



The
SpeechImprovement
Company

Communication Skills for Managers:

Speak Clearly, Persuasively, and Confidently

Volume 1



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This e-book was assembled from work done by the team of Executive Communication Coaches at The Speech Improvement Company. Visit us at www.speechimprovement.com

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For Volume 2 of ***Communication Skills for Managers: Speak Clearly, Persuasively, and Confidently***, visit: <https://speechimprovement.com/communication-skills-for-managers-vol-2.pdf/>

Introduction: Why This Matters

Effective communication isn't just a leadership skill—it's a critical success factor. Often, when the stakes are high and the margins for error are slim, important communication skills can't be left to chance—clarity, precision, and impact are non-negotiable. Yet, many managers did not initially aim to become leaders. Earlier in their careers, as individual contributors, they had excelled. **However, the skills that earned them recognition and rewards often don't translate seamlessly to leadership demands.**

Now, as managers, they're expected to communicate in ways that inspire teams, persuade stakeholders, delegate effectively, and motivate performance. They must deliver presentations that secure funding, provide clear guidance in high-pressure situations, and handle sensitive conversations with diplomacy and tact. In short, they need to influence and lead—not just inform. Poor communication doesn't just lead to missed deadlines or small budget overruns—it can impact profitability, increase legal or financial risks, jeopardize safety, derail regulatory approvals, and erode organizational trust.

This eBook bridges that gap. It equips executives and managers at all levels with proven strategies, tools, and techniques to master the art of management communication. Drawing on over 60 years of experience coaching leaders from companies such as Merck, Bank of America, KPMG, Apple, and Amazon, the insights here will help you communicate with authority, empathy, clarity, and confidence—skills essential for leadership in today's complex business landscape.

Communicating with Authority—Recorded Lesson



Being able to communicate assertively and confidently helps people succeed in business and personal relationships. It begins with a mindset and requires attention to nonverbal communication and delivery style. This 30-minute recorded lesson will introduce you to the best practices.

Executive Communication Coaches [Robin Golinski](#) and [Laura Mathis](#) introduce essential skills you can apply immediately to speak more clearly, persuasively, and confidently—whether one-on-one, in a small group, or in front of thousands.

WATCH NOW

Motivation and the Damage That \$100 Can Do



By [Dr. Ethan Becker](#), President

What Pushes People to Succeed?

What people are motivated by is what impels them to produce. It is the part of their relationship to the people and environment where they work that pushes them into getting projects done. The three categories are ethos, emotion, and logic.

Ethos

If you are motivated by ethos, you feel moved to work harder because the person who asks you to do the work has credibility in your eyes, or when the project is big or important. If your boss doesn't have credibility and you're motivated by ethos, their opinion of what is important may not matter as much. If, on the other hand, he says that the CEO wants you to do this project, that it's the one that everyone else wants to work on, you jump. For others, credibility does nothing. If a celebrity tries to get through airport security and the guard is not motivated by credibility, the famous person waits. But if the governor shows up at your restaurant, you're the host, and ethos matters, you give her the best table.

Emotion

Someone who is motivated by emotion gets fired up easily. When you come to such a person and say, "Can you believe what Tom just said?" He replies, "Oh, really? Nooo, I can't believe it." This person responds when you say that you need something done right away and it's urgent. In fact, it doesn't matter what the emotion is—happy, sad, or angry. This person needs to see emotion to care about what he is doing. Again, this doesn't work if the person is pushed by ethos: they will look at you and scoff, "You can't tell me what to do." The logical person will say, "Stop your whining." For the person who is pushed by emotion, seeing your emotion gets him motivated.

Logic

Someone who is motivated by logic needs to understand the reasoning behind what she is doing, and she needs to hear it from you in a logical way. She needs you to speak in a calm, clear tone that reveals why what needs to be done is important, what thought brought you to this point, and how that will be the best solution. For instance, an IT team is setting up for a conference, and it's taking longer than planned. If the team members are motivated by logic, and the manager says, "The CEO wants this done," they won't care. If he says, "We have to get this done!" they will tell him to relax. But if the manager says, "Two of the computers aren't working. Looks like it's a software problem. We need them at 9 a.m. So we're going to skip the opening reception and we'll get dinner when we're finished." They will finish without thinking twice.

What Pulls People into a Project?

What people are motivated for is what they are motivated toward. It is the part of their relationship to the people and environment where they work that pulls them into action. The three categories are achievement, recognition, and power.

