
WELCOME
Delegates

Transactional Analysis

TA Ego States

or

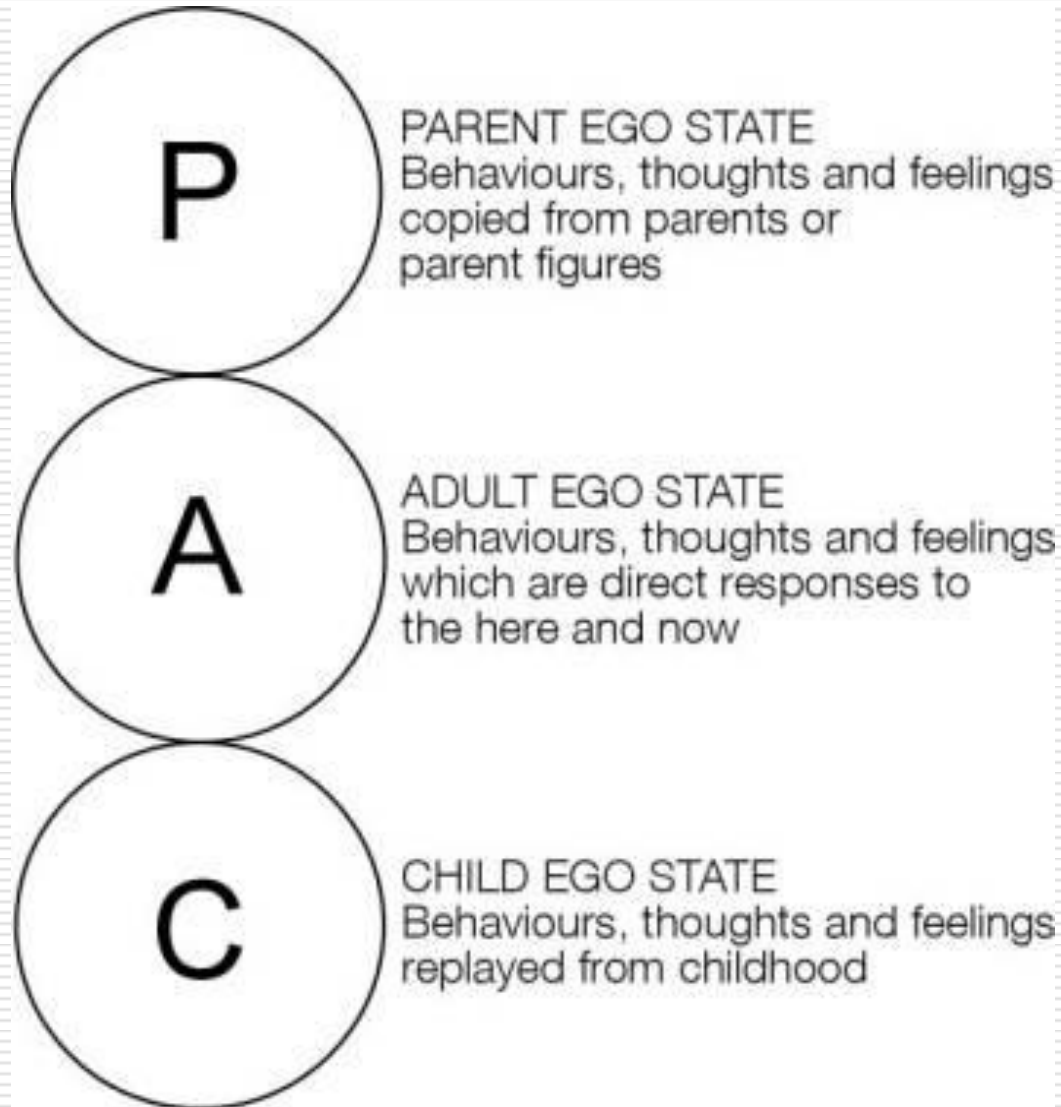
