



VoicePrint[©]

The key to effective communication –
an inspired Performance tool





“VoicePrint is different because it makes you aware, possibly for the first time, about something that you need to do every day - use talk to get things done.”

Joanna Bristow

Consultant, Facilitator & Coach - People Development & Career Transition



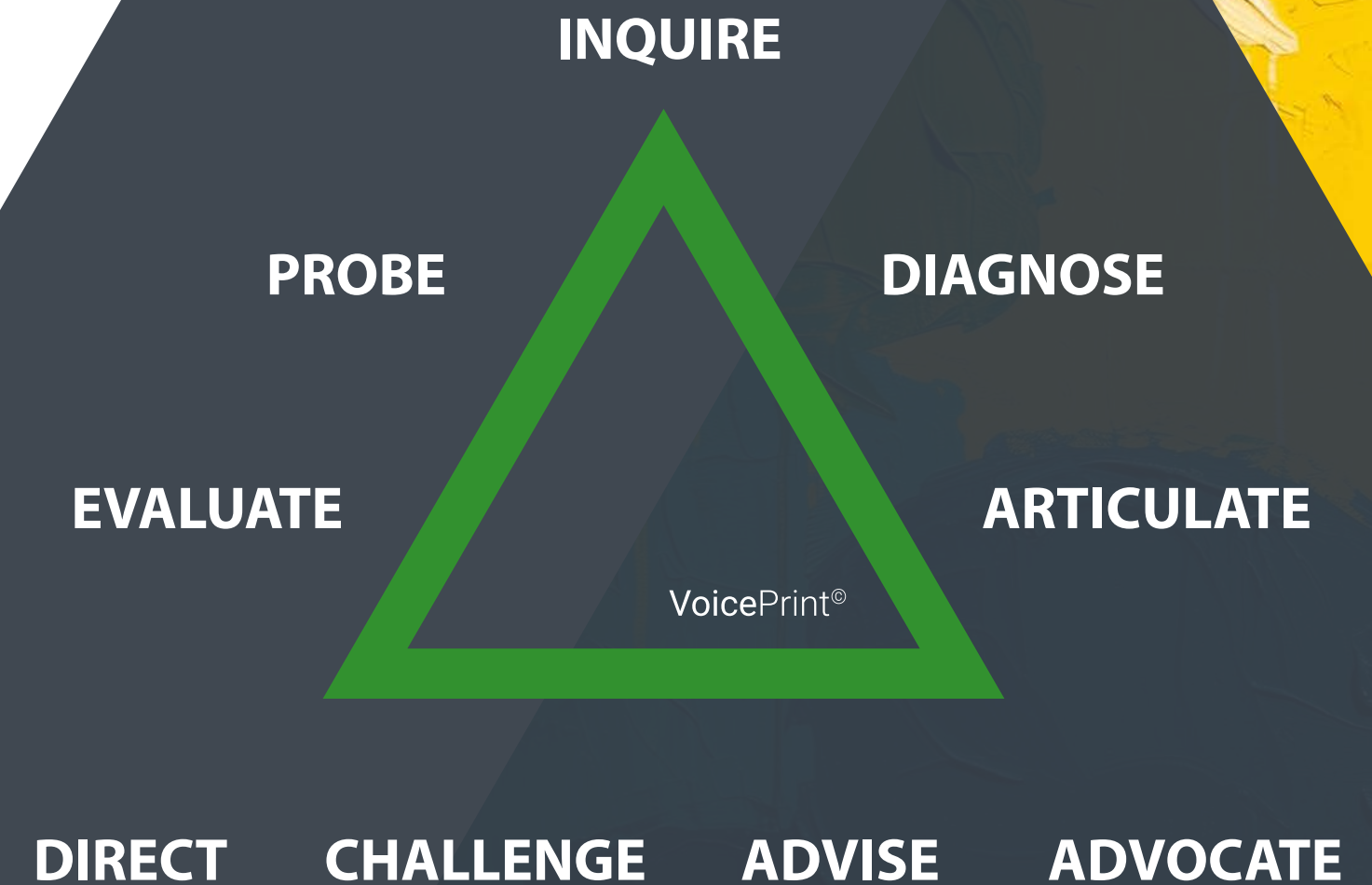
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Making talk work

Developing the capability that drives personal and organisational performance.

