

2016 Annual Child Support Training Conference & Expo



PIECING IT ALL TOGETHER

May 3–5, 2016 » Garden Grove, California

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

2016 Annual Child Support Training Conference & Expo

“They’re Listening to You Now!

Improve Your Public Speaking.”

Al Reyes

Division Chief, Outreach Services

Los Angeles County Child Support Services Department

May 3, 2016

Purpose of this Personal Skills Workshop

- Give you a better speaking voice by learning more about how your voice actually works
- To make you a more effective and confident professional
- To understand that everyone has the potential to have a good, clear speaking voice

Purpose of this Workshop

- Create more awareness about what is behind some voice problems and how to address them
- Provide actual exercises used by performance pros to improve your voice

Purpose of this Workshop

- Create awareness that your voice is like a musical instrument. It will not improve without dedication to a program of practice
- Realize amazing things with a vocal improvement program

Why is this Workshop of Interest or for Me?

Do you get bulldozed by individuals who seem to talk louder and faster than you? Would you like to improve your voice to deal with challenging people and situations?



They **Don't Take Me Seriously!!**

Do you find that some people don't take you seriously because of your squeaky voice on the other end of the phone?



“What am I doing out here all **alone?** Yikes!!”

Does your voice crash and burn or sound like a lawn mower after five minutes in front of a big audience?

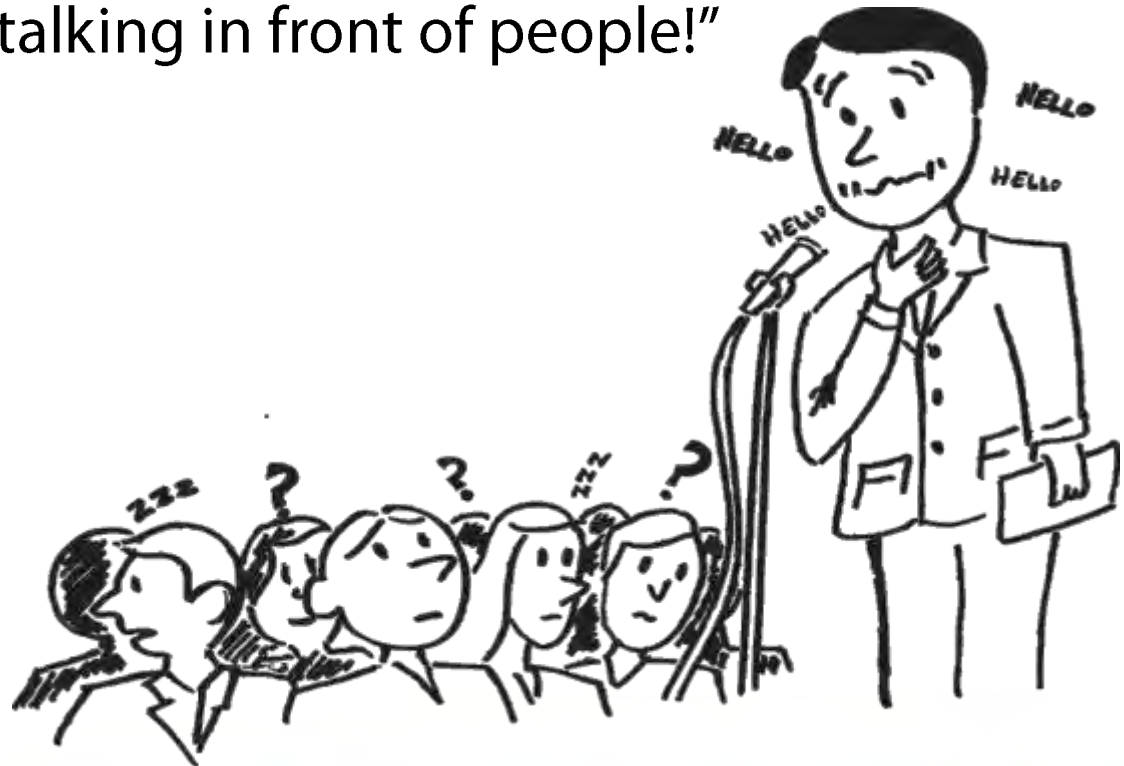


Are You A Person Who Beats Yourself Up?

“I don’t sound good”

“I don’t like the sound of my voice”

“I’m not good talking in front of people!”



