

# The Chamber Perspectives online

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Executive Committee

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Paperless Office-It's Not  
About The Paper!

Oct 16  
Before Hours Networking  
Event

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Adopt-A-School Tennis  
Tournament

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## Special Before Hours Event to be Held Next Week

### Tuscaloosa Souvenirs



T-Town Cooler  
\$5.00 Click to purchase

**A very special before hours networking event has been planned for the morning of October 16th from 7 AM to 8:45 AM at Capstone Village. Address is 601 5th Ave. E in Tuscaloosa.**

A generous hot breakfast buffet will be shared and there will be time for networking so bring lots of business cards. Speaker is Meaghan Williams of Business Networking International (BNI). She'll present a program on networking tips and tricks including the basics. Brushing up on these skills is good for us all...**Don't miss this opportunity!**

**Please note that there is a cost for this special event: \$20 for Chamber members and \$25 for non-members. Please plan to be there and call in your reservation (required) to 758.7588 today, as space is limited!**

In other networking news...

Shelton State hosted our October "2nd Tuesday" event on the evening of the 9th and many came out to mingle. Shelton provided tasty snacks by Gayle's Gourmet and information on the myriad of classes, programs and services they offer. We thank them for the hospitality!



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## 2007 Northport Citizen of the Year Award Winners Announced



The Northport Citizen of the Year Banquet and awards program was held on the evening of October 2nd at the Northport Civic Center to honor those who have made a positive difference in service to Northport during the last year.

Keynote speaker was David Housel, a native of West Alabama and Athletic Director Emeritus at Auburn University. In his introduction, Chamber President Johnnie Aycok presented Housel with a statue of The University of Alabama's mascot, Big Al, which played *Yea, Alabama*. Housel proved that he knew every word of the song before launching into an address about the way West Alabama used to be and about his own local heroes.



Awards were then presented in the following categories (winners are not pictured in this order):

**Terri Cole**, a science teacher at Echols Middle School, was named Education Leader of the Year; **Herbert Neu** of Southern Times Publishing was named Historian/Pioneer of the Year; **Sergeant Tim Sullivan** of the Northport Police Department was named Public Safety Leader of the Year; **LeGrand Hutchinson**, Managing Director of Morgan Keegan and Company, was named Business Leader of the Year; and **John Hinton**, former Minister of Music at Northport Baptist Church, and current Tuscaloosa County Board of Education member, was named Religious Leader of the Year.

**James Barnett**, VP of Business Development at the Northport Branch of Regions Bank, was named 2007 Northport Citizen of the Year. Barnett was honored for his significant contributions in civic, social, religious, political and community activities. His service in the Northport Civitan Club, Northport Redevelopment Authority, Friends of Historic Northport, Tuscaloosa County Industrial Development Authority, Chamber of Commerce of West Alabama, PARA, Northport Baptist Church, and other organizations has led to the growth of Northport, making it a better place to live. Barnett is also a current member of the Tuscaloosa County Board of Education.

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### Adopt-A-School Holds Golf and Tennis Tournaments

Thanks to Title Sponsor Nucor Steel Tuscaloosa and Eagle Sponsors Ellis Architects; JVC America; Learning Experiences; McGiffert & Associates; NHS Management; Phifer Incorporated; Planit Solutions; Tuscaloosa Toyota; and The University of Alabama, the 17th Annual Nucor Steel Tuscaloosa Adopt-A-School Benefit Golf Tournament was held on September 27th at the County Club of Tuscaloosa. Thirty-nine teams participated representing 22 area public schools. Coaches Sarah and David Patterson were Honorary Chairpersons for the event with proceeds benefiting the Adopt-A-School Program.



The Tri Cities Convenience Store team of **Don Thomaston, Greg Trawich, Russell MacDonald** and **Nathan Richardson** shot both the lowest net score of the tournament, thus claiming rights for **Woodland Forrest Elementary** to display the winning trophy at the school until next year's tournament. The victory also gave Woodland Forrest Elementary School \$500 in prize money. In addition to Woodland Forrest's cash prize, \$500 also went to **Tuscaloosa County High** or having the most golfers playing in the tournament and **Verner Elementary** received \$500 for having the most golfers representing an elementary school. **Martin Luther King Elementary** received the \$500 prize money for the random drawing from all schools represented in the tourney.

