



Public Speaking

GLOBAL COURSEWARE

Getting Started

Forget small spaces, darkness, and spiders – standing up in front of a crowd and talking is far more terrifying for most people.

Workshop Objectives



- Identify their audience
- Create a basic outline
- Flesh out their presentation
- Find the right words
- Overcome nervousness



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To succeed in business it is necessary to make others see things as you see them.

John H. Patterson

MODULE TWO

Identifying Your Audience

Holding the attention of an audience and speaking to what interests them is the most important thing about any public speech.

Performing a Needs Analysis

A collage of business-related images including a calculator, a pen, a line graph, and a 3D pie chart.

Audience

Tasks

Gaps

Outcome

Creating an Audience Profile

- Education
- Familiarity with Topic
- Familiarity with Jargon
- Attitude





Identifying Key Questions and Concerns

As the audience is giving you their attention, it is simply reasonable that you make clear that they, too, have yours.

Practical Illustration



- Performing a Needs Analysis
- Creating an Audience Profile
- Identifying Key Questions and Concerns

Module Two: Review Questions

1. What should preparing for a speech begin with?

A. Talking to others about speeches they have given

B. Thinking about time management

C. Thinking about the wants and needs of the audience

D. Taking out a pen and paper and getting to work

Module Two: Review Questions

2. What should you try to let the audience know early in your speech?

A. A lengthy discussion about the history or background of a topic

B. That you are going to try to address their concerns

C. The tasks and subtasks an expert performs to complete a work process

D. That your speech will be short and lighthearted

Module Two: Review Questions

3. Which of these is not a question a needs analysis will answer?

A. When are you going to get to the in depth analysis in your speech?

B. Where is the audience with the problem or need for change?

C. What gaps exist between experts, average, and poor performers of a work process?

D. How do we translate the needs into objectives to promote a strong learning outcome?

Module Two: Review Questions

4. What do you need to ask yourself when focusing on the audience's interest in your topic?

A. How level of education does my audience have?

B. What do people care about?
What's important to them?

C. Do I need to avoid any specialized vocabulary?

D. What do people know about the topic already and what do you need to explain?

Module Two: Review Questions

5. Which of these will affect the tone of your speech?

A. Familiarity with the topic

B. Familiarity with jargon

C. Possible misconceptions

D. Attitude

Module Two: Review Questions

6. Which register is most commonly used by people in everyday conversation with acquaintances and people they have just met?

A. R1

B. R2

C. R3

D. R4

Module Two: Review Questions

7. When will it not hurt to include some jargon, as this may even make your speech that little bit more dynamic?

A. If the audience is familiar with the topic

B. If you are in front of a nervous or worried audience

C. In a positive, electric atmosphere where the audience will want to hear congratulations

D. All of the above

Module Two: Review Questions

8. Why is dealing with concerns during your speech preferable to a question-and-answer session?

A. It makes better use of time and is more productive on the whole

B. They will have a lot more trust that you can help provide solutions to problems

C. In this situation, you will be able to give the audience the answers that they want to hear

D. It shows that their concerns have been thought through rather than addressed “on the hoof”

Module Two: Review Questions

9. What will cause the audience to have a lot more trust that you can help provide solutions to problems, and that their position is understood and respected?

A. Taking a sounding from people
“on the ground”

B. Waiting for the audience to present
their questions and concerns

C. Speaking intelligently and
emotionally about the issues that
concern your audience

D. Using jargon and using Register 3 as
a way of making the audience relaxed
and comfortable

Module Two: Review Questions

10. What may help before delivering a speech or presentation?

A. Holding a question and answer segment before your speech or presentation

B. Purposely using extensive vocabulary to confuse your audience to avoid questions

C. Making a list of the five most pressing questions you expect people to have

D. Doing a research study on which questions are most often asked by the audience during speeches and presentations



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When your work speaks for itself, don't interrupt.

Henry. J. Kaiser

Creating a Basic Outline

The main advantage of creating an outline is that it helps you to organize your thoughts. The audience gets more out of a presentation when it is well-organized.

A hand holding a glowing lightbulb against a sunset sky. The lightbulb is illuminated from within, casting a warm glow. The background is a sky with soft, golden clouds, suggesting a sunset or sunrise. The hand is positioned in the lower-left corner, with the fingers gently gripping the base of the bulb.

Outlining the Situation

An effective way to introduce your speech is by outlining the situation that your project addresses.

Identifying the Task That Had to Be Performed

Give the important
details, and assume a
basic level of
understanding.





Listing the Actions You Took

In the areas where they are less informed than in others, they will listen in order to further inform themselves.

Revealing the Results

- Did the project achieve its goal?
- Were there any unexpected consequences?
- What's next?