Talk is the primary means through which people and organisations make things happen. But communication has always been challenging, as employee engagement surveys constantly remind us. And now the ambiguity and uncertainty of the modern world are making effective communication more difficult, yet more vital, than ever before. It's time to make talk work better.

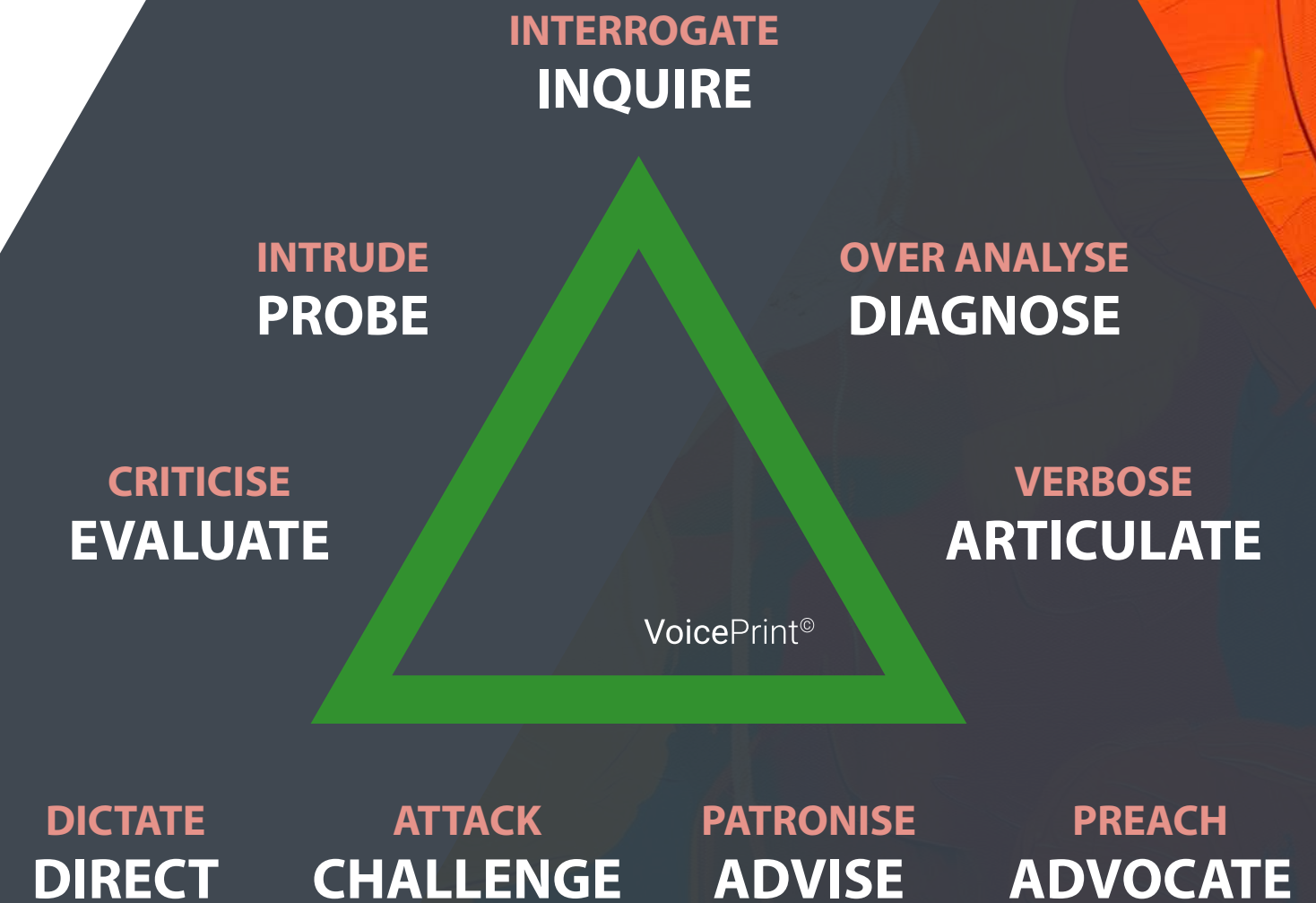
VoicePrint is a ground-breaking tool for developing competence in the use of talk. It identifies nine 'voices' that are required to communicate successfully in different workplace contexts. VoicePrint highlights the patterns, and consequences, of these voices to enable practical improvement in how you use talk.



