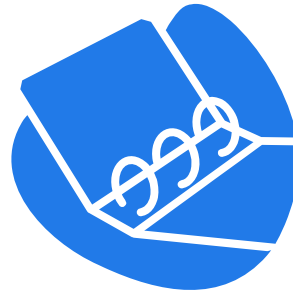


# Presentation Skills

## Table of Contents



Action Ideas.....	3
The Five Worst Human Fears.....	4
What Are The Elements Of A Great Presentation?.....	5
10 Key Characteristics of a Good Presenter.....	6
A Good Presenter.....	6
Reasons to be Shot as a Presenter.....	7
Creating a PowerPoint Presentation.....	7
General Design Tips.....	8
Font Style and Size.....	8
Text with Graphics.....	8
Graphics.....	9
Charts.....	9
Where to stand when delivering a presentation.....	9
Reviewing Your PowerPoint Presentation.....	10
Know Your Audience.....	13
5 W's Exercise.....	14
Openers and Tension.....	15
Three Tension Reducers:.....	15
The Power of Repetition.....	16
Presentation Techniques.....	18
The Message.....	18
Eye Contact.....	18
General tips on eye contact:.....	18
Posture and Movement.....	19
General tips on posture and movement:.....	19

Gestures .....	19
General tips on gestures: .....	20
Voice.....	21
General tips on voice quality:.....	21
Handling the Mannerisms that Distract.....	21
Cures For the Mannerisms that are Distracting:.....	22
Questioning Techniques.....	23
Open –.....	23
Closed –.....	23
Using a Variety of Techniques .....	23
Overhead – .....	23
Direct – .....	23
Relay – .....	23
Ricochet – .....	23
Rhetorical –.....	23
Polling – .....	23
Combined –.....	23
Questioning Techniques Exercise.....	24
Good Closers .....	25
Flip Chart Tips .....	26



# The Five Worst Human Fears

(In North America)...

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

4) \_\_\_\_\_

5) \_\_\_\_\_





# 10 Key Characteristics of a Good Presenter

A Good Presenter...

1. Creates a Non - \_\_\_\_\_ environment by making everyone feel comfortable.
2. Demonstrates \_\_\_\_\_ .
3. Makes lots of \_\_\_\_\_ contact.
4. Avoids \_\_\_\_\_ criticism.
5. Doesn't use a monotone voice, but rather \_\_\_\_\_ the tone of the voice to show enthusiasm, excitement and belief in the topic being presented.
6. Pays attention to the audience by actively \_\_\_\_\_.
7. Allows the audience to ask lots of \_\_\_\_\_ and handles them properly by \_\_\_\_\_ the question for everyone to hear.
8. Provides lots of \_\_\_\_\_ to ensure retention.
9. Explains the \_\_\_\_\_ of the presentation to the audience - "What's in it for me?"
10. Stays on \_\_\_\_\_, as much as possible.



# Reasons to be Shot as a Presenter

1. Not building \_\_\_\_\_ with the audience.
2. Starting late.
3. \_\_\_\_\_ for yourself or your company.
4. Asking \_\_\_\_\_ and not waiting for an \_\_\_\_\_.
5. Not \_\_\_\_\_ to the environment.
6. Using \_\_\_\_\_ humor or language.
7. Coming off as a \_\_\_\_\_ it \_\_\_\_\_.
8. Chewing gum while presenting.
9. Don't \_\_\_\_\_ negatively about a \_\_\_\_\_ or a \_\_\_\_\_.
10. Ending \_\_\_\_\_.



# Creating a PowerPoint Presentation

## *General Design Tips*

- Strive for \_\_\_\_\_ in the look, layout, and feel of the presentation.
- Use a standard \_\_\_\_\_.
- Never place more than \_\_\_\_\_ concepts on a page.
- More information does not necessarily equate with a better presentation.
- Attention span among adults is at \_\_\_\_\_ as a maximum.
- Use \_\_\_\_\_ rather than complete sentences.
- Be concise.
- Attempt for at least \_\_\_\_\_ on each slide. Avoid clutter.
- Simple is better.
- Do not use \_\_\_\_\_ to transition from one slide to the next.
- Avoid using a lot of custom \_\_\_\_\_ in the slide.

## *Font Style and Size*

- Avoid using many different \_\_\_\_\_ on a screen.
- Do not use a font smaller than \_\_\_\_\_ font (except in a header or footer).

## *Text with Graphics*

- Place the text on the \_\_\_\_\_ of the slide. This makes for easier reading.