Achievement

If you're motivated for achievement, and your job is to prepare the annual report, you just want to get it done. You don't want a mention at the annual meeting or your name on the cover, and you don't want to hear that if you do a good job, you can run the project next year. This type of person rarely needs kudos and isn't as concerned with his title or career track. People who are motivated by achievement carry their lunch box to work, clock in, and do their job well. They take an hour for lunch. At five o'clock they go home. If you need them to do more, speak in the language they are motivated by (ethos, emotion, or logic) and clarify the job you need them to do. They will get it done because finishing the job to the standards you set is what matters most.

Recognition

Someone who is motivated for recognition needs public acclaim. These people look forward to having their names called at a public meeting. This isn't vanity, and even if you think it is, it is what some of your people need. When they don't get it, they become less motivated. Worse, when you give the recognition to someone else, these people's resentment builds and their productivity starts to drop. Don't give them recognition if they

don't deserve it, but make sure you have been clear about what they need to do to be recognized. They want the plaque they can hang on their cubicle wall. But remember, you cannot just give a plaque to everyone because people who are motivated for achievement may get offended or not show up for the award ceremony. People who are motivated for power want the award only if it comes with a new title or a project to run.

Power

If your employee is motivated for power, he wants control. He needs the ability to make decisions and the authority to direct the outcomes of his projects. When a power-motivated employee doesn't have control, he can be passive-aggressive and not collaborate. When he feels completely unmotivated, he can sabotage others' work in order to feel that he is in control. Instead of telling a power-motivated person what to do, ask questions so that he can come to the decision on his own.

While an achievement-focused teammate wants clear expectations and a recognition-focused employee needs public praise, the person who is motivated for power needs the chance to affect his destiny and the future of the company. When you speak to such people about a project, they need to know what they own and how that will give them greater responsibility next time.

The Damage \$100 Can Do

An executive's tech team attends a trade show in Las Vegas every year to evangelize the firm's newest cameras. He thought it would really get the team members going to give the person who got the best reviews from their booth \$100 to go gamble. The result: backlash. You'd think everyone would want the chance to earn an extra \$100 in Vegas. One member of his team said: "This is our job. You don't have to bribe us to do our job." Motivated by achievement, not recognition or power, they take great pride in their work. The impression that their manager had so little faith in them caused the team to distrust his judgment.

Underpaid and Overworked

You want to motivate your overworked and underpaid employees. That sounds like a joke, but in every business model, there is a ground floor. You have teammates who are interns, volunteers, new, or in jobs that pay very little. You need them. Do you know where they are on the 'motivation matrix?' If not, you cannot motivate them.

If you're their direct manager, ask them three questions. Start with, "What do you love to do?" That still sounds like a joke, but it's not. You cannot motivate people if you don't know them. Some of the best work experiences can pay little or no money. Because the relationships are so strong, the experience is priceless. This first question gets at what the person likes and gives you clues about his core motivations.

Next ask, "What do you love about your career?" You don't ask him about his job because a job is something that you do for money. A career is something that you invest yourself in and want to do as a center of your life. The person may start talking about an entirely different job, and again, you're learning who he is and what he loves.

Last, ask, "What was the proudest moment of your life?" He may say, "When my son was born." Then you can go deeper with a question like, "What was it about being a parent that made you proud?" Now you will hear words that you can use to talk to him about what he is doing. In each question—and these are only examples of the type of questions that you can use to get to know someone—you reveal that you want to know who the person is. It's about finding what he values so that you can use language that shows that you value him.

Figure It Out with Context

Recognizing that there are specific categories of motivation usually reveals what each employee needs. If you cannot figure out where to place someone, however, look at the specific context where you work. Analyze the setting of what you want a person to do. How? Ask them what they want to see happen with a project, for the department, or for the company. Then listen.

Listen to how *they describe the future* and you'll know what they are motivated by, what pushes them: •

- *Ethos*. If they talk about the executives, other well-known competitors, and the biggest projects, they are motivated by ethos.
- *Emotion*. Their enthusiasm reveals whether they are motivated by emotion. If the question causes them to get jazzed or troubled, the emotion is a sign that feelings drive them.
- *Logic*. A conversation about the steps the company needs to take and why they are important shows you that the person is motivated by logic.