As always, the event was the result of tremendous support from the business community. "On behalf of the Adopt-A-School program, we would like to thank the numerous businesses and individuals who provided sponsorships, prizes, volunteers, and participated in the tournament," stated tournament chairman Joel Lake. "In addition to the generosity of our corporate sponsors, the tournament had 45 hole sponsors and a total of 39 teams."

The Nucor Steel Tuscaloosa Adopt-A-School Tournament is the annual fundraising event to benefit the coordination and administration of the Adopt-A-School program. Adopt-A-School is a business-education partnership program sponsored by the Tuscaloosa City Schools, Tuscaloosa County Schools, and the Chamber of Commerce of West Alabama.

On to tennis...

The first Adopt-A-School Tennis Tournament took place in the fall of 1994 and was part of the annual golf tournament. As the tennis community has grown and developed in the Tuscaloosa area, the interest and participation in the tournament has grown as well. Over the past fourteen years, the Adopt-A-School Tennis Tournament has outgrown its original venue at Tuscaloosa Country Club and is currently held at Indian Hills Country Club.

As a result of the increased participation and the change in venue, the 2007 Nucor Steel Tuscaloosa Adopt-A-School Tennis Tournament will be held on a date other than the Golf Tournament date. Area tennis players will compete in a doubles tournament on **October 18<sup>th</sup>** and proceeds will benefit the Adopt-A-School Program. The women's doubles tournament participants compete in 2.5, 3.0, 3.5, and 4.0+ divisions. The cost is \$45 per player and all schools with players representing them are eligible to win a cash prize. Registration forms are available at The Chamber office. Please call Loo Whitfield at 391.0563 for more information.

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### **Dale Carnegie Class is Huge Opportunity**

***Dale Carnegie Action Oriented Leadership: Making Good Things Happen*** is an all-day class offered on October 26th from 8:30 AM to 4:40 PM at the Hilton Garden Inn. WE ARE ONE OF THE FIRST CHAMBERS IN THE STATE TO OFFER THIS ONE-DAY TRAINING SESSION TO MEMBERS--Our great partnership with Dale Carnegie makes this possible...We've negotiated this as a special benefit to you as a leadership component in the training opportunities we offer. DON'T MISS OUT!

Unlike other leadership programs that concentrate on human relations skills, this unique one-day seminar focuses on the action you need to take to impact company performance. Learn to identify what senior management wants and how to make that immediate impact. You may find out more details at [www.birmingham.dalecarnegie.com](http://www.birmingham.dalecarnegie.com). Trainer is Nancy Covert of Dale Carnegie. Cost is \$199.99, lunch is not included--This is a fraction of what you'd usually pay for this type of training course and there's even a special rate for 3 or more participants.

Please contact Tracy Crumpton at 391.0554 or email [tracy@tuscaloosachamber.com](mailto:tracy@tuscaloosachamber.com) TODAY to register or get more information. Non-members are welcome at a different cost.

Other training classes coming up are:

***Paperless Office*** is offered on October 16th from 11 AM to 1 PM at the Hilton Garden Inn. Many people find the idea of converting their paper documents into an electronic format desirable but the actual task may be daunting. Participants of this seminar will learn the benefits of converting to digital format, how to choose the right format

for the business, and back up strategies. Trainer is Larry Bates of Syscon. Cost is only \$30 a person and lunch is included.

***Beginning Microsoft Excel*** is a hands-on, all-day class offered on October 24th from 8:30 AM to 4:30 AM at the Chamber office. Do you have minimal knowledge of Excel? Do you need a refresher? This class will cover understanding the Excel screen, navigating a spreadsheet, creating formulas, editing and formatting. It will also include inserting, renaming and deleting worksheets and creating headers, footers, page numbers and much more! Limited to 12 participants. Trainer is Donna Gilliland of MOSTraining. Cost is \$129.99, which doesn't include lunch.

***Getting in, Getting Out, and Making Money in Between: Basics for every Stage of Business*** is offered on October 30th from 1 PM to 4:40 PM at The Chamber office. Seminar will cover starting/acquiring a business, legal and practical issues faced along the road to success, preparation for nasty pitfalls when transferring your successful business to the next generation or selling it to a third party for a hefty profit. Trainer is D.W. Wilson of Tanner and Guin, LLC. Cost is \$69.99.

