all kinds of people regardless of status, education, or geography. In our own work at Vocal Impact, we have found that purpose is vital to creating powerful communication—that is, the "why" makes a difference for both the communicator and the listener.

*Man's Search for Meaning, Viktor Frankl, published by Beacon Press, 1992



The powerful effect of using intention to answer the why of communication takes the concept of “purpose” one step higher. People often use the word “intention” to mean something hoped for, almost wishful thinking, but in fact intention is something that can be felt and heard even when unspoken. At Vocal Impact, we define Intention as an “aim that guides action.” It is a drive that can lead us all the way to an accomplishment. As one executive said, “it's to direct yourself towards the outcome you want to see. And then move there!”

With an aim, there is an effort directed toward attaining something. This is why Intention has the power to change our communication—it’s a plan to achieve our purpose. When executed, it produces results.

Intention and Trust

Today we know that “the simple act of focusing on the sources of meaning and purpose in our lives is incredibly effective at lowering defenses and changing behavior.”* Researchers at the University of Pennsylvania and UCLA have found that self-affirmation activates brain systems associated with self-related processing and reward. It is reinforced by future orientation.

*<https://www.asc.upenn.edu/news-events/news/study-reveals-neural-mechanics-self-affirmation>



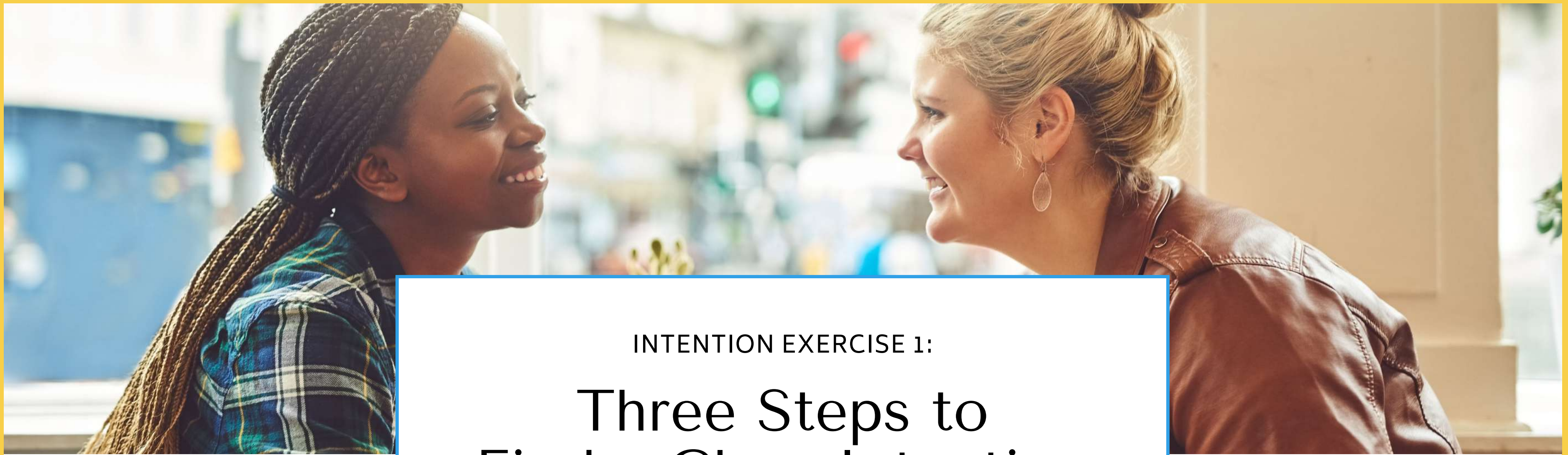
For an audience, Intention is a contributing factor when deciding whether or not to trust a speaker. In a study by neuroscientists, Krueger and colleagues, published in *Proceedings of the National Academy of Sciences*, Intention plays a major role in building trust in the brain. “The central findings of these studies were that there was a central network of brain regions that was involved in decisions about whether or not to trust, and these brain regions are those that are typically involved in what is called ‘mentalizing,’ or thinking about the mind of another person, thinking about the intentions of another person.”*

While establishing trust increases the probability that people will actually listen, it also stimulates deeper conversations. The Kellogg School of Management at Northwestern University is heavily involved in research on why we trust people. They have learned that there are four key components of trust: benevolence, integrity, competence, and predictability.

According to professor, Adam Waytz, “Trust might mean trust in the predictability of someone, trust in the warmth or benevolence of someone, trust in the integrity of someone, or trust in the competence of someone to get things done.”** It follows then that when setting the Intention for a conversation we can begin by clarifying our intention so that we show up as predictable, kind, demonstrating integrity, and able to work to accomplish the goal. In a word, trustworthy.

*<https://www.pnas.org/content/104/50/20084>

**<https://www.kellogg.northwestern.edu/trust-project/videos/waytz-ep-1.aspx>



INTENTION EXERCISE 1:

Three Steps to Find a Clear Intention

Step 1:

To find your intention for a conversation, answer this question: "What do I want to accomplish?"
You might also ask, "What do I want others to do as a result of having this conversation?"

To demonstrate the possibilities and how each is different from another, author Dennis Rivers created a partial list of possible conversational intentions in his [Seven Challenges Workbook](#), a free online resource for cooperative communication.* Review the partial list below and think through your upcoming conversation.

