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## *Clear Speech Audio-Impact Pack*

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In order to submit your voice snapshot, simply follow these instructions:

1. Prepare the following short text by reading it aloud a few times. Remember that you will be required to read it as if you are speaking to someone close to you.
2. When you are familiar with the flow of the text, call +61 3 8610 0193
3. State your name
4. State your best contact number and/or skype name
5. Begin recording by speaking into the telephone handset
6. On completing the audio, hang up
7. Send an email to [sandra@voice-word.com.au](mailto:sandra@voice-word.com.au) with your name, best contact number and/or your skype name. This, so that I can contact you with my feedback; and we can have a conversation about it.

Thank you for taking part. I will speak with you soon!

### *Sandra*

This extract is from: Working with Emotional Intelligence by Daniel Goleman (pages 164 and 165)

All these abilities take advantage of a primal fact: We influence each other's moods. Influencing another person's emotional state for the better or worse is perfectly natural; we do it constantly, "catching" emotions from one another like some kind of social virus. This emotional exchange constitutes an invisible interpersonal economy, part of every human interaction, but it is usually too subtle to notice.

In a primitive human band, emotional contagion presumably acted as an alarm signal, quickly focusing everyone's attention on an imminent danger, like a stalking tiger. Today, that same collective mechanism operates whenever word spreads – a drop in sales – a wave of layoffs – a new threat from a competitor. Each person activates the same underlying emotional state in the next, passing on the message to be alert.

The *emotional* economy is the sum total of the exchanges of feeling among us. In subtle (or not so subtle) ways, we all make each other feel a bit better (or a lot worse), as part of any contact we have; every encounter can be weighted along a scale from emotionally toxic to nourishing. While its operation is largely invisible, this economy can have immense benefits for a business or for the tone of organizational life.

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