

 **Confident Speaking**



Confident Speaking at Meetings

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 **Confident Speaking**

Today we will explore how to:

- Structure and deliver a presentation
- Communicate confidently
- Prepare for questions
 - Communicate or say "No" assertively
 - Understand different communication styles


Familiarise yourself with the menu bar controls:



- Mute/unmute audio
- Turn video on/off
- Reactions – Raise hand

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 **Confident Speaking**


What is a presentation?

"A verbal report, often with illustrative material"
 - Oxford Concise Dictionary

"Presentations combine factual information with the personal touch of a real person preparing the information for a particular audience."
 - Jenny Eastwood, Presentation Skills

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 **Confident Speaking**

What makes a good meeting?

Can you think of a memorable meeting?
 What made it so good?

Can you remember a poor meeting?
 What made it weak?



So what is it that you want to learn/to do?
 Make your list of things to do/things to avoid.

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 **Confident Speaking**

What makes a good meeting?

It helps to have:


- An effective/experienced Chair leading the meeting
- A relevant agenda that addresses problems
- The right people present
- People arriving in good time and well prepared
- People being fully present (no phones or external work)
- People sharing relevant information, willing to speak
- Speaking briefly, to the topic
- Disagreeing without being disagreeable
- Recorded action points, dates and responsible people...



How many of these things can you contribute to or influence?


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What meeting are you planning for?


As we go through the rest of the content, think of a meeting where you want to put what you learn today into practice...



What is it that you want to say?
 What do you want to learn/to do?

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 **Confident Speaking**

Essential questions

What?	What purpose?
Who?	<ul style="list-style-type: none"> • Purpose of the meeting? • Your purpose in/for the meeting
Where?	<ul style="list-style-type: none"> • provide/share information • gather information or opinion
How?	<ul style="list-style-type: none"> • make decisions • share responsibility • vote on options • be seen or noticed • persuade or influence.


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 **Confident Speaking**


Essential questions

What?	
Who?	Who is there?
Where?	<ul style="list-style-type: none"> • sources of information • decision makers • natural allies
How?	<ul style="list-style-type: none"> • potential allies • interesting contacts • people who need convincing • people who need containing...

 Answer these questions for your meeting(s).

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 **Confident Speaking**

Structure your contribution

How do you organise your thoughts?


Brainstorm
Mindmap
Bullet points...

 What do I want them to remember?

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 **Confident Speaking**

Structure your contribution


Classic structure: the 3 "tell-ums"

- Beginning – introduce the area
- Middle – provide the details
- End – summarise and conclude

Tell them what you're going to tell them,
tell them,
tell them what you told them

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 **Confident Speaking**

Speaking more confidently

Make an impact with your introduction


- What's in it for them?
- Headline, statistics, surprising fact, engaging story...

Maintain interest in the middle

- Examples, case studies, applications, consequences...


Have a definite conclusion

- Summary, what you want them to remember
- end with a thank you!!

 How will you do this in your contribution?

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 **Confident Speaking**

Speaking more confidently

- Say what you mean simply with appropriate language:
 - reduce jargon
 - help your audience understand
 - use metaphors or examples where helpful.
- Limit qualifiers which create uncertainty:
 - eg hopefully, probably, reasonably...
- Remove excessive denials and negatives:
 - eg "I don't mean to criticise..."
 - "I don't mean to be difficult..."

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Confident Speaking

Speaking more confidently

- Be concise
- Be relevant
- Be specific

This sentence has five words
 Here are five more words
 Five word sentences are OK
 Too many don't work well
 See what's going on here
 This is boring and repetitive
 Interest needs, demands more variety

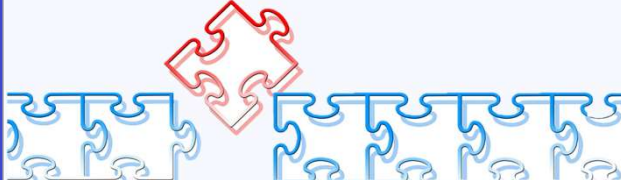
A Initially it takes more thought and effort –
 the benefits in increased impact are worth it!

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Confident Speaking

Structure your contribution

- What do you most want them to remember?
- Do you have a clear story to tell?
- How can you have more impact?



