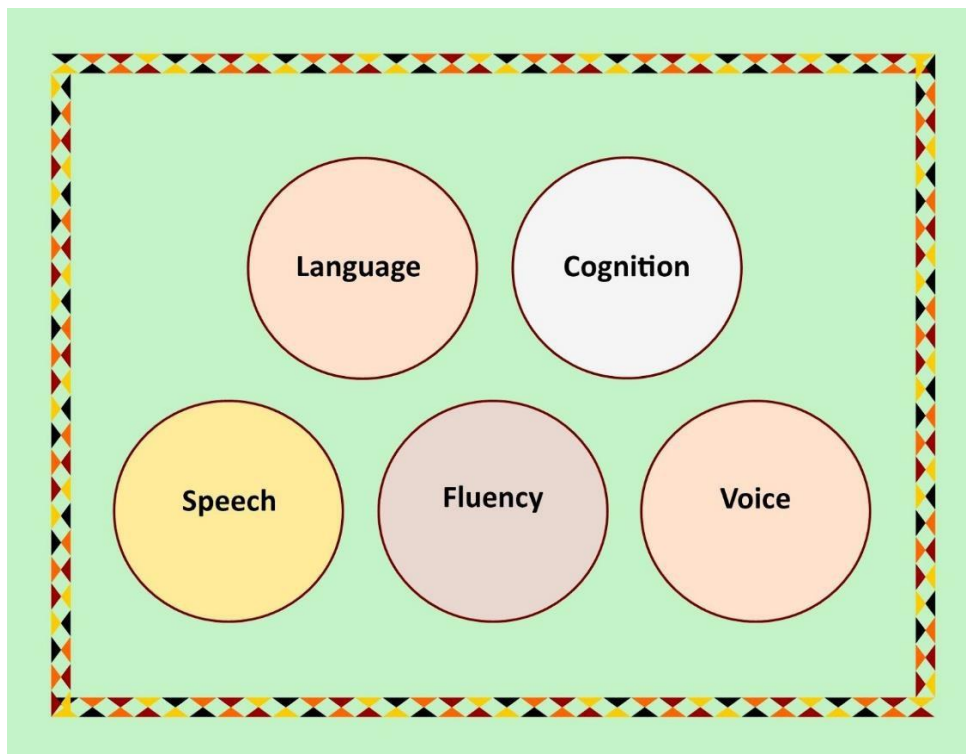


## Speech Improvement Programme:

### How to be an effective & engaging communicator in the workplace

*How can we help?*



- **Cognition** - higher level skills such as attention, memory, sequencing, problem solving and executive functioning.  
Examples of challenges in this area:
  - Going off topic when answering questions (tangential speech)
  - Expressing selves in a disorganised manner which is difficult to understand

- Poor reasoning and/or problem-solving skills
  - Reduced planning and/or organisation skills
  - Struggling to sustain/maintain attention for long periods of time
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- **Language** - the understanding and expression of ideas, which are affected by:
    - Processing & interpreting speech
    - Social skills and awareness
    - Grammatical structures
    - Literacy (reading, writing and spelling)
    - Non-verbal communication (e.g., body language, joint attention, intentionality, communicative signalling)
    - Inferencing and reading between the lines

Examples of challenges in this area:

- Struggling to find the appropriate words when speaking during presentations or meetings (circumlocution)
  - Using incorrect grammatical structures/rules
  - Challenges in utilizing appropriate sentence structure
  - Reduced insight in picking up social cues and/or adjusting according to the environment/situation
  - Trouble communicating in a socially acceptable manner
  - Difficulties processing verbal information in meetings/ conversations/ etc.
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- **Speech** - the way we sound to others when speaking, which includes intonation (tone), clarity and intelligibility of our speech

Examples of challenges in this area:

- Speaking monotonously
- Trouble engaging an audience when speaking
- Imprecise articulation of speech sounds (e.g. 'dis' for 'this')
- Having strong accents that is hard to be understood

- **Voice** - the way our voice sounds when speaking, including volume, pitch, resonance and projection, as well as strategies to look after our voice.

Examples of challenges in this area:

- Sounding breathy/ hoarse/ strained
- Sounding nasal, like having a blocked nose or too much air coming through your nose
- Speaking too softly or loudly
- Sore or tired throat at the end of the day

- **Fluency** - fluency of words when speaking

Examples of challenges in this area:

- Stuttering (getting stuck or repeat parts of words when speaking)
- Cluttering (using excessive filler words like 'umm', or find it challenging to plan sentences efficiently)

\* Some people might have challenges in more than one area. Some people might struggle with one specific skill in one area. The point is that everyone has different strengths and weaknesses. Therefore, **individual** assessment sessions are required to understand one's personal needs, and to develop personal plans to address them appropriately.

**Assessment:** (This can span between 1-2 sessions)

1. Case History
2. Extended language sample
3. If indicated, formal assessment will be conducted depending on the severity and the area of difficulties highlighted

**Therapy:**

1. Tailored towards the client's individual needs
2. Individual sessions/group therapy sessions as per therapist's discretion (e.g., after assessment, if 2-3 people have similar needs, the therapist might decide it would be beneficial for clients to be grouped together)



**Impact:**

All speech therapists are trained in communication sciences and disorders. Our sessions are based on the client's individual needs to fine-tune their verbal and non-verbal communication skills. Many of our clients have reported direct benefits from our sessions, including learning how to be more engaging, persuasive and informative as a speaker which has resulted in increased performance and confidence at work as well as in their relationships with others.