

IQ WORK HACKS

VERBAL COMMUNICATION

VERBAL COMMUNICATION IS THE EASIEST AND MOST COMMON WAY OF COMMUNICATING WITH ONE ANOTHER.



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IN A PROFESSIONAL ENVIRONMENT IT IS ESSENTIAL TO USE DIFFERENT VERBAL SKILLS IN CERTAIN SITUATIONS.

IN THE WORKPLACE VERBAL COMMUNICATION
INCLUDES A VARIETY OF THINGS, SUCH AS:



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TALKING ON THE
PHONE,

IN THE WORKPLACE VERBAL COMMUNICATION
INCLUDES A VARIETY OF THINGS, SUCH AS:

CONDUCTING INTERVIEWS,

IN THE WORKPLACE VERBAL COMMUNICATION
INCLUDES A VARIETY OF THINGS, SUCH AS:

GIVING PRESENTATIONS,

IN THE WORKPLACE VERBAL COMMUNICATION
INCLUDES A VARIETY OF THINGS, SUCH AS:

TALKING TO CLIENTS,

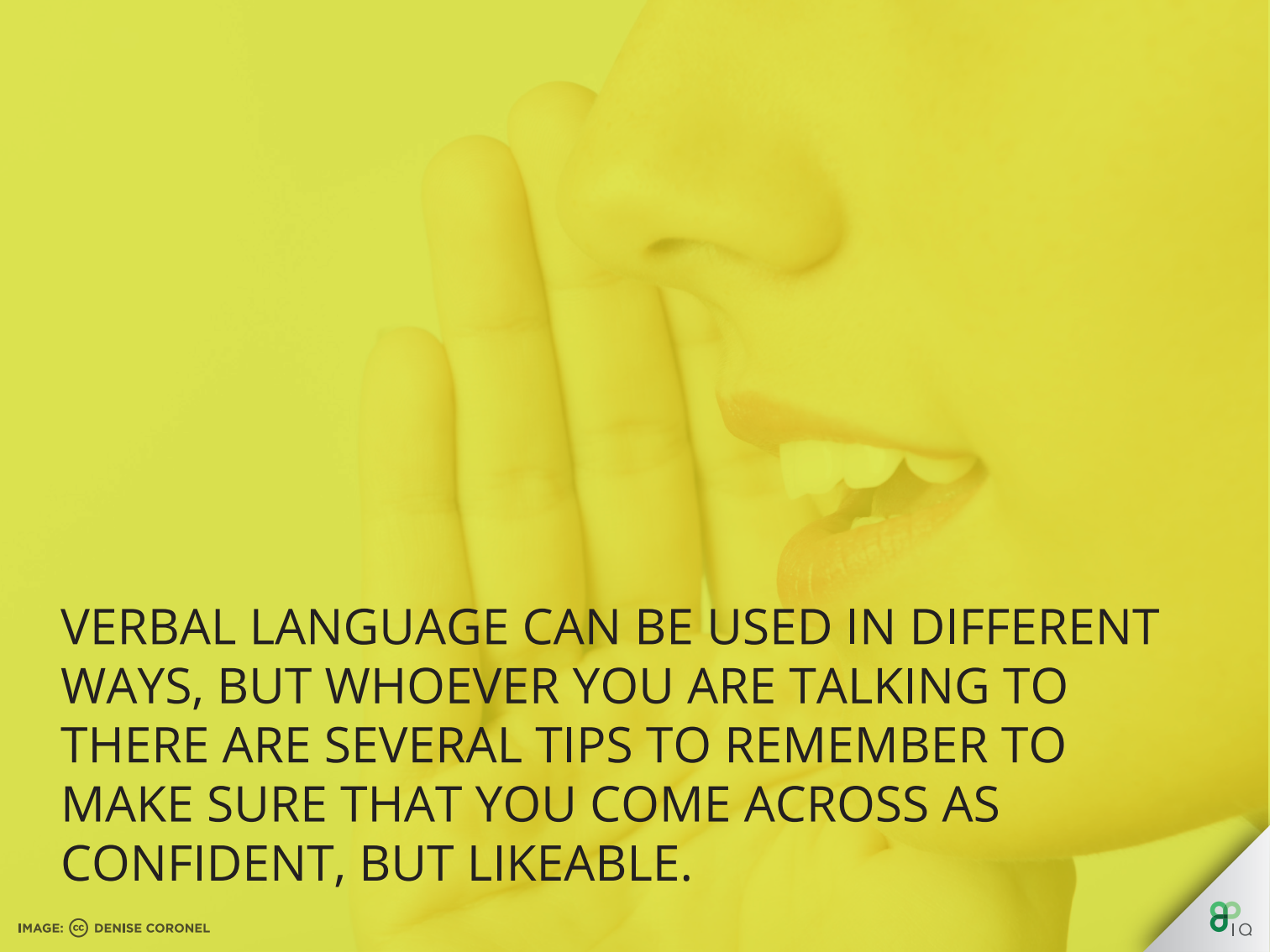
IN THE WORKPLACE VERBAL COMMUNICATION
INCLUDES A VARIETY OF THINGS, SUCH AS:

TALKING TO CLIENTS,

GETTING YOUR POINT ACROSS DURING TEAM
ACTIVITIES AND TALKING TO MANY PEOPLE ON
DIFFERENT LEVELS.

