

'SLANT' Poise	'STEPS' <i>Manners</i>	'SHAPE' <i>Voice</i>
<u>S</u> it up straight	<u>S</u> ir or Miss	Speak in full sentences
Listen carefully	<u>T</u> hank you	<u>H</u> ands away from your face
<u>A</u> sk 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	<u>P</u> roject your voice
Track the speaker	<u>S</u> mile	<u>E</u> ye contact