***Organize Your World: Microsoft Outlook Time-Saving Features*** is offered on November 14 from 7:30 AM to 9:30 AM at Peoples Bank in Northport. Is your time slipping away? One of the biggest time drains each day is wrapped up in our day to day communications, which for many is conducted via email. This time-saving seminar will change your "Outlook" on organization. Topics include sorting, folders, adding reminders, categories, creating polls using the voting feature, calendar tasks, tips and tricks. Trainer is Donna Gilliland of MOSTraining. Cost is only \$20 and a continental breakfast is included.

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## **Prime Advertising Opportunities Available**

Once again, The Chamber of Commerce of West Alabama is pleased to announce that Village Profile has again been selected to produce our **2008 Business Resource Guide**. Chamber members are encouraged to advertise and support this annual publication. The next issue should be better than ever.

The **Business Resource Guide** is the Chamber's premiere publication. Thousands of copies will be produced, including additional community guides, and distributed to Chamber members and community outlets throughout the Tuscaloosa area. The Directory is a great way to advertise your business to thousands of people looking to relocate to the area and your fellow Chamber members.

Besides total market coverage of your ad within the publication, you also get total market CONNECTIVITY with Village Profile's Convergence Publishing Program! With Convergence Publishing, your sales message reaches a world of prospective customers through:

- Your **Publication ad** in a compelling high-quality, full-color, glossy magazine.
- **Exclusive Chapter Ads** to give you even greater promotional opportunity and exposure links your business website directly from Village Profile/Community

portal.

- **24/7 Wireless access** to your membership via web-enabled cell phones and other wireless devices.

We are taking advantage of the most sophisticated media available today to bring the greatest benefit to our members.

Consider supporting this worthwhile publication and reap the rewards of engaging your fellow Chamber members with your message.

Please take a moment and call our Village Profile representative, Ginger, at the Chamber office at 758.7588 to make an appointment to learn more. You may also email her at [flmaplady@gmail.com](mailto:flmaplady@gmail.com). Thank you in advance for your support and participation.

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### **Downtown Revitalization is a Key Strategy**

With the buildings coming down, blocks being cleared and sites being readied, it is obvious that downtown renewal is moving forward in Tuscaloosa and Northport. It's an important and exciting time for our community for revitalization of the central business districts is a timely economic strategy.

Across the nation, revitalization and redevelopment of downtowns has become a proven economic development strategy over the past 10-15 years. Downtowns were, for the most part, once the economic hub of economic, civic and social activity for a community, but downtowns declined as businesses followed their customer base to the suburbs and outlying areas.



Always at the heart of a community and often a reflection of the economic vitality of a city, a vibrant, diverse and prosperous central business district is an essential ingredient in a community's recipe for economic success.

A key to downtown revitalization is a strong commitment to luring private investment and creating an environment and public policy framework to entice private dollars. The precondition for private sector investment is public investment in infrastructure, including adequate and expanded parking, improved sidewalks, façade and building upgrades, beautification and cleanliness.

With local governments providing investment in infrastructure, coupled with federal dollars being infused into the central business district, excellent progress is being made in Tuscaloosa and in Northport to build prosperous, exciting downtowns. We have such great potential to create downtown sectors that are destinations for commerce, cultural venues and entertainment, community gathering places, residential areas, and other unique, creative economic and retail opportunities.

It is essential, however, that public policy recognize and stimulate the core value of private investment and create an economic climate for business prosperity. There must be a true public-private partnership approach to downtown development coupled with well-designed and consistent marketing and

development strategies to expand the trade area and consumer base for central business districts.

According to research, experiences of successful central business districts, and many economic experts, to develop and grow sustainable downtowns aggressive communities are focusing on six strategies for downtown revitalization. These include:

**Employment**--Focused business development initiatives that increase employment and job opportunities in the central business core.

**Entertainment**--Conducting events and activities in downtown that draw local and visitors from the surrounding region, such as music festivals, performances and venues, cultural and art exhibits and activities, and other programs that stimulate fun and excitement for diverse groups.

**Culture**--Encouraging new, existing and unique facilities and resources that stimulate and attract participation and that contribute directly to downtowns as destinations.

**Residential**--Development of residential as part of economic and revitalization strategies and that increase the critical mass in the central business district.

**Incentives**--Development and application of incentive policies, such as abatements, low interest loan and revolving loan programs, and other public initiatives that stimulate investment and minimize the risk of new businesses that may locate in the central business district.

