

# Train the Trainer Award

MQF Level 5

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# Introduction



# Activity #1

## ICE BREAKER

# Confidence Building and Public Speaking Techniques



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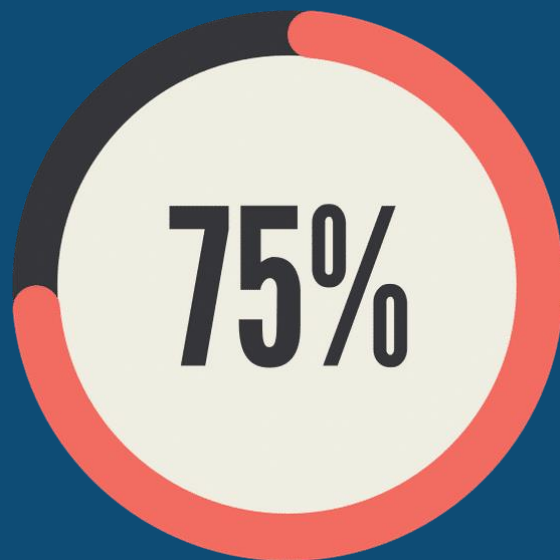
"THAT'S THE END OF MY PRESENTATION. ANY QUESTIONS?"

# Learning Objectives



- 1 Preparing for Training Delivery.
- 2 Managing presentation nerves.
- 3 Understand and practice building confidence and control.
- 4 Tips to control fear and improve your public speaking.

Q: What is the percentage of people that suffer from fear of Public Speaking?



Of all the phobias out there, public speaking or “glossophobia” is considered the highest. It affects 3 out of 4 people that suffer from speech anxiety. It also accounts for 19% and the largest majority of those suffering from some form of phobia out there.



## Top 10 Phobias

1. Public Speaking or Stage Fright – 19%
2. Death and End of Life – 16%
3. Spiders and other Arachnids Creatures – 13%
4. Darkness and Twilight – 12%
5. Heights, Altitudes, and Elevations – 11%
6. People and Social Situations – 10%
7. Flying in Airplanes – 7%
8. Open Spaces and Squares – 5%
9. Natural Thunder and Lightning – 4%
10. Confined Spaces and Small Rooms – 3%

## MENTIMETER

In your opinion, what makes someone a  
good public speaker?

# Coping with Presentation Nerves

- 1 It is entirely natural to feel nervous before making a presentation.
- 2 Many seasoned teachers, lecturers and other presenters feel nervous beforehand despite having given hundreds of presentations.
- 3 Being nervous is not a problem or a weakness, you just need to channel your nervous energy wisely. On the other hand, being over-confident and not nervous could be a weakness!
- 4 The symptoms of nerves (or stage fright) can include "butterflies" or a queasy feeling in your stomach, sweaty palms, a dry throat and the panic that your mind has gone blank about your opening lines.

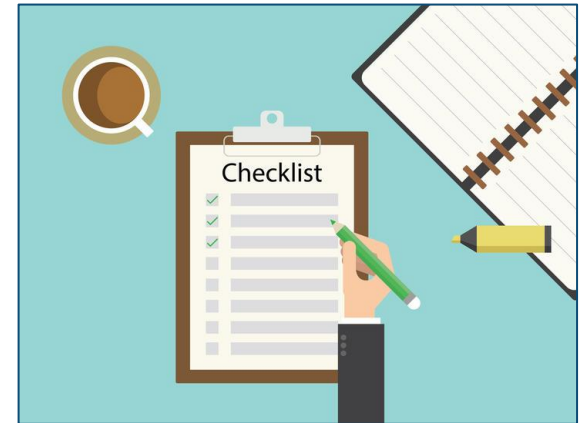


Leading up to the Presentation

**Q:** What are some practices that you usually follow a day (or a few days) before your presentation?

# Prepare

- 1 It is essential to always be well prepared and well-rehearsed in order to feel confident.
- 2 Do not fixate on the presentation delivery at the expense of good preparation.
- 3 Spend time preparing, good preparation, knowing your subject well, and knowing what you are going to say and how you are going to say it, will boost your confidence and help reduce your nerves.
- 4 Think of a presentation like an iceberg: what your audience sees - the delivery - is a small percentage of the whole. What goes on out of sight, the planning and preparation, should make up the bulk of the work.