Your voice under pressure

There are riskier forms to the nine voices that can emerge when people are under pressure.

For example, someone who is stressed may find themselves being perceived by others as interrogating people, rather than making an inquiry. VoicePrint will assess which voices may appear when you are under pressure. This awareness can help during difficult conversations in the workplace.



What makes VoicePrint[©] unique?

VoicePrint is different because it makes you aware, possibly for the first time, about something that you need to do every day - use talk to get things done.

The VoicePrint tool:

- ✓ uses plain language to name important everyday behaviours and keep them in mind
- ✓ provides you with insights which are easy to put into practice
- ✓ highlights the distinctive features of your voice and allows you to practice, apply and benefit from what you have learned



The golden thread

Effective communication and influencing is the foundation to everything we do.

At NFP, we are so impressed with this tool, it's relevance, the reaction from our clients and the impact it has, that we have embedded it into everything we do. It has become our unique 'golden thread'.

VoicePrint can be used as a standalone tool or embedded into other development programmes. By following up VoicePrint with development interventions, it enables people to connect their gaps to the training. It also helps people to be clear about what they need to do differently.

VoicePrint is embedded into our following programmes:

- ✓ Mindset and motivation
- ✓ Resilience and emotional intelligence
- ✓ Coaching and influencing for leaders and line managers for high performance
- ✓ Building effective boards and senior management teams
- ✓ Line manager development
- ✓ Assessment for development and promotion
- ✓ Preparing for managing change

"VoicePrint has made a big impact on me. I consciously steer away from using my controlling voice and now make much more use of my positioning and exploratory voices to influence sales situations. I'm achieving outcomes that I wasn't getting before."

Senior sales manager, oil and gas industry

Your individual pattern of voices

VoicePrint® comprises a suite of diagnostic tools for revealing your patterns and the impact you have:



The VoicePrint questionnaire – how you think you talk.

This is an online self-assessment which reveals the characteristic patterns in how you use talk. It provides a practical means of raising self-awareness and developing personal and inter-personal effectiveness. Our research enables us to report on whether your results are high, typical or low relative to most people and the likely implications that this has for your interactions with others.



VoicePrint 360 – how you are actually heard by others.

This is a companion questionnaire which complements your self-perception report with feedback from your colleagues and peers. It focuses on your actual impact on others, and how this might differ from one group to another. It points out where you need to focus your attention, and practical steps that you can take to improve.