**Marketing**--Communicating and marketing plans, opportunities and progress being made in the downtown area is vital to positioning and sustaining central business districts as a viable place for investment, employment, entertainment and living.

It is a proven fact that communities that understand what it takes for business to thrive in a downtown environment and that are willing to help build the critical mass necessary to sustain business success, will experience healthy, and revitalized prosperous central business districts.



Tuscaloosa and Northport have this opportunity and the future is bright if we work together to continue to build and encourage a positive environment for business success and effective public-private partnership initiatives.

What is the Main Street Approach to Commercial District Revitalization?

Currently, through and as a component of the Greater Downtown Plan under development, a Main Street Program is being reviewed and considered for implementation. But what is the Main Street approach?

Main Street, used successfully throughout the nation for many years, is a community-driven, comprehensive approach to downtown revitalization and

development. It is a common-sense way to address a variety of issues and opportunities that face traditional business districts.

The underlying premise of Main Street is to encourage economic development within the context of historic preservation in ways appropriate to today's marketplace. The Main Street approach advocates a return to community self-reliance, local empowerment, and the rebuilding of traditional commercial districts based on their unique assets, such as: distinctive architecture, a pedestrian-friendly environment, personal service, local ownership, and a sense of community.

The Main Street approach is a comprehensive strategy that is tailored to meet local needs and opportunities and encompasses four distinct areas--**design**, **economic restructuring**, **promotion**, and **organization**--that are combined into an integrated strategy to address the commercial district's needs.

**Design** means getting Main Street into top physical shape, capitalizing on the district's assets, such as historic buildings, pedestrian-friendly streets, and other physical aspects. An inviting, positive atmosphere is essential in attracting people, employment, investment and consumers. Main Street is a means to provide leadership and coordination of effort to improve and enhance the image and physical appearance of the district.

**Economic restructuring** strengthens a community's existing economic assets while expanding and diversifying its economic base. The Main Street approach helps sharpen the competitiveness of existing business owners and recruits compatible new businesses and new economic uses to build a commercial district that can respond to today's consumers' needs and that helps boost the profitability of the district.

**Promotion** sells a positive image of the commercial district and encourages consumers and investors to live, work, shop, play and invest in the Main Street district. By marketing a district's unique characteristics to residents, investors, business owners and visitors, an effective promotional strategy can forge a positive image and encourage commercial activity and investment.

**Organization** involves getting everyone working toward the same goal and assembling the appropriate human and financial resources to implement a Main Street revitalization program. A governing board and appropriate standing committees make up the fundamental organization structure of the volunteer-driven initiative supported by public-private partnership and policy.

The Main Street approach is incremental. It is not designed to produce immediate change, but rather recognizes that it takes time, requires consistent leadership and involves local capacity building to be successful and sustainable over the long term. Long-term economic revitalization requires careful and thoughtful attention to every aspect of downtown development.

Watch for more information and Main Street's "Eight Principles of Success" in the next issue of *Perspectives*.

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### **Economic Literacy: A Critical Challenge; an Important Opportunity**

Robert Duvall, CEO of the National Council on Economic Education, says that "young people need to know that economic education is not an option. Economic literacy is a vital, essential skill."

In today's fast-paced, dynamic society, there has never been a more important time for business leaders to realize that economic literacy is a skill necessary to function - it's real life. It's about workforce readiness, finding a job, planning a budget, performance, making informed choices and building a future.

We read and hear about literacy in various contexts from early childhood development to the lack of workplace literacy. Too often, basic economic literacy is overlooked and even taken for granted.

The development of economic literacy must begin in the schools. Even young children are capable of learning basic economic concepts that help them understand their world. In the secondary years, that initial foundation can be expanded to include instruction and experiences in a broader set of economic ideas and concepts. This additional exposure gives students greater capacity to understand more complex personal or national economic issues.

Some may think that economics is too difficult a subject to be taught to children and youth. Nothing could be more incorrect. No one would even think of making that argument for math or science. Waiting until students are in college to begin teach economics is simply a matter of "too little, too late."



So, how can business leaders and owners, employers, and entrepreneurs make an impact on improving the level of economic literacy with a vast number of today's students that receive little or no economic education before they graduate from high school? There is way to make a difference!

The recipe for success requires several key ingredients including: knowledgeable instructors that can help young people with basic economic concepts; good curriculum and instructional materials at appropriate levels for students to understand; and a central place in the learning process, just like math, science, history, language arts and social sciences.

