
Tool 12-1

Review Game

Instructions: Print this page and cut into strips so that you have each statement on a single slip of paper. Ensure that you use only enough for the number of people in the room and that each statement's answer is distributed. If you have an odd number of participants, you will also take a slip so that everyone can participate.

In the ABCs of Presentations, I am the A.

.....
I am accurate.

.....
I am one of the types of presenters we discussed today.

.....
I am enthusiastic.

.....
I am one of the types of presentations we discussed today.

.....
I am persuasive.

.....
In the ABCs of Presentations, I am the B.

.....
I am brief.

.....
I am the percentage of your messages made up of words.

.....
I am 7.

.....
I am a statement that drives you crazy.

.....
I am a red flag.

.....
I am the percentage of your messages determined by tone.

.....
I am 38.

.....
I am a method to overcome nervousness.

.....
I am meditation.

.....
I am how you get to Carnegie Hall.

.....
I am practice, practice, practice.

.....
I am an alternate term for "can't."

.....
I am "can."

.....
In the ABCs of Presentations, I am the C.

.....
I am clear.

Tool 12-2**Presentation Planning Form**

Topic:

Date:

Start time and End Time:

Event / Theme:

Attendees:

Location:

Room Setup:

Purpose:

Audience Notes:

Main Points: The concepts I want to get across to my audience are

1.

2.

3.

Opening:

Point One:

S

E

T

Point Two:

S

E

T

continued on next page

Tool 12-2, continued

Presentation Planning Form

Point Three:

S

E

T

Review and Restate:

First Closing:

Question-and-Answer Period:

Second Closing:

Tool 12-3**Pre-Presentation Questionnaire**

Instructions: Here are some questions that will help target the presentation to the intended audience. Complete the top portion of the questionnaire and use it to interview those who request a presentation from you. Also, ask to receive any printed background information, such as newsletters, brochures, mission statements, or other materials that will help you learn more about the group attending your presentation.

Topic _____

Presentation Date _____ Start Time _____ End Time _____

Organization Name _____

Contact Name _____ Title _____

Phone _____ Email _____

1. What is the purpose and/or theme of this meeting? _____

2. Is this part of a larger conference or convention? _____

3. If so, what are the dates of the conference? _____

4. How many attendees will be in the audience? _____

5. Audience profile: % female _____ % male _____

6. Average education level _____ Age range _____

7. Dress code _____

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Tool 12-3, continued

Pre-Presentation Questionnaire

8. What do I want attendees to know, feel, or learn from my presentation? _____

9. What is on the program just before my presentation? _____

10. What is on the program just after my presentation? _____

11. How will the room be set for my presentation? _____

12. Here is the list of audiovisual equipment I'll need: _____

13. Are there any other facts, challenges, or concerns I should know about the group that would help me prepare this presentation? _____

14. Are there any travel, lodging, parking, or other considerations we need to discuss?

Tool 12-4**Presentation Checklist**

Instructions: To ensure that you prepare adequately for a presentation, use the following checklist. Consider when the presentation will take place and date your deadlines backward from that date, being sure to give yourself extra time as a safeguard against unexpected events.

ACTION	DEADLINE
Survey the contact person for expectations.	
Learn about the audience, event, and site.	
Identify the purpose, and write it as a single statement.	
Prioritize the main ideas.	
Develop the introduction.	
Develop first and second closings.	
Research and compile data.	
Draft the presentation.	
Complete a draft of the visual aids.	
Complete the final version of the presentation.	
Complete the final version of the visual aids.	
Create notes for the presentation.	
Practice the presentation.	
Time the presentation.	
Practice for possible questions.	
Rehearse with an audience.	
Practice with the visual aids.	
Hold a dress rehearsal.	
Confirm details with the contact person.	
Deliver the presentation.	

Tool 12-5**On-site Checklist**

Instructions: Use this checklist to ensure that you address all elements that will affect your presentation. Create a folder for each presentation you'll deliver, and keep this checklist and other planning forms inside it.