## *Graphics*

There are three types of graphics:

1. Functional Graphics
2. Instructional Graphics
3. Cosmetic Graphics

## *Charts*

- Spell out all words on a chart. Do not use abbreviations.
- Write words horizontally when possible, not vertically.
- Explain the data with captions.
- Avoid three-dimensional charts. They distort the pieces and make comparisons difficult.

## *Where to stand when delivering a presentation*

- Stand to the \_\_\_\_\_ of the visual, this allows the audience to understand the slide better.

# Reviewing Your PowerPoint Presentation

Ask the following questions to yourself when reviewing your presentation.

<b>Grammar</b>	<b>✓ When Completed</b>
1. Used words that send a clear message?	
2. Avoided commonly confused words?	
3. Used correct grammar and punctuation?	
4. Checked (and re-checked) my spelling?	
<b>Graphics</b>	
5. Used the same font type through the entire presentation?	
6. Avoided flashy transitions, sounds and animations?	
7. Ensured at least 50% blank space per page?	
<b>General</b>	
8. Used phrases or bullets rather than complete sentences?	
9. Aligned all text to the left margin?	
10. Ensured my wording is clear, concise, and complete?	

## Commonly Confused Words

Words	Meanings
1. Advice/Advise	Advice is a noun (to give advice). Advise is a verb (to advise a person).
2. Affect/Effect	Affect is a verb that mean to influence. Effect is a noun and a verb that means to cause or change.
3. All ready/Already	All ready means that everyone is ready. Already means before or by this time.
4. A lot/Alot/Allot	The correct form is two words. (a lot) There is no such word as alot. Allot mean to distribute or set aside.
5. Assure/Ensure/Insure	Assure means to make confident. Ensure means to make certain. Insure means to provide or arrange insurance for.
6. Because/Since	Use because to indicate the reason for something. Since indicates a length of time.
7. Because of/Due to	Because of indicates the reason why. Due to means who or what was responsible.
8. Can/May	Use can to express ability. Use may to express permission.
9. Capital/Capitol	Capital is wealth in the form of money or property or assets. Capitol is the building or complex in which a legislative assembly meets.
10. Complement/Compliment	Complement is something that brings to perfection. Compliment is an expression or act of courtesy or praise.
11. Continual/Continuous	Continual means repeated frequently. Continuous means uninterrupted.
12. Council/Counsel/Consul	Council refers to an assembly, its work, and its membership. Counsel pertains to advice and to a person who provides it. Consul is an officer in the foreign service of a country.
13. e.g./i.e.	e.g. means <i>for example</i> . i.e. means <i>that is to say</i> .
14. Enormity/Enormousness	Enormity is a monstrous offense, excessive wickedness, evil. Enormousness is of being very great in size, number, or degree.
15. Farther/Further	Farther refers to distance. Further means in addition.
16. Fewer/Less	Use fewer when referring to countable items. Use less for quantities of time and money.

Words	Meanings
17. Irregardless/Regardless	The correct form is regardless. There is no such word as irregardless.
18. Its/It's/Its'	Its is the possessive of the pronoun <i>it</i> . It's is the contraction of <i>it is</i> . There is no such word as its'.
19. Lay/Lie	Lay means to place something. Lie means to be in a horizontal position.
20. Lend/Loan	Lend is a verb that means to give for temporary use. Loan is a noun that refers to the grant of temporary use.
21. Oral/Verbal	Oral means spoken communication. Verbal means having to do with words, either spoken or written.
22. Personal/Personnel	Personal refers to a person. Personnel refers to a group of people.
23. Precede/Proceed	Precede is a verb that means to come before. Proceed is a verb that means to move forward.
24. Principal/Principle	Principal means primary or main. It also refers to a top person. Principle refers to a fundamental idea or rule.
25. That/Which	That refers to people or things and limits the noun it follows. Which refers only to things and adds extra information.
26. There/Their/They're	There refers to a place. Their is a possessive pronoun. They're is a contraction of <i>they are</i> .
27. Who/Whom	Who refers to the initiator of the action. Whom refers to the receiver of the action.
28. Your/You're	Your refers to possession or ownership. You're is a contraction of <i>you are</i> .

# Know Your Audience

Things you should know about your audience before you present...

## Knowledge

- What do they know?
- Is the material new to them?
- Do they have some experience with the content?

## Interest

- Do they want to know?
- Are they “hungry” for the material?
- Do they have any negative predisposition to you or your company?
- Are there any outside factors that can hinder attention?

## Language

- Can they understand me?
- Are there language issues?
- Is there a comfortable level of sophistication / vocabulary?

## Influence

- Who is the informal leader?
- Is this person a positive or negative influence?