You connect these ingredients with an investment that provides a positive return and deliverables with measurable results and connect a vibrant partnership among and between business, education and students. When you stir these ingredients together, sounds like Junior Achievement.

**Junior Achievement** provides the opportunity for the business community to make a significant, sustainable impact on economic literacy and workplace readiness among today's students and tomorrow employees.

With a mission to equip young people to succeed in a global economy, Junior Achievement uses proven, hands-on methods and experiences, grade appropriate materials and instruction, a nationally recognized and professionally developed curriculum that focuses on financial literacy and workforce readiness.

And to accomplish this mission, JA unites business professionals with educators to present hands-on instruction and guidance in the classroom to help young people understand the economics of life.

The Chamber, through our Adopt-A-School system, recognizes and embraces the value of Junior Achievement. This is an excellent and effective means to involve business, educators and students in building economic literacy. Junior Achievement is a proven product and is a meaningful addition to the menu of programs that can be delivered by business to today's youth.

The Chamber encourages your support and partnership with Junior Achievement. We urge you to join us and help expand and enhance economic education in Tuscaloosa County. Together, we can make such a significant and positive impact.

For more information about how your firm can be involved and support Junior Achievement, contact Loo Whitfield at The Chamber at 391.0563 or Lois Palecek at Junior Achievement at 759.3576 or email [lpalecek@tusc.k12.al.us](mailto:lpalecek@tusc.k12.al.us).

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### **Kentuck is October 20th and 21st**



The Kentuck Festival, nationally recognized for its quality and diversity, celebrates a variety of artistic styles ranging from folk to contemporary arts as well as traditional crafts. The 250+ artists participating in the Festival are either invited as a guest artist or are juried based on the quality and originality of their work. The guest artists are nationally recognized folk

and visionary artists whose powerful visual images continue to capture national and international acclaim. The Kentuck Festival of the Arts takes place the third weekend in October every year.

**A two-day pass is \$15 per person. Daily tickets are \$10 per day, per person. There's no admission charge for children under twelve. Festival hours for Saturday, October 20th and 21st are 9 AM to 5 PM each day.** Limited parking is available at Kentuck Park and free continuous shuttles run to the park from downtown Northport and the Northport Civic Center.

The Festival also features educational craft demonstrations where masters of artistic tradition share their skills with Kentuck visitors at locations throughout the park. Some of the talents showcased at Kentuck are the work and practice of southern basketmakers, blacksmiths, furniture makers, quilters and traditional potters.

Kentuck also specializes in pleasing the ear and palate. Two stages offer continuous performances of legendary blues, bluegrass, folk, country, gospel, classical and alternative rock, while food vendors serve a variety of delectable fare including ribs, gyros, Cajun and vegetarian.

Selected for two years as one of the Top Twenty Events in the Southeast Tourism Society and presented with an Alabama Governor's Award, Kentuck annually hosts more than 30,000 visitors.

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## Whatley Health Services CEO Honored

**Deborah Tucker**, CEO of Maude Watley Health Services Inc., has received national attention for her dedication to healthcare for low-income patients. She was honored in late September at a reception of the 37th annual conference of the Congressional Black Caucus for her work in ensuring access to healthcare. Tucker and her husband flew to the nation's capital for the reception hosted by U.S. Rep. Artur Davis.

Davis represents the 7th Congressional District, which includes Tuscaloosa. Of Tucker, Davis said "She has done an outstanding job as CEO of Whatley Health Services and has been at the forefront of community healthcare in West Alabama and the Black Belt."

"It was quite the unique experience to be in the company of such accomplished people," said Tucker.

Congressman Davis and his staff presented each honoree from District 7 with an award, giving a description of each person's accomplishments. "I was truly honored, not just by the award, but to know that my



Congressman felt so highly of my work, and the fact that I was side by side with people like Bessemer Mayor Ed May, Birmingham Southern President David Pollick, and others," she said.

She got a chance to meet members of the Congressional Black Caucus and see places within the Capitol where Congress does its work. She says she was very impressed with the way that Davis shined the light on his district. "I was very proud to share in this event that told others from around the country the great things going on in West Alabama," she said.

Tucker holds bachelor's degrees in nuclear medicine and psychology and a master's degree in business administration. She worked for DCH Health System for 18 years before becoming CEO of Whatley Health Services seven years ago. She says her vocation and life mission came together at Whatley--Knowing that she's doing something to help those who come in for help is gratifying.