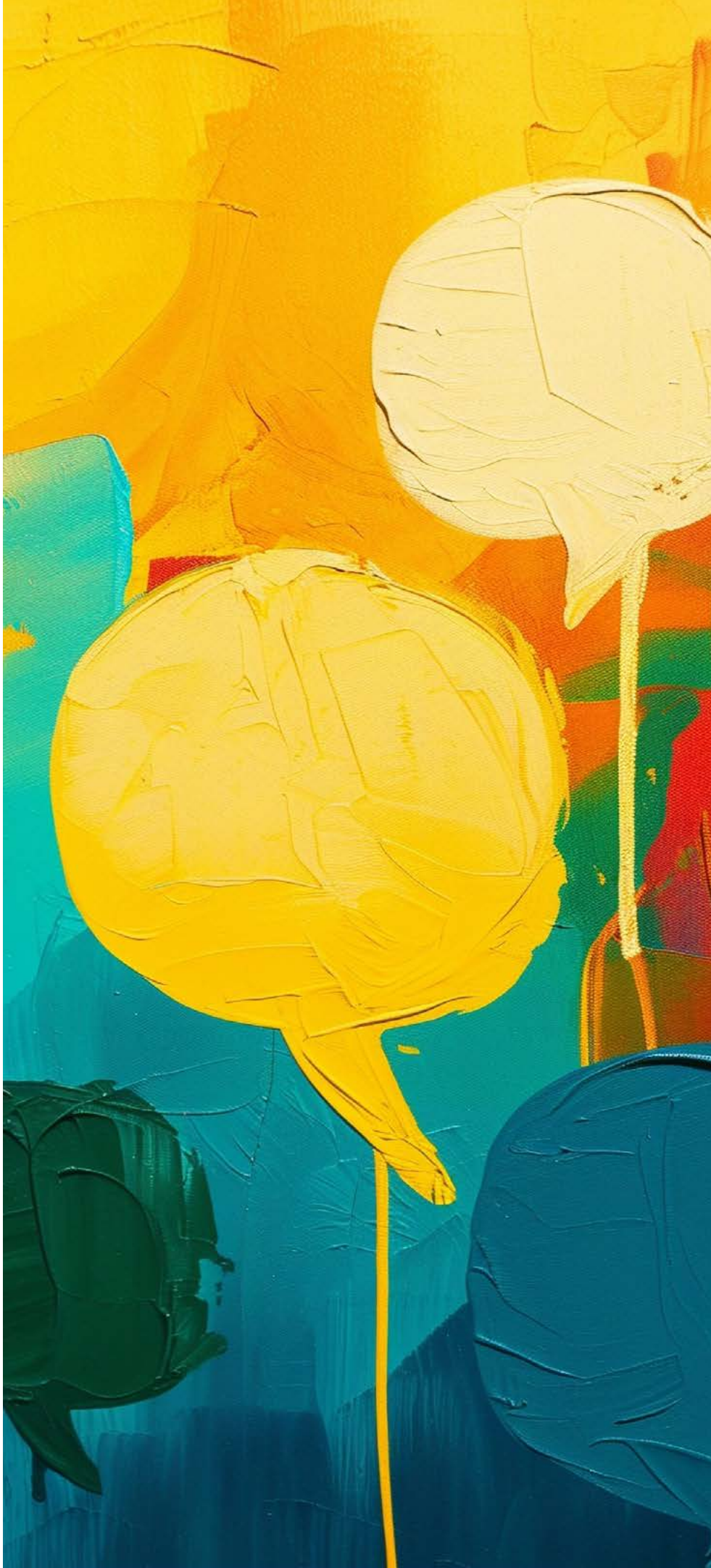
VoicePrint group profiling – your team's collective impact.

This is a tool for combining and contrasting individual profiles to explore the dynamics, implications and development priorities in particular relationships. It can be used to examine relationships either on a one-to-one basis or in the context of whole teams. It exposes any tensions, biases or 'sticking points' that may need to be addressed.

**Contact us
for a full
sample
report**



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Producing the small changes in behaviour that make the big differences in performance

Our diagnostics are only a means to an end. They are a good starting point but to really get the best out of your report we advise follow-up interventions.

You can decide to focus on whatever aspect of interaction, engagement, communication and influencing is proving to be problematic for you. Either way, VoicePrint and its accredited practitioners are all about developing and improving what happens in practice.