# Keep your Mind & Body healthy

- 1 Nervousness can be heightened if you're not feeling 100%.
- 2 Avoid alcohol the night before and on the day of your presentation. Reduce or avoid your caffeine intake from coffee, tea and other sources.
- 3 Try to engage in some exercise the day before your presentation. This will not only release endorphins, which make you feel better, but exercise will also make it more likely that you'll sleep well and feel more refreshed on the day of your presentation.
- 4 Eat healthy. If you're feeling nervous then you may not feel like eating. However eating something healthy, fruit and vegetables are always good choices, will make you feel better and give you the energy you need to get through presentation day.



Immediately before the Presentation



**Q:** What are some practices that you follow immediately before you start a presentation?

# Practise Deep Breathing



- 1 Adrenalin causes your breathing to shallow.
- 2 By deliberately breathing deeply, your brain will get the oxygen it needs and the slower pace will trick your body into believing you are calmer.
- 3 This also helps with voice quivers, which can occur when your breathing is shallow and irregular.



**TO DO:**

- DEEP BREATH
- DEEP BREATH
- DEEP BREATH
- DEEP BREATH

# Drink Water



- 1 Adrenalin can cause a dry mouth, which in turn leads to getting tongue-tied.
- 2 Have a glass or bottle of water handy and take sips before you start your presentation and occasionally during your presentation, especially when you wish to pause or emphasize a point.
- 3 Do not take large gulps of water.



# Chew Gum



- 1 Chewing gum before a presentation may help you to feel more relaxed.
- 2 Research has shown that the act of chewing can increase your alertness and help to reduce anxiety.
- 3 It is usually best to get rid of the gum when you start your presentation.



# Use Positive Visualization

- 1 Whether or not you're a Zen master, know that plenty of studies have proven the effectiveness of positive visualization.
- 2 When we imagine a positive outcome to a scenario in our mind, it's more likely to play out the way we envision.
- 3 Instead of thinking "I'm going to be terrible out there" and visualizing yourself throwing up mid-presentation, imagine yourself getting tons of laughs while presenting with the enthusiasm of Jimmy Fallon and the poise of Audrey Hepburn (the charm of George Clooney wouldn't hurt either).
- 4 Positive thoughts can be incredibly effective – give them a shot.



# Remember That Most Audiences Are Sympathetic



- 1 One of the hardest fears to shake when speaking in public is that the audience is secretly waiting to laugh at your missteps or mistakes.
- 2 Fortunately, this isn't the case in the vast majority of presentations.
- 3 The audience wants to see you succeed. In fact, many people have a fear of public speaking, so even if the audience seems indifferent, the chances are pretty good that most people listening to your presentation can relate to how nerve-racking it can be.
- 4 If you start to feel nervous, remind yourself that the audience gets it, and actually wants to see you nail it.



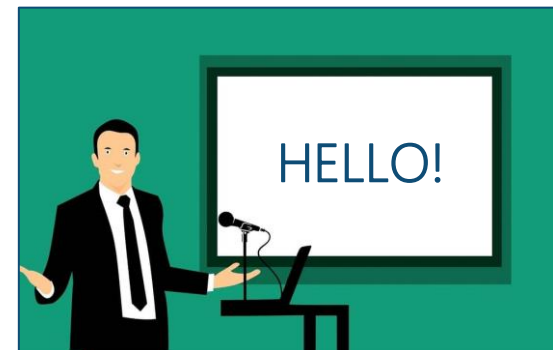
During the Presentation

Q: What are some practices that you follow during a presentation?