Inspirational Thoughts to Start Workshop

"People who think they can, and people who think they can't are both right!"

-Quote from a great American industrialist

*"Thoughts translate into things. Bad thoughts are like weeds that keep returning if you let them. Emphasize your **strong points, don't keep replaying mistakes. Learn and move on.** Your mind responds and produces according to your believing thought. Don't think about anything that you don't want realized."*

-Ernest Holmes, author of "Creative Mind and Success" and the "The Art of Life"

Workshop Requirement: No Fence Sitting!



Let's Get Ready to Rumble, Turn it Around!

- The quality and characteristics of voice and speech are important in determining the impression we make on others
- You stand a better chance of success if your voice and speech create a favorable impression
- Factors detracting from your maximum effectiveness must be eliminated

"Training the Speaking Voice"
Virgil Anderson

So One May Ask:

Why Aren't We All Speech Effective?

Why Could We Use Voice Training?

Speech is “An Overlaid Function”

Speech is an acquired “overlaid” activity because it makes use of mechanisms of the body intended by nature to service biological needs

Speech is a product of our social environment and can be learned poorly---home, school, friends, etc. Deep rooted impressions are hard to break

How Do We Surmount the Challenges?

- We have little or no knowledge of the factors that can improve your vocal quality (Not After Today!)
- We have no way to check up on improper vocal habits
- Some problems are structural and need a speech specialist (See An Expert)

Why Do Some People Have Great Voices?

- Some people have more talent than others
- Some people are born great speakers
- Vocal production awareness is part of the program for stage actors, broadcasters, entertainers
- Some people get out there, jump at an opportunity to present and work hard at it

You Are Not Alone - Why YOU Can Do It!!!

- The “baby boy” is shy in front of the camera/crowd
- An undergraduate print reporter becomes a broadcast reporter and in a stroke of good luck gets sent to a one-of-a-kind, theatre arts mentor
- ABC7 and the struggles of the small market reporters
- The big stack of tapes—the challenge of being an LA TV reporter
- Ten seconds to make your mark or hasta la vista baby!

What is the Good Voice?

- Smoothness of phrasing, purity of tone and clearness of diction
- Adequate Loudness
- Natural Pitch Level
- Ease/Flexibility

These qualities are needed for public speaking, acting or enhancing your personality

Voice Improvement Basic: You Must Project!

- Speaking before large groups or in front of a camera you must **“project”**
- To **“project”** simply increase the level of your voice above your normal speaking level
- At first, this may seem unnatural but you will sound fine to the audience
- If you don't **“project,”** you run the risk of being unconvincing and being hard to hear

Relaxation & Preparation

- **Don't drink cold drinks before speaking.** These impair proper functioning of your vocal folds
- Do relaxing exercises. Stage fright feels much worse than it looks

Vocal Preparation Exercise #1

- Cup your hands over your mouth
- Yawn and let a breath escape from your lungs
- Feel the warm air hit your hands and return over the vocal folds
- The warm breath will warm up your vocal folds for speech. The yawn will loosen the jaw.
- Hum or produce low-volume sounds to tune up your voice

FUNDAMENTAL #2: Proper Breathing !!