There are a range of follow up options you can choose from:



**1-2-1
coaching**

Insight into individual strengths and development areas



**Team
coaching**

Helping teams to identify patterns of interaction



**Embedding
change**

Making it stick long term



**Development
workshop**

To build on an area of organisational behaviour



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The missing link between personality profiling and real competence

The benefits of using VoicePrint©:

- ✓ It provides practical insights that enable you to create specific development activities which improve your performance by increasing your influence and impact.
- ✓ It helps boards and senior management teams to improve the effectiveness of their meetings, leading to better and faster outcomes and improved downward communication within the business.
- ✓ It helps managers to understand their impact and what they can change to improve the engagement, commitment and contributions of their people.
- ✓ It helps business partners to understand and adapt their communicative behaviours to become true strategic partners.
- ✓ It helps members of staff to enhance their customers' experience through improved dialogue.
- ✓ It helps anyone who works with other people to be more mindful, adept and productive in the way they interact.
- ✓ Discussions become progressively more relevant, timely and efficient.
- ✓ The costs of misunderstandings fall and unintended consequences reduce.
- ✓ It delivers improved business performance and reputation by translating the organisation's cultural intent into specific learnable behaviours.

"In my management career this is the most rewarding and useful piece of development I've ever done. You haven't tried to change who I am, but to refocus what I do with who I am."