Practical Illustration



- Outlining the Situation
- Identifying the Task That Had to Be Performed
- Listing the Actions You Took
- Revealing the Results

Module Three: Review Questions

1. What is the main advantage of creating an outline?

A. Writing an outline is essentially the same as a needs analysis

B. Writing an outline means that you are finished writing your speech

C. It helps attract an audience for your speech

D. It helps you to organize your thoughts

Module Three: Review Questions

2. What is an effective way to introduce your speech?

A. Outlining the situation that your project addresses

B. Giving a lot of history and background

C. Discussing something that people don't care about

D. Leading to a "here we go again" feeling in the room

Module Three: Review Questions

3. What is beneficial to make a reference to in a speech?

A. Statistics and information that will make you look like an expert in your field

B. Situations and occasions with which the audience is familiar

C. More and more background information

D. Your opinions, which matter and need to be taken into account

Module Three: Review Questions

4. Which of these statements is good advice about the introduction of your speech?

A. Do not introduce yourself in your capacity with regards to the project, to appear humble

B. Give a lengthy, detailed overview of what the presentation seeks to address

C. You want the audience to wonder when you're going to get to the interesting parts of your speech, to create suspense

D. Keep an introduction brief and informative, and set the scene for the rest of the presentation

Module Three: Review Questions

5. What will be the organizing principle for the rest of your presentation?

A. The introduction

B. The outline of the speech

C. Your task description

D. Your needs analysis

Module Three: Review Questions

6. Which of these will help your wider presentation be set in a certain context, where the things you say will make sense?

A. Jargon and acronyms

B. Lengthy detailed background

C. Brief explanations

D. Humor

Module Three: Review Questions

7. If a presentation contains a list of actions, what is the best way to present the list?

A. Through email

B. By giving the list verbally in a speech

C. On a poster hung outside the office

D. On a slide or a flip chart

Module Three: Review Questions

8. Who is helped by good structure in a speech?

A. The writer

B. The deliverer

C. The audience

D. All of the above

Module Three: Review Questions

9. Which of these is a basic question whose answer can reveal the results of a project?

A. Were there any unexpected consequences?

B. Where is the audience with the problem or need for change?

C. Will the room have a lectern or microphone?

D. How long should my speech be for this audience?

Module Three: Review Questions

10. How can the question of “What’s next?” be answered?

A. By consulting your calendar and timetable

B. With reference to the presentation you have just delivered

C. By gauging the reaction of your audience

D. With reference to the outline that you have just written



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Great things are not done by impulse, but by a series of small things brought together.

Vincent Van Gogh

MODULE FOUR

Organizing the Program

The key to creating a well-organized speech or presentation is to keep your audience in mind.



Making Organization Easy

Opening

Body

Review

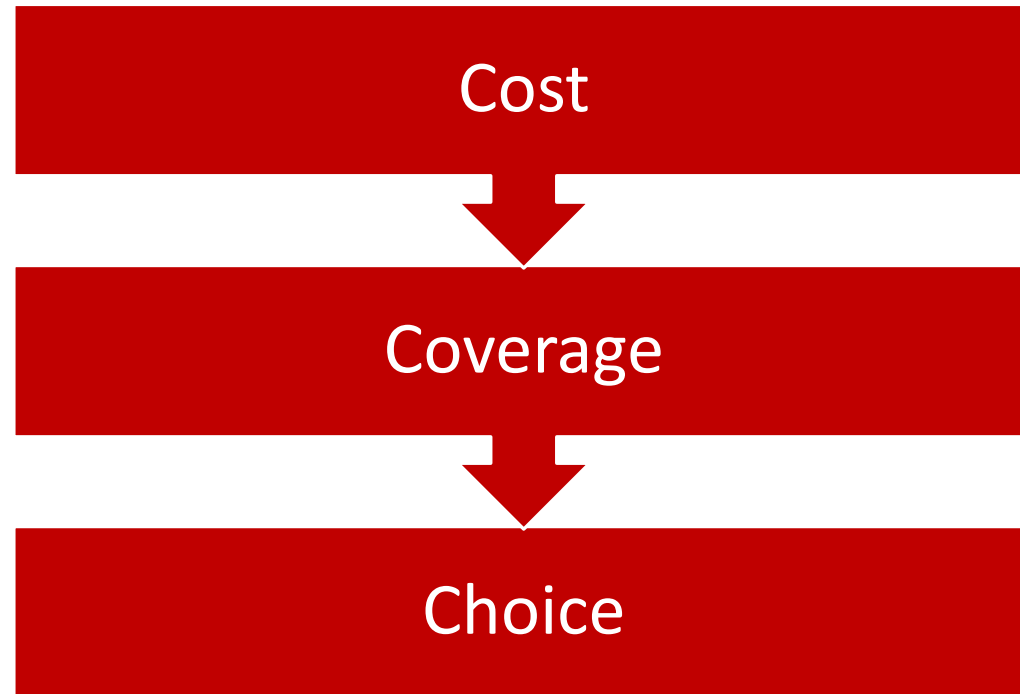
Closing

Organizational Methods

Don't overwhelm the audience with facts that they will forget as soon as they walk out the door.



