

Tone of Voice

A vibrant tropical beach scene. In the foreground, several palm trees with green fronds stand against a clear blue sky. The middle ground shows a sandy beach with several lounge chairs arranged in rows. The water is a brilliant turquoise color, and the horizon is visible in the distance. The overall atmosphere is bright and sunny.

Facilitator :
Kristina Stringham



**“There are tones of voices
that mean more than
words”**

-Robert Frost

Agenda

- **Introductions**
- **Learning Objectives**
- **Takeaways**
- **Question Time**

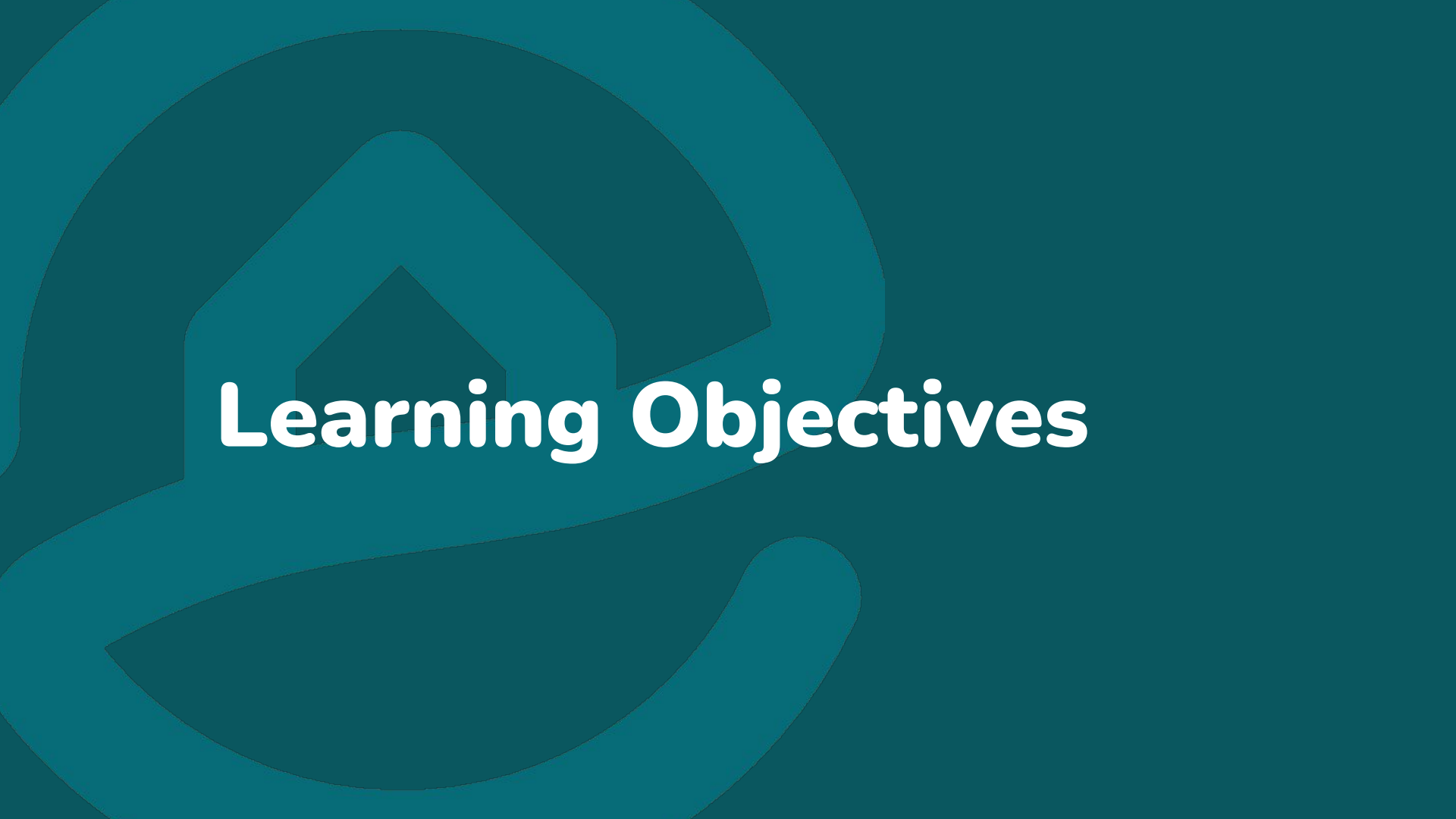


Kristina Stringham (she/her)

Guest Experience Associate

- Length of time at evolve: **1 year, 1 week and 1 day**
- Favorite Evolve value: **#Care, #LearnEveryday**
- Favorite vacation spot: **A beach somewhere**





Learning Objectives

Our Objectives

- What is it?
- The Importance
- How we can affect our tone
- How we represent our Core Values through tone of voice



What is tone of Voice?

Simply put, it is the way you say something to another person. We can completely change the way a sentence is interpreted simply by changing the pitch of your voice, or even speaking with a smile.



The Importance

Perception

We are letting the guest know we genuinely are there to support and help them.



Relatability

Using genuine to help them relate to the guest or celebrating with them or guiding through a difficult situation

- 38% of Personal Communication
- 2% of spoken words
- 55% voice, tone
- 38% body language

Clarification

Helps us deliver a clear and concise message



Perception

We are letting the guest know we genuinely are there to support and help them.

Relatability

Using genuine tones helps us relate to the guest whether it's celebrating with them or guiding through a difficult situation

Clarification

Helps us deliver a clear and concise message



How can we affect our tone

Pitch

Posture

Volume

Facial Expression



Core Values



Takeaways

- Tone of voice matters - There is so much we can't control in this position. Let's make sure we take control of one of the things we can- our tone of voice.
- We have to ability to alter and adjust the tone of our voice.
- We can represent our company and its values through our tone of voice





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