The same conversation can reveal what they are motivated for, what pulls them:

- *Achievement*. If their comments center around specific tasks, they are motivated by achievement.
- *Recognition*. If they talk about being seen as the best or winning awards, they are motivated for recognition.
- *Power*. If they talk about dominating the competition, wanting to run the group, or running things a particular way, power is the motivator.

Excerpted from [*Mastering Communication at Work, Second Edition: How to Lead, Manage, and Influence*](#) by [Dr. Ethan Becker](#) and Jon Wortmann

A Healthy Dose of FOMO for Managers



By [Dr. Cat Kingsley Westerman](#), Executive Communication Coach

If you are a manager or supervisor of people, communication is the foundation of what you do. Unfortunately, many managers underestimate the value of the communication coming from the people below them in their organization—their direct reports.

Yet those at the bottom level of organizations—front-line workers—have a front-row seat to issues that arise on the most basic level for organizations. So why do managers so often fail to listen to their direct reports when it comes to proposing new ways of doing things that solve organizational problems?

Put briefly, thinking from the Industrial Age suggests that workers are just cogs in the machine, not thinkers with ideas that can be useful. Therefore, these front-line workers should do their jobs and keep their mouths shut. This thinking limits the possibilities for organizations to surface and solve problems that managers and those higher up in the organizations may not realize exist. Instead, managers should engage in a healthy dose of "Fear of Missing Out" (FOMO) and tap into this hidden resource.

All it takes to do so is a simple communication skill: listening. Inviting your direct reports to share ideas and solutions with you and then truly listening can go a long way toward improving the whole company.

Here are the steps to excellent listening:

- First, *get ready to listen*. You must prepare yourself to put aside other concerns in your mind and open it to hearing what this person is trying to share with you.
- Second, *pay attention!* Remove yourself from any distractions--screens or anything else--and fully place your focus on your direct report.
- Third, *control your biases*. Forget that this person is "below you" on the food chain and imagine they are a highly-paid consultant who has closely analyzed your business.
- Fourth, *separate fact from feeling*. Recognize what can be observed (seen, touched, counted) as fact and what is a feeling or an evaluation by yourself or another person.
- Fifth, *use paralanguage*. Encourage the speaker with your non-verbal cues and your tone of voice as you respond to them.
- Finally, *paraphrase back to the speaker*. To make sure you have understood their meaning, from their point of view, rephrase back to them what you believe they have said. And then give them an opportunity to correct you if you have misunderstood.

Changing the way you view your direct reports can yield unexpected benefits and solutions to problems you didn't even know were there. All it takes is careful attention to listening when an opportunity arises. Now, *go forth and listen!*

Think Mind Over Mouth



By [Laurie Schloff](#), Executive Communication Coach

The ability to convey ideas with a significant impact is highly associated with career and organizational success.

Yet, technology leaders and professionals face a major challenge; simplifying complex and technical information so that others “get it”, buy-in, and take action for the best results. Here are some truths about transmitting knowledge and influencing others outside your field:

Knowing your topic does not equal speaking clearly about your topic.

Your listeners likely don't care about your topic as much as you do—sorry! Anytime you speak, whether one-on-one or to a crowd, in person or virtual, in a formal or informal setting, you are a “presenter”.

Preparation, Not Desperation: Strategize and plan, no matter how knowledgeable you are.

Let's look at key strategies for thinking and speaking “mind over mouth”.

- **Develop communication empathy**

As experts in your field, your knowledge, breadth and depth, mastery of the big picture, AND the details are valued.

Don't be heartbroken to learn that your audience doesn't **care to hear it all**...especially some of those technical specifics.

Approach your meeting with a listener-centered mental mindset, what I call **communication empathy**.

Let's consider questions to develop your communication empathy:

1. What are the **top three points** these listeners care about?

A CTO I worked with bored his board when he went into passionate detail, complete with sixteen spreadsheets about a system upgrade.

All the board needed was the benefit of the change, and of course, the cost!

2. What can I **omit** to focus and streamline? (And not feel like you are giving away your firstborn!)

If you're worried about leaving out something important, keep in mind that you can always troubleshoot questions you may be asked in advance, or follow up after the meeting if requested.

- **Check in with your listeners**

1. Communicate in advance.

The best communicators get comfortable with asking listeners what they'd like to cover *before* the meeting. Executives in a large healthcare company I'm working with shared this blunt advice: "Talk about what I want to hear. Just ask me and I'll tell you."

You may also want to consider consulting with a colleague who knows the listeners or conduct a needs assessment prior to a high-stakes presentation.

