

'SLANT' Poise	'STEPS' Manners	'SHAPE' Voice
Sit up straight	<u>S</u> ir or Miss	Speak in full sentences
<u>L</u> isten carefully	<u>T</u> hank you	Hands away from your face
Ask and answer questions	<u>E</u> xcuse me	<u>A</u> rticulate what you want to say clearly
<u>N</u> ever interrupt	<u>P</u> lease	Project your voice
Track the speaker	<u>S</u> mile	Eye contact