Director, healthcare Industry

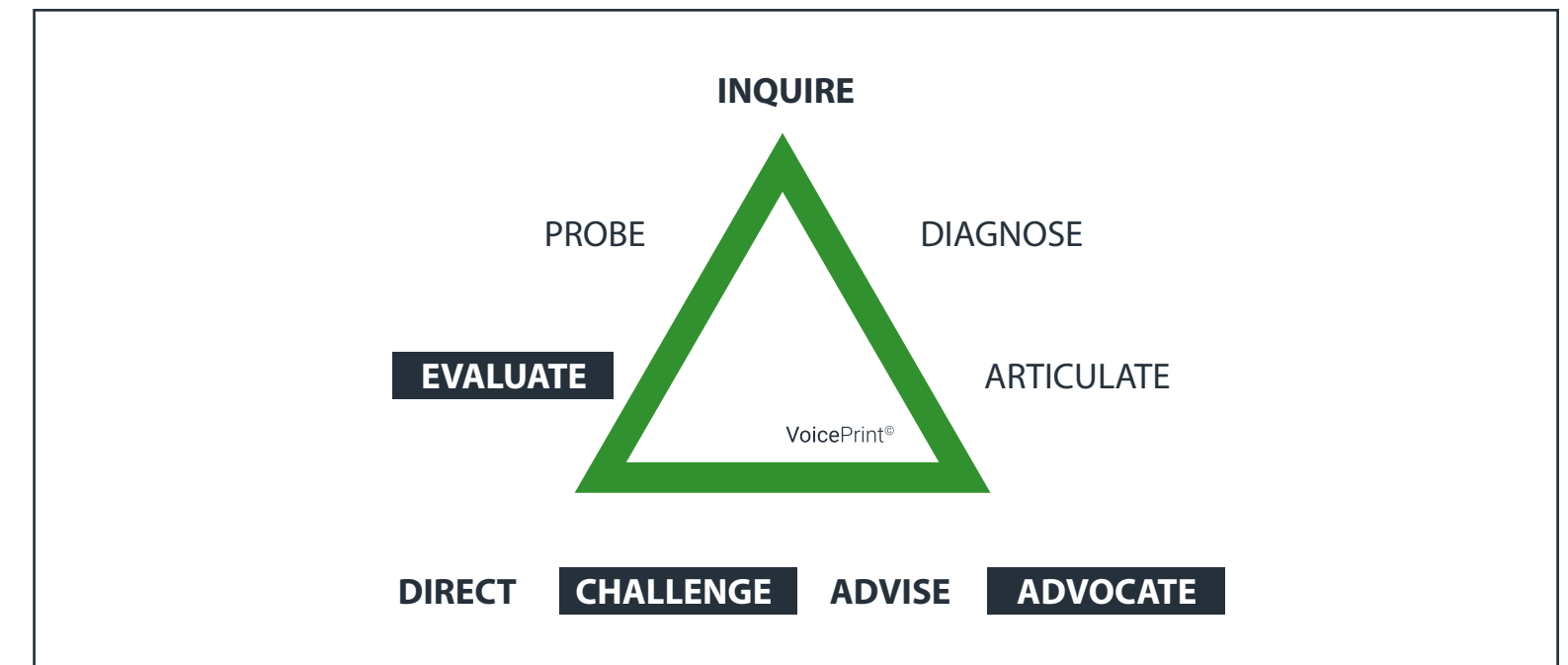
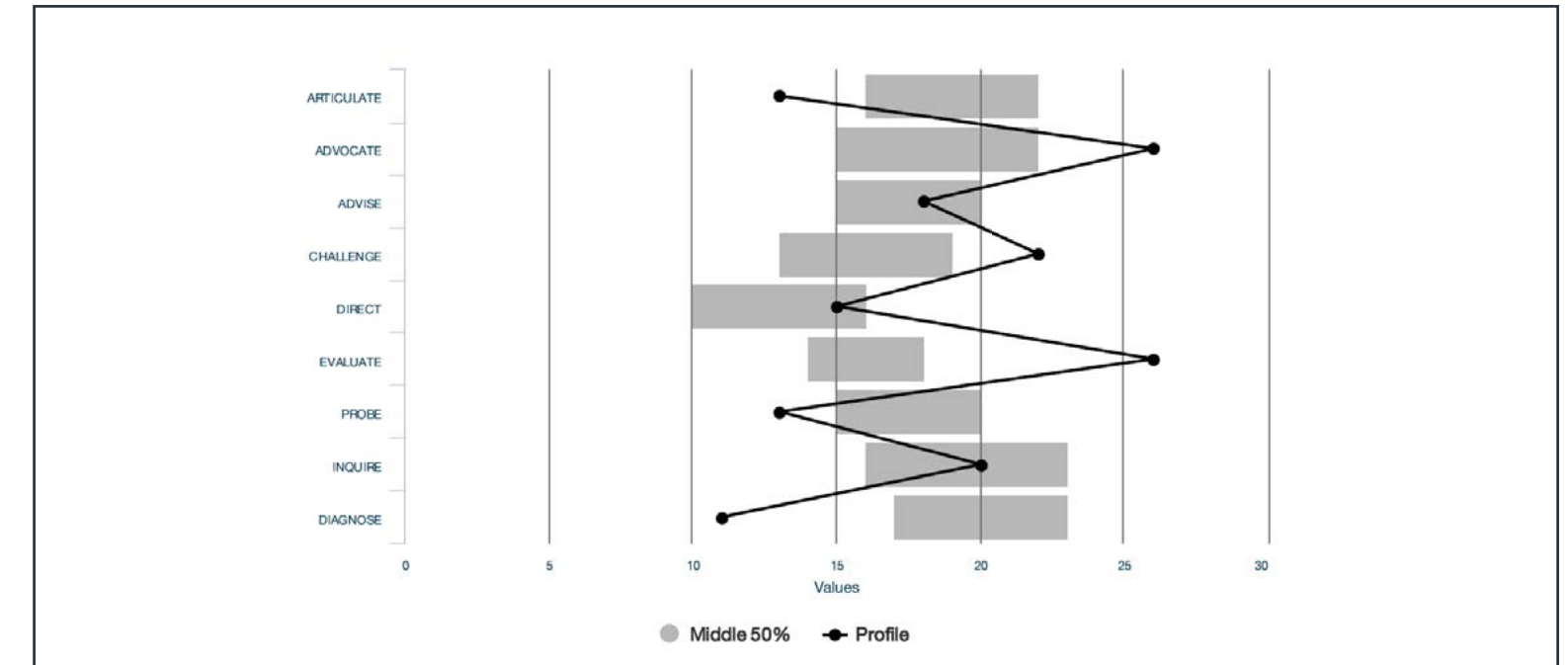
Your VoicePrint profile

The VoicePrint reports you can receive that reveal your personal profile are as follows:

Self-assessment report

A useful way to appreciate the shape of your profile and to put it into perspective is to compare your scores with the results typically obtained by other people. These two graphics do that by plotting your results in relation to the norms identified from our research. In the first picture the shaded grey area for each voice is where people's scores most commonly land. If your score falls in that area, then it is mid-range or 'typical.' If your score is left of the grey area, then it is in the lower quartile and indicates that you make less use of that voice than most people do. To the right of the grey area is the upper quartile range, which indicates relatively high use.