2. Consider listeners' level of knowledge about the topic.

If you're over their heads, the deal may be over as well. Jess, a biostatistician I prepped, lamented.

"I messed up an investor presentation. I thought they were savvy about research, but they were confused by even basic terminology. Wish I knew that in advance."

We all know that she should have done her research before the meeting.

Preparation, not desperation, Jess!

3. Stop to include your listeners.

Make sure you're meeting their needs *during* the presentation. No one hits the bullseye 100%. Make your key point at a meeting in 60 seconds or less, then volley to your listener(s). Become comfortable with questions like:

Anything you'd like to add or ask? Are we on target? Questions, comments?

- **Master verbal organization**

Excellent speakers convey their message concisely, with fluency and focus.

Show me a great presenter in your field, and I bet you they have prepared, practiced and probably have a coach. One-half of one percent of the population is gifted verbally. The *rest* of us benefit from learning and mastering techniques.

1. Headline for impact:

Work to convey your key points in 15-25 words, what I call a *verbal headline*.

(That's actually a generous number of words, a newsletter or a slide headline is usually less than twelve words). Listeners value your ability to bring what they need or want to hear to the foreground. Devote time to figuring out what *matters* to your listeners and then create your headlines. Here's a strong, succinct headline a VP shared recently:

"We're innovating to improve complex care."

Note that the wording is well chosen to streamline and tighten the thought.

2. Learn the HEC Model

The *HEC* model is popular with clients who present an idea, or who are on the spot at meetings.

HEC stands for **H**eadline—**E**xample—**C**omment

Headline followed by an *Example*, and then an ending *Comment* (opinion, perspective, action).

Practice HEC with this question:

What do you find most rewarding about your work?

Here's a sample reply:

Headline: *I enjoy creating and designing landing pages for individuals and groups.*

Example: *An investment firm asked my team to design a page for analysts preparing to present at a conference.*

Comment: *Not knowing what's around the corner, and always having a fresh project at hand keeps me busy and energized.*

3. Make new ideas or terminology easy to understand.

Listeners are uncomfortable when they don't know a term, abbreviation, or concept you are sharing. It's crucial to scan your words and be sure to explain and simplify what isn't familiar or clear. This sequence will help:

State the term, Define the term briefly, then offer an example.

Try it out with a word or idea that listeners outside your field find challenging. Let's give it a try with the words "fast pacing".

Term: Watch out for *fast pacing* with non-technical listeners.

Definition: Fast pacing means you are including too much material in the time you have.

Example: A speaker who is too fast-paced will lose their listeners at point one, while they are already on to point five.

Keep these tips about concise organization, defining terminology, and sensitivity to your listeners' needs in mind for your next meeting.

You will be on your way to speaking for success!

Paraphrasing: A Crucial Skill for Building Trust and Rapport



By [Robin Golinski](#), Executive Communication Coach

In the vast landscape of communication, the ability to paraphrase stands out as a valuable skill that often goes unnoticed. Paraphrasing involves rephrasing someone else's words or ideas in your own words, and its importance in conversation cannot be overstated. This nuanced skill plays a pivotal role in fostering understanding, enhancing relationships, and promoting effective communication.

One of the primary benefits of paraphrasing lies in its ability to ensure clarity. When conversing, it's not uncommon for misunderstandings to arise. Paraphrasing acts as a linguistic safety net, allowing individuals to confirm their understanding of the speaker's message. Restating information can clarify any potential confusion and demonstrate active listening, showing that you are fully engaged in the conversation.

Moreover, paraphrasing contributes to the creation of a positive and collaborative communication environment. When individuals feel that their thoughts and ideas are being accurately reflected, it fosters a sense of validation and respect. This, in turn, promotes a more open and trusting atmosphere, where people are more likely to share their perspectives without fear of misinterpretation.

In professional settings, paraphrasing becomes even more important. It is a key tool for effective communication in team collaboration, negotiations, and conflict resolution.

Miscommunications can lead to costly errors, delays, and strained relationships. Paraphrasing mitigates these risks by serving as a mechanism for verification and alignment of expectations.

Additionally, paraphrasing demonstrates adaptability and empathy. It allows individuals to tailor their communication style to match the listeners' preferences and level of understanding.

This adaptability is particularly crucial in cross-cultural interactions or when communicating complex concepts, where different interpretations may arise.

