

## **Tips for Instructors**

### **Speaking Skills**

1. Use a friendly, resonant voice, avoiding a dry, flat tone.
2. Ensure that the volume of your voice is loud enough to be heard by all learners.
3. Vary your pitch, volume, rate, and rhythm by emphasizing key words and phrases and downplaying less important ones.
4. Ensure that you use proper grammar at all times.
5. Target your vocabulary to the learners' education level and background.
6. Articulate each sentence, phrase, word, and syllable clearly.
7. Do not drop consonants from words (e.g. tryin', workin', gonna, etc.).
8. Avoid fillers such as "um," "OK," "uh," "like," "you know."
9. Don't allow your voice to trail off when referring to a visual aid, using a microphone, or responding to questions.
10. Make sure your voice rises when you're asking a question and falls when you're making a statement.
11. Vary your rate of speech and make adequate use of pauses to add emphasis to key points.
12. Be animated when you speak in order to encourage the learners to be enthusiastic about the content.

## **Non-Verbal Communication Skills**

1. Maintain a straight posture with an open, welcoming stance. Stand when you wish to command attention. Sit when you want to leave the limelight.
2. Stand and move toward learners. Do not remain constantly in the same area where your lesson plan is located. Walk around the classroom but avoid pacing.
3. Use a variety of gestures to emphasize size, shape, number, and direction. Do not put your hands in your pockets or fold them across your chest. Avoid gripping your hands or clutching items such as pens, markers, and pointers.
4. Make eye contact with learners (rather than your lesson plan). Look at the bridge of a person's nose or their chin if you are not comfortable looking them straight in the eyes.
5. Use your mouth, eyes, and eyebrows to help express your words. Your facial expressions should show warmth, sincerity, and concern at the appropriate moments.
6. Avoid nervous behavior that distracts learners (e.g. jingling change, clicking a pen, waving a pointer, swaying, finger-pointing, etc.).
7. Dress as the organizational or group culture dictates. Always avoid wrinkled/ruffled clothing and wear comfortable shoes.
8. Smile often. Be friendly, positive, and enthusiastic.