# Introduce Yourself

- 1 Introduce yourself and tell them what you're going to tell them.
- 2 Tell them why you are telling them it; why it's important, and why it's you that's telling them.
- 3 Tell the audience how long your presentation will last, and explain when in the presentation that the audience is able to ask questions.
- 4 It is generally easier to deliver and manage a presentation if you tell the audience to ask their questions at the end. For a more participative and involving presentation you can allow questions at any time, but ensure you keep firm control of your timings, and the audience.
- 5 For large groups, and certainly groups exceeding 100 people it's generally best to take questions at the end of the presentation.



# Smile!



- 1 Smiling increases endorphins, replacing anxiety with calm and making you feel good about your presentation.
- 2 Smiling also exhibits confidence and enthusiasm to the crowd.
- 3 And this tip works even if you're doing a webinar and people can't see you.
- 4 Just don't overdo it – no one enjoys the maniacal clown look.



# Smile!



Do not be like this guy.



Be like this one!

# Work on Your Pauses



- 1 When you're nervous, it's easy to speed up your presentation and end up talking too fast, which in turn causes you to run out of breath, get more nervous, and panic! Ahh!
- 2 Don't be afraid to slow down and use pauses in your speech.
- 3 Pausing can be used to emphasize certain points and to help your talk feel more conversational.
- 4 If you feel yourself losing control of your pacing, just take a nice pause and keep cool.

# Actively Engage the Audience



- 1 People love to talk and make their opinions heard, but the nature of presentations can often seem like a one-sided proposition. It doesn't have to be, though.
- 2 Asking the audience what they think, inviting questions, and other means of welcoming audience participation can boost engagement and make attendees feel like a part of a conversation.
- 3 It also makes you, the presenter, seem much more relatable.
- 4 Don't be put off by unexpected questions – instead, see them as an opportunity to give your audience what they want.

# Be Entertaining



- 1 Even if your presentation is packed with useful information, if your delivery bombs, so will your session.
- 2 Including some jokes and light-hearted slides is a great way to help the audience (and yourself) feel more comfortable, especially when presenting them with a great deal of information.
- 3 However, it's important to maintain a balance – after all, you're not performing a stand-up routine, and people didn't come to your training with the sole intention of being entertained.
- 4 That said, don't be afraid to inject a little humour into your talk.

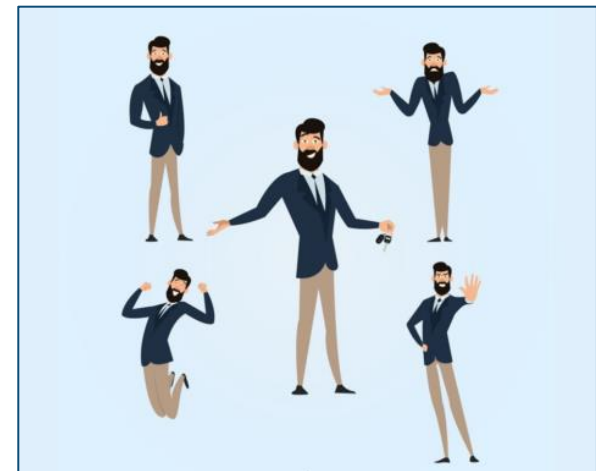
# Use a Power Stance

- 1 Practicing confident body language is another way to boost your pre-presentation jitters.
- 2 When your body is physically demonstrating confidence, your mind will follow suit.
- 3 Studies have shown that using power stances a few minutes before giving a talk (or heading to a big interview) creates a lasting sense of confidence and assurance.
- 4 Whatever you do, don't sit--sitting is passive. Standing or walking a bit will help you harness those stomach butterflies.
- 5 Before you go on stage, strike your best Power Ranger stance and hold your head high!



# Mind your Body Language

- ✓ Mind your body language!
- ✓ Your body language will give your audience constant, subtle clues about your inner state. If you're nervous, or if you don't believe in what you're saying, the audience can soon know.
- ✓ Stand up straight and face the audience completely.
- ✓ Keep your head up and your shoulders back and relaxed.
- ✓ Don't twist any part of your body (shoulders, hips) away from the audience.