*Personality
Aspects*

Parent

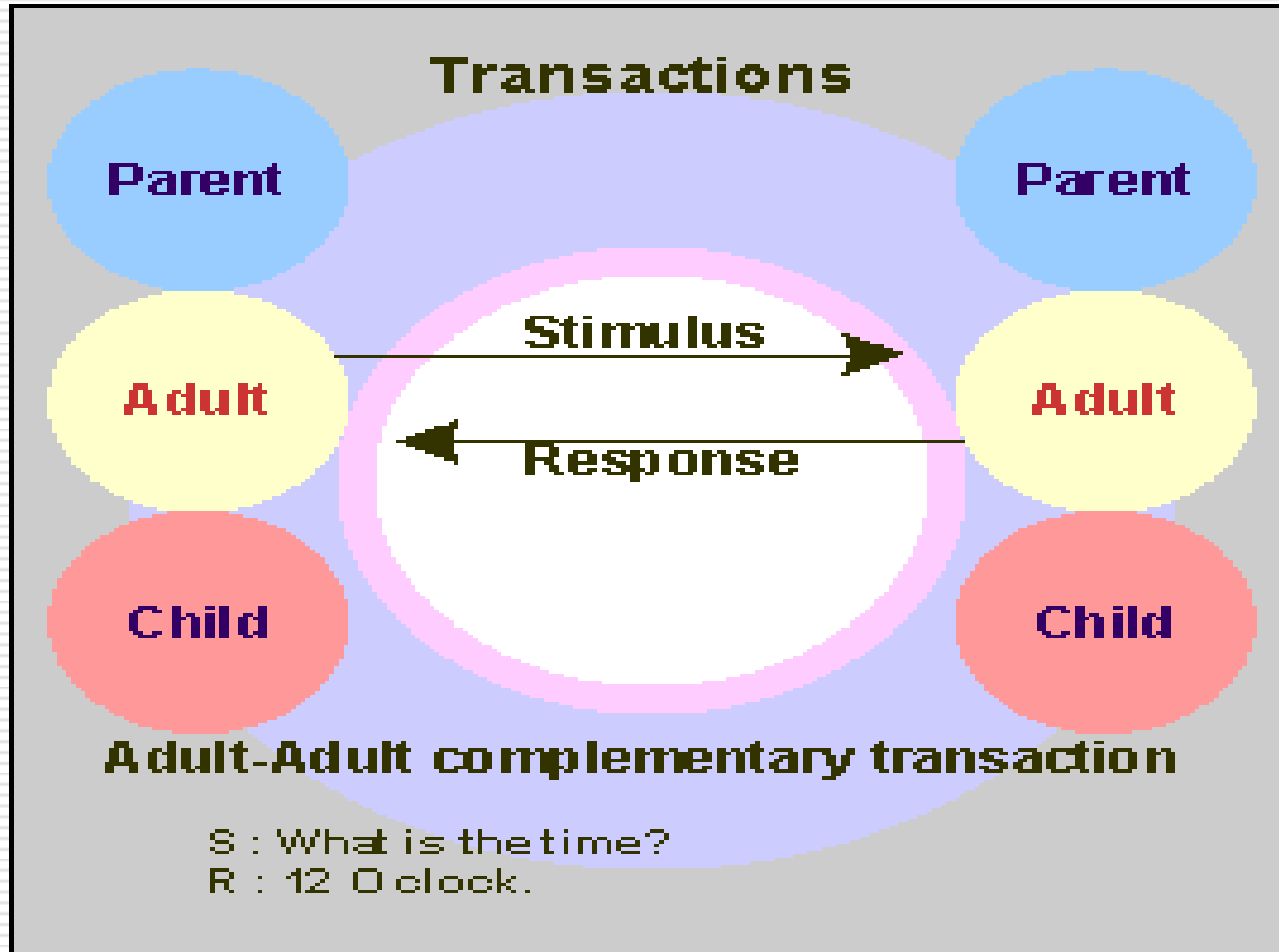
Adult