A Sample List of Fulfilling Conversational Intentions

<p>...share my experiences/feelings about [topic] that involve no implied requests or complaints toward you.</p> <p>OR</p> <p>share my experiences/feelings so you will understand the request, offer, complaint, etc. that I want to make.</p>	<p>...hear what's happening with you. (OR, more specifically, ...hear how you are doing with [topic]...).</p>	<p>...entertain you with a story.</p>	<p>...explore some possibilities concerning [topic] (requiring your empathy but not your advice or permission).</p>	<p>...plan a personal course of action (with your help or with you as listener/witness only).</p>	<p>...coordinate/plan our actions together concerning [topic]</p>
1	2	3	4	5	6

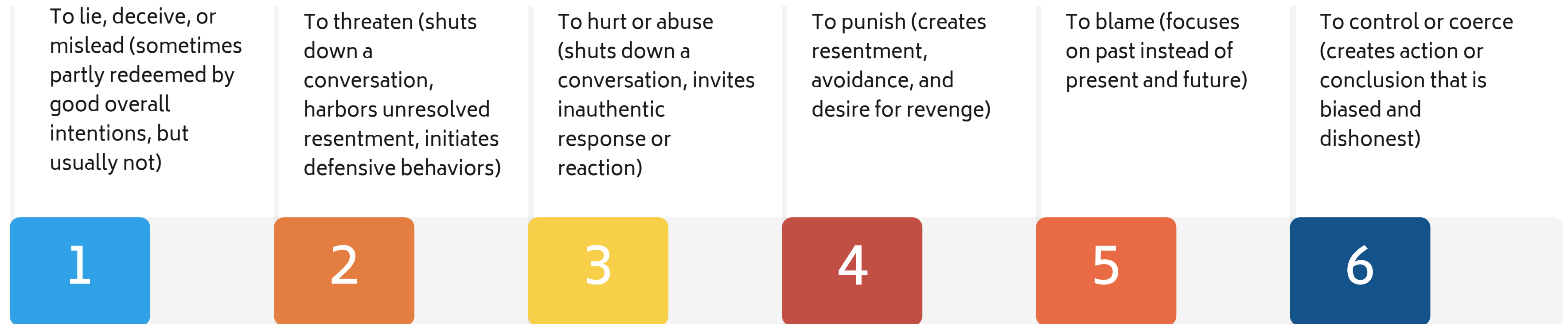
*<https://newconversations.net/>

Step 2:

Make sure you are clear. Often a conversation is unproductive because the intention imagined is different from the real intention.

For example, you might believe your intention is to express your admiration, when in fact it is to ask for a favor. You may not be intentionally dishonest, but you will give that perception to your conversation partner. It will be revealed in your body language and your voice. When your words and your presence don't match, your personal integrity will be in question.

A Sample List of Un-Fulfilling Conversational Intentions



The background of the slide features a close-up, soft-focus photograph of two hands. One hand is at the top, with fingers slightly curled, and the other is at the bottom, with fingers more spread. They are holding a white, textured fabric, possibly a cloth or a piece of paper, which is slightly wrinkled. The lighting is warm and natural, highlighting the skin tones and the texture of the fabric. The overall composition is centered and balanced, creating a calm and focused atmosphere.

Step 3:

Once you have decided what you want to accomplish, answer this question: "How do I plan to fulfill my intention?" Then combine your answers into a short statement of Intention.

INTENTION EXERCISE 2:

The final task in setting Intention for a conversation happens during the conversation. The task is to agree on the intention between both conversation partners. This can be done ahead of time or at the start of the conversation. Depending on the nature of the conversation, this may be simple, but not necessarily easy. Consensus on the focus, however, will result in a more productive conversation.

2 Chapter

Show Up

BRING PRESENCE TO THE CONVERSATION





CHAPTER SUMMARY

Presence is a choice about what is unspoken and how it is unspoken. Presence is the sound of a voice, the arc of gestures, and kinesics of body language. To have a meaningful conversation, it's important that Presence reflect Intention otherwise credibility and trustworthiness are at stake.

It's amazing how important a voice can be in conversations. Virtual conversations highlight this even more. Voicemails, phone conversations, and conference calls have propelled our often misused, abused, and undernourished instrument of self-expression into the limelight, whether we are ready or not.

The voice is revelatory. We can't hide our feelings, our background, or our education from others. A voice used without awareness and training is like a computer without a firewall: All secrets risk exposure.

The response to this knowledge could easily be fear and a desire to manufacture and mold our voice to sound a certain, prescribed way. But if there is a prescription for dealing with the revelatory nature of the voice, it is to inoculate ourselves with that fact and use our voices consciously.



Alignment with Intention is key

In this brave new world, we cannot say one thing and mean another. We must be clear about what we care about, and how that aligns with what we are saying. Honesty of intention has a funny way of bringing all the manufactured speech patterns, the affectations, to a screeching halt. It enables us to become authentic spokespersons for ourselves and for what is important to us.

Recently, technology has been developed to detect paralanguage. [Nemesysco](#), an Israel-based provider of voice analytics technologies, has introduced Layered Voice Analysis (LVA) technology that identifies the underlying emotion of the speaker, regardless of their language and tone of the speech. The technology uses as many as 150 “bio-markers” to establish the emotional state of a speaker. The thing is, although this technology is fascinating, humans can detect the same things without the use of technology.