## 5 W's Exercise

*Determine the details for your presentation by completing the following information:*

**WHO** are you going to present to?

**WHAT** are you going to talk about?

**WHEN** will the presentation be over (how long will it take)?

**WHERE** are you going to do the presentation?

**WHY** are you doing the presentation?

# Openers and Tension

*People come into the room with three kinds of tension:*

- ✓ Task Tension (Will I be able to do what is asked of me?)
- ✓ Relationship Tension (Will I ask a dumb question/do a dumb thing/be humiliated?)
- ✓ Personal Tension

The right opener could reduce these tensions.

## ***Three Tension Reducers:***

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **Four Levels of Socialization**

There are four levels of socialization learners transition through when reaching a comfort level in a classroom. Social activities include - openers, team builders, idea generation, experience sharing, role-playing, etc. The timing of these activities is crucial.

1. Alone/Individual. Could be important for you to shake hands, introduce yourself, repeat names, etc.
2. One other person. Handle the similar to someone coming alone.
3. Up to six people. Individuals are usually comfortable with up to five others in a setting, where there is a specific task to do and a designated leader.
4. Over 80% of people are nervous, some with high levels of tension, at the thought of speaking in front of audiences or groups of more than six.

# The Power of Repetition

*See how many of these popular advertising jingles you can complete...*

1. "Nothing comes between me and my \_\_\_\_\_."
2. "I'm a \_\_\_\_\_?"
3. "A spring, a spring, a marvelous thing---everyone knows it's \_\_\_\_\_."
4. "We love baseball, hot dogs, apple pie and \_\_\_\_\_."
5. "I'd like to buy the world a \_\_\_\_\_."
6. "\_\_\_\_\_, they're magically delicious!"
7. "Leggo my \_\_\_\_\_."
8. "Oh, I wish I were an \_\_\_\_\_."
9. "Come see the softer side of \_\_\_\_\_."
10. "It's \_\_\_\_\_ time."
11. "They don't say \_\_\_\_\_ until I say they say \_\_\_\_\_."
12. "The chicken's got that perfect \_\_\_\_\_ ality."
13. Flick my \_\_\_\_\_."
14. "\_\_\_\_\_ " – don't leave home without it."
15. "Pardon me, would you have some \_\_\_\_\_?"
16. "Nothing beats a great pair of \_\_\_\_\_."
17. "Are you ready for some \_\_\_\_\_?!"
18. "Fill it to the rim, with \_\_\_\_\_?"
19. "\_\_\_\_\_ --the other white meat."
20. "\_\_\_\_\_ --gets out what America gets into."
21. "Come to the \_\_\_\_\_ hideout."
22. "All tempa \_\_\_\_\_."
23. "\_\_\_\_\_ --Australian for beer!"
24. "\_\_\_\_\_ --the way a sandwich should be."
25. "\_\_\_\_\_ it out."
26. "Built \_\_\_\_\_ tough!"
27. "A \_\_\_\_\_ a day helps keep odor away."
28. "Great \_\_\_\_\_, less \_\_\_\_\_."
29. "Fall into the \_\_\_\_\_"

# Presentation Techniques

## *The Message*

What someone hears you say (verbal message) and what he or she sees in your facial gestures (non-verbal message) must match. If they do not, guess which message carries the most weight? Right - the non-verbal message. In studies conducted with individuals who were sent mixed message (i.e. where the non-verbal did not match the verbal) they were influenced 93% by non-verbal messages, and only 7% by verbal messages. Non-verbal messages can be lumped together into several major categories: eye contact, posture, gestures, and voice quality.

## *Eye Contact*

Eye contact is the most important non-verbal way to communicate to the audience. Why do some people speak the truth yet look dishonest? Why can rascals lie and yet look absolutely believable? The answer is in the eyes! The advantages of good eye contact are twofold:

- ✓ Your audience can see you better. As you look at them, you build rapport and hold their attention.
- ✓ You can see them better. You can see their reactions, positive and negative.



### **General tips on eye contact:**

1. Be \_\_\_\_\_.
2. Be aware of how \_\_\_\_\_ you make eye contact.
3. Keep it \_\_\_\_\_.
4. Don't \_\_\_\_\_ from your notes.
5. Avoid the hypnotism of the \_\_\_\_\_.

## *Posture and Movement*

Confidence is usually expressed through excellent posture and movement. How you carry yourself physically can reflect how you hold yourself mentally.

### **General tips on posture and movement:**

- ✓ Stand tall. Poor upper body posture can often reflect low self-esteem.
- ✓ Watch you lower body. You can lose the audience's attention if you do any of the following things for an extended period of time:
  - Shifting your weight back and to one hip
  - Rocking from side to side
  - Rocking back and forth on your heels and toes
  - Tapping your foot
  - Pacing or wearing concrete shoes
- ✓ Use the ready position. When you are training and you want to express confidence, you should teach with your weight forward.

