

High Impact Communication & Presentation Skills

Introduction:

One to one communication encounters are around us every day 24/7. To accomplish most of our day to day decisions and life / work choices, communication and interaction approaches are used in many ways and forms. On the one hand at work we communicate with our peers, colleagues and employers to accomplish our work responsibilities and expectations. On the other hand we communicate with our children's teachers in order to best help them in school. Moreover, we communicate with our friends and family members. Most importantly, we communicate our feelings, our expectations, our sorrows and our joys with our significant other.

One way in fulfilling communication interactions is through using presentation techniques. It is an important way in transferring knowledge, information and making decisions in both business and personal matters.

"Presentations" play a vital role in exhibiting the company's image to both internal and external customers. It is also a tool through which managerial leaders determine potential for higher management positions within an organization.

This highly interactive training workshop improves the both Communication and Presentation skills of participants significantly. The program focuses on Participant's communication and presentation styles and identifies areas of improvement to further strengthen "Interaction" and "Public Speaking Skills". It addresses issues such as your natural style of communication and presentations, Body Language, Fear of Public Speaking, Communication Skills, and Motivation, etc

Objectives:

You'll leave the workshop with your own personal development plan and a toolkit of techniques to turn that plan into action. You will also leave the workshop with a buzz and with a great sense of achievement. You will also be able to:

- Speak with more confidence and listen carefully to build rapport
- Analyze and utilize body language to your advantage
- Steer conversations and influence people.
- Have a confidence to make more of an impact of your audience.

- Enhance your professionalism at work.
- Deliver value to your business/organization through meetings and presentations.
- Improve personal presentation styles and build confidence when delivering formal presentations, one to many or one to one presentation.
- Structure presentations in an appropriate and effective way
- Understand the objectives of any presentation and deliver to them
- Develop presentations to deliver the desired message
- Making optimum use of personal style / personality
- Understand the importance of 'stories' and analogies in presenting

Contents:

- 1- Building communication and interaction relations through trust
- 2- Know your communication and interaction style – self test
- 3- How do you see yourself? Communicating for effectiveness
- 4- Effective communication – verbal and non- verbal communication skills
- 5- What makes a good communicator? Better relationship through listening behaviors
- 6- Seven Difficult Personality Types and How to Deal with Them
- 7- How to communicate effectively for results “12 rules + examples”
- 8- Handling conflict in communication relations
- 9-Variables affecting **Effective Communication skills**

• Verbal communication skills

- 1- Listening is the key to team work
- 2- Presentation skills “Effective Presenter”
- 3- Public speaking skill
- 4- Conversation skill
- 5- Effective persuasion skill

• Non- verbal communication skills

- 1- What is Non-verbal communication skills
- 2- Some major areas of Non-verbal communication as follows :
- 3- Gesture
- 4- Body language
- 5- Posture
- 6- Facial expressions.

• Giving feedback

- 1- Types of Feedback

- 2- Giving Feedback
- 3- Feedback Formula
- 4- Providing Feedback

• **Resolving bad communication and misunderstandings – handling disagreements**

- 1- Call timeout
- 2- Ask what is missing
- 3- Fix the system
- 4- Quiz

10- Presentation Skills

- Planning a presentation – setting the stage
- Selecting a topic to present – structure and content
- Researching a topic / gathering information
- Important considerations before making a presentations
- Presentation Skills while making presentations – putting the show and making a positive impact
 - How to overcome Stage Fear?
 - How to avoid distractions during presentation?
 - How to manage time during presentations?
 - How to concentrate on "Body Language"? (Self & audience's)
 - How to develop the audience's Enthusiasm to match yours?
 - How to create presentation opportunities?
- Humor - How to introduce degrees of humor in the environment.
- Preparation – Setting the is the key to success
 - Participants will get a questionnaire / checklist to assist future presentations.
 - Audience Analysis - How to analyze audiences requirements
 - Other related home work
- Handling difficult situations
- Answering Q&A

How to keep a positive impact and a good memorable reflection

Software Skills

- PowerPoint Session
 - Creating a presentation from scratch (exercise based)
 - Adding Special Effects
 - Printing a presentation (handouts)

- Add. edit and format text in a presentation
- Changing backgrounds. Color Schemes etc...
- Tips on projecting data/information

Using professional templates / wizards

Role Playing

- Role Playing (Camcorder section)
 - Participants will develop and deliver a presentation
 - Tips on Presentation, delivery, punch line, body language, handling questions will be provided on an individualized basis.
 - Camcorder' will be used for instant playback and analysis of mock Presentations

Target Group:

For people who want to make more of an impact at work.

Language:

- The materials for the trainees will be in English.
- The language of instruction will be in English / Arabic.