

STUDENT'S HANDOUT (Teacher Version):

1.  **Before watching the video, match the words on the left with their corresponding definition:**

a. Pitch 3	1. Particular combination of sound pitch, quality and duration that makes voice transmit certain feelings or moods.
b. Tone 1	2. Modification in the pitch or tone to stress certain words or parts of a speech.
c. Inflection 2	3. Quality of a sound according to a higher or lower frequency.

Now listen to the video once and check your answers above.

2.  **Read these statements and decide if they are True or False. Watch the video again to check your answers.**

	True	False
a. You need to use your voice to transmit emotion in a phone conversation.	✓	
b. Pitch is constant during real conversations.		✓
c. When you are speaking in a very high frequency, you are using voice inflection. <u>Frequency has to do with pitch, not with voice inflection.</u>		✓
d. Pitch, tone and inflection cannot replace the expression of the face or the body when you are communicating. <u>Since face and body are not visible through phone calls, pitch, tone and inflection must be used instead. Although not stated categorically, video implies they can replace the function of face and body.</u>		✓

3.  **Read the following sentences aloud stressing the underlined part of the sentence. Discuss how the change of inflection alters the meaning of the sentence each time:**

- a. I didn't tell him we were having trouble in the company.
It means that somebody else did.
- b. I didn't tell him we were having trouble in the company.
It categorically denies me having told anything.
- c. I didn't tell him we were having trouble in the company.
It means I didn't tell him but maybe I suggested it...
- d. I didn't tell him we were having trouble in the company.
It implies I told somebody else, her or them maybe.
- e. I didn't tell him we were having trouble in the company.
It means I didn't specify it was us who had trouble but maybe the managers or the company..
- f. I didn't tell him we were having trouble in the company.
It means I never mentioned trouble (I said we were having some minor difficulties or small problem...)
- g. I didn't tell him we were having trouble in the company.
It means I said we were having trouble somewhere else, (in our department, for example).

Document downloadable from:
<http://englishforcommunicationsandcustomercare.wordpress.com/>