

Presentation Skills Day Two

Philip Jones
workplace dynamics specialist

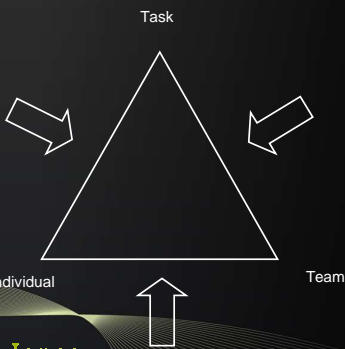
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Things in my lounge

- Television
- Toys
- 2 settees
- Rug
- Fireplace
- Coffee table
- Lamp
- Puzzles and games
- Xbox

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How comfortable are you with poverty?



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workplace dynamics specialist

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Managing Emotions

Banishing nerves
Feeling Confident
Creating the right emotional state for your presentation

Memories

"My heart aches, and a drowsy numbness pains
My sense, as though of hemlock I had drunk,
Or emptied some dull opiate to the drains
One minute past, and Lethe-wards had sunk:"

"Ode to a Nightingale" - Keats

Using Memories

the first smell of freshly mowed grass...
the feel of sand between your toes..
a loved one's smile...
the first pint of the evening after long day...
the first line of that song..

Anchoring

1. Identify an emotion/state you'd like to create
2. Find a memory of experience of that state
3. Make that memory bigger, stronger and more compelling
4. Whilst amplifying that memory, apply an unique physiological sensation
5. Break state
6. Repeat 3 and 4, and again
7. Apply as you get ready to begin your presentation

Managing Groups

- Three true and positive things help to develop a positive atmosphere
- Help groups go through the cycle
 - Form – introductions, comfort
 - Storm – create discussion
 - Norm – highlight agreement
 - Perform – get them active
- Tell them what you are going to tell them, tell them and tell them what you've told them – main points
- Seek "higher intention" of a challenging question

Dealing with challenging questions

- Remember why your there
- Re-frame "higher intention"
 - "sounds like you're concerned that...?"
 - Reframe
 - Don't argue unless you have no choice
- Give yourself time
- Refer to a higher authority
- Isolate questionnaire – can we talk later?



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