Classifying and Categorizing



Practical Illustration



- Making Organization Easy
- Organizational Methods
- Classifying and Categorizing

Module Four: Review Questions

1. Essentially, who are you giving your presentation for?

A. Yourself

B. Your employer

C. Your audience

D. Your career

Module Four: Review Questions

2. Which of these is a good way to start your presentation?

A. Restating key points briefly

B. Asking a rhetorical question

C. Giving a “call for action”

D. A joke, even if you are bad at giving jokes

Module Four: Review Questions

3. Which section of a speech is important for members of the audience who didn't get the few key points you want them to take away from the presentation?

A. Body

B. Opening

C. Review

D. Closing

Module Four: Review Questions

4. What is the disadvantage of having a presentation that is too short?

A. You will lose the interest of your audience

B. This can leave people uninformed and dissatisfied with the body of the presentation

C. Your audience will "tune out" and you will need to restate yourself

D. It will then be vital for you to pick-up session of sorts, where individual questions can be dealt with

Module Four: Review Questions

5. If your presentation is in danger of running over time, what will need to be done?

A. It will be necessary to trim it in places, beginning with any extraneous detail

B. Larger issues will need to be raised and answered

C. The presentation will need to run overtime as it is taking people away from their “normal” jobs

D. Restate the main point of your presentation to keep attention

Module Four: Review Questions

6. How many key points will most people be able to remember from a presentation?

A. Just one

B. A few

C. Ten to eleven

D. Twenty or more

Module Four: Review Questions

7. Which of these is one rule worth remembering when it comes to headings?

A. "The rule of three"

B. "The rule of five"

C. "The rule of seven"

D. "The rule of twelve"

Module Four: Review Questions

8. How can a speaker help people come to grips with complex topics?

A. Outlining all the problems of an organization and then all the solutions

B. Fielding questions early on about each complex topic

C. Putting all complex topics in the “parking lot” for later discussion

D. Breaking complex topics down into a few categories

Module Four: Review Questions

9. What does the introduction of smaller topics allow for?

A. It allows the brain to process information in more manageable “chunks”

B. It allows trying to make sense of a topic which seems monolithic in size and importance

C. It allows a “joined-up” process to have greater success within the organization

D. It allows participants to have trouble thinking of things to consider

Module Four: Review Questions

10. Which balance is essential to a presentation flowing naturally?

A. A balance between humor and strict authority

B. A balance between over-complication and over-simplification

C. A balance between speakers and participants

D. A balance between key points and background information



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Be a yardstick of quality. Some people aren't used to an environment where excellence is expected.

Steve Jobs

MODULE FIVE

Fleshing It Out

Audiences are often a little skeptical about a speaker's message, especially if the speaker is addressing a controversial issue.



Identifying Appropriate Sources

Maintaining that balance relies on good research and not allowing your opinion to be mistaken in your mind for fact.

Establishing Credibility

You should use whatever is at your disposal to make your points in a presentation as efficiently as possible.



The Importance of Citations



The Centers for Disease Control

The Congressional Budget Office

The Census Bureau

The Journal of the American Medical Association

Practical Illustration



- Identifying Appropriate Sources
- Establishing Credibility
- The Importance of Citations

Module Five: Review Questions

1. How can you build credibility with an audience?

A. Speak with low energy so that your audience takes what you have to say seriously

B. Use reliable sources of information and back up your statements with citations to trusted authorities

C. Give a data-centric presentation that sticks strictly to statistics and numbers

D. Rush through the presentation to increase your efficiency and end the presentation earlier than expected

Module Five: Review Questions

2. What is one way to evaluate reliability with internet resources?

A. Compare data from several different sources

B. Record and cite the website where the information was found

C. Send out an email, requesting for someone in your office to verify the information

D. Find at least one other website to verify the information

Module Five: Review Questions

3. What is a good suggestion when using Wikipedia for your speech?

A. If you disagree with the information and opinions given by a certain source on Wikipedia, discard the information and find another source that supports your point of view

B. Redundant, excess information on Wikipedia can be more important than you think; use this in your speech

C. Use traditional, paper-based form of encyclopedia, which in turn are incredibly convenient for the purposes of cross-reference

D. It is important to make sure that any facts and figures you use from a Wikipedia article are cited and backed up by other sources