Organization _____

Contact _____ Title _____

Phone _____ Cell _____

Email _____ Fax _____

Facility _____

Contact _____ Title _____

Phone _____ Cell _____

Email _____ Fax _____

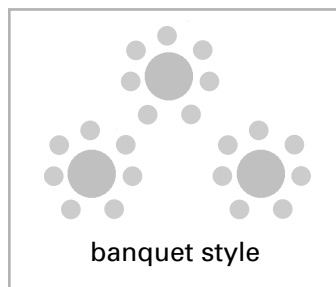
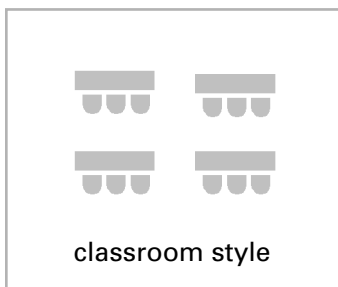
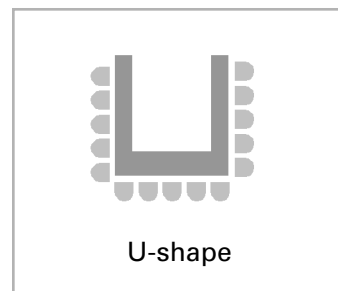
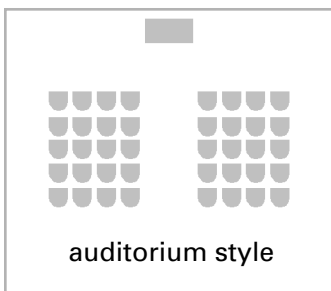
Event _____

Day/Date _____ Start Time _____ End Time _____

Location _____ Number of Attendees _____

Notes _____

Room Setup (circle one)



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Tool 12-5, continued

On-site Checklist

Notes

Audiovisual

- | | | |
|--|--|--|
| <input type="checkbox"/> CD/cassette player | <input type="checkbox"/> Easel | <input type="checkbox"/> Flipchart |
| <input type="checkbox"/> Lavalier microphone | <input type="checkbox"/> LCD projector | <input type="checkbox"/> Microphone |
| <input type="checkbox"/> Overhead projector | <input type="checkbox"/> Podium | <input type="checkbox"/> Projection screen |
| <input type="checkbox"/> TV/VCR/DVD player | <input type="checkbox"/> Other _____ | |

Preparation

- Tested equipment
- Performed sound check
- Checked markers for ink
- Checked number of flipchart pages
- Checked other audiovisual aids
- Know location of registration desk _____
- Know name of person who will meet me on-site _____
- Know location of light controls _____
- Know location of air and heat controls _____
- Know name and number to call for heating/cooling issues _____
- Know location of restrooms _____
- Checked on potentially noisy groups in other rooms
- Know where to park _____
- Know location of drinks and snacks _____
- Know location of spare bulbs, extension cords _____
- Know location of copy machine/fax _____
- Know guidelines for what can be affixed to the walls _____
- Reviewed fire alarm procedures

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Tool 12-5, continued**On-site Checklist**

Items to Bring

- | | | |
|---|--|---|
| <input type="checkbox"/> Computer | <input type="checkbox"/> Lavalier microphone | <input type="checkbox"/> Giveaways |
| <input type="checkbox"/> LCD projector | <input type="checkbox"/> Flipchart | <input type="checkbox"/> Pens/pencils |
| <input type="checkbox"/> Overhead projector | <input type="checkbox"/> Easel | <input type="checkbox"/> Masking/painter's tape |
| <input type="checkbox"/> TV/VCR/DVD player | <input type="checkbox"/> Markers | <input type="checkbox"/> Extension cord |
| <input type="checkbox"/> Recorder | <input type="checkbox"/> Notes | <input type="checkbox"/> Cell phone |
| <input type="checkbox"/> Video camera | <input type="checkbox"/> PowerPoint presentation | <input type="checkbox"/> Personal toiletries |
| <input type="checkbox"/> CD/cassette player | <input type="checkbox"/> Handouts | <input type="checkbox"/> Breath mints/spray |
| <input type="checkbox"/> Microphone | <input type="checkbox"/> Resources | |
| <input type="checkbox"/> Other _____ | | |
-