HOW TO USE VERBAL LANGUAGE

TO YOUR ADVANTAGE



VERBAL LANGUAGE CAN BE USED IN DIFFERENT WAYS, BUT WHOEVER YOU ARE TALKING TO THERE ARE SEVERAL TIPS TO REMEMBER TO MAKE SURE THAT YOU COME ACROSS AS CONFIDENT, BUT LIKEABLE.

THE FIRST RULE OF THUMB TO FOLLOW IS TO
ALWAYS

THINK BEFORE
YOU SPEAK



THE FIRST RULE OF THUMB TO FOLLOW IS TO
ALWAYS

THINK BEFORE
YOU SPEAK

AND KNOW WHAT POINT YOU WANT TO PUT
ACROSS!

A woman with long brown hair and black-rimmed glasses is shown from the chest up. She has a finger pressed against her lips in a 'shh' gesture. The entire image is overlaid with a semi-transparent blue filter. Large white quotation marks are positioned on the left and right sides of the image, framing the central text.

“

BETTER TO REMAIN SILENT AND BE THOUGHT A
FOOL THAN TO SPEAK OUT AND REMOVE ALL
DOUBT.

”

- ABRAHAM LINCOLN



IT IS ESSENTIAL TO
ADJUST TO
DIFFERENT
ENVIRONMENTS.

IF YOU ARE IN A LARGE ROOM WITH A LOT OF PEOPLE, YOU NEED TO ADJUST THE VOLUME AND AUTHORITY OF YOUR VOICE TO MATCH THE OCCASION.

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WHEREAS, IF YOU ARE IN AN INTERVIEW ENVIRONMENT A LOUD BOOMING VOICE ISN'T WHAT YOU WANT SO IT MUST BE ALTERED FOR THAT TOO.

HAVING A WARM FRIENDLY TONE, ALONG WITH A
**GENUINE
SMILE**
WILL TAKE YOU FAR IN YOUR CAREER.

INDIVIDUALS ARE DRAWN TO FRIENDLY PEOPLE
AND THEY ARE MORE LIKELY TO JUMP ON BOARD
WITH YOUR IDEAS, WHICH IS VITAL IN WORK
ENVIRONMENTS.

CHOOSING THE RIGHT LANGUAGE, STYLE OR **TONE OF VOICE**

IN THE RIGHT SITUATION CAN BE THE DECIDING
POINT BETWEEN GAINING A NEW CLIENT AND
LOSING THEM.

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...



FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

‘DOWN-SIZING’



FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'DOWN-SIZING'
TO

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'DOWN-SIZING'
TO
'RIGHT-SIZING'

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'INTERROGATE'



FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'INTERROGATE'
TO

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'INTERROGATE'
TO
'INTERVIEW'

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'FIRE'



FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

'FIRE'

TO

FOR EXAMPLE, SWAPPING NEGATIVE WORDS FOR
MORE POSITIVE ONES...