Module Five: Review Questions

4. If you make one factually incorrect statement, what could be the result?

A. Your audience most likely will not notice, so it is not important to check all facts

B. It could ruin your career and you may not be asked to make a public speech again

C. Some people might doubt everything you say

D. The audience will not listen to the rest of what you have to say; some might even leave

Module Five: Review Questions

5. If you want to keep the audience's attention on what you are saying, how is it advisable to appear?

A. Meek and docile

B. Businesslike and efficient

C. Boisterous and overly friendly

D. Quiet and lethargic

Module Five: Review Questions

6. Which of these is extremely helpful when it comes to making your points effectively?

A. Undocumented statistics

B. Testimonies from people that you know personally

C. Documentary evidence

D. All of the above

Module Five: Review Questions

7. Which of these statements is not a helpful tip for establishing credibility?

A. You should use whatever is at your disposal to make your points in a presentation as efficiently as possible

B. The more complete your presentation is, the more people you will convince

C. It is worth bearing in mind the fact that the audience have not come to be told things they already know

D. It is always better to think on your feet and “wing it”, instead of using flash cards

Module Five: Review Questions

8. Which of these is not a trusted group that is often cited in presentations?

A. The Centers for Disease Control

B. Wikipedia

C. The Congressional Budget Office

D. The Journal of the American Medical Association

Module Five: Review Questions

9. When it comes to discovering information on any subject, what is always a sensible move?

A. Having your audience challenge the statistics you mention

B. Going right to the leading authorities

C. Becoming a leading authority in your specified field

D. Beginning sentences in presentations, essays and speeches with the phrase "Everybody knows that..." or "It goes without saying that..."

Module Five: Review Questions

10. What is a benefit of having more evidence to back up a statement?

A. You'll be able to start a conflict with the audience on its validity

B. You'll be able to invite a trusted group as a guest speaker for your presentation

C. You won't have to ever use flashcards or a flip chart

D. You'll have even more confidence asserting your statements

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The very best presentation is one that's well thought out and anticipates any questions, answering them in advance.

Nathan Collins

MODULE SIX

Putting It All Together

Once you've outlined your speech and lined up some solid evidence to back up your ideas, it's time to put all the pieces together.



Writing Your Presentation

Your audience should feel like you're having a conversation with them, not lecturing them.

Adding a Plan B

It is almost inevitable that at some point you will encounter unexpected problems in giving presentations.



Reviewing, Editing, and Rewriting

- Content and organization
- Language
- Length



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- Writing Your Presentation
- Adding a Plan B
- Reviewing, Editing, and Rewriting

Module Six: Review Questions

1. Which of these is not good advice for putting together all the pieces of your presentation?

A. It is generally recommended to have everything you want to say written down and not use a series of prompts

B. Whether you plan to write out your speech word for word or just speak from notes, you need to have a clear idea of what you want to say — the actual words, not just the ideas

C. You should refrain from improvising too much as there are clear disadvantages to this process, not least of them the fact that this is filled with risks such as momentarily being lost for words

D. The general impression is that you should have in mind the body of what you want to say, and any additions which occur to you can always be included

Module Six: Review Questions

2. Which of these is considered boring and makes it difficult to build a rapport with the audience?

A. Reading a presentation word for word

B. Having more evidence to back up statements

C. Speaking in an efficient, business-like manner

D. Using a series of prompts

Module Six: Review Questions

3. What is the disadvantage of constantly referring to notes?

A. You could lose your place and be standing wordlessly in front of the audience

B. Notes are distracting to the audience

C. This makes it impossible to maintain any kind of eye contact with your audience

D. Notes show the audience that you did not memorize key points and that you are coming to the presentation unprepared

Module Six: Review Questions

4. If you wish to write out any part of your speech or memorize it word for word, what is the best thing to do?

A. Write down your entire speech and memorize it word for word

B. Write down what you will say in the first two or three minutes of the speech

C. Start out your speech by having a conversation with the audience

D. Print copies of your presentation and hand them out

Module Six: Review Questions

5. How do skillful speakers treat unexpected problems?

A. Angrily

B. Humorously

C. By becoming flustered

D. By ignoring them

Module Six: Review Questions

6. What should good public speakers always be ready for?

A. A dire emergency

B. A perfectly planned presentation

C. A hostile and aggressive audience

D. The possibility of unforeseen problems

Module Six: Review Questions

7. Which of these statements is true about having a Plan B?

A. The importance of having a Plan B is recognized by everyone who has a Plan A

B. How you react to these problems is not as important as the quality of your speech

C. If you spill something over your notes or have a momentary lapse of memory, you should launch into a stand-up comedy routine

D. In a dire emergency, make light of the problem to gain the rapport of your audience

Module Six: Review Questions

8. Which of these questions have to do with content and organization?

A. Have you used vocabulary that the audience will understand?

B. Have you devoted an appropriate amount of time to each part of your presentation?

C. Does the opening provide a good idea of what the presentation is about?

D. Have you come with clear, effective statements of your main ideas?

Module Six: Review Questions

9. Which of these is about getting all your ideas on to the page and ensuring that they are coherently presented?

A. The first draft

B. The outline

C. The exact speech you will give

D. The final product

Module Six: Review Questions

10. Which of these is not helpful advice when it comes to rewriting and editing?

A. The first draft of a speech is about getting all your ideas on to the page and ensuring that they are coherently presented

B. The best bet is to write a draft of the speech that sounds like something you would say

C. The first draft will be about ensuring that the speech flows like it should, and sounds like a complete document rather than a series of thoughts

D. By adding and subtracting elements, you will have a speech that sounds coherent and impressive



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The future belongs to those who prepare for it.