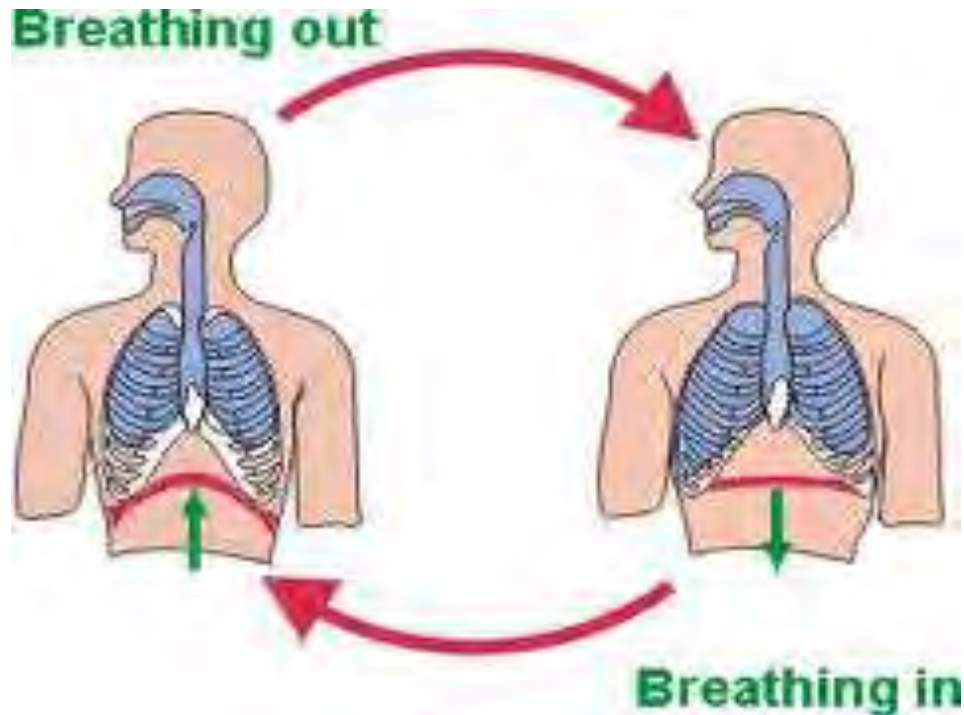
- Proper breathing and a supply of air is the **“life force” of a good speaking** voice
- 10% of your lung capacity is used in normal **“chest” breathing. You have “deep air needs”** in speaking and performing
- Effective speaking and performing requires breath control in a different way

Problems Caused by Improper Breathing

- Hoarseness—Lack of air support puts strain on the **muscles of the larynx and “burns out” your vocal tone**
- Tonal problems like stridency, harshness, shrillness or **the “retracted or breathy” voice**
- It will be hard to command attention while speaking to a group, especially a large one.
- You may be speaking at a unnatural pitch for your voice because of the strain on the vocal folds

Remember the Simplest Truth!

The Simplest but Unrecognized Truth About Good Speech--Proper Breathing Support!



Everyone Up! Diaphragmatic Breathing

- Stand straight and relaxed. Put both hands facing each other at belt level, below your navel
- Slowly inhale and fill your lungs to capacity
- While inhaling, emphasize filling up the lungs out at belt level while feeling the downward movement of the diaphragm
- When lungs are full, slowly expel air in a slow, steady stream for as long as you can
- Repeat 10 times for 20 minutes (Repeat for two weeks)

Benefits of Exercise #2: Air Management!

- **This exercise will create a natural “well” of increased air to support your speech**
- You will breathe quickly and silently with a minimum of effort and have better control over outgoing breath while speaking
- You will be able to speak longer and at a higher volume in front of a group
- You will be able to avoid hoarseness
- You will have support for more emotional exchanges of speech which require more air

Fundamental #3: Articulation

- Good articulation is necessary for clarity and a distinctive voice
- The primary articulators for your speech:
 - The jaw
 - Your mouth/teeth
 - The tongue
 - The lips

Articulation (continued)

- Articulators provide the glue to the consonants and vowels that form our language
- Speech is a moving, dynamic process
- Our articulators must be up to the task of hitting and changing our speech sounds “on the run”
- You need flexibility and “relaxed coordinated control.”

Problems Caused by “**lazy**” Articulators

- Lack of clarity in the pronunciations of words, **perceived “mumbling”**
- You may be hard to understand, speaking to a **big group because of a “tight jaw”**
- The true clarity of your voice is locked inside your throat or mouth cavity
- Undeveloped articulators are not up to the task of producing great speech!

Freeing up the Jaw—With the “**Yaw, Yaw**”

- Stand erect and relaxed, open your mouth and drop the jaw
- At a **high volume**, shout the words, “**Yaw! Yaw!**”
Feel the extreme movement of the jaw
- Emphasize the sound coming out your mouth and created on the front of your face
- Practice in a private place. Practice moderately. You may feel some soreness in the jaw

Benefits of the “Yaw! Yaw!”

- Improves vocal clarity by bringing the sound of your voice to the front of the face
- Vocal tone will not be locked in your throat, mouth or nasal passages creating clarity and resonance problems
- Strengthens, tones and loosens the jaw for better vocal articulation

Articulation Exercise #2 Loosening up the Tongue

- Stand erect and relax. Slowly repeat the words **“Tell Tillie.”** Repeat and try to pick up speed. Do as fast as you can.
- Stand erect and relax. Slowly repeat the words **“Tucka, tucka, tucka.”** Do this as fast as you can.
- Practice furrowing the tongue for loosening

Benefits of Loosening up the Tongue: Tell Tillie! & Tucka-tucka!

