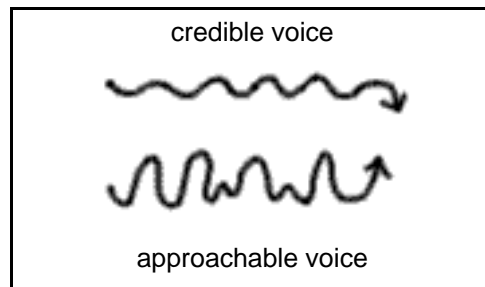


Using voice pattern to signal our intention in the moment.

Voice pattern signals our intention in the moment. Tone, pace and vocal rhythm form important para-language elements that communicate more strongly than the words we use. A facilitator needs a tonal repertoire to focus group energy and attention, to invite thinking, and to create a climate for sharing.

Classroom management expert, Michael Grinder, offers a distinction between two types of "voices" that skilled facilitation requires.



The first is the **Credible Voice**. This voice is used for:

- attention moves
- direction given
- amplifying important content information

It consists of the following elements:

- a narrow range of modulation with a drop in tone at the end of phrases
- a dropping of the chin to relax the diaphragm and relax the vocal chords
- a still head- a slight leaning back

This voice commands attention by communicating confidence in the speaker's role, knowledge and process knowledge.

The second voice is the **Approachable Voice**. This voice is used for:

- developing a positive relationship with the group
- creating psychological safety within the group through its use during paraphrasing, and inquiring to stimulate responses by group members

It consists of the following elements:

- a wider range of modulation than the credible voice with a rise in tone at the end of phrases
- eye contact
- a slight head bounce
- a slight leaning forward

This voice reduces any sense of threat on the facilitator's part, making it psychologically safe for

group members to contribute ideas, questions, and concerns.