A study done in Geneva has shown that emotions can be “heard” in the voice. An emotion is not the same as a feeling. An emotion is what happens when many interconnected processes of interpretation, bodily reactions, and expressions happen in response to a situation, either external or internal. Emotion is physical. Since the voice is also physical, it is no wonder that we can “hear” emotions in the voice. It happens through changes in the muscles, breath, and brain which, in turn, affect pitch, cadence, and inflection.



Coupled with the ability for the voice to show emotion is the ability for the ear to pick up minute differences in the sound the voice produces. The ear can perceive 1400 different pitches and 280 different levels of volume for each pitch it can hear! We may not be conscious of these minute differences, but they lead us to judge whether a speaker is sad or happy, angry or afraid.

Presence is reflected in the voice, both metaphorically and physically. In fact, for the first 30 seconds that we speak, people are assessing who we are and whether they should keep listening. The sound of the voice, posture, and gestures are revealing clues. Back in 1967, Dr. Albert Mehrabian demonstrated that only 7% of what others understand when we communicate is the words we say. The rest comes from the paralanguage, or how we say what we say via body language and tone of voice. Paralanguage has a tremendous influence on Presence.

Of course, there is a difference between communication that focuses on the “me” (the speaker) and communication that focuses on the “them” (the audience). Ninety-nine percent of us lose influence when we focus entirely on ourselves. The rules of engagement include knowing who the audience is, what they care about, and what problems they face. The same is true in business. Today’s leaders need to be transparent, willing to share, and willing to listen. Authenticity is at the core of this and it is represented in Presence. Nowhere is this more important than when you want to have a meaningful conversation.

Implicit *communication*

Often it is what is unsaid that matters most. We all know the feeling of the “elephant in the room.” If we deny what is unsaid but known, we deny the opportunity for a deeper relationship. We evade the truth and cannot share from the heart, talking around what is important rather than dealing with it.



From equivocation to consideration, from persuasion to in-group consolidation, from threat to thrall, implicit communication plays an important role not only in diplomacy, but in everyday communication. We have a choice either to master the unsaid or to be mastered by it.”*

BILJANA SCOTT

in an article in The Guardian about poetry, politics, and what is unsaid

**<http://www.theguardian.com/commentisfree/2012/may/12/what-left-unsaid-powerful-poetic>*



To master dealing with the unspoken, we have to make choices. Being direct in conversation is one way to deal with the unsaid. We can bring it up—get it out in the open. Sometimes that means acknowledging emotions. It is not always comfortable or easy to do so, but it may add value to the conversation. On the other hand, it is also possible to accept that what we know and feel in our hearts is true and have empathy for that situation without addressing it head on. Simply sitting quietly in the same room with the bereaved may mean more than a discussion about loss. Again, it comes down to choices.

Since 1970, the World Café has been holding what they call “Conversations that Matter.” A conversation that matters seeks to use “the power of conversation for accessing collective intelligence, building new knowledge, and bringing forth desired futures.” The intention for a conversation that matters is greater than solving a personal problem. Participants bring their biases, perspectives, and observations to a conversation that matters to share their voice and also to hear what others have to say. They know that their perspective is simply one view. The whole situation will only be seen if there is a diverse group participating in the discussion, willing to share and discuss a variety of views (even and especially opposing views) in a rational, accepting manner.





Presence Exercise

In the writings on dialogue, non-violent communication, and negotiating, there are five common characteristics that people share:

- A readiness to stand in the awkwardness together
- An openness to questions before answers
- A willingness to set aside their view of the world
- Respect for how others experience the world
- A willingness to share their voice

Underneath your statement of intention for the conversation, write down the ways in which you want to interact with your conversation partner. Take what you can from the list above and add others. How will you show up?

Chapter

Listen more, talk less

LEAD WITH INQUIRY AND EMPATHY





CHAPTER SUMMARY

A conversation involves at least two people. However, sometimes even the best, most rigorously studied intentions are tested as soon as there is another person in the room. Thus, listening is an important part of a meaningful conversation. Listening is a skill and requires work to develop. The work of developing listening skills starts with being more inquisitive and empathetic.

Most businesspeople spend 45% of their time listening and 30% speaking.* Typically, we are distracted 75% of the time when we are listening, which is why we retain only 25% of what we hear. Research supports the idea that being a good listener makes a leader more effective, but only 2% of us have had any formal training in listening. Thus, learning to be a better listener during that 45% of the time that we are already listening but not hearing could have a measurable effect on leadership.

According to Dr. Rick Fulwiler, Harvard T.H. Chan School of Public Health, “effective listening is a critical component of being a transformational leader, in which you focus on not just the task, but also the person doing the work. This type of leadership is more likely to inspire excellence and dedication from your employees than if you only care about their output.”**

*International Literacy Association

**<https://www.hsph.harvard.edu/ecpe/listening-to-improve-leadership/>

Be inquisitive

Although there are many behaviors that can improve listening, one of the best is to simply ask more questions and give less advice. “You can cross huge divides when you engage in dialogue or conversation from a position of inquiry, and if you do that from an appreciative stance, it means your inquiry is looking for what to appreciate or value in that other person’s story.”* Although leaders may feel it is their job to have answers based on expertise, it pays to be curious. This is the philosophy of the Question Formulation Technique (QFT) developed by The Right Questions Institute. The technique was designed to teach children to learn to ask questions, but it is beautiful in its simplicity and deep in its ability to get to the core of our inquiry and find a path to the answers. It’s the perfect tool to sort through difficult conversations and begin to construct an action plan. QFT reinforces the guidance to stand in the awkwardness together with anyone else willing to search for answers by asking better questions—questions that just might illuminate solutions.