- Along with the lips, the tongue is critically involved in the formation of words and speech and involves its own muscles.
- Loosened and toned, the tongue will improve your articulation of consonants and vowels and other sounds involved in **speech. You will not be a “mush mouth”**

Articulation Exercise #3

Loosening up the Lips: Boot Black! & Horse Blow

- Stand erect and relax. Slowly repeat the words **“Boot Black.”** Repeat and try to pick up speed. Do as fast as you can
- Stand erect and relax. Close the mouth and blow air out through lips emphasizing the lips loosening from side to side

Benefits of Loosening up the Lips Boot Black! & Horse Blow

- The lips, in conjunction with the tongue, play a critical role in the formation of your word sounds, **especially words involving the “plosive”** letters, B and V.
- Working on the labial sounds will improve your vocal articulation

Speed Read! Secret Exercise for Child Support Champions!

- Select a newspaper, book or other reading material with larger font which is easier on the eye.
- The more elevated the language the better to challenge your articulation
- Select small paragraphs, phrases or sentences. Read them repetitively as fast **as you can with perfect articulation. Don't slur!**

Speed Read! Continued

- **Read the material in a “loop” attempting to read it in succession five or ten times without stopping. Push the envelope, work for speed**
- Practice a minimum of a half hour
- **You can use the “Speed Read” as a diaphragmic breathing exercise, too. You will need deep breathing to sustain the repetitive reading**

Speed Read Exercise and Competition

THE ANNUAL TRAINING CONFERENCE FOR THE CALIFORNIA CHILD SUPPORT DIRECTORS ASSOCIATION IS ONE OF THE GREATEST CHILD SUPPORT CONFERENCES THE WORLD HAS EVER SEEN. HUNDREDS OF DEDICATED CHILD SUPPORT PROFESSIONALS AND EXECUTIVES FROM CALIFORNIA AND BEYOND WILL COME TOGETHER TO DISCUSS INNOVATIVE IDEAS ON HOW TO IMPROVE THE LIVES OF FAMILIES AND CHILDREN. THEY WILL COME FROM THE GORGEOUS SHORELINE OF MONTEREY COUNTY, THE DESERT'S EDGE IN RIVERSIDE COUNTY, THE FARMLAND OF TULARE AND THE URBAN CHARM OF SAN FRANCISCO. FROM THE MOUNTAIN COUNTRY OF THE SIERRAS TO THE URBAN ENERGY OF LOS ANGELES COUNTY, THEY WILL COME WITH THEIR COMMITMENT, THEIR INNOVATIVE IDEAS AND SPIRIT.

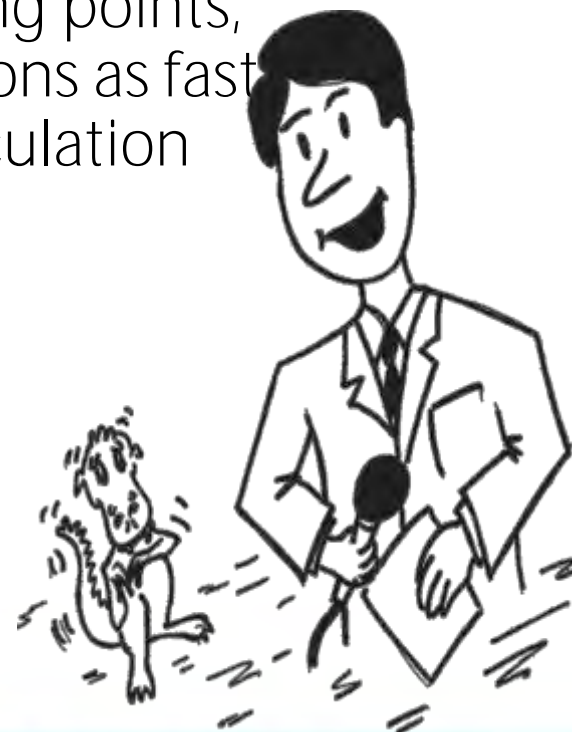
Benefits of the “Speed Read”

- Like a sprinter’s training, the “Speed Read” is an intense exercise which improves dexterity of your vocal articulators
- You will develop speed and intensity not used in normal speech
- After practice, your normal rate of speech will be more fluid