Child

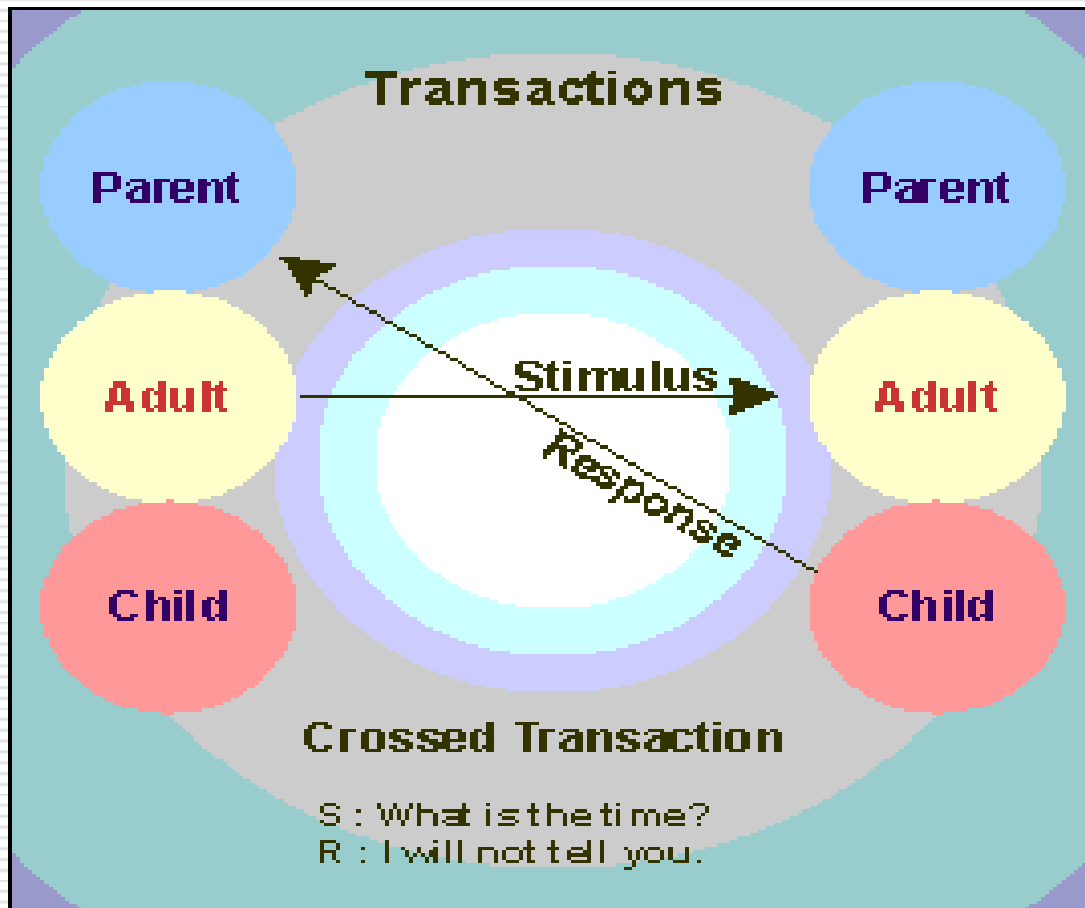
Ego States:



Kinds of Transactions:



Complementary Transaction



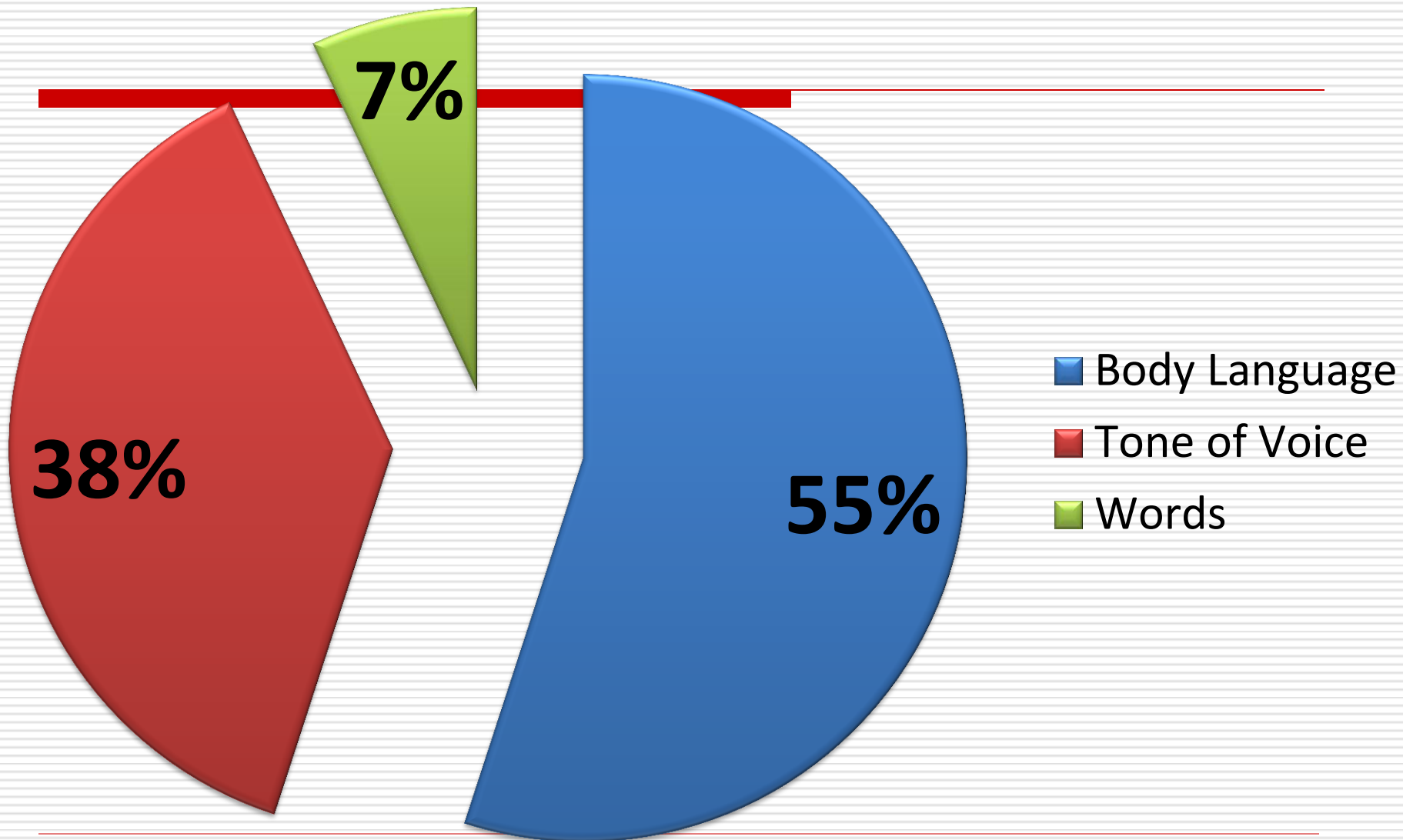
Crossed/ Blocked Transaction

3 v's

of

Communication

Visual Communication

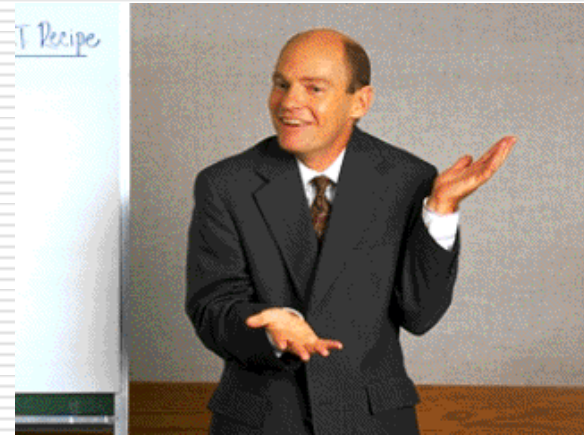
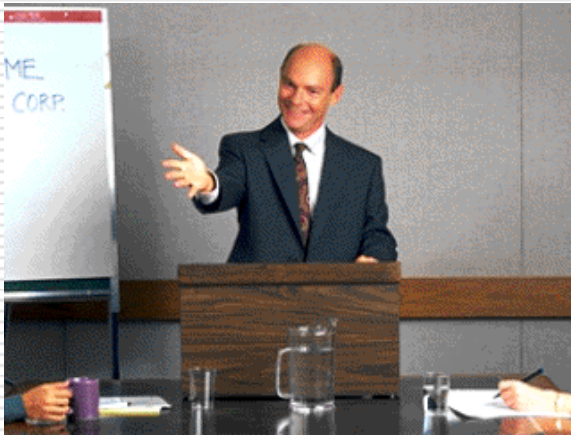
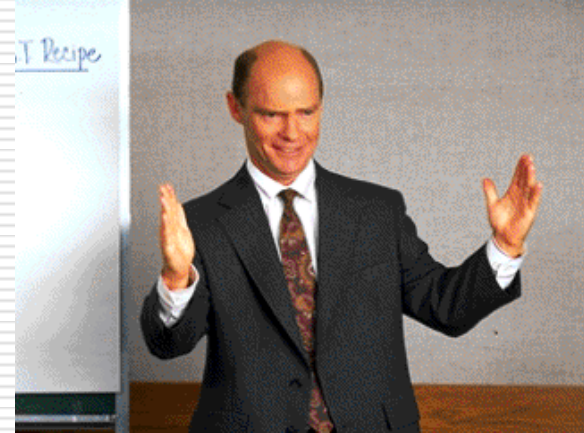


viewpoint

How are you seen by
others?