Listening more effectively also demands that we seek to understand rather than to be understood. In the practice of dialogue, we learn that what we see may be wrong. Rather than categorize, we assume that we know nothing about the other person. In this way, we are available to be more open to them and to the outcome of the conversation. As Marshall Rosenberg writes in *Non-Violent Communication, A Language of Life*, “The more experience I have gained in mediating conflicts over the years and the more I’ve seen what leads families to argue and nations to go to war, the more convinced I am that most schoolchildren could solve these conflicts, if we could just say, ‘Here are the needs of both sides. Here are the resources. What can be done to meet these needs?’”

*Appreciative inquiry and Robyn Stratton-Berkessel: A conversation - Los Angeles Business Strategies | Examiner.com
<http://www.examiner.com/article/appreciative-inquiry-and-robyn-stratton-berkessel-aconversation-1>



LISTENING EXERCISE #1:

Message paraphrasing and encouraging speaker elaboration communicates understanding and interest. Instead of immediately giving advice when speaking with colleagues and employees, be quiet and inquisitive. Try these questions from *The Book of Beautiful Questions*, by Warren Berger:



And what else?



Just to be clear, is this what you are saying?
(paraphrase what you've heard...)



Can you explain what you mean by that?



LISTENING EXERCISE #2:

Stop multi-tasking while listening. Researchers have shown that multitasking reduces productivity by as much as 40% rather than improving it. Instead, give the other person your full attention to avoid decreasing your productivity and retention of information, and take notes. Then ask questions.

A photograph of a diverse group of people in a professional setting. In the foreground, a man with a shaved head and a goatee, wearing a blue striped shirt, is smiling broadly and looking towards the right. Next to him, an older man with glasses and a white shirt is also smiling and looking in the same direction. In the background, a woman with dark hair in a ponytail and another man are visible, all appearing to be part of a positive, collaborative interaction.

LISTENING EXERCISE #3:

Set aside your opinions and judgments and listen without preparing to jump in with your own point of view. Working with people who have different perspectives or areas of expertise can result in better ideas, outcomes, and innovations. Being a more collaborative listener helps create an environment where others feel respected, valued, and comfortable being themselves.

4

Chapter

Find common ground

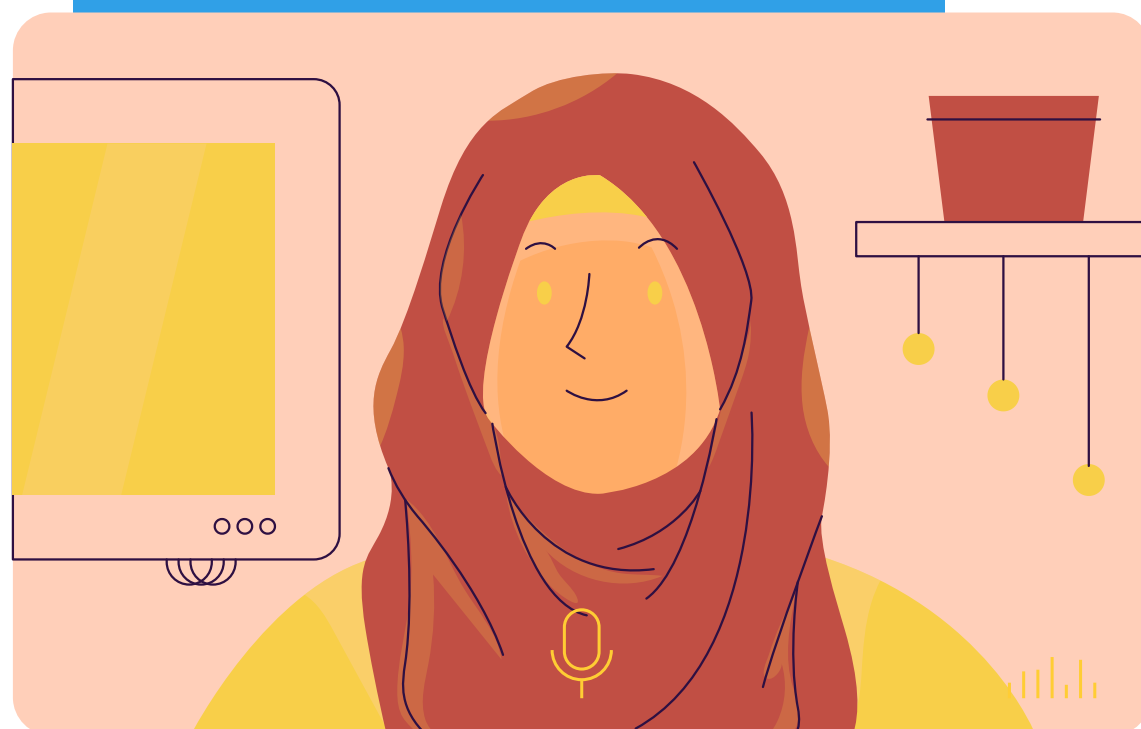
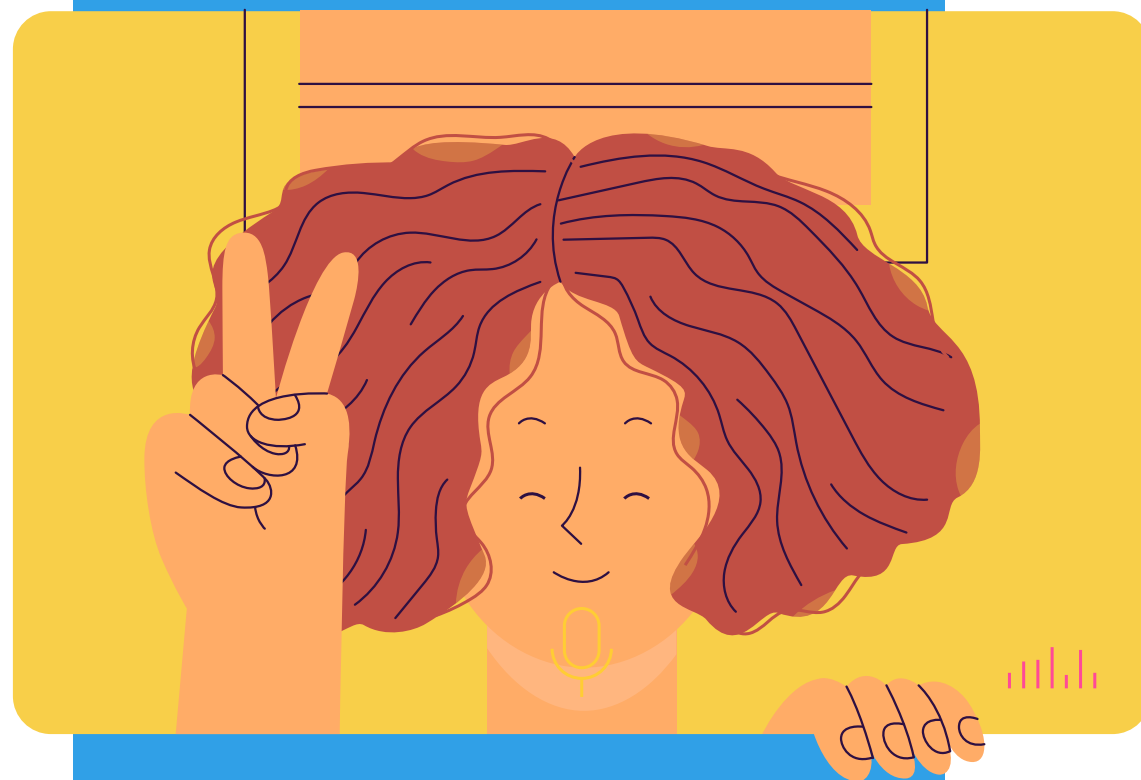
YOUR STORY REMINDS ME OF MY OWN