In recent years, the center has grown from two facilities in Tuscaloosa County to ten, covering six West Alabama Counties. Services in mental health, pediatrics, prenatal screening, nutrition counseling, chiropractic therapy and a new dental facility have been added since 2000.

Tucker is pictured to the left of Davis (center) among other District 7 award winners. Tuscaloosa Mayor Walt Maddox received Davis' award for excellence last year.

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## 1st Capital Credit Union Holds Grand Opening



1st Capital Credit Union held a grand opening with ribbon cutting ceremony on the afternoon of October 1st. Location is 1110 15th Street, Suite H, in the College Walk Center in Tuscaloosa. The new full-service branch office is open with evening and Saturday hours. Lobby hours are 9 AM to 6 PM Monday, Tuesday, Thursday, and Friday and noon to 6 PM on Wednesday. Saturday hours are 9 AM to noon. Branch manager is **Becky Hartley**. Please call 469.0620 or visit [www.1stcapitalcu.com](http://www.1stcapitalcu.com) for more information.

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## Habitat for Humanity Celebrates ReStore Grand Opening

Habitat for Humanity hosted a preview party on the evening of September 27th complete with hors d'oeuvres and door prizes to celebrate the grand opening of the new ReStore, located at 1020 McFarland Blvd. in Northport. An open house with catered lunch and ribbon cutting was held the next day, on September 28th.



The ReStore sells donated materials to the public for building projects. Please call 349.5343 ext. 6 or email [sbishop@hfhtuscaloosa.org](mailto:sbishop@hfhtuscaloosa.org) for more information.

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## HengerRast Mortgage Company Holds Grand Opening



HengerRast Mortgage Company hosted a lovely catered grand opening celebration with ribbon cutting ceremony on the morning of October 2nd. Address is 1800 McFarland Blvd., N., Ste. 200, in the Bedford Office Park in Tuscaloosa.

The Birmingham-based group has grown rapidly in the last couple of years, opening locations in Tuscaloosa, Dothan and Mississippi. They account the success, in part, to having good people, great rates and consistent service. **Hayley Sansing** is the Branch Manager here, please contact her at 752.7004 for more information.

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## Carpe Vino Holds Grand Opening



Carpe Vino wine shop celebrated its grand opening on the evening of September 27th. Owner **Tres Jackson** estimates that about 350 people stopped by to sample their tasty wines and artisanal cheeses.

The shop is open for business Monday through Friday from 11 AM to 9 PM. Free tastings are held each Thursday from 6 PM to 9 PM and about six different wines are featured each week.

Carpe Vino is located in Temerson Square, in downtown Tuscaloosa. For more information, please call 205.409.4738 or visit [www.carpevinotuscaloosa.com](http://www.carpevinotuscaloosa.com).

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## Using Your Voice to Make a Good Impression

"History has repeatedly been changed by people who had the desire and ability to transfer their convictions and emotions to their listeners" ~ Dale Carnegie

People use two components to make a strong impression on their listeners - voice and technique. Improving how you use your voice can enhance your message when communicating. Here are a few ideas on making a stronger impact:

1. Speak clearly. If you do not enunciate the important points you're trying to make will get lost. Worse, people will simply tune you out because they do not understand you.
2. Change up your speech pattern. Nothing numbs listeners more than somebody who speaks in a monotone. Use pitch for variation, while accenting your power words. This helps keep customers involved and interested in what you have to say.
3. Use an appropriate tempo. Don't speak in a slow, drawn-out manner. The speed of speech affects how your message is interpreted.
4. Avoid using fillers between your points. Avoid saying "you know, like, uh, really, kind of" and other fillers. This is annoying to listeners and makes the speaker seem nervous and/or unprepared.

Use a tape recorder to see how you sound. Play the tape, listen to how you sound, and apply the ideas here to make positive changes to increase your ability as an effective communicator.

If you have any business related questions or would like advice on other workplace issues, visit our web site at [www.birmingham.dalecarnegie.com](http://www.birmingham.dalecarnegie.com) or email us at [Nancy\\_Covert@dalecarnegie.com](mailto:Nancy_Covert@dalecarnegie.com). (c) Dale Carnegie & Associates, Inc. 2006. All Rights Reserved.

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