TECHNICAL
EDUCATION
ACADEMY

Operational Risk Management Center

COURSE PROGRAMME

000012

HSSE051 - Delivering WOW Presentations Using Advanced Facilitation Skills

Even skilled and experienced presenters can fail to motivate their audience.



Learn from the Best in the Business!

Course overview

Intermediate level

Why take this course

Even skilled and experienced presenters can fail to motivate their audience. Confidence alone is not enough to deliver the right result. Presenters need skill and finesse. Either way, the results can be unhealthy for business leading to lost opportunities, resistance to change, credibility and reputation weakening.

Whatever your presentation or public speaking experience, it is always worth considering alternative approaches to engage and enrapture your audience. Developing your facilitation skills can really help. Handling and effectively facilitating diverse and sometimes difficult groups can be challenging and taxing. That's why having a range of facilitation skills techniques and exercises will increase your confidence and the impact of the sessions you facilitate.

By the end of this training programme you will feel energized, confident and will be equipped with advanced techniques and skills as a facilitator, to enable you to deliver effective and successful presentations in any field.

Who it is for and how it helps

Anyone who does presentations and produces presentations for any purpose, such as internal communication within an organisation, business presentations and training, etc.

What you will learn

- Use influencing techniques seamlessly within the context of the presentation
- Manage challenges, objections and interruptions from a sceptical audience
- Facilitate a fully interactive session to gain maximum buy in
- Apply various presentation styles to suit the needs of the audience and subject matter
- Facilitate different group situations
- Prepare for any eventuality
- Use effectively visual aids: flip charts, power point and slides
- Prepare an efficient agenda to keep meeting discussions focused
- Use facilitation techniques to encourage a wide range of views on discussion topics
- Assign action items and make follow-up plans to conclude a meeting
- Keep the discussion on track while managing an appropriate presentation pace
- Recognise own strengths and ongoing development needs

Curriculum

Modules 01–05

01 Creating the Context and Establishing Objectives of the Presentation

- Developing content
- Participant needs and course objectives
- Prioritising Information
- Presentation Benchmark

02 Content

- Clarity of the Key Message
- Organisation of the content
- Incorporation of Features, Advantages and Benefits statements
- Storytelling and metaphorical speaking for optimal engagement

03 Passionate Delivery

- Visual components of body language, posture, gestures and facial expressions
- Vocal components of voice that include tone, volume, pitch, speed, emphasis and enunciation
- The dynamics of the audience

04 Understanding Audience Types and their Needs

- Dominant
- Intellectual
- Friendly
- Subordinate
- Hostile
- Bored, Restles

05 Role Play and Discussion

- Delivery
- Presenting Technical Information
- Application Exercise
- Videotaping and Discussions

Curriculum

Modules 05–08 · Module 05 — continued

- Persuasive Structures
- See-Saw Method
- Problem Solution
- Criteria Satisfaction
- Motivated Sequence
- Application Exercises, Games
- Watching Videos of Famous Speakers
- Discussion and Reflection

06 The Use of Presentation Aids

- PowerPoint and other visualization tools
- Presenting Ideas through Graphs
- Getting the right Info Graphic
- Application Exercise and Discussions
- Watching and Critiquing a Visual Aid
- Designing a Visually Arresting Visual Aid
- Using Basic and Advanced Rules of Visual Aid Design
- Developing your own successful presentation style

07 The Trusted Conductor

- A framework for facilitating with complexity
- Group Capacities
- LDP Review
- Assessing and Convening

08 Divergent Thinking

- Listing Ideas - Brainstorming
- Small Group Work
- Individual Writing
- Gap Analysis

Curriculum

Modules 09–14

09 Convergent Thinking

- Affinity Diagram
- Pre-Defined Criteria
- Straw Votes
- Gap Analysis
- Paradigm Shifting
- Paradigm Shifting Techniques
- Critical Reasoning

10 Arriving at a Decision

- Decision Rules
- Decision Rules and High Stakes Decisions
- Scales of Agreement

11 People Management Strategies

- When and how to intervene
- Groupthinking

12 Facilitating Specific Processes

- Strategic Planning
- Process Improvement
- Force Field Analysis

13 Individual Presentations

- Delivering individual presentations
- Immediate feedback and review using the prepared checklist
- Reflection and action plan to learning journal

14 Managing the Question and Answer Sessions

- Questions & Answers sessions
- How to Answer Difficult Questions Tactfully

Curriculum

Module 14 — continued

- How to Answer Questions When You Don’t Have the Answer
- Dealing with Audience Members Dissatisfied with Your Answer

Joining the programme

Contact the Academy and quote course code 000012 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

The published programme does not specify any prerequisites. Contact us before enrolling to confirm how to prepare.

Discuss your training needs

mail@tecedu.org
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