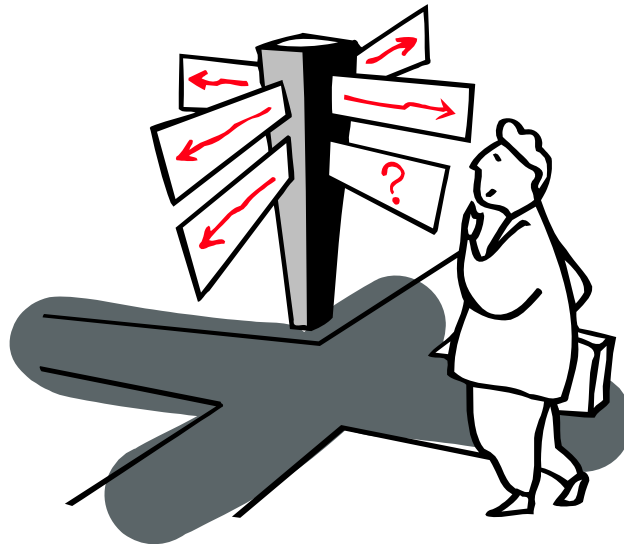


## *Gestures*

Instructors also communicate with hand gestures. Remember this: you should gesture naturally when animated or enthusiastic.

### **General tips on gestures:**

- ✓ Above the waist
- ✓ Keeps your hands open
- ✓ Exaggerate
- ✓ Be careful not to do any of the following:
  - Stern parent \_\_\_\_\_
  - Parade rest \_\_\_\_\_
  - Jangler \_\_\_\_\_
  - Fig leaf \_\_\_\_\_



## *Voice*

Your voice is the vehicle that will carry the message of what you are teaching. It is like two cars; you can have an old piece of junk that clunks along or a smooth finely tuned machine. Both will get you to where you are going, but the quality of the ride can vary greatly.

### **General tips on voice quality:**

- ✓ Be natural. Don't try to impersonate other speakers. Your best voice will be your natural voice.
- ✓ Use vocal inflection. By introducing change to your voice, you can add variety and expressiveness to your training and it will help prevent a monotone voice.
- ✓ Vocal tone and quality counts for 38% of your message.
- ✓ Other components to consider:

Rate \_\_\_\_\_  
Articulation \_\_\_\_\_  
Volume \_\_\_\_\_



## *Handling the Mannerisms that Distract*

Either through habit or nervousness, some trainers display one or more mannerisms (personal habits) that transmit no meaning but cause plenty of distraction. These mannerisms fall into two categories:

- Verbal – uh, um, okay, like, all right, ya’ know
- Visual – fidgeting with markers, loose change, rocking, swaying, and tapping feet or hands.

\_\_\_\_\_ usually causes the mannerisms.

### **Cures For the Mannerisms that are Distracting:**

1. Find out if you have any distracting mannerisms by having someone critique a presentation.
2. Practice by staying quiet when you feel a distracting mannerism coming on.
3. Know your material and be prepared as much as possible. It will calm your nerves.



# Questioning Techniques

Adults like to be involved in their own learning experience. That is why it is important to involve them through questioning.

The two types of questions that are familiar to most people are:

*Open* –

“What questions do you have?”

*Closed* –

“Are there any questions?”

## Using a Variety of Techniques

Below are seven different questioning techniques that can really enhance your presentations:

*Overhead* –

*Direct* –

*Relay* –

*Ricochet* –

*Rhetorical* –

*Polling* –

*Combined* –

*How do you handle the question you don't know the answer to?*

# Questioning Techniques Exercise

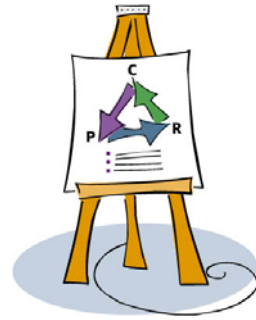
How can you encourage questions from a group?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_



# Good Closers

Revisits Content:



Creates an Action Plan



Closes the Deal



# Flip Chart Tips

1. Choose \_\_\_\_\_ carefully.
2. Use no more than \_\_\_\_\_ lines, no more than \_\_\_\_\_ words per line.
3. Use, but don't overuse \_\_\_\_\_.
4. Single \_\_\_\_\_ per page.
5. Avoid \_\_\_\_\_ lines.
6. Apply the 6-foot rule.
7. Leave the bottom \_\_\_\_\_ of chart blank, so people in the back can see.
8. Write \_\_\_\_\_ — if you cannot, have someone else write.
9. Touch, turn, and talk....!
10. Use a Parking Lot.