Ralph Waldo Emerson

MODULE SEVEN

Being Prepared

By taking the time to prepare, you can look ahead to the presentation and get an impression for how it should and will go.



Checking Out the Venue

Adequate seating

Good sight lines

Projectors or other equipment

Lighting

Miscellaneous

Gathering Materials

When you write your speech, it is beneficial to condense what you are saying into its key points.





A 24 Hour Checklist

- Presentation
- Slides and handouts
- Logistics

Practical Illustration



- Checking Out the Venue
- Gathering Materials
- A 24 Hour Checklist

Module Seven: Review Questions

1. Which of these is not an important purpose of preparation?

A. It makes it easier for you to give a polished, professional presentation

B. It creates an impression of you as a competent, diligent person

C. It makes it impossible for something to go wrong

D. It boosts your self-confidence

Module Seven: Review Questions

2. How can you look ahead to the presentation and get an impression for how it should and will go?

A. By taking the time to prepare

B. By becoming a seasoned presenter with years of experience

C. By worrying about the outcome

D. By putting off thinking about the presentation until the last moment

Module Seven: Review Questions

3. What can the right amount, and the right kind of preparation ensure?

A. That the entire presentation goes smoothly without any problems

B. That you become a well-known public speaker

C. That you never feel nervous giving a presentation again

D. That the presentation is enjoyable, informative, and useful both for you and for your audience

Module Seven: Review Questions

4. Which of these is not something to look for when checking out the venue for a presentation?

A. Is there a place for you to put handouts?

B. Where are the restrooms and emergency exits?

C. If you will be using the site's projector, be sure it works, and check to see if it is compatible with your laptop. Will you need an extension cord?

D. Is there a way to fit more chairs, even if it means your audience will have to give up personal space, to make room for more participants?

Module Seven: Review Questions

5. What will allow you to foresee any problems and either amend your speech or make alternative arrangements?

A. Preparing your speech before you give the presentation

B. Having access to the venue for long enough to do a “dry run”

C. Checking the venue beforehand

D. Driving to the venue the day before to make sure you know the route

Module Seven: Review Questions

6. If you cannot get access to the venue prior to your presentation, what should you do?

A. Plan as best you can with what you know about other venues

B. Seek the advice of someone who has giving a presentation at the venue before

C. Get a floor plan of the venue and a checklist of items you will have available to you

D. Do a “dry run” of your presentation at your own office and hope for the best

Module Seven: Review Questions

7. Which of these statements is true about using handouts?

A. By providing listeners with no papers or pens to distract them, you can reduce the time they spend taking notes

B. The more time they spend taking notes, the more time they can spend focusing on you

C. As hard as you try to emphasize a particular point, all listeners will remember some other point you made that was probably less important

D. Giving people handouts makes them feel as if they “own” the information they have just heard

Module Seven: Review Questions

8. Which of these is a benefit of giving a handout?

A. People like to take away something tangible from a presentation, something more than their recollection of what you said

B. By giving everyone a handout you ensure that they feel as though they have participated in the presentation

C. This allows them to sit and listen to the presentation as you deliver it, without having to constantly write and refer back to detailed notes during the speech

D. All of the above

Module Seven: Review Questions

9. Which of these should be on your checklist for the presentation?

A. Have you prepared clear statements of your main points?

B. Have you proofread your slides?

C. Do you have enough handouts for everyone?

D. Do you know where you're going and how you're going to get there?

Module Seven: Review Questions

10. Which of these should be on your checklist for logistics?

A. Do you need to add any slides?

B. Have you called a contact person to make sure the room will be ready?

C. Have you prepared answers for the questions that are likely to come up?

D. Do you know how you're going to close your presentation?



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Fear is that little darkroom where negatives are developed.

Michael Pritchard

MODULE EIGHT

Overcoming Nervousness

Channel your nervousness by forcing yourself to speak clearly and to make eye contact with your listeners.



A Visit from the Boss

Accept their words of encouragement, and allow your boss to see that you have prepared well for the speech, and anticipate that you may run into some opposition.