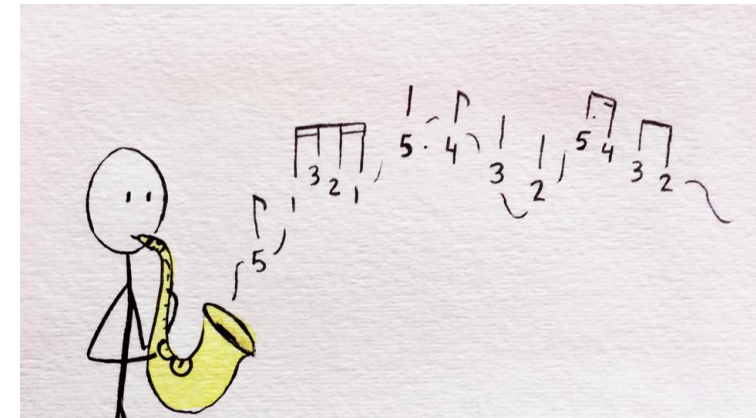
# Mind your Body Language



- ✓ Move your hands as you speak.
- ✓ Don't wave them, as this will make you look nervous. Instead, try calmly gesturing with your palm out when you make a point.
- ✓ Many people prefer to speak behind a podium when giving presentations. While podiums can be useful for holding notes, they put a barrier between you and the audience.
- ✓ Instead of standing behind a podium, walk around and use gestures to engage the audience.
- ✓ This movement and energy will also come through in your voice, making it more active and passionate.

# Tonality

- ✓ Use **emphasis** on certain words that are key to communicate your message. Pick these words and give them weight in your speech through your voice.
- ✓ Starting your speech with a moment of **silence**, or a long pause after you say something very hard-hitting can go a long way in creating the impact you desire among your audience.
- ✓ Voice is a powerful tool to express emotions. Try and reflect your voice with your emotion for greater impact. When you talk about happiness, success and positivity, reflect these words in the way you to speak.
- ✓ When you talk about a sad situation, sounding gloomy and upset can help communicate your point even better.



# The Power of Body Language and Tonality



After the Presentation

# Watch Recordings of your Speeches



- ✓ Whenever possible, record your presentations and speeches.
- ✓ You can improve your speaking skills dramatically by watching yourself later, and then working on improving in areas that didn't go well.
- ✓ Look at your body language: are you swaying, leaning on the podium, or leaning heavily on one leg? Are you looking at the audience? Did you smile? Did you speak clearly at all times?
- ✓ Pay attention to your gestures. Do they appear natural or forced? Make sure that people can see them, especially if you're standing behind a podium.
- ✓ Last, look at how you handled interruptions, such as a sneeze or a question that you weren't prepared for. Does your face show surprise, hesitation, or annoyance? If so, practice managing interruptions like these smoothly, so that you're even better next time.

# Get Feedback

- ✓ When possible, ask members of your audience for constructive feedback on your presentation.
- ✓ Listen to what they say and focus on areas that need improvement.
- ✓ Try to see any negative points not as a measure of failure but as learning opportunities for future presentations.



# Use Reflective Practice



- ✓ Reflective practice is a useful technique to help you think about and analyse your experiences and can be used for many aspects of life.
- ✓ Reflective practice is, in its simplest form, thinking about or reflecting on what you do.
- ✓ It is closely linked to the concept of learning from experience, in that you think about what you did, and what happened, and decide from that what you would do differently next time.
- ✓ The use of reflective practice for a presentation can be particularly useful for helping to minimise feelings of nervousness for future presentations.

# Don't Beat Yourself Up



- ✓ Like most things in life, presentations are unlikely to be perfect and there are always ways you can improve.
- ✓ When you get feedback from others and reflect on your own performance, it is important that you understand this and give yourself a break.
- ✓ Think about the positives and what went well, and learn from any mistakes or elements that you feel unhappy with.



# Treat Yourself

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- ✓ Treat yourself to something that you'll enjoy.
- ✓ Perhaps a glass of wine, or a nice cake or just a relaxing soak in the bath.
- ✓ Something to make you feel a bit special and recognise your achievement.



Questions?



*That's all Folks!*