

## **SPEAKING TO WIN (advance 2)**

[1] Your voice is your strongest link with the rest of humanity. [2] You should try to speak in an interview with authority, certainty, consideration, credibility and empathy. [3] You show that you are in control when you speak with authority and certainty, and this impresses people. [4] Be careful not to confuse authority with arrogance. [5] Always show consideration for the feelings of people you talk to, and people you talk about. [6] It makes you look weaker when you talk badly about somebody else. [7] You must make other people feel that they are credible. [8] If you believe in them, they will believe in you. [9] Empathy is the ability to put yourself in another person's shoes, and share their feelings. [10] This is a great gift in human relationships.

### **Let's talk:**

1. How should you speak in an interview?
2. Think of three adjectives to describe the sound of a person's voice.
3. What does speaking with authority and certainty show?
4. Give an example of arrogant behavior.
5. Whom should you show consideration to when you talk?
6. If you speak badly about other people, what impression does it give?
7. Give another word that means the same as credible.
8. How will most people respond if you believe in them?
9. What is empathy?
10. How do you think you can improve your empathy with other people?