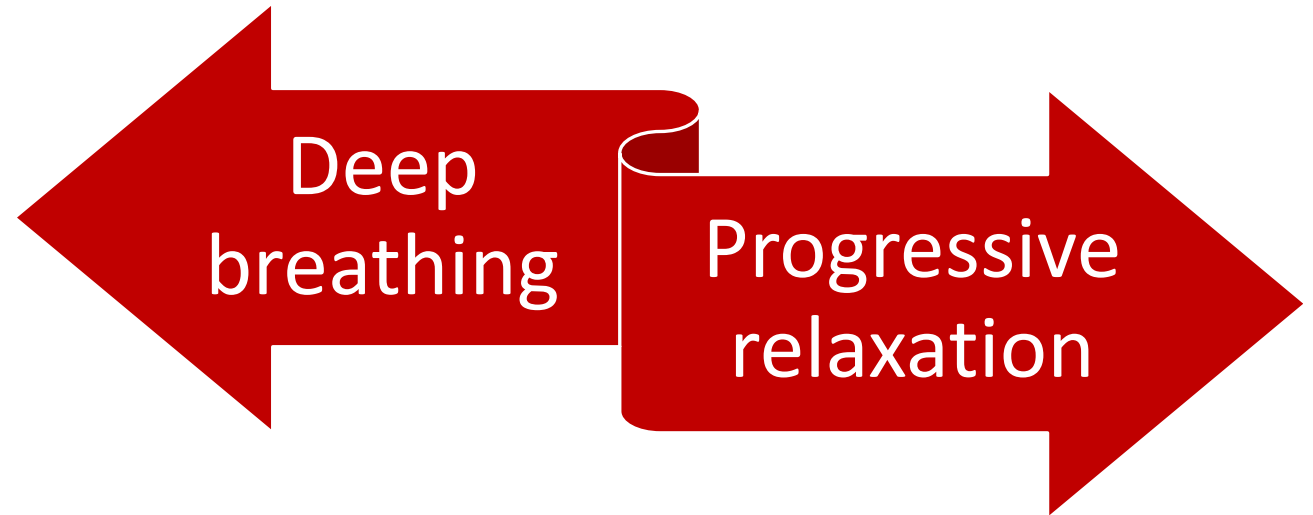
Preparing Mentally

What many people actually do, and it is something that can be destructive if you allow it to be, is anticipate being nervous.





Physical Relaxation Techniques



Deep
breathing

Progressive
relaxation

Appearing Confident in Front of the Crowd

Remember that there is no reason for the people in the audience to feel anything but well-disposed towards you.



Practical Illustration



- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd

Module Eight: Review Questions

1. Which of these is true of nervousness?

A. If you are nervous, this may be a tool to communicate enthusiasm

B. If you are nervous, you may be underestimating the difficulty of your assignment

C. If you are nervous, you may not project enough interest in your subject

D. If you are nervous. You may have a hard time projecting the energy and enthusiasm

Module Eight: Review Questions

2. What can happen if you come across as too nervous during your speech?

A. Being overly nervous will force you to speak clearly and to make eye contact with your listeners

B. The audience will need very little excuse to start mentally running through other things that they have to do later on that day

C. The audience will wonder why you are giving the presentation rather than someone “competent”

D. You may have a hard time projecting the energy and enthusiasm that you will need to win your listeners’ attention

Module Eight: Review Questions

3. Which of these is a good response to a boss who says, “You might run into some strong opposition in this meeting”?

A. I am prepared to avoid opposition by diverting my audience’s attention

B. I’ve thought about how opposition might make the other participants feel, so I’m prepared to stop this from occurring

C. I have structured the meeting so that there will not be a chance for opposition to arise

D. I’ve thought about the objections people might have and I’ve prepared responses

Module Eight: Review Questions

4. What will typically happen if you go into a presentation on the defensive?

A. You will find it very hard to win the approval of your audience and may even appear paranoid

B. You will assert yourself as the authority, keeping the audience on your side

C. You will not be able to keep the audience on your side, but you will look favorable in the eyes of your employer

D. You will find that this dissipates the opposition and will discourage questioning your statements

Module Eight: Review Questions

5. Which of these statements is not good advice about mental preparation?

A. Think of all your successes in life – all the worthwhile things you have done

B. Remind yourself that while you have prepared for this presentation, you do not know what to expect

C. Think about similar experiences you have had

D. Keep yourself positive

Module Eight: Review Questions

6. In many cases, what is the most emotionally charged part of it?

A. The preparation of an event

B. The anticipation of an event

C. Waiting for an event to be over

D. The middle of the event

Module Eight: Review Questions

7. What is something that can be destructive if you allow it?

A. Preparing for your presentation to the best of your ability

B. Thinking as positively as possible

C. Talking to others about ways they decrease their nervousness

D. Anticipating being nervous

Module Eight: Review Questions

8. Which of these is a step in progressive muscle relaxation?

A. Tense a group of muscles so that they are as tightly contracted as possible

B. Exhale slowly and evenly through your nose

C. Allow your abdomen to expand

D. Sit up straight, cross your legs at the ankles or keep your feet flat on the floor

Module Eight: Review Questions

9. Which of these can improve your self-confidence?

A. Anticipating nervousness

B. Fumbling around with your materials

C. Being well-organized

D. Picturing the audience in their underwear

Module Eight: Review Questions

10. What is the most important thing to remember in order to deliver the most confident presentation?

A. Nervousness happens to everyone when they present, and it will only last through part of the presentation

B. Have an awareness of your surroundings

C. There is no such thing as being over-prepared

D. Remember that there are very few reasons for your audience to be ill-disposed towards you



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Speak properly, and in as few words as you can, but always plainly; for the end of speech is not ostentation, but to be understood.

