

PRESENTING WITH CONFIDENCE

COURSE CONTENT OVERVIEW

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12 HOURS
(2 DAYS)

DELIVERY METHOD: FACE TO FACE OR VIRTUAL

WHO IS THIS FOR?

This course is aimed at people who need to speak and present confidently in a range of situations including internal meetings, meetings with clients, and when giving more formal presentations. It will enable delegates to develop both their confidence and competence when presenting.

PRE-REQUISITES

None.

COURSE OBJECTIVES

By the end of this one-day course, participants will be able to:

- Make a positive first impression on your audience by quickly engaging with them and building rapport
- Prepare yourself and your content effectively before presenting
- Present yourself assertively, and respond effectively to aggressive, passive and passive-aggressive behaviours
- Respond effectively to questions from your audience
- Demonstrate the ability to present with confidence in a range of situations

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COURSE CONTENT

- Non-verbal communication – the impact of your posture, eye contact and facial expression
- The three elements of effective verbal communication – volume, tone and pitch
- First impressions – making a positive impact through your appearance, facial expression and by engaging with your audience
- Preparation – the importance of knowing your purpose, preparing your content, rehearsing your presentation, getting in the right mind-set
- Preparing your content – defining the purpose of your presentation, knowing your key points and ‘must have’ content, using stories, examples and anecdotes, constructing a persuasive line of argument
- Building rapport – the RESPONSE approach and other techniques for quickly establishing rapport
- Dealing with questions – a five step strategy
- Dealing with challenging situations when presenting – e.g. hostile questions, undermining comments, negative signals from your audience
- Practice presentations and feedback
- Action planning – how can I apply my learning in the workplace?

