Introduction 1

When Words Fail You 2

Your Voice Matters More than Ever 6

The Confidence Catch-22 of the Digital Age 7

How this Book Works 10

Common Questions 15

How to Get the Most from this Book 17

1 Your Incredible Instrument 23

How Your Voice Works 25

Be Bold 55

2 Find Your Calm Centre 64

The Tension of Attention 66

Devices and their Effects on Your Nervous System 69

Steward Your System - Friend or Foe? 75

Why Your Voice Shakes 78

Your Nervous System 79

Talk to Old Friends 86

Your New Normal 90

Take a Half - Unplug 96

3 Get Out of Your Head: How to Embody Confidence When You Speak 105

Your Body Is Key to Your Confidence 106

How to Love Your Voice 111

The Power of Posture 115

Relaxed Body = Confident Speaker 129

Further Work on Your Posture 138

4 Speak Up and Stand Out: How to Find Your Confidence in the Moments That Matter 145

Why You? Contribute Don't Compete 147

Conversational Confidence 154

Work, Rest and Play: the Three Phases of Speaking Up and Standing Out 163

Share Your Voice 180

Inside Voice, Outside Voice: How to Fill a Room with Ease 183

The Way You Say It 189

Speaking Up and Standing Out Can Be Fun 195

5 Strong Back, Soft Front|o200

Me to We 202

Notes 209

Further Reading 215

Acknowledgements 217

Aboat Caroline Goyder 221

Index 222