

# Guide to Speaking English Clearly and Confidently

during meetings and inspections



**heloquant.**

Talk Quality with Nia

# About Me

Hi, I'm **Nia**. I am an English language coach with a **background** in **chemistry** and **quality assurance**. I worked for **nine years** as a **Senior Laboratory Technician**, and then for **three years** as a **Quality Assurance Assistant**, for a company manufacturing **APIs** in **Wales**, where I grew up.

In 2001, I moved to France to follow my French husband, whom I met in Amsterdam during a **Food and Drug Administration (FDA)** survival training.

I have been **teaching English** off and on for **twenty years**, to all ages, from babies to adults.

Over the past **five years**, I have been **coaching business professionals**, helping them improve their English communication skills.

Today, I am a **solopreneur**. I have come full circle, helping **Quality Professionals** in the Pharma industry improve their **English communication skills**.



# First impressions

Making that first good impression is so important. As the saying goes, you only have **one chance** to make a **first impression**.

Remember, during an audit you are representing your company.

The opening meeting is an opportunity to set a friendly and collaborative tone for the audit and to build a positive rapport with the inspectors.

A simple “**Hello**” can say a lot more than you think.

The voice’s **tone** shows if the speaker is **happy, confident, bored, stressed, enthusiastic, scared, or nervous**.



Fun fact:

**Within 7 seconds of seeing someone’s face, you unconsciously make decisions that will influence your interactions.**



# Introducing yourself

Introducing yourself in English is very simple;

“Hi, I’m \_\_\_\_, and I’m the QA Director/  
Manager/Specialist”

Usually, the other person will share their name, and you can respond with: “It’s great to meet you, (name)”



**Extra tip:** Use a strong adjective to create a better first impression, e.g. nice -> great

If the other person doesn’t tell you their name (or you met them earlier and forgot it), you can say: “I’m sorry, I didn’t catch your name (earlier)”



**Top Tip:** Once you know a person’s name, use it immediately. This will make the other person feel more comfortable in your presence. It will also make it easier for you to remember that person’s name the next time you meet them.

"A **person's name** is to him or her the sweetest and **most important sound** in any language."

– Dale Carnegie.

# How to Control your Voice

## especially, if you are nervous.

Sometimes your voice can let you down!

It will become weak, shaky and uncontrolled- not a good look.

### Tips

- Overcome anxiety.
  - Breathe deeply and slowly- try box breathing
  - Relax your jaw muscles and tongue.
  - Focus your eyes on someone or something
- Be aware of your flow
  - Use pauses and your breath to control your flow.
  - Use connected speech to help you control your pace.
- Be clear and project
  - Enunciate clearly- focus on the main vowel sounds
  - Find and use the appropriate volume.
  - Use the correct body posture to project your voice.
- Relax, enjoy and smile
  - Relax and maintain good body posture.
  - When you smile your tone changes.
  - A smile will make you sound warm and welcoming.

### Did you know?

To produce a phrase, about 100 muscles in the chest, neck, jaw, tongue and lips need to collaborate

# The 5 Ps

## to Speaking Clearly and Confidently

- 1 **PITCH** - get into the rhythm of your speech - avoid being too monotonous. Use the correct **intonation** to convey confidence.
- 2 **PACE** - **slow down** to emphasise a point and **speed up** to convey energy and excitement.
- 3 **PAUSE** - before a new thought, before changing topics -great for showing emotion and **confidence**.
- 4 **PROJECTION** - don't shout or whisper - find your **perfect volume**. for presentations usually one step above your normal volume.
- 5 **PRONUNCIATION** - don't change your accent, but learn to use connected speech and to **enunciate** keywords clearly.



### Have you heard of the 7-38-55 rule?

7% of all communication is verbal  
38% is the tonality of our voice  
55% is body language.

# Intonation

is the melody of a language

It's how you say it, not just what you say. Remember 38% of communication is your voice!

When we are very interested or surprised our voice is higher and louder. Use a **rising intonation** ↗ to communicate this.

When we want to indicate that we have finished a statement we use a falling intonation ↘

## Use Rising Intonation ↗

- closed yes/no questions
- confirming questions.
- when you haven't finished speaking
- when being overly polite

## Use Falling Intonation ↘

- 'wh' questions-asking for new information
- commands
- statements
- end of a sentence
- to sound more confident/assertive



A common mistake is to use a rising inflection at the end of statements - this will make you sound unsure and passive!

# Client case study

How Anna\* went from being anxious, having low confidence, and a constant fear of making mistakes, to being a confident English communicator.

Anna is a Quality Assurance specialist with a solid background in the Pharmaceutical Industry. Unfortunately, due to a **lack of confidence and practice communicating in English professionally**, she was **not confident about an upcoming Regulatory Inspection**. She felt **shy speaking** with colleagues and customers and opportunities to advance in her career were passing her by.

By following the guidance of my 'Audit Readiness Program' and learning to communicate confidently in an audit situation, she has seen **explosive growth in just 5 weeks**.

- ✓ She's already communicating with more fluency.
- ✓ She's making fewer mistakes.
- ✓ Her anxiety is starting to vanish.

By working on her English communication skills, Anna has already **accelerated her professional progress** and has successfully participated in a regulatory inspection in English.




[Click here for Client Reviews](#)





# Controlling your voice is an effective powerful skill, but alone it isn't enough!

Here's what you need to do!

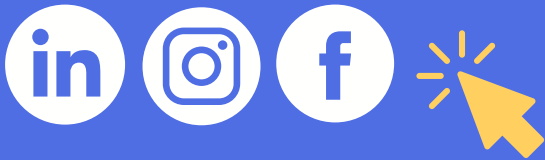
-  **Build** your key vocabulary so you can feel more confident explaining your processes in English in front of your colleagues, bosses and inspectors at work.
-  **Focus** on your pronunciation so you can avoid embarrassing misunderstandings when speaking up in meetings or audits.
-  **Practice** answering challenging questions and feel less anxious the next time you are in an audit situation.

I've developed and tested the **most effective strategies** to help you achieve all of the above.

I share these exact proven strategies in my **programmes**.

# Thank you!

If you're interested in learning more, send me a private message on LinkedIn and I will do my best to help you.



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Speaking clearly and confidently is a **key skill that can lead to great opportunities**. The more you practise, the more confident you'll become, and the more **fluent you will be**.

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