William Penn

Delivering Your Speech (I)

As long as you have the confidence to use the room to your advantage, and have your ideas straight in your head, the presentation really will take care of itself for most of the time.



Starting Off On The Right Foot

- To capture the audience's attention.
- To introduce the subject of the presentation.

Using Visual Aids

- Highlight your main ideas
- Help your audience remember your main ideas



Checking the Volume of Your Voice

If you find that you have to shout to make yourself heard in the back of the room, then you need a microphone.



Practical Illustration



- Starting Off On The Right Foot
- Using Visual Aids
- Checking the Volume of Your Voice

Module Nine: Review Questions

1. Which of these is not a good piece of advice when it comes to delivering your speech?

A. Practice beforehand, to the point where it is automatic

B. Start off strong by preparing an opening that will capture the audience's attention

C. Learn how to use visual aids effectively

D. Check the volume of your voice

Module Nine: Review Questions

2. What is the purpose of an opening of a presentation?

A. To introduce the presenter who is an expert in their field

B. To capture the audience's attention

C. To give a lengthy detailed background

D. Both A & B

Module Nine: Review Questions

3. What is worth it to open with during your presentation?

A. A calming statement

B. A well-known fact

C. A bold statement

D. A false, but shocking statement

Module Nine: Review Questions

4. In most cases, how long should an opening of your presentation be?

A. One to two minutes

B. Five to ten minutes

C. Ten to eleven minutes

D. Fifteen to twenty minutes

Module Nine: Review Questions

5. Which of these is a benefit of using visual aids?

A. They show data that is impossible to present verbally

B. They highlight your less important ideas

C. They lengthen meetings

D. They help your audience remember your main ideas

Module Nine: Review Questions

6. What makes a presentation more memorable to the audience and will allow the presenter to make their points more completely?

A. The coherent use of visual aids

B. The use of gimmicks

C. The use of technology just for its sake

D. The use of cue cards

Module Nine: Review Questions

7. Which statement is good advice about using visual aids?

A. Where possible simply copy the visual aids you have seen used before

B. It is best to think of visual aids before you have written the presentation

C. If you can think of a visual aid that can be used interactively, then so much the better

D. Over-reliance on visual aids will only increase the positive impact your presentation will have

Module Nine: Review Questions

8. If you find that you need to shout to make yourself heard in the back of the room, what do you need?

A. A louder voice

B. A megaphone

C. A microphone

D. A conference call

Module Nine: Review Questions

9. Which of these statements are not true of a speaker who is too quiet?

A. Their listeners genuinely cannot hear them

B. They appear nervous

C. They appear not in command

D. Their words will be taken more seriously

Module Nine: Review Questions

10. During a presentation, when should you keep your statements to a minimum?

A. When using visual aids

B. When you are facing away from the audience

C. When you are using a microphone

D. During the opening of your presentation



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A story well told will make any presentation stronger.

William Hendricks

Delivering Your Speech (II)

You will probably be given an allotted time to deliver your presentation, and it is a good idea to take this time and look at all the elements you need to cover.



Adjusting On The Fly

- Conduct an informal poll
- Introduce a brief, interesting digression
- Use a brief anecdote

Gauging Whether Breaks Are Required

When you tell people to take a break, tell them exactly when you plan to start again.





Wrapping Up and Winding Down

Whatever else you do, you should ensure that if people have follow-up questions after the event they can address them to you in whatever way is possible.

Practical Illustration



- Adjusting On The Fly
- Gauging Whether Breaks Are Required
- Wrapping Up and Winding Down

Module Ten: Review Questions

1. Which of these is a question that you'll want to ask yourself during the course of your presentation?

A. Are people starting to lose interest?

B. Do they need a break?

C. Do you need to do something different to change the pace?

D. All of the above

Module Ten: Review Questions

2. When it's time to wrap up the presentation, what will you need to remind people about?

A. Not to leave any belongings in the conference room

B. Your basic message

C. All your major and minor points

D. Your name, so they can take your training again

Module Ten: Review Questions

3. Which of these is an adjustment you can make if the audience is losing interest?

A. Do something shocking and controversial to get their attention

B. Conduct a formal poll

C. Have a member of the audience come to the front of the room and help you with a demonstration

D. Introduce a lengthy, detailed digression

Module Ten: Review Questions

4. What does it typically mean if your audience looks pained and confused?

A. You are speaking from a vocabulary with which they are unfamiliar

B. You are not telling them anything new

C. You are not giving them enough interaction

D. You are speaking in a language that they don't understand

Module Ten: Review Questions

5. Which of these is wise to avoid?

A. Asking a member of the audience to participate in a demonstration

B. Disrespectful humor

C. Speaking with a lightness of touch

D. Using light self-mocking

Module Ten: Review Questions

6. When you tell people to take a break, what exactly do you need to make clear?

A. When you plan to start again

B. What they can bring back in the room

C. Who they can interact with

D. Where they can go for a break

Module Ten: Review Questions

7. Which presentations generally do not require a break?

A. Presentations that are held at a work site

B. Presentations that are less than an hour

C. Presentations that are over an hour

D. Presentations that are under three hours

Module Ten: Review Questions

8. If there are some stragglers who take a little bit more time to arrive back, what would be beneficial to do?

A. Make a light joke about how long it takes the stragglers to return from their break

B. Start the presentation without them, in order to reward those who were on time

C. Wait for the stragglers out in the hall and have a short informal conversation with them about the importance of being on time

