The Unknown Messenger – Our Voice: Advice on How to Use Audio As an Interface Medium Via Mobile Devices

By: Kim Page
January 25, 2011

Abstract:
Our voice serves as a bridge between what we wish to say and the listeners. As a communication tool, the voice is intimate in a unique way. Various studies in the field of non-verbal communication have shown that tone of voice has a substantial impact on our ability to get our message through. The example that is most often referred to is Albert Mehrabian’s 1967 study, where he found that almost 40% of our liking for the person who puts forward a message is affected by their use and tone of voice. When we communicate with an audio interface without facial expressions and body language, the use of the voice becomes the main vehicle for the nonverbal aspect of our message, conveying our attitudes towards the content of our speech, our beliefs and convictions. Moreover, in situations where there is a conflict between the spoken word and the tone of voice, the tone of voice wins over spoken words. Nevertheless, most of us only know a limited aspect of our voice as a communication tool.

The talk will address:

- Why is the use of voice so important?
- What are the most common types of inhibitions?
- What vocal elements can be trained?
- Why is the voice so connected with our confidence?
- Advice for the use of the voice during presentations, meetings and audio interface.

About the Speaker:
Since the early 1990’s, Kim has worked as a consultant and trainer within the areas of communication and innovation for multinational and local organizations such as Vodafone, ABN-AMRO, WHO, The Union for Catalan Psychologists - COPC, and educational institutions spanning from groups with special needs to MBA’s at Copenhagen Business School and the University of Chicago, as well as Executive training. Her interest in the dynamics of group work and self expression has grown from Kim’s contributions to a wide range of communities, working in Scandinavia, Germany, Mexico and Spain before arriving in the US. Starting out with a Degree in Dramaturgy, the study of narrative structure, at the Universities of Lund and Aarhus, Kim has also been trained in the disciplines of Vocal Coaching, Creative Writing, Pedagogics and Management Communication, providing a rich set of practical tools when working with clients. Since the fall of 2009 Kim is studying an MA in Organization Development at Sonoma State University.