

Get Hired

Interview with a Ring

In a study conducted at UCLA, Dr. Albert Mehrabian found that when talking on the phone, the actual words you use account for only 16% of the way you are perceived. The remaining 84% of your impression depends on the sound of your voice and the feeling people get when listening to you...

In Susan Berkley's book, *Speak to Influence*, she gives a check list of positive words that describe one's voice.

Check off your strengths.

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> warm | <input type="checkbox"/> interesting |
| <input type="checkbox"/> passionate | <input type="checkbox"/> convincing |
| <input type="checkbox"/> enthusiastic | <input type="checkbox"/> clear speech |
| <input type="checkbox"/> articulate | <input type="checkbox"/> professional |
| <input type="checkbox"/> well paced | <input type="checkbox"/> commanding |
| <input type="checkbox"/> pleasant tone | <input type="checkbox"/> trustworthy |

Ms. Berkley also includes a "needs to improve" list.

Check off the things you may want to work on.

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> too fast | <input type="checkbox"/> strong accent |
| <input type="checkbox"/> sing song | <input type="checkbox"/> too slow |
| <input type="checkbox"/> sounds tired | <input type="checkbox"/> too monotone |
| <input type="checkbox"/> hyper | <input type="checkbox"/> unpleasant tone |
| <input type="checkbox"/> breathy | <input type="checkbox"/> threatening |
| <input type="checkbox"/> mumbles | <input type="checkbox"/> nasal |
| <input type="checkbox"/> too loud | <input type="checkbox"/> too soft |
| <input type="checkbox"/> tentative | <input type="checkbox"/> too high-pitched |

Review your checklists. Choose a few of your strengths to build on and a couple of things you want to improve. Just being aware that the sound of your voice matters is a big step in the right direction.



Tip — record a message on your cell phone and evaluate your voice as you work to improve it.