



<b>Title</b>	<b>Effective Presentation Skills Training Workshop</b>
<b>Purpose</b>	To provide the attendees with an opportunity to practice & critique their presentation skills, and to discuss techniques & tips that will assist them in delivering successful presentations and speeches.
<b>Prerequisites</b>	None
<b>Duration</b>	6 hours (1 day) – maximum 10 attendees per conduct.
<b>Learning Outcomes</b>	Participants will be able to: <ul style="list-style-type: none"><li>• Develop an awareness of general presentation techniques and some additional tips &amp; hints on how to deliver a successful presentation/speech to a client or peers.</li><li>• Practice &amp; observe presentation techniques as a peer group and within a 'friendly' environment.</li><li>• Self-critique their own presentation, post the workshop using the recorded copy of their presentation.</li></ul>
<b>Contents Overview</b>	<p><b>Session 1:</b> The Importance of Presentations Skills (est dur – 10 mins)</p> <ul style="list-style-type: none"><li>• Client Presentations.</li><li>• Internal Staff Presentations.</li><li>• Public Speaking.</li></ul> <p><b>Session 2:</b> Effective Communication (est dur – 25 mins)</p> <ul style="list-style-type: none"><li>• Verbal<ul style="list-style-type: none"><li>➢ Words/Jargon.</li><li>➢ Tone.</li><li>➢ Volume/Modulation/Projection.</li><li>➢ Speed.</li><li>➢ Pauses.</li></ul></li><li>• Non-Verbal<ul style="list-style-type: none"><li>➢ Eyes (5 seconds - one thought).</li><li>➢ Hands/Arms.</li><li>➢ Feet/Posture.</li><li>➢ Facial.</li><li>➢ Body Language (tapping, fidgeting).</li></ul></li><li>• Listening<ul style="list-style-type: none"><li>➢ Encourages participation &amp; involvement (connection).</li><li>➢ Better understand the business need.</li><li>➢ Feedback on how well you are getting through.</li></ul></li><li>• Observing<ul style="list-style-type: none"><li>➢ Gauge the mood &amp; level of energy.</li><li>➢ Feedback on 'Confusion' level.</li></ul></li></ul>



## Contents Overview

### Session 3: Use of Visual Aids (est dur – 25 mins)

- Multiple-sense learning
  - The 80%, 11%, 9% Rule.
  - Sight most powerful learning sense.
  - Retention & Recalling.
- Types of visual aids include:
  - Slide Pack.
  - Wall charts/posters.
  - Models/displays.
  - Video.
  - Product demonstration.
  - Handouts (maybe use of colours).

### Session 4: Handling Questions (est dur – 25 mins)

- Questioning Techniques
  - The ‘Closed’ question.
  - The ‘Open’ question.
  - The ‘Overhead’ question.
  - The ‘Direct’ question.
  - The ‘Relay’ question.
- Answering Techniques
  - Clear & concise.
  - Repeat.
  - Fillers.
  - Be honest if you don’t know.
- Extra Tips for Handling Questions.

### Session 5: Handling Difficult Situations (est dur – 20 mins)

- Speaker Orientated (being nervous).
- Group Orientated (no one contributing).
- Individual Orientated (disruptive/aggressive participant, participant has mental blank).

### Session 6: Practicing Presentations (est dur – 4 hrs)

- Each presenter will be given a few minutes to setup/prepare and be invited to present for 15 mins.
- On completion there will be an opportunity for self & peer feedback (“not a crucifixion”).
- We will video the presentations for individuals to self-critique post the workshop.

### Session 7: Wrap-up of Workshop (est dur – 15 mins)

- Recap of Key Points – ‘Presentation Skills Reference Card’.
- Feature article – ‘Managing the Speech’.
- How to Get a Copy of Your Presentation.
- Workshop Evaluation Form.



### **Instructional Strategies**

- Instructor led presentation of introductory materials (slide pack).
- Team Building Activity - “CHAOS”.
- Facilitated group discussions (capturing ideas/thoughts on whiteboard/flip chart).
- Individual practice sessions for each attendee with self/peer critique. Practice sessions will be recorded.

### **Learning Resources**

- Powerpoint Slides (laptop/ projector/ screen).
- Participant Binders, Presentation Skills Reference Card & Managing the Speech Article.
- Video camera/stand and (30 min tapes/CDROM).
- Whiteboard (printable) & pens.
- Flipchart & pens.
- Workshop Evaluation Form.

### **Action Plan**

- Agree time, location, attendees for workshop & invite participants. Arrange logistical items (ie. travel).
- Finalise design of workshop, slide pack & participant binder (incl. exercises & handouts).
- Source equipment for workshop & organise additional requirements (ie. lunch, morning/afternoon tea, toilet facilities, workshop stationery, etc).
- Setup & test workshop environment & equipment (day before).
- Delivery of workshop.
- Wrap-up & handover of materials to client for future reference.