Non Verbal communication



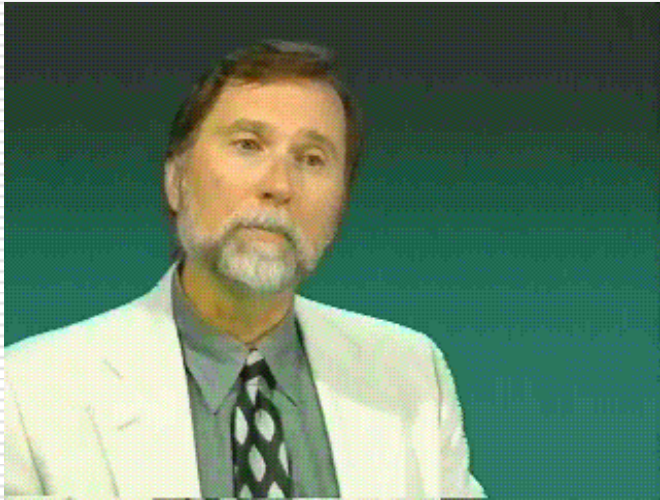
Some more



Dress

Communication of values and expectations through clothing and personal appearance

Does Appearance Matter?



Non-verbal communication

- Enhances semantic accuracy (the meaning of the words)

- Six main forms
 - Tone of voice
 - Gestures/body language/eye contact
 - Touch
 - Use of time
 - Use of objects/furniture
 - Dress and personal appearance

Common Nonverbals and Their Interpretations

- Darting Eyes
 - Lying, bored, distracted, uninterested
- Crossed Arms
 - Defensive, closed
- Tapping Fingers
 - Nervous, impatient
- Leaning Forward
 - Interested, Listening

Common Non verbals and Their Interpretations

- Hands on Hips
 - Angry, frustrated
- Raised Eyebrows
 - Amazement, disbelief, interest
- Touching Face
 - Lying, doubt, shocked, thinking
- Touching another's shoulder
 - Comforting, identification, care, ???

Common Non verbals and Their **Interpretations**

Any more?:

Vocal Tones: How Words are Said

Effective communicators:

- Do not mumble
- Display energy
- Vary tone and volume
- Emphasize key points with **unique** vocalizations
- Do not intone statements as if they were questions
- Practice how they speak, not just what they speak
- Speak confidently, but not in an intimidating way
- Speak slowly enough to be understood, fast enough to maintain interest

Communication skills

□ B . E . S . T . Recipe

■ B ottom line

■ E vidence

■ S ummarize

■ T ransit to next point

Making effective presentation

SPEAKING SKILLS:

A SIMPLIFIED FORMAT

□ TELL 'EM WHAT YOU'RE GONNA TELL 'EM !

□ TELL 'EM !

□ TELL 'EM WHAT YOU TOLD 'EM !



SPEAKING SKILLS:

"Verbal communication is the most effective way to move from ideas to action, and from action to results."

SPEAKING SKILLS:

YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION !

- ❑ PROFESSIONAL DRESS
- ❑ CURRENT HAIRSTYLE, ETC.
- ❑ CONFIDENT, COMPETENT IMPRESSION
- ❑ SMOOTH, PREPARED, KNOWLEDGEABLE



Making Effective Presentation

□ Steps involved :

- Opening the presentation
- Conducting the presentation
- Closing the presentation

Preparation

Making effective presentation

Objectives of opening the presentation

1. To have undivided attention of the audience
2. To build rapport with the audience
3. To state the theme of your presentation in terms of the needs of the audience

Opening the presentation

1. To have the undivided attention of the audience

First impression before the talk is through appearance and manner

Dress appropriately-comfortably

Set the stage for the first words

Take deep breath

Don't start until you have silence

Establish eye contact

Have enough room to move

1. To have the undivided attention of the audience (contd)

- **Opening remarks**

- Must know by-heart
- Talk louder than normal

- **Mannerisms**

- Avoid distracting mannerisms
 - Empty pockets of keys, change etc.
 - Don't walk up & down—caged animal
 - Don't fix gaze on one section/individual
-

Making effective presentation

- Opening few minutes are vital.
 - Not only for what is said but also for how it is said
 - This few minutes can win or lose the audience

