

Basic Outline

Open

- gain attention
- state purpose
- give overview

Body

- 2 to 4 main points with supporting points
- transitioning statements between points

Close

- summary
- closing statement

STAR Pattern Outline

- Define the **situation**
- Describe your **task**
- Explain the **action** you took
- Show your **results**

Presence Skills

Your voice:

- Tone - expressing feeling and emotion
- Pitch - how high or deep the voice sounds
- Volume - how loud or soft the voice sounds
- Rate - how fast or slow one speaks
- Inflection - emphasizing words and syllables

Your body language:

- Eye contact - signals interest and attention
- Facial expressions - convey your feelings
- Posture - good posture helps you speak more clearly

Presentation Tips and Techniques

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Serving the People Who Serve the People**

- If you have handouts, do not read straight from them. The audience does not know if they should read along with you or listen to you read.
- Do not put both hands in your pockets for long periods of time. This tends to make you look unprofessional.
- Use the pointer for what it is intended and then put it down, otherwise the audience will become fixated upon your "sword", instead upon you.
- Do not lean on the podium for long periods. The audience will begin to wonder when you are going to fall over.
- Speak to the audience...NOT to the visual aids, such as flip charts or overheads. Also, do not stand between the visual aid and the audience.
- Speak clearly and loudly enough for all to hear. Do not speak in a monotone voice. Use inflection to emphasize your main points.
- Listen intently to comments and opinions. By using a *lateral thinking technique* (adding to ideas rather than dismissing them), the audience will feel that their ideas, comments, and opinions are worthwhile.
- Circulate around the room as you speak. This movement creates a physical closeness to the audience.
- List and discuss your objectives at the beginning of the presentation.
- Vary your techniques (lecture, discussion, debate, films, slides, reading, etc.)
- Consider the time of day and how long you have got for your talk. Time of day can affect the audience.
- Most people find that if they practice in their head, the actual talk will take about 25 per cent longer. Using a flip chart or other visual aids also adds to the time. Remember - it is better to finish slightly early than to overrun.

Don Clark's Leadership Page—Presentation Skills <http://www.nwlink.com/~donclark/leader/leadpres.html> retrieved July 25, 2008

For more information on how to be an effective presenter, please attend our workshop *Presentation Skills* and see our Course Catalog.



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