

INTERMEDIATE SKILL 59

Using an appropriate voice tone

- 1. Look at the person you are talking to.**
- 2. Listen to the level and quality of the voice tone you are speaking with.**
- 3. Lower your voice (if necessary) so that it isn't too loud or harsh.**
- 4. Speak slowly. Think about what you want to say.**
- 5. Concentrate on making your voice sound calm, neutral, or even pleasant and happy.**
- 6. Avoid shouting, whining, or begging.**