

Aim of the programme

Strong working relationships are crucial to the success of an organisation. This course will enable participants to be pro-active in developing positive relationships with both internal and external customers; and to deal with difficult situations professionally and effectively.

As a result of attending this course, delegates will be able to:

- Plan and structure a business presentation, clearly identifying your key messages
- Use visuals to enhance the presentation
- Deliver your presentation with impact and credibility
- Handle questions effectively
- Deal with difficult situations
- Use compelling starts and finishes
- Leave your audience impressed!

Who is the course for?

This course is for experienced presenters, giving the opportunity to polish their skills, resulting in presentations that have maximum impact on the audience.

Content – 2 days

The course includes the following core themes:

- Welcome and 'elevator' introductions
- First impressions and the power of perceptions
- What makes an effective presenter?
- Purpose, objectives and structure
- Key messages
- Compelling starts and finishes
- Content and visuals – making it meaningful and interesting
- Managing nerves
- Engaging the audience
- Presenting to different audiences and cultures
- Making question time work
- Handling difficult situations
- Preparing your own presentations and rehearsal
- Presentations and feedback
- Review and action planning

Structure

This two-day course is interactive, encouraging delegates to share best practice and giving opportunities to present, with feedback from the trainer and colleagues.