



PROFESSIONAL PRESENTATION SKILLS

- Ice Breakers
- Overview
- Learning Objectives
- Presentation Skills Self Analysis
- Training and Facilitation Competencies
- Goal Setting

Fundamentals of Adult Learning

- Types Of Learning – Knowledge, Skills & Attitude
- Adult learning principles
- Modes Of Thinking – Systematic steps to presenting
- Learning Styles – implications for presenting
- Linking motivation and learning
- Information and skill based presentation design
- Reinforcing the learning and application to the workplace
- Different types of presentations – service, technical, information, entertain

Designing your presentation for maximum impact

- The importance of planning
- Effective opening – grabbing their attention
- Establishing credibility
- Preview the topic – the effect of context on remembering
- Initial Presentations – Peer & Facilitator Feedback – videotaped?
- Building your presentation – main points, supporting material and connectives
- Selling your message – the use of reinforcers
- Linking your points for a seamless coherent message.
- Closing powerfully with a call to action
- Presentation Outline Model

Delivering Powerful Presentations

- The first impression – get it right!
- Vocal delivery skills – how to effectively use your voice
- Nonverbal delivery skills – 55% of the message
- Body language, eye contact, personal presentation and image
- Dressing to create the appropriate impression
- Verbal Communication – choosing the right words
- Managing participant questions and challenging situations
- Characteristics of effective questions
- How to encourage participation with smart questioning techniques
- Active listening

Presentation Styles

- ❑ Understanding presentation styles, mine and my audiences!
- ❑ Recognising your strengths and weaknesses
- ❑ Tapping into your personality
- ❑ Understanding group dynamics
- ❑ Analysing your audience
 - What is their level of knowledge and understanding?
 - What do they expect?
 - What are you trying to achieve?
 - How long do you have?
 - How big is your audience?
- ❑ Building rapport

Selling Your Message

- ❑ Professional presenting – the attitude and the performance!
- ❑ Getting your audience to listen (*page 23*)?
- ❑ Identifying value for your stakeholders
- ❑ Influencing your stakeholders
- ❑ Metrics – reading your audience
- ❑ Handling different and difficult personalities
- ❑ Audience checklist

Preparing Your Presentation

- ❑ Getting started
- ❑ Structuring your presentation
- ❑ How much content?
- ❑ How to prepare, rehearse and use notes
- ❑ Rehearsing your presentation
- ❑ Techniques for the psychological and physical control of nerves
- ❑ The 10 major mistakes presenters make
- ❑ Maximising the physical presentation environment
- ❑ Room layout
- ❑ Integrating props, material and visual aids to enhance your message
- ❑ Using PowerPoint and flip charts effectively
- ❑ Building professional presentation skills
- ❑ The delivery
- ❑ Timing and Pacing
- ❑ How to present technical information to:
 - Audiences who understand technical matters
 - Audiences who do not
- ❑ “Ums and Urr” buster techniques
- ❑ Evaluation, assessment and feedback
- ❑ Final Presentations – evaluation, assessment feedback and coaching



PROFESSIONAL PRESENTATION SKILLS

Your Trainer

Scott Henderson (**Bachelor of Science, Master of Arts - Psychology**)

Our Training Manager, Scott is a registered psychologist with a solid background as an educator. He has worked as a lecturer in psychology, behavioural science and research at the Universities of Sydney and Western Sydney. Lecturing for 6 years at both undergraduate and postgraduate levels, Scott specialised in the disciplines of health and social psychology. His expertise includes such areas as leadership, teams and group dynamics, communication and body language, persuasion techniques, stress, and workplace satisfaction.

Since 1999, his work in the corporate sector has spanned the spectrum from industrial psychologist to corporate trainer. In 2004 he became a certified Master Coach in Behavioural Coaching and continues to coach both individuals and teams at all levels within the companies with which he works.

His unique perspective of inter- and intra-personal understanding complements the delivery of his training programs and ensures a rigorous and scientific approach to each participant's growth and development. He has delivered training throughout Australia and New Zealand including courses in Customer Service, Team Building and Team Integration, Communication, Leadership and Management, Performance Management, Coaching, Conflict Resolution, Sales and Key Account Management, Time and Stress Management, Decision-Making and Professional Presentation Skills. Additionally Scott continues to work hard to dispel the stereotype that psychologists actually get people to lie down on couches!