CHAPTER SUMMARY

Sharing common experience is one of the most powerful ways to engage with others. Stories are dynamic. They are the way in which we human beings find common ground and communicate meaning. When in conversation, especially when we are discussing a problem, we often look at our differences more than we share communal experiences. The answer to making plans or finding solutions together is to find what can be agreed rather than disagreed. Sharing stories, experiences, and interests is one way to find common ground.



Stories light up our brains

Some fascinating research done by Uri Hasson and others in 2010 at Princeton University not only discovered that storytelling lights up the same part of the brain as story listening, but also revealed that this correlation decreases if the listener does not understand the story. Perhaps this is the reason for blank stares from audiences during so many compulsory presentations— the message doesn't "light up" the audience. As Hasson said in his 2016 TED talk: "In order for our brains to be coupled, we need common ground."

Stories are dynamic and are the way through which we human beings find common ground and communicate meaning. Psychologist Jerome Bruner says it simply thus, "Story is meaning." The story presents multi-dimensional, complex information in a simple context that can be readily understood by an audience. How might you ask? By providing answers to the who, what, when, and why questions the audience is implicitly asking.



The power of stories has been recognized for ages, literally. It is part of the natural process of learning. Stories are not just facts and figures put together. They contain an appeal to our senses and consist of metaphors and associations. Metaphors and association, by definition, are portable. They enable us to move from knowledge to wisdom because their dynamic nature allows us to transfer that knowledge to other situations.

Ferdinand Saussure, often recognized as the father of modern linguistics, noted that meaning is derived through differentiation. A chair is a chair because it is not a table, floor, or desk. The signification imbued in an object is arrived upon by the signification of the things that are around it. Context is everything.

But wait, didn't we just say that meaning is also conveyed through commonality. Which is correct? In rhetoric, this is called an either-or fallacy. In improv we might call it a "yes, and" opportunity. The answer is meaning is conveyed through both difference and common ground. Stories are a way we can convey both in a constructive way.



Engagement is an important component of conversation. However, when we are discussing a problem, we often look at our differences more than our similarities. While addressing differences is important in establishing position and premise, if focused on exclusively it will invite conflict and contention. We are seeing this phenomenon being acted out to alarming levels all around us. Finding common ground couples our brains and opens pathways to make a solution together. The answer to the either-or dilemma of difference vs commonality is both. As we learned in the dialectical method, under the right conditions thesis leads to antithesis leads to synthesis.



The fact is, however, that we all have a hard time listening to others' stories without hearing them through our own stories. The connection that storytelling makes can also be a trap that seduces us to stop hearing what the other person is saying. To avoid this trap is to stay open to others.



This is one of the tenets of dialogue. To have more meaningful conversations, to investigate the biases we have, dialogue is essential.

Bias is learned and influenced by such variables as ethnicity and educational background. It is a natural leaning toward what is familiar and therefore makes us feel comfortable. People form biases at a young age. They learn to discriminate between those who are like them and those who are not.