Benefits of the “Speed Read”

Continued

- You will be able to “let it rip” when doing speeches or other time-limited presentations
- You meet the challenging situations--making points, summarizing points and generating questions as fast as lightning because of your improved articulation and vocal energy



Nasal Problems in Speech Quality

- Four resonators shape the sound of your voice
- The throat, mouth, nose and chest
- The **resonators create “the possibilities”**
- Good vocal tone can be found with elements of all these features
- Extremes in some can lead to annoying, unpleasant or unconvincing vocal tone

The Throat in Speech Quality

- A relaxed, open throat is necessary for good vocal quality when speaking and singing
- An open throat is important in relaxed speech and great singing
- It plays a role in the lower tones of voice, providing fullness and richness

Nasal Problems in Speech Quality

- The Hyper Nasal Voice---Too much air passes through the nose during speech, mainly because of faulty articulation. This results in **annoying “twangy” vocal quality.**
- The Denasal Voice---Not enough air passes through the nose during speech. The individual voice is muffled and hollow. You **sound like “you have a cold.”**

Nasal Problems in Speech Quality

- If it can't come out of the mouth, it will go through the nose
- Articulation problems can cause nasality problems especially a tight jaw
- Nasal sounds are involved in letters "M" and "N"

Exercise: Addressing Nasality in the Voice

- The velum provides a split in the back of the mouth to route air into the mouth and nose
- For the hyper nasal voice, practice reading while being aware of balancing the air flow evenly between the mouth and nose
- For the denasal voice, practice reading in a hyper nasal voice to bring back more air through the nose during speech

Exercise: Singing Lessons

- Singing lessons will help improve your vocal tone and open up your voice
- It also involves even more advanced use of deep breathing
- It will increase understanding of your vocal mechanism
- A singing coach will help you find your proper vocal range

Variety & Expressiveness

- It is advisable to add emotional dynamics to a voice improved by proper breathing and articulation drills
- Interpretive reading will greatly improve and personalize your speech
- Interpretive Reading: Feel the emotion weight of the language, express it honestly

Variety & Expressiveness

- **Most speakers don't use the full range of their voice and possibilities**
- Slow speech: Indecisive, lack of confidence or deep thinking
- Energized speech: joy excitement, confidence and well being. Show enthusiasm!
- Break **the "repeat pattern"** delivery. Add emphasis, pauses, surprise and suspense!

Variety & Expressiveness

- **Observations on the “forceful voice”**—anger, defiance, disgust and pain
- You talk too loud!
- The forceful voice may be necessary in the noisy environment
- Speech is best when it reflects feeling, attitude, a point of view. Let your soul shine through your voice!

Final Observations

- Create your own improvement program using some **of today's vocal exercises**
- Join the Toastmasters or other experiences, which will allow you to practice your speaking skills.
- Read the newspaper out loud
- Read in front of a mirror
- Take some singing lessons. Read some theatre. Have fun!