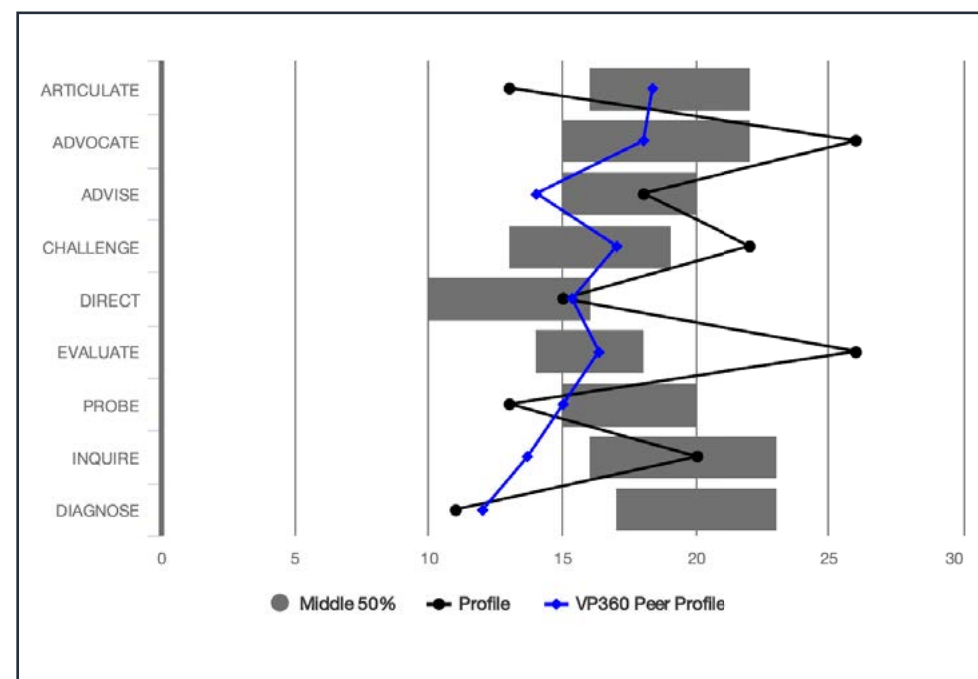
The second picture presents the same information on the VoicePrint triangle. If you have any high-range scores, these are shown in bold font. You use these more strongly than most people. They are likely to be your strengths, but like all strengths, they need to be used with skill and attention to be effective. Your low-range scores are 'ghosted' in a fainter font to show that they are potential gaps in your repertoire.



