

# Friesen, Kaye and Associates

## Presentation Skills



**Friesen, Kaye and Associates**  
The Experts in Knowledge Transfer  
and Workplace Performance

Making presentations or speaking in front of others can be overwhelming! This program is designed to give you the skills you need to make effective presentations on any topic, to any sized group. In this dynamic, highly interactive program you will discover how to deliver presentations for maximum effect and impact.

### Who Should Attend?

- Individuals who need to communicate with others and deliver high-impact presentations that engage and motivate their audiences, including: managers, executives, learning professionals, presenters, sales professionals, team facilitators and leaders, business owners, business unit managers, board members and directors.

### Key Benefits

1. Learn how to structure presentations for maximum impact and credibility.
2. Find your voice and stage presence to face your audience with confidence.
3. Learn to listen and employ a 10-rule checklist for effective question and answer sessions.
4. Recognize your strengths and overcome concerns through a constructive coaching and feedback process.
5. Practice your new presentation skills and receive constructive oral and written feedback to support your continued development.
6. Develop strategies for handling difficult situations that might arise during a presentation.

### Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- **One-Year Hotline:** connect with our experts to discuss your presentations, lessons learned, successes, challenges and best practices.

# Presentation Skills

## Objectives

Upon successful completion of this program, you will be able to:

- Identify the purpose of the presentation
- Set presentation objectives
- Analyze the audience
- Structure content according to audience needs
- Organize resource material
- Select and use visuals to support the presentation
- Describe and demonstrate effective verbal and non-verbal behavior
- Question effectively
- Handle questions from the audience
- Develop and apply strategies to deal with difficult situations
- Examine pre-presentation activities
- Identify criteria by which to evaluate the success of the presentation
- Demonstrate the elements of an effective presentation

## Agenda

### Day One

- Welcome and Introductions
- Overview – Phases of Presentation
- **Phase I – Preparation**
  - Purpose of the Presentation
  - Objectives of the Presentation
  - Audience Analysis
  - Introduction
  - Body
  - Visuals
  - Questions
  - Conclusion
- **Phase II – Pre-Presentation Activities**
  - Pre-Presentation Checklist
  - Preparation for Presentation
  - Presentation Practice
  - Day 1 Wrap-Up

### Day Two

- Review
- **Phase III – Delivery**
  - Verbal and Non-Verbal Behavior
  - Active Listening
  - Handling Questions
  - Coping with Nervousness
  - Handling Difficult Situations
- **Phase IV – Post-Presentation Activities**
  - Preparation for Presentation
  - Presentations
  - Program Wrap-Up