Although it may help young people feel they are not alone when they find others who are “like” them, bias can be taken to the extreme. Historically, it may have kept communities of humans safe, but it has also led to persecution of select groups for such reasons as different religious practices or skin color.

We can learn a great deal about how we see the world by considering the stories we tell about the people and events around us. Becoming aware of our biases will help us listen better, be more respectful of our conversation partners and bring a more authentic Presence to the conversation.



Reverberation

When people discover and align their Intention, Story, and Presence there is an impact greater than the sum of those parts just as there is when sound resounds. Reverberation occurs when others share their stories, engage in dialog and discourse, and feel compelled to follow their lead. The alignment that creates the reverberation occurs when a speaker clearly knows their Intention—that is, why they are taking people's time to speak with them and what they want the listener to do as a result of having heard them. Intention becomes the guide that influences their Story—the content they choose with connection in mind. Strong alignment helps them eliminate what is unnecessary, focus on the task at hand, and guide how they show up.

The beauty of this approach is that it enables people to communicate effectively in all ways because they relate with empathy as well as conviction. We have to take others into consideration because it is unlikely we can make someone want to listen.

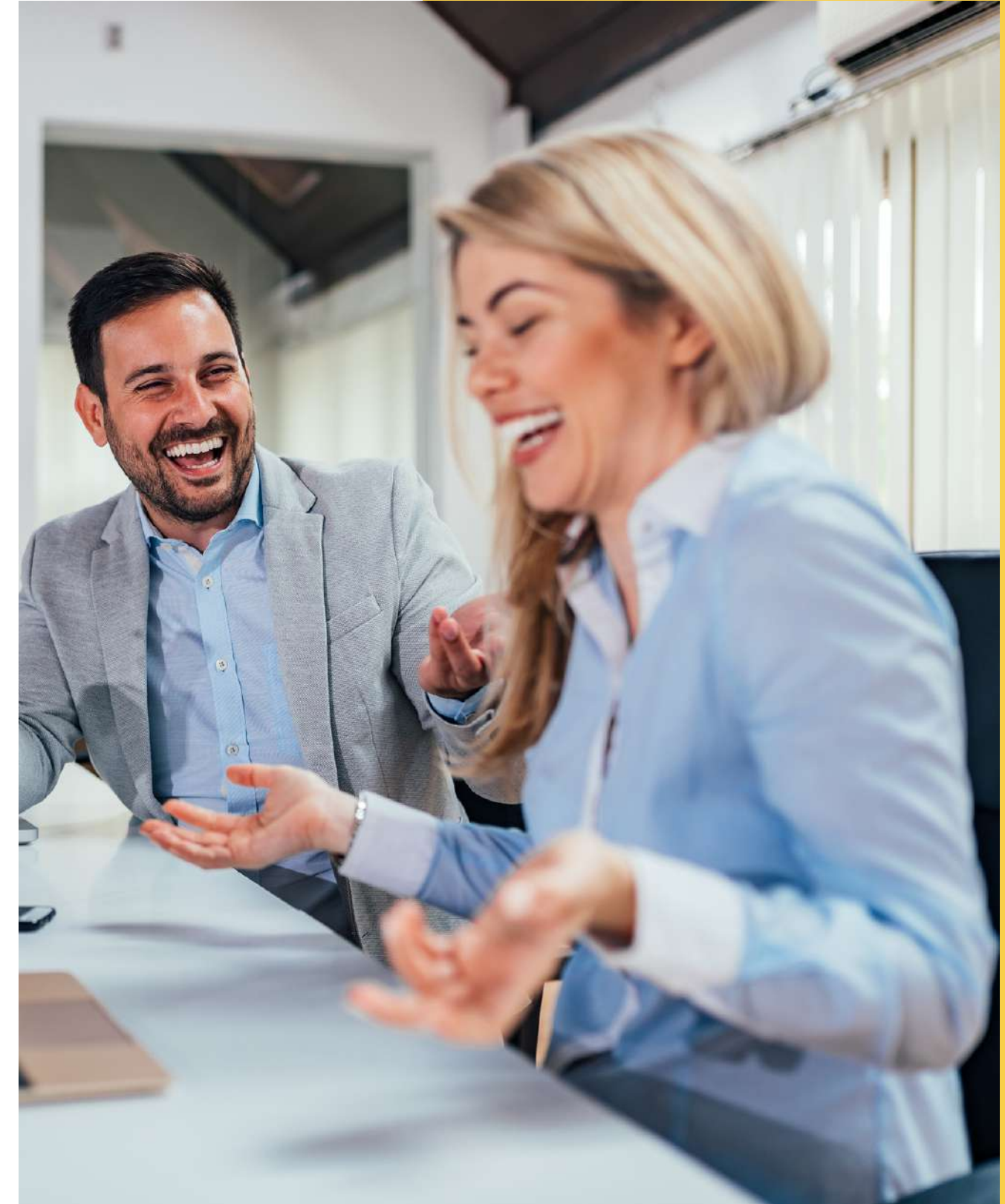
Humor

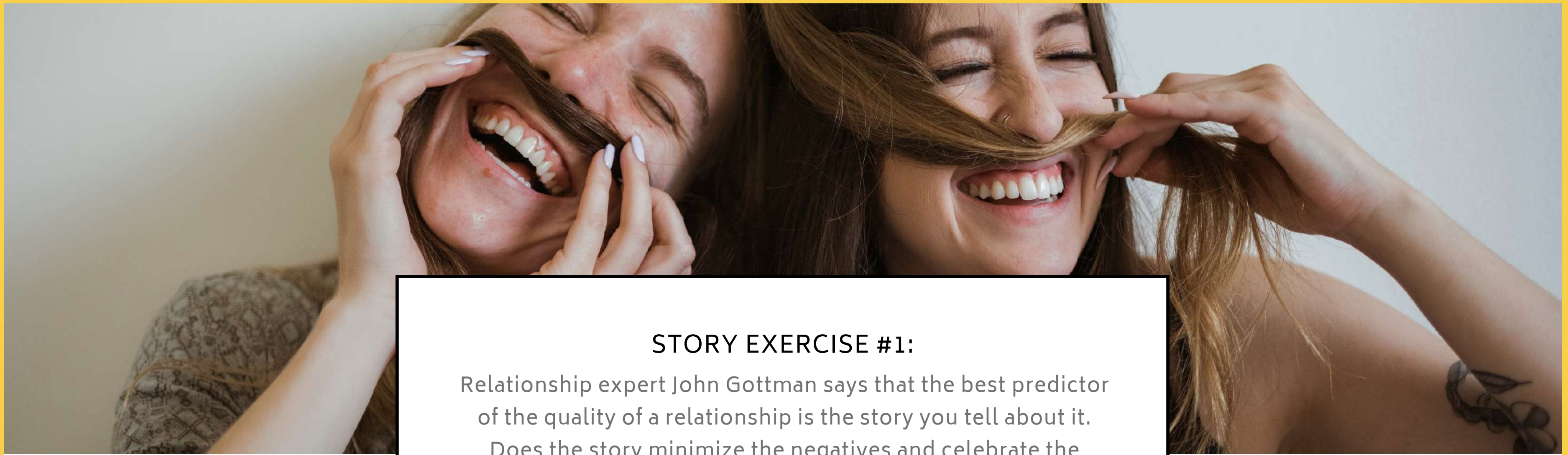