Writing and Preparing Your Speech

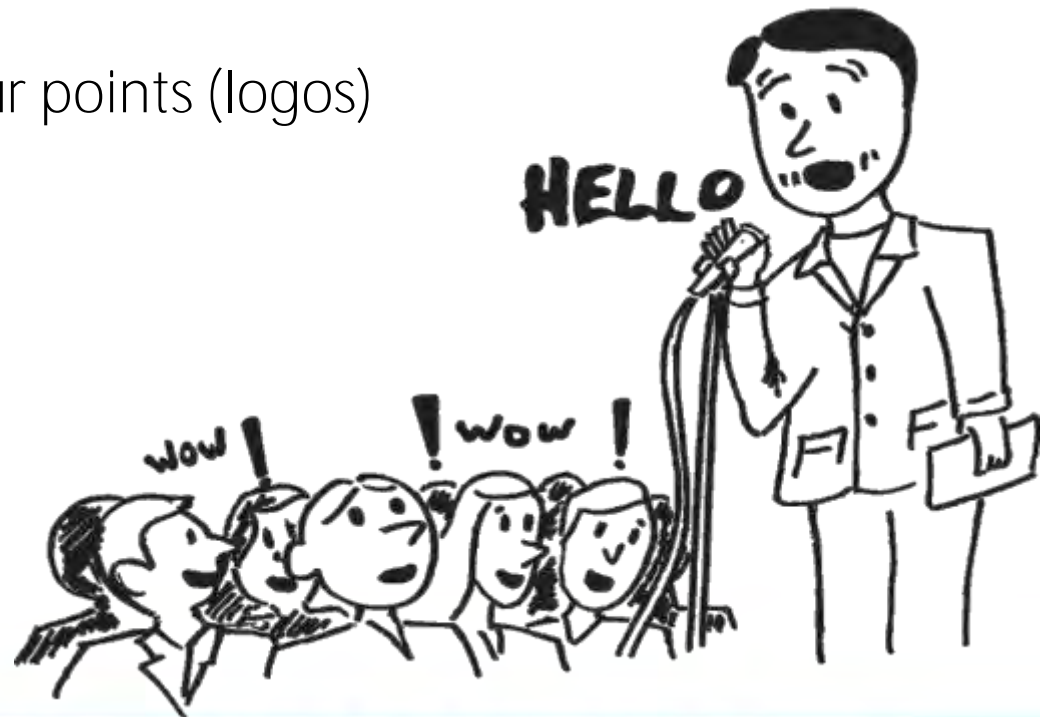
- Don't write like a rocket scientist unless you're speaking to rocket scientists
- Big words? Clarity is key in good writing. Just be **simple and clear. "People talking to people"**
- Writing for the "ear," not the "eye."
- Good book: Championship Writing, Paula LaRocque
- Know your audience and write to them
- Look at the magazine rack in the store

Connect with the Audience

- Use broadcast journalism script format for easier reading (triple line space, large font, all caps).
- Tell a joke to lighten things up but only at your expense
- **Be aware of good taste, don't insult anyone**
- Recognize and thank others
- **Keep it contained! Keep it short. Don't drone on**
- Read great speeches

Connect with the Audience

- Connect with the audience by establishing your credibility and likeability (ethos)
- Touch on the emotions/motivate your audience (pathos)
- Use evidence to make your points (logos)



What Can Motivate Your Audience?

The Difference between “telling” and “selling”

- Make or save more \$\$\$
- Advance in business/work
- Prestige/out shine your neighbor
- Enjoyment
- Reduce fat
- End drudgery
- More leisure
- Comfort
- Better Health

What Can Motivate Your Audience?

- Freedom from worry
- Security in old age
- Be popular
- Attract people
- Avoid embarrassment
- Desire for a bargain
- Get attention, show the advantage, prove it, ask for the sale
- Good book: Tested Advertising Methods: John Caples

Prepare for the Speech: Practice

- Turn stage fright into “speech excitement”
- Deep Breathing: Sit down, relax and take a series of deep breaths to get more oxygen into the system

Speech Preparation

- Practice and rehearse your material with sufficient lead time
- Preparation combats the nerves
- Visualize success during your speaking opportunity
- Be natural and enthusiastic

Speech Preparation

- Get rid of negative reinforcement, “I don’t have a good voice” “I think I’m going to be nervous”
- Do I sound like that? **Don’t beat** yourself over the head about your vocal quality. Get going and plan a program
- Listen to yourself objectively
- Accept suggestions

Speech Preparation

- Sit down, relax and visualize yourself making the speech before the audience. See yourself confident, making an excellent delivery
- Weeks before the speech practice affirmations **like: “I see myself doing a well-received speech on May 6. I will do the necessary preparation. The room will be full and I will be relaxed”**

Speech Preparation

- See **the bright side and don't** make negative assumptions about your audience
- Survey your speaking environment, well before your presentation. Look after your interests.
- Scout the sound system. Identify any problems in advance. Check microphone levels!
- **Don't** apologize for being nervous

Speech Preparation

Warm-Up: Within an hour or half hour of your presentation, take a walk to release nervous energy

Find a quiet location to be by yourself. Get away from the crowd. Get ready for the performance.

Visualize and review material and warm up your jaw and articulators

Got Questions?

Al Reyes

Division Chief, Outreach Services
L.A. County Child Support Services
323-889-2719

Al_Reyes@cssd.lacounty.gov

Please be sure to complete the session evaluation.

Final Inspirations

“Be A Live Wire Waiting to Connect to the Right People!!!”

Encouraging words spoken by a friend

“Look around, happiness is trying to catch you!”

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www.csdaca.org

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