360 assessment report – your managers, peers and subordinates

Peers - Feedback overview

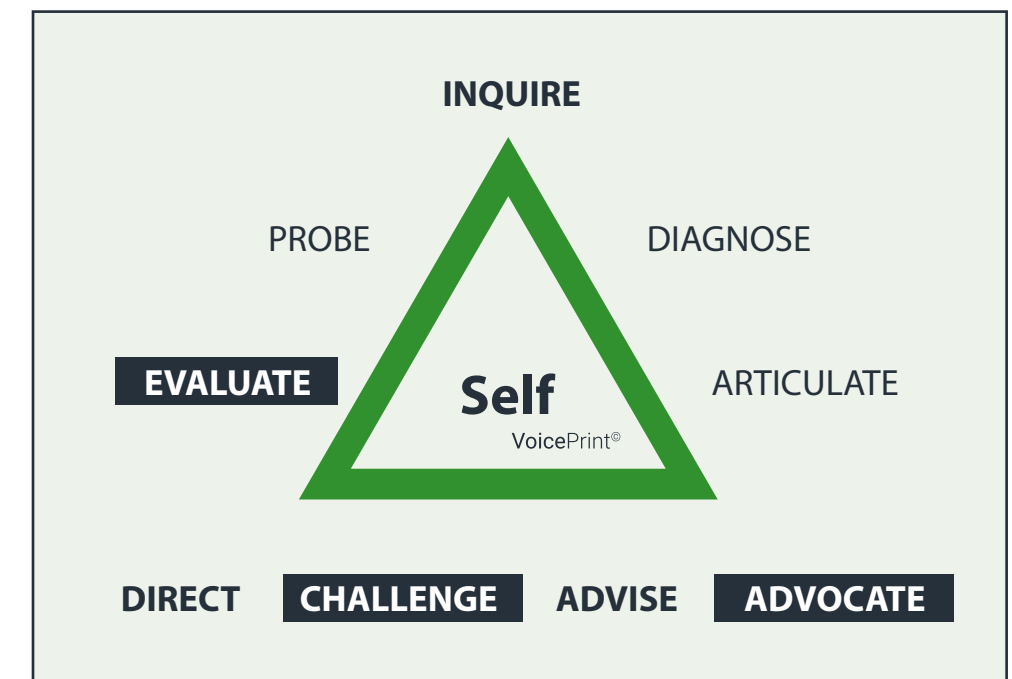
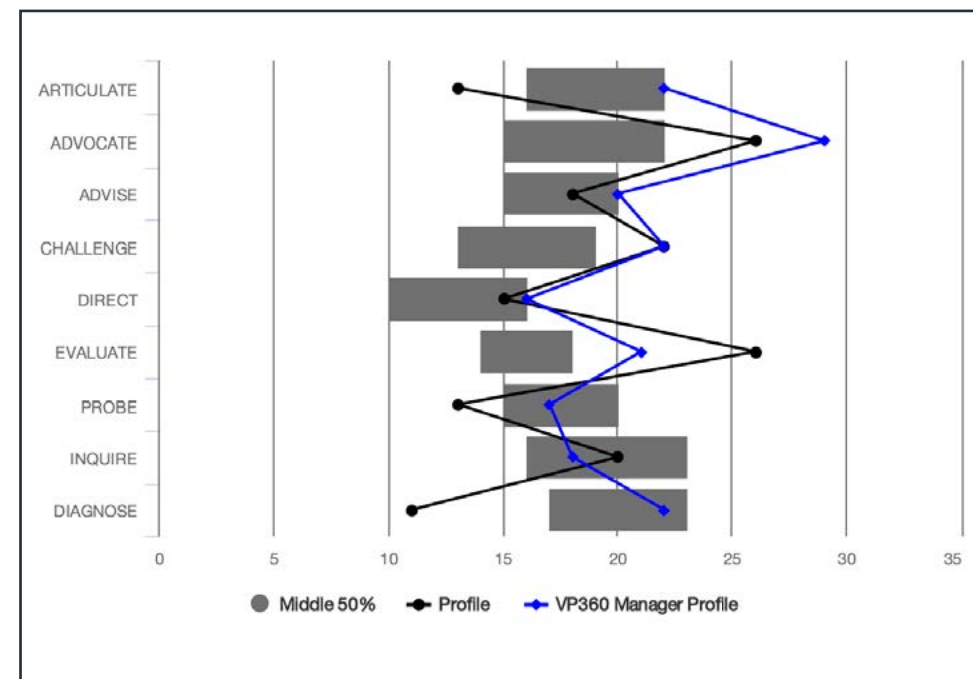
These diagrams compare your self-perception with how your peers experience your VoicePrint© in practice. Note any differences in perception between yourself and them regarding your range and the relative use that you make of particular voices.



360 manager report

Manager(s) - Feedback overview

These diagrams compare your self-perception with how your manager(s) experience your VoicePrint in practice. Note any differences in perception between yourself and them regarding your range and the relative use that you make of particular voices.



Contact us
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sample
report

Want to see a full sample VoicePrint report?

If you'd like to explore how VoicePrint can improve the way both individuals and teams interact with the outside world and each other, get in touch on **peopleandtalent@nfp.co.uk** or visit **www.nfp.co.uk/people-development**