



Overview

SpeechPros Consulting, LLC is a company devoted to the improvement of communication for business professionals and the organizations they work for. Our Speech-Language Pathologists offer assessment and training in many aspects of communication; such as **articulation and accent modification**, **language** and **hearing education**, as well as **professional communication skills** uniquely important to the business world. These skills include *presentation skills, professional diction and grammar, interviewing skills, business writing, and business communication etiquette.*

Linguistic and multicultural diversity in the business world is on a steady climb. As these numbers continue to rise, they create challenges for communication in the workplace as well as in social settings.

As a professional with a distinct accent struggles to make him or herself understood, difficulties arise. Their credibility may come into question. No matter how valuable the ideas, without clear oral presentation skills, these ideas may fail to be communicated with impact. As a result, co-workers, business colleagues and customers become frustrated, the accented professional may lose confidence in their abilities, and productivity is affected.

Accent Modification

Accent modification primarily addresses the production and intonation of speech to improve the effectiveness of communication in various formats – one-on-one conversation, presentation, group discussion, telephone, and meeting. In addition, enhancement of language comprehension is addressed by educating the client about how to listen to their own speech and the speech of others to self-monitor their pronunciations. Accent Modification builds on existing English skills, and therefore it is assumed that the enrollee has had English vocabulary and grammar training.

Cross-Cultural Communication Training

SpeechPros provides *cross-cultural communication training* that includes speech and language modeling to create a positive environment for team work through language give and take. Participants learn how to interact more effectively with coworkers, with clients and with community members who have different expectations about how to communicate.

Focused workshops that address cross-cultural communication for *all* employees – including indigenous English speakers - provide a great opportunity to develop and solidify relationships and to build diversity training initiatives. Our workshops are designed to define cultural etiquette; facilitate understanding of how culture may impact successful communication; and to increase effective communication and productivity of all employees.

SpeechPros specializes in customized communication training programs to meet the unique needs of our clients and their organizations. Our mission is Communication Excellence.



Accent Modification Programs

Individual Training Sessions

- Preceded by Comprehensive Evaluation (see below)
- Number of sessions recommended range from 6 to 14 (average:10)
- Private tutoring customized for the individual
- Focus on
 - Improving production of specific speech sounds.
 - Learning and practicing intonation patterns of American English.
 - Idiomatic expressions and vocabulary specific to the individual's work environment are addressed as appropriate.
 - Application of newly learned skills in the workplace.

Group Training Sessions

- Preceded by Comprehensive Evaluation (see below)
- 2 to 6 participants per class
- Diverse backgrounds encouraged.
- Number of weekly sessions recommended range from 10 to 14.
- Cost effective alternative to individual training.
- Focus on:
 - Improving production of specific speech sounds and sound families
 - Learning and practicing intonation patterns of American English
 - Idiomatic expressions and vocabulary specific to the individuals work environment are addressed as appropriate
 - Application of newly learned skills in the workplace.

Comprehensive Evaluation

- Defines specific speech and language issues affecting client's communicative success
- Provides the framework for ensuing training
- Includes formal and informal testing measures, analysis, documentation and communication of results and recommendations
- Audio and sometimes video tape recordings are utilized
- Specific client needs and goals including those of the client's employer/supervisor (if applicable) are determined
- Includes post-testing and outcomes reporting

When the participant completes practice material and dedicates at least 30 minutes of practice per day between training sessions, a **fifty percent improvement** is expected.



Cross-Cultural Communication Training

Diversity in the workplace and the communication environment it creates continues to grow as a success factor in business and service. *Cross-Cultural Communication Training* covers the issues that are related to communicating successfully across the cultural differences we experience – real and perceived.

SpeechPros training provides customized analysis of job and business environment communication needs, coworker and supervisor awareness and understanding of multicultural issues, and opportunities for leveraging these differences. Training managers and providing coaching for employees is a cost-effective way to maximize the talents and skills of a diverse workforce.

Sample Content

- Identify Speech Patterns in Cultures Found in Your Area
- Understand Communication *Cultures* Around You:
 - Body language
 - Pragmatics (turn-taking, eye contact, personal space, etc)
 - Use this information to:
 - Assign work
 - Assign and form teams
 - Communicate expectations & feedback
 - Serve customer needs
- Understand Perspective (i.e., Listener Bias)
- Do's and Don'ts for Communicating Across Cultures
 - Seeking clarification
 - Making assumptions
 - Checking comprehension
- Business and Customer Service Impacts of Accented English
- Apply Skills:
 - Resolve conflict/miscommunication
 - Negotiate effectively
 - Enjoy interactions with people of other cultures
 - Develop trust and longevity in relationships with customers, peers, and supervisors
 - Appreciate and leverage differences in the workplace and in your community

Format

Short lectures, interactive learning activities, group exercises

Target Audience

- Co-workers
- Community members
- Managers/Supervisors
- Customer Service Reps
- Members of Diversity Teams