Sometimes we need to find something to laugh about. In an overview of the power of humor, writer Nichole Force states, "Among other things, laughter has been shown to reduce stress, boost the immune system and enhance brain chemistry through the release of serotonin and endorphins."* When in an intense discussion, humor can take the intensity down a notch because of its effect on the brain. Force also describes how humor has ushered people through such horrible times as the Holocaust.

According to comedian and Harvard educator, Jessica Halem, perhaps the best reason to use humor in conversations is because, "laughter physically loosens you up to receive information or to connect with other people."** With even a little well-placed humor, we can create a space to leave the conflict and ease into an opening, even if only temporarily.

*<http://psychcentral.com/blog/archives/2010/03/02/the-hidden-power-of-humor/>

**<http://www.jessicahalem.com/>; <http://www.slc.edu/magazine/voice/featured/voice.html#>.





STORY EXERCISE #1:

Relationship expert John Gottman says that the best predictor of the quality of a relationship is the story you tell about it. Does the story minimize the negatives and celebrate the positives? Does it make the other person sound great? Or does it dwell on what's wrong?

Spend a little time to reflect on the stories you tell about the relationships in your life. Although Gottman's approach focuses on family and couples, it's also good to notice what stories you tell about your colleagues, your boss, your company, or your community. If they are positive stories, they indicate a successful relationship. If not, how can you change the storyline to make it better, both in the telling and in the living?

A close-up photograph of two hands clasped together. The hand on the left is dark-skinned, and the hand on the right is light-skinned. They are interlaced in a supportive grip. The background is a soft, out-of-focus grey.

STORY EXERCISE #2:

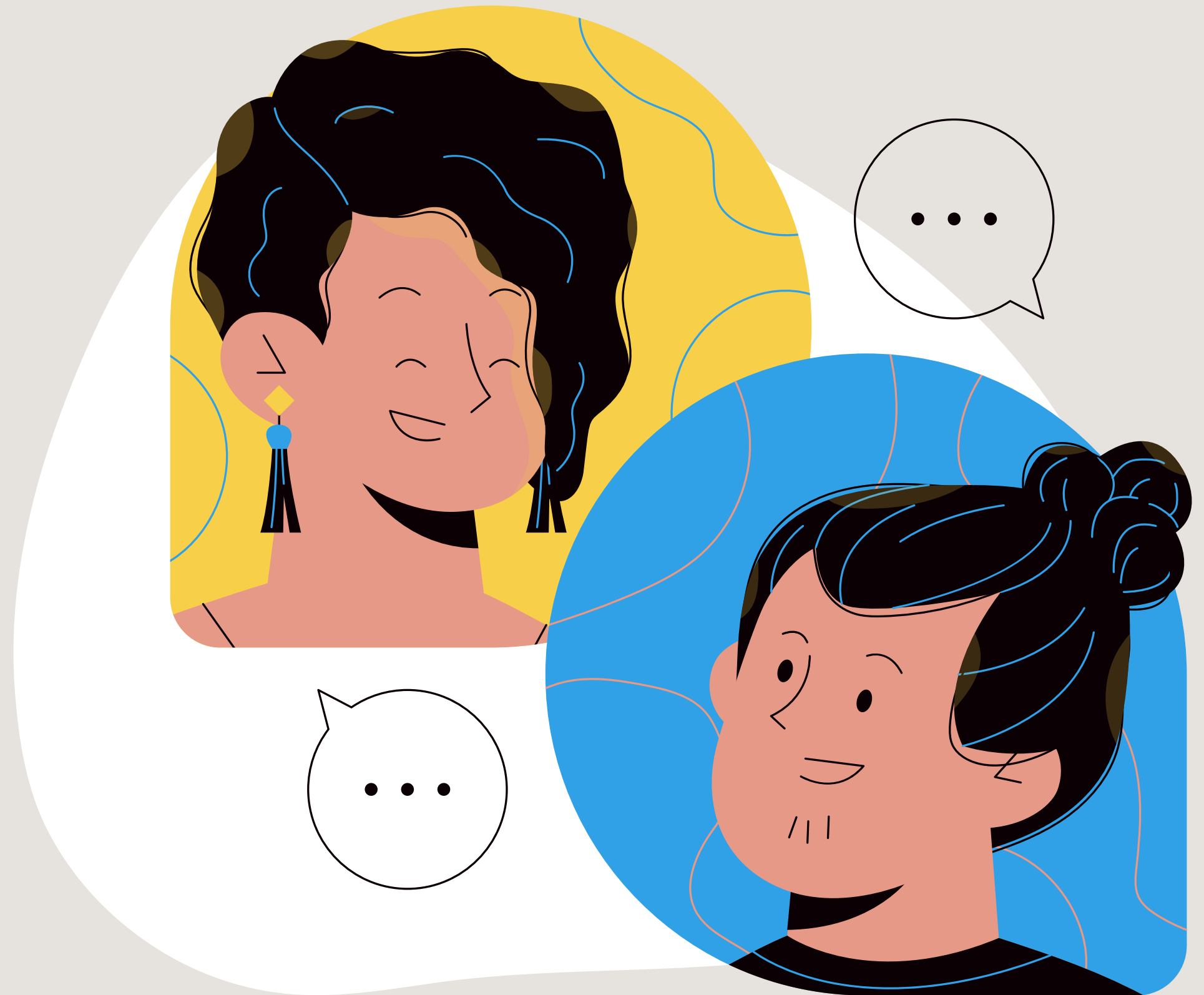
Where can you find
alignment with your
conversation partner?

5

Chapter

Take responsibility

OBSERVE AND LET GO





CHAPTER SUMMARY

One of the most powerful approaches to take when conversing is to “own your stuff.” Defensiveness or accusatory behavior is counterproductive. Unfortunately, it is also almost instinctual and hence easy. Taking responsibility, on the other hand, takes practice and is hard. The prescription for taking responsibility is to enter a conversation with a “dialogic mindset.” This mindset sets aside preconceived notions and assumes that we may incorrectly categorize what we see and hear. We suspend judgment and stay unattached to the outcome yet remain courageous in the willingness to share our voice.

The Dialogic Mindset according to David Bohm

David Bohm was the quantum physicist who introduced the concept of dialogue with its principles in the early twentieth century. The essential condition for a dialogue in Bohm's sense is an attitude of openness and mindful perception without judgment. The attention in a dialogue must be on the observation and communication of what is happening in the group and within oneself when things are expressed, and views made known. This mindset allows us to recognize our own assumptions without judgment and to question rather than defend them. This clears the way for what is new and different, individually and in groups.

However, as the authors of the book, *Crucial Conversations*, warn, dialog is not decision-making. If the conversation requires a conclusive action or decision, it is important for all involved to agree on how to decide what happens next. This doesn't have to be contentious. It will be easiest to decide if everyone takes responsibility, of course. Great conversations are created within that condition.

RESPONSIBILITY EXERCISE #2:

The role of the leader is to gather people, facilitate and keep people focused on collective intelligence to find solutions.

In meaningful conversations it is not necessarily the leader's job to give answers or dictate outcomes. According to Sandra Janoff, co-founder of Future Search, "We need leaders who are okay with letting go of control," so that we can:



Be together



Be vulnerable



Make plans together



Struggle together



Be creative together



Learn together



Be wrong together

Where do you need to let go of control as a leader to embark in better conversations with others?

Wrap up

There is much to be gained by having conversations with people, and even more if we stay fully engaged enough to have meaningful conversations.

At the intersection of Intention, Story and Presence is a space created by their alignment or misalignment. When the alignment is congruent, when all parts of communication tell the same story, authenticity surfaces. Harvard professor Amy Cuddy said, "Authenticity doesn't just mean you're not filtering what you're saying, it's about being able to know and access the best parts of yourself and bring them forward."

It is authenticity that allows us to take responsibility for our part in a conversation. Aligning who we are with what we do and why we do it takes rigorous self-examination. It is through being self-aware that we learn to truly see others and make room for them in our world.





Vocal Impact, Inc.

Our intention is to guide and inspire leaders to be real and relevant heroes in their own stories and the stories of their organizations and causes – heroes who transform hearts and minds and create solutions for a vibrant and peaceful world.

Vocal impact is a team of executive coaches, voice specialists, content developers, and others who guide and support the heroes with whom we work. Our work leads people to find both their physical and metaphorical voices using an approach that not only helps individual expression but allows people to connect better with others. Our clients learn vocal health and we help them create clarity out of noise and expression out of flat, meaningless delivery through development of articulation and inflection skills. But moreover, our science-based and performance-proven approach to communicating with impact and influence systematically builds skills and discipline in the communicator.

TO CONTACT VOCAL IMPACT, PLEASE VISIT OUR WEBPAGE AT: [VOCALIMPACT.NET](https://vocalimpact.net)