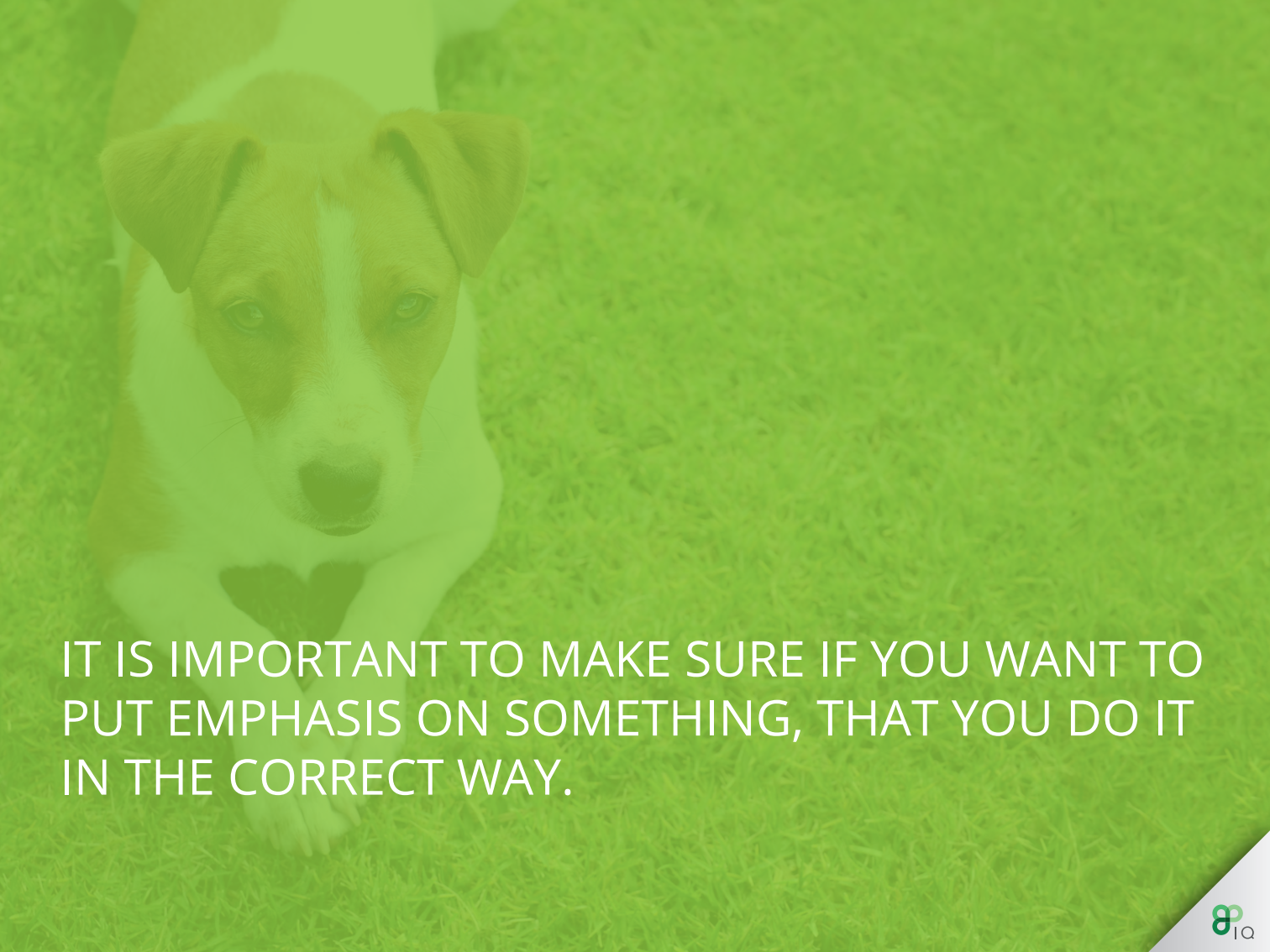
'FIRE'

TO

'LET GO'

A puppy with white and brown fur is lying on a green lawn. A semi-transparent green overlay covers the entire image. A small black heart is visible on the puppy's chest.

SENTENCES CAN BE PERCEIVED IN MANY WAYS
THROUGH THE USE OF
EMPHASISING.

A puppy with white and brown patches is lying on a green lawn. A semi-transparent green overlay covers the entire image. A small black heart is visible on the puppy's chest.

IT IS IMPORTANT TO MAKE SURE IF YOU WANT TO
PUT EMPHASIS ON SOMETHING, THAT YOU DO IT
IN THE CORRECT WAY.



FOR EXAMPLE, THE SENTENCE,

“I NEVER
SAID HE
STOLE MY
DOG”.

A puppy with white and brown patches is lying on green grass. A semi-transparent green overlay covers the entire image. On the puppy's chest, there is a faint white heart shape.


FOR EXAMPLE, THE SENTENCE,

**"I NEVER
SAID HE
STOLE MY
DOG".**


THIS CAN MEAN SEVERAL
DIFFERENT THINGS...

A photograph of a dog, possibly a pit bull mix, lying on a green lawn. The dog has white fur with brown patches on its face and ears. A black heart is visible on its chest. The entire image is overlaid with a semi-transparent green filter. The text "I NEVER SAID HE STOLE MY DOG" is written in white, bold, sans-serif capital letters on the right side of the image.

"I NEVER
SAID HE
STOLE MY
DOG"

A photograph of a dog, possibly a pit bull mix, lying on a green lawn. The dog has white fur with brown patches on its face and ears. A black heart is visible on its chest. The entire image is overlaid with a semi-transparent green filter. On the right side, there is large white text.

**"I *NEVER*
SAID HE
STOLE MY
DOG"**

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"I NEVER
SAID HE
STOLE *MY*
DOG"

A puppy with a white and tan coat is lying on a green lawn. The puppy has a dark heart-shaped patch on its chest and is looking directly at the camera. The entire image is overlaid with a semi-transparent green filter.

"I NEVER
SAID HE
STOLE MY
DOG"

LANGUAGE YOU USE

WHEN YOU'RE NEXT TALKING TO SOMEONE,

The background is a dense collage of various words and phrases in different colors (purple, pink, orange, white) and orientations (horizontal, vertical, diagonal). The words are scattered across the entire frame. A large, semi-transparent purple rectangle is overlaid on the collage, covering most of the image. The text "WHETHER IT IS A ONE TO ONE WITH YOUR BOSS OR A PRESENTATION TO A GROUP OF PEOPLE." is written in white, uppercase letters across the bottom of the purple rectangle.

WHETHER IT IS A ONE TO ONE WITH YOUR BOSS
OR A PRESENTATION TO A GROUP OF PEOPLE.

FOR MORE TIPS ON PROFESSIONAL
DEVELOPMENT AND TO SEE ALL OF OUR
LATEST OPPORTUNITIES, **CONNECT
WITH THE INTERQUEST GROUP**



ALSO IN THIS SERIES...

