



VIVEK NANDALIKE

Vivek is a director of engineering for a company that delivers cable TV, internet, and wireless services across the country. He leads a team of people who create and provide vital, cutting-edge technological tools.

THE MOTIVATION

Vivek Nandalike delivered technical skills with ease. He was, however, getting feedback from his supervisor and co-workers that his communication needed polishing. His tendency to use more words than necessary (including filler words like “umm”) convoluted and blurred his message. Vivek knew these habits limited his ability to direct his team, but he had no idea how to improve. He also noticed that, at times, his accent interfered with his speech clarity. He felt extremely driven to be a more effective communicator, and his supervisor offered him the chance to receive coaching from ARTiculate.

@ a glance **articULATE** coaching

THE MOTIVATION

- Communication needed polishing
- Verbose
- Filler words
- ESL

THE JOURNEY

- 6 month retainer with ARTiculate
- Connection to the audience
- Eliminating filler sounds
- Getting grounded

THE CONNECTION TO VALUE

- His supervisor noticed the disappearance of filler words from Vivek's speech and the improvement in his overall leadership presence.
- Colleagues were no longer counting the number of times he said “umm” in meetings!
- His tendency to repeat himself disappeared.
- He engaged his listeners from the beginning of his talks with succinctness, energy, and ease.

THE JOURNEY

Vivek began by learning to let silences sit instead of filling them with “umm.” ARTiculate coaches helped him leverage silence as an opportunity to formulate and organize what he wanted to say next, while his audience used his pause to process what he was saying. Once Vivek relaxed into silences, he wanted to address how his Indian accent created barriers for some listeners. With coaching, he made small modifications that increased his clarity and warmth—and these changes decreased his need to repeat himself! Using ARTiculate's Flip It and Bang™ approach, he started to restructure his messaging. Instead of building to his point, he learned to state his point powerfully at the outset. This grabbed people's attention and motivated them to continue listening as he supplied more details.

Throughout all these speech-focused lessons, ARTiculate coaches also cultivated Vivek's awareness of his body language. They encouraged him to ground himself in one place and choose moments to move with purpose. They helped him economize his gestures, so any movement he made augmented his message rather than distracting from it. This newfound physical stillness allowed Vivek to breathe more deeply, which meant his voice could be fuller and more resonant. Vivek not only felt more confident, but he came across as more confident. Eager to continue his progress, Vivek signed on for a second set of sessions to practice more and make these new techniques a habit.

“I learned how my voice could get better and they could hear me...I make an effort to use my voice more, now that I know about it. ”

THE CONNECTION TO VALUE

Vivek transformed his communication skills with the help of the ARTiculate coaches. He made changes that yielded these dividends:

- His supervisor noticed the disappearance of filler words from Vivek's speech and the improvement in his overall leadership presence.
- Colleagues were no longer counting the number of times he said “umm” in meetings!
- His tendency to repeat himself disappeared.
- He engaged his listeners from the beginning of his talks with succinctness, energy, and ease.