- Tips for good opener
 - Drama, curiosity, story, checklist/ a series of provocative questions can be used effectively

2. Build rapport with your audience

Complement the audience

Genuine, specific—no empty praises

Demonstrate your competence

Build your respect – without boasting

Radiate your enthusiasm

Believe in what you are saying

Voice modulation, occasional smile

Expansive gestures

3. To state the theme in terms of audience needs

- Show how the points will meet the audience needs
 - If several points are to be covered, inform audience
 - A good beginning will crash through the “oh!Hum”
Indifference, distractions, complacency
-

Making effective presentation

Conducting presentations

□ Objectives:

- 1. Present your ideas in detail
- 2. To have each point accepted
- 3. Keep the audience attention
- 4. To prevent or handle objections satisfactorily

Conducting the presentation

1. Present your ideas in detail

Ensure they know how the ideas meet their needs by:

By taking one need & show how it is satisfied by the idea

By taking one idea & show how it satisfies a need

Present the subject, woven around the needs of the audience

Conducting the presentation

2. To have each of the point accepted

- Ensure it is understood & is seen to be of value
- Language is very important..Everyday English
- Explain by giving example or simile
- Appropriate gestures or actions
- Giving demonstrations
- Using visual aids
- Explain by giving example
- The validity of each idea will be questioned mentally
you need to cite examples where they have worked

Making effective presentation

How to give [examples](#) or references

- Don't start with the example
- Ensure the reference used is a respected one
- Ensure the circumstances are sufficiently similar
- Tell your audience the desired objective obtained with the idea

Making effective presentation

Using visual aids

- OHP slides
- PPT
- Charts / white board
- Video / audio

Making effective presentation

- Acceptance of idea is vital for presentation success ensure this by:
 - Tell them what your idea will do to them personally/ professionally, organizationally
 - Tell them what this will do their friends/relatives
- Acceptance is not always visible. How to judge?
 - Constant observation—verbal/non-verbal signals asking questions

Conducting presentation

3. Keep the attention of the audience

It is usually in the middle the audience loses interest

- **Use carefully timed attention getters**
- **Keep referring to how their needs will be satisfied**
- **Keep their eyes occupied**
- **Involve the audience by something to do**
- **Quote stories, examples from life**

Conducting presentation

4. Handling objections

To prevent or handle objections satisfactorily

- Audience can have objections like face to face
- Present but it may not be voiced

Why do objections arise ?

- The needs of the audience are insufficiently explored
- The solution are proposed too soon
- The benefits are too general and not sufficiently related to the needs of the audience

Handling objections contd...

- To prevent or handle objections satisfactorily
 - Anticipate & build answers in the presentation
- When the objections are due to invitation from speakers
 - Pause, don't jump to answer with cutting remark / rebuttal
 - Listen, note down, repeat question for others to hear
 - Check your understanding of question/objection
 - Acknowledge the objector has a point
 - Answer by concentrating on what the objector wants

Making effective presentation

Closing the presentation

- Six techniques most frequently used
 - 1. Closing by summarizing
 - 2. Closing on a story coupled with request
 - 3. Quoting from a poem coupled with request
 - 4. Closing by directly asking for action
 - 5. Closing on an appeal of immediate decision
 - 6. Closing by offering a choice of alternatives
- Action will only result if the presentation has been audience oriented from beginning to end

Importance of Preparation

- *If you prepare your speech – 95% of the fear of speaking will leave you.*
- *You need the other 5% to keep you humble!*

The 9 P's

- *"Prior Proper Preparation Prevents Poor Performance of the Person Putting on the Presentation"*
-

Reduce your Speech Anxiety

- Know the room
 - Know the Audience
 - Know Your Material
 - Practice before a mirror or close friends
 - Learn How to Relax
 - Visualize Yourself Speaking
 - Don't apologize For Being Nervous
 - Concentrate on Your Message - not on audience
 - Gain Experience
-

DOs and Don'ts

The visuals should

- Support the presentation
- Enhance your verbal message
- Not distract the audience

Non-verbal Communication –

- Speak slowly and use effective paralanguage
 - Stand or sit straight; Don't lean
 - Face people and maintain eye contact
 - Keep your body open and don't forget smile
 - If shaking, sit down or take support of the table
 - Use appropriate gestures
-

Any Questions



Conclusion

Thank you
