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| Culture: Speaking Style |
| We change our voice volume depending upon how loud the background noise around us is and how far away our listeners are. We change the speed of our speech depending upon how much time we have. And we change the pitch of our voice in order to emphasize different points that we are making. However, voice volume, pitch and speed also give our listeners different impressions of us. Other things that our listeners will make judgments on include the clarity, directness and conciseness of our speech. These impressions vary by culture. |

*A. Match the speaking style on the left with the impression it might give someone in North America. There is more than one possible answer for some questions.*

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| **Speaking Style** | **Possible Impression** |
| 1. You speak very softly, so that it is difficult for the listener to hear you. | 1. You are not organized. You don’t really know what you are talking about. |
| 1. You speak in a high-pitched voice. | 1. You have authority. |
| 1. You speak in a low-pitched voice. | 1. You are insecure and nervous. |
| 1. You speak very loudly. | 1. You are careful and authoritative. |
| 1. You interject words such as “like”, “you know” and “okay” into your speech. | 1. You are knowledgeable and confident. |
| 1. You break your speech up with “um”, “er” and “ah”. | 1. You are arrogant and need to be heard by everyone. |
| 1. You directly address the questions and issues raised. You do not add any unnecessary information or words. | 1. You are not confident. |
| 1. You talk a lot but you do not address the questions and issues raised. | 1. You do not have authority. |
| 1. Your thoughts are not well-organized and you don’t finish your sentences. | 1. You are not knowledgeable. |
| 1. You speak slowly and take the time to clearly pronounce your words. | 1. You are nervous. |
| 1. You run your words together and mumble. | 1. You are young and immature. |

*B. In order to communicate to the listener that you are knowledgeable and confident, what should your speaking style be like?*

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*C. How is this different from your culture?*

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