Tool 12-6**Tips for Delivering Presentations****The Best Tips for Vocal Quality**

1. Practice varying your inflection by reading passages from children's books because that type of delivery lets you exaggerate and experiment with your vocal tone and range.
2. Before you speak, don't eat heavily or drink soda or milk. Carbonated beverages will give you a dry mouth, and milk products can make you feel like you need to clear your throat.
3. Try deep-breathing exercises before your presentation. Practice using your diaphragm so that your stomach puffs out, but your shoulders don't rise.
4. Practice by recording your speech. Listen to identify what vocal qualities you need to work on.
5. Vary the pitch of your voice. Our voices often go higher when we're nervous, so try breathing exercises to help normalize your voice.
6. Vary your tone, volume, and pace to add emphasis and color to your presentation.
7. Warm up by stretching your face and neck before the presentation.
8. Use practice phrases to help you improve your enunciation.
9. Don't end sentences with an upward tone like you do when you ask a question.
10. Articulate plosives, such as *b*, *d*, *t*, and *k*, especially at the end of words. This helps with your diction.

The Best Tips for Using Presentation Notes

1. Do not read your presentation directly from a script. Use notes so you're not tempted to read it word-for-word.
2. Highlight your notes to help you find key passages easily.
3. If using full sheets of paper, don't write on the bottom third of the page. You'll be looking too far down to read it and the audience will be looking at the top of your head.
4. If using note cards, be sure to write large enough to read. Many meeting locations have lower lighting at the podium.
5. Number the pages of your notes. If you drop them, you'll be able to get them back in order more easily.
6. Even if you memorize your presentation, have a set of notes available in case you forget or get nervous.

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Tool 12-6, continued**Tips for Delivering Presentations**

7. Memorize the opening and closing of your speech. This lets you present those elements with authority and confidence.
8. Write down hints on your notes to remind yourself to pause or slow down.
9. Use your visual aids for notes. The borders of transparencies can be used to write notes. On flipchart pages, you also can write notes in pencil that are invisible to the audience.
10. Rehearse with your notes so that you develop a feel for where the segments are on the pages or cards. This makes it easier to find the information when you glance down at your notes during the presentation.

The Best Phrases to Use When Facilitating

1. *Are we getting off track?* This is a good question to remind people of the focus topic and to bring the conversation back on target.
 2. *That's a great question.* This gives you time to think.
 3. *I've never had that question before. Let me find out for you.* We should not be afraid to admit that we don't know an answer.
 4. *Let's not all talk at once. You first. Then you.* When conversations get out of hand, it's your job as facilitator to make sure everyone plays fair.
 5. *Why don't we take a short break?* Sometimes, when tempers flare or it seems that there's no resolution, stepping away and taking a breather is the best solution.
 6. *Let's hear from some of the folks who haven't had a chance to give their ideas yet.* When a few people are dominating the conversation, this is a good method to give others a chance to talk.
 7. *Could you rephrase that question?* If you can't understand a question, this can be a useful way to get another chance to hear it. If you still don't understand, ask someone else in the audience to restate it for you.
 8. *Let's put that one in the parking lot.* When there's a topic that's important, but not on the current agenda it's a good idea to keep a sheet titled "The Parking Lot" to capture those stray ideas or queries for later discussion.
 9. *So, what have we decided?* Having the group summarize what action is next is a good way to confirm and remind everyone of the agreed action.
 10. *What do you think?* Asking for input from the silent members of the group can solicit some surprisingly good ideas that could have been missed.
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Tool 12-7

Top Tips for Presentation Gestures and Body Language

- ◆ **Take the body language quiz.** Rate your body language. Is your posture straight? Are your gestures natural