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Confident Speaking

What is confidence?

The belief that I can do something?
 The belief that it is safe to do this thing?

- Yes, I can do this thing...
- I know what to do...
- I know how to do it...
- I believe that if I do this it will work for me.

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Confident Speaking

Confidence grows when we go where we have none...

How can you create opportunities to:

- Learn
- Stretch yourself
- Take risks
- Commit to growth!



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Confident Speaking

Speaking more confidently

What are you wanting to communicate?

Communication = words
 voice
 body language

What does confident speaking look like?
 What does confident speaking sound like?

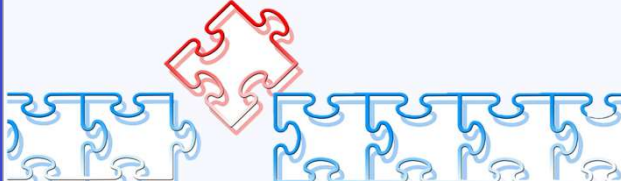
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Confident Speaking

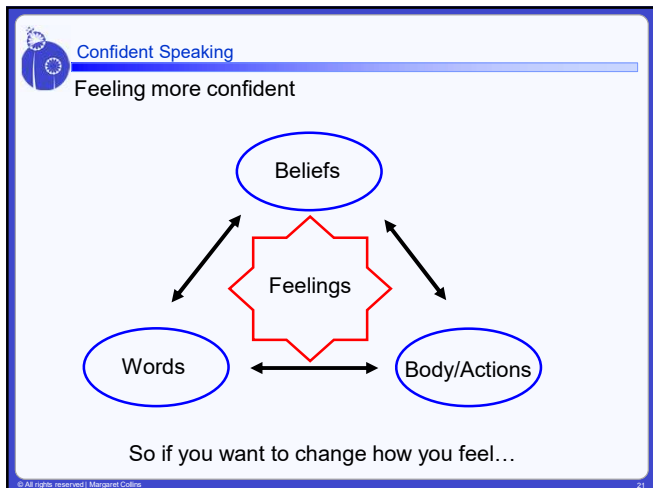
Let's try some confident speaking!

You can simply get to know each other or.... Practice!

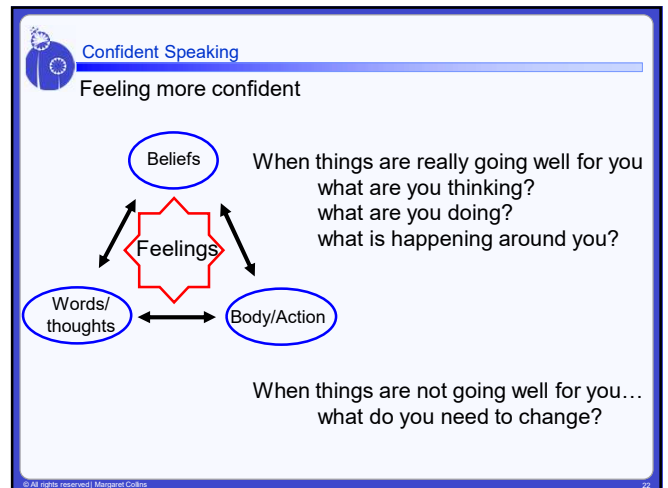
- What do you most want them to remember?
- Do you have a clear story to tell?
- How can you have more impact?



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- Confident Speaking**
- Do we want questions?!
- Clarify
 - Add to your information
 - Ensure relevance
 - Show your knowledge
 - Uncover disagreement.
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- Confident Speaking**
- How best to handle questions
- Listen carefully – relax, smile & breathe!!
 - Clarify ambiguity
 - Complement the questioner
 - Treat all questions/questioners with respect
 - Don't get drawn into a debate.
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- Confident Speaking**
- Dealing with anxiety
- Accept it as normal - put it in perspective...
 - Name it and calm it...
 - Breathe and smile...
 - Prepare and practice...
 - Believe in your Best Self...
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- Confident Speaking**
- Using visual aids
- Keep it simple...
 - Less can be more...
 - Give your audience time to read data.
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What have we learned?!

- Structure and deliver a presentation
- Communicate confidently
- Prepare for questions



If you fail to plan, then you plan to fail!

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