D. Have a short, informal conversation with the people who have arrived on time or stayed in the auditorium during the break

Module Ten: Review Questions

9. Which of these is not a good way to end your presentation?

A. Reinforce the central point of your presentation

B. As people leave, thank them for attending and say goodbye to them

C. End the presentation with your answer to the last question of the question and answer session

D. End the presentation in a neat way, and pull together the strands of the previous period of time

Module Ten: Review Questions

10. What should you tell people in the presentation who have follow-up questions?

A. Tell them to address the questions to you in whatever way is possible

B. To attend your next meeting for the answers

C. That they should have asked the question during the presentation

D. That someone will be in touch with him about the answer



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The important thing is not to stop questioning.

Albert Einstein

Questions and Answers

The way you respond to questions will have a major effect on what kind of rapport you are able to build with the audience.



Ground Rules

Come up with your own question to show people what kinds of questions you expect.

Answering Questions That Sound Like an Attack

At some point, someone in your audience might ask a question that sounds like an attack.





Dealing With Complex Questions

Listen

Analyze

Affirm

Answer

Practical Illustration



- Ground Rules
- Answering Questions That Sound Like an Attack
- Dealing With Complex Questions

Module Eleven: Review Questions

1. What would happen if you were to answer questions with flip, dismissive answers?

A. The people would respect your authority

B. The people would think you were an expert

C. The people would feel as though you were taking them seriously

D. The people would feel that you don't have time for them

Module Eleven: Review Questions

2. Which of these is an opportunity for you to get information into the presentation that you could not address due to overall time constraints?

A. Opening

B. Key points

C. Questions

D. Answers

Module Eleven: Review Questions

3. At the end of your presentation when you ask if anyone has any questions but no one does, what should you do?

A. Assume that the audience does not have questions

B. Wait until a question is asked, no matter what

C. Come up with your own question to show people what kinds of questions you expect

D. Call on a person in the room and specifically ask them if they have a question

Module Eleven: Review Questions

4. When is it beneficial to allow questions at regular intervals?

A. When you are running ahead of schedule

B. When the presentation is shorter than an hour

C. When the presentation is longer than an hour

D. All of the above

Module Eleven: Review Questions

5. How should you respond when the question from the audience sounds like an attack?

A. Affirm the person

B. Ask the person if they could phrase the question differently

C. Confront the person

D. Simply say, "No, I think you're wrong"

Module Eleven: Review Questions

6. Which of these statements is a good response to a question that sounds like an attack?

A. "Point taken; I might have been too sweeping in my generalization."

B. "I can see why you would feel that way, but I was trying to make the point that..."

C. "That's an interesting point, but here's another way to look at."

D. All of the above

Module Eleven: Review Questions

7. Which of these is not good advice for answering questions that sound like an attack?

A. If you keep cool and say something positive before you proceed to your answer, you will impress your audience with your professionalism and your command of the situation

B. The fact that you are in a position of some responsibility and importance should prevent you from allowing yourself to have a pop back at the person

C. Answering hostile questions with an equally hostile response will make the whole process less tense

D. Agree with the person as far as you can. State your disagreement in a non-confrontational way

Module Eleven: Review Questions

8. Which of these is a helpful tip for listening to a complex question?

A. Nod or give other indications of encouragement

B. Make eye contact with the entire audience

C. Interrupt as needed

D. Paraphrase at all times

Module Eleven: Review Questions

9. Which of these is not a helpful tip for answering a complex question?

A. Don't duck a question or give a vague answer

B. If you don't know the answer, don't say so

C. Give an honest answer

D. If you don't know the answer, you might want to tell the questioner that you will call him the next day with an answer

Module Eleven: Review Questions

10. What is hugely important in a presentation?

A. Having all technological equipment work flawlessly

B. Never forgetting the lines that you memorized

C. Ending on a positive note

D. Having each and every person give you a compliment at the end

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your Public Speaking skills is just beginning.



Words From the Wise

Accomplishing the impossible means only that the boss will add it to your regular duties.

- Doug Larson

Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all.

- Sam Ewig

There are two kinds of people, those who do the work, and those who take the credit. Try to be in the first group; there is less competition there.

- Indira Gandhi