In conclusion, the art of paraphrasing is an indispensable skill in effective communication. Whether in personal relationships, professional settings, or public discourse, the ability to rephrase and confirm understanding is the cornerstone of successful communication. It enhances clarity, builds stronger relationships, and contributes to a harmonious and productive exchange of ideas.

Hate Speech in the Workplace



By [Dr. Dennis Becker](#), Founder and Senior Coaching Partner

Hate speech can hurt your employees... and your bottom line.

It's almost certain that people in any organization—including your team—are hearing, reading, and discussing these issues both inside and outside the workplace. And, unfortunately, some may be engaging in it.

You should have a plan for a proper response **BEFORE** it shows up in the workplace.

Many managers need practical, actionable advice on how they can best respond to the situation and communicate with employees who may have been affected. [Download our 11-page document](#) and get helpful, practical guidance on:

- Hate speech vs. free speech
- When to act
- Two ways to respond
- Recognizing hate speech
- When you don't hear the hate speech directly
- When the hate-speaker is in a position above you

AI: When Technical Skills Are Eclipsed, Humanity Matters More Than Ever



By [Monica Murphy](#), Senior Coaching Partner

That's the title of an [insightful New York Times article](#) by Aneesh Raman and Maria Flynn, which states "AI could usher in a world of work that is anchored more, not less, around human ability." As speech coaches, we can only respond with "Whew!"

Fascinated, we turned to AI and asked ChatGPT to summarize it. Here's what we got:

The article discusses a significant shift in the skills valued in the economy, driven by advancements in artificial intelligence. While technical skills have been highly sought after, they are increasingly susceptible to automation by AI. On the other hand, "soft skills" such as communication, empathy, and critical thinking are becoming more crucial and durable in the workforce.

It highlights the need to rethink workforce training, moving away from an overemphasis on technical skills like coding and data analysis. Despite the current focus on technical education due to its perceived competitiveness in the job market, there's a growing realization of the importance of human-centric skills.

The emergence of generative AI is expected to impact various professions, potentially affecting all types of work to some extent. As AI takes over routine tasks, it's predicted that future job roles will focus more on collaboration and communication, emphasizing people skills.

The article emphasizes the need to recognize and prioritize human capabilities in the age of AI, rather than succumbing to fears about job displacement. It stresses the importance of people skills in effectively working with AI systems and underlines the demand for such skills across industries.

Leaders across sectors are urged to develop new educational approaches that align with the evolving demands of the economy, placing equal importance on training in people skills alongside technical skills. This involves reevaluating the prioritization of science and engineering over humanities in education.

Employers are encouraged to invest in educating employees not only in AI tools but also in people skills and interpersonal collaboration. The shift towards valuing human potential alongside AI could lead to increased equity in the workforce and broader societal benefits.

Ultimately, the article suggests that the future economy will be characterized by a "relationship economy," where people skills and social abilities are paramount. This shift calls for a reimagining of what is possible for humans, both individually and collectively, and underscores the importance of investing in and valuing human capabilities.

As speech coaches, we work on refining these tools. It's about creating muscle memory and a good coach can help you build that.

You can find the article here: <https://www.nytimes.com/2024/02/14/opinion/ai-economy-jobs-colleges.html>

The Unique Challenges of Neurodiverse Communication in the Workplace



By [Laura Mathis](#), Executive Communication Coach

As an Executive Communication Coach, I'm thrilled to see **Neurodiversity** becoming more recognized and celebrated at work. However, its nuances in the workplace can cause frustration and miscommunications.

For example, if you work with someone who rarely makes eye contact, you might assume they are shy, nervous, or uncomfortable. Using eye contact is an essential nonverbal communication behavior that most of us use automatically in work interactions. Eye contact helps people communicate their interest and attention to a conversation. **Yet, making eye contact with others can be very challenging for some people with autism.** There are many books and articles written by adults with autism who describe the stress they felt when well-meaning bosses and managers tried to force them to make eye contact during conversations, client meetings, or presentations. In many cases, they describe being further distracted and unable to focus on the conversation because of this insistence.

Neurodiversity describes the idea that people experience and interact with the world around them in many different ways; there is no one "right" way of thinking, learning, and

behaving, and differences are not viewed as deficits. Still, it is often used in the context of autism spectrum disorder (ASD), as well as other neurological or developmental conditions such as ADHD or learning disabilities.

Here are a few additional definitions for clarity:

Neurotypical is an informal term describing a person whose brain functions are considered usual or expected by society. This term is often applied to people who do not have a developmental disorder like autism, differentiating them from those who do. It is neither a mental disorder nor even an official diagnostic term.

Neurodivergent describes someone who isn't neurotypical, and **neurodiverse** generally refers to differences in brain function among people diagnosed with an autism spectrum disorder (ASD). These words can be applied to other neurodevelopmental conditions like dyslexia or attention-deficit/hyperactivity disorder (ADHD).

There are many forms that Neurodiversity can take, but for this article, I'll speak specifically about the autism spectrum.

I've had the opportunity to coach professionals who identify on the autism spectrum and also have a close family member on the spectrum, so I have no shortage of practice when it comes to noticing the small micro-communications that are often lost or misperceived. I do not claim mastery but merely the complex process of listening and communicating with clarity, patience, and an open mind.

You may wonder if you currently work with someone on the autism spectrum, or perhaps someone has told you specifically that they are autistic. **Either way, how we communicate needs to be looked at with flexibility and deeper understanding.**

If you consider yourself Neurotypical, consider the workplace examples below. You'll see a few ways a neurotypical person might communicate with someone on the autism spectrum (let's call this person with ASD your "colleague."). Observe below how messages and information can get crossed:

You don't get any eye contact from your colleague when speaking with them, and it feels like they aren't listening.

After a long conversation, your colleague didn't speak much and only said "Okay" and then walked away, but you aren't sure if they understood.

After an excellent co-presentation with your colleague, you raise your hand to high-five, but they walk back to their desk right past you.

In the elevator, you ask your colleague how their weekend was, and they say "Fine" and don't ask you back.

You pull a piece of fluff off your colleague's coat, and they jump away and recoil from you.

Your colleague is the only one who never joins the team for happy hour on Fridays.

You run weekly stand-up meetings where everyone shares their work progress, but your colleague only sends theirs via Slack.

What do you think of these examples?

It might be tempting to diagnose this colleague as.... a JERK!

And maybe that's true?

In that case, we might be brought in as [coaches](#) to help this person come across better in terms of their communication style and approach to relationship building.

But...

It could ALSO be that your colleague is on the autism spectrum, which means they may function differently than you when it comes to understanding nonverbal cues, processing verbal information, expressing emotions and thoughts, managing sensitivities to food or sounds, physical touch, social gatherings, knowing how to engage in small talk, and much more.

There is no quick and easy solution to creating harmonious relationships at work with a neurodiverse colleague. **One place to start is recognizing the need for deep understanding and tailored approaches.** Acknowledging and addressing distinct differences can lead to a more harmonious and supportive workplace where everyone feels heard, respected, and appreciated.

About Us



Since 1964, the professional Speech Coaches at [The Speech Improvement Company](https://www.speechimprovement.com) have touched more than a million people around the world. We are a women-owned business and are the oldest speech coaching firm in the United States.

We support an international clientele including Fortune 500 executives, business professionals, politicians, professional athletes, entrepreneurs, and private individuals to strengthen their communication skills. We work with leaders of countries, companies, and people throughout organizations. Our coaches are formally educated at the graduate level or beyond in all aspects of human communication and cultural understanding. We have both the educational background and the real-world experience to identify speaker strengths, uncover areas of need, and evoke behavioral change.

To date, we have written 13 books on communication and are published in five languages. We have instructed at Harvard University, MIT, and other world-class institutions as well as conducting pro bono work for non-profit and community organizations. Our coaching team attends monthly development days to ensure they are apprised of the latest research, theory, tools, and trends related to human communication.

What Topics We Cover

Our focus is on helping clients strengthen communication skills for application in both business and personal settings. While each client interaction is unique, our most popular areas of focus are in the following five areas:

- Leadership & Management
- Public Speaking
- Sales Communications
- Customer Service Excellence
- Accent Modification

Our Clients

We've delivered group workshops and one-on-one executive coaching to thousands of clients from the world's largest pharmaceutical firms to mid-sized retailers, to small manufacturers and tech startups. They all share one challenge: the need to speak clearly, persuasively, and with confidence in any setting. Some of our well-known clients include:

Pfizer
Goldman Sachs
Apple
Bose Corporation

Reebok
Kaiser Permanente
The Nielsen Company
McKinsey & Company

Mass General Hospital
Bank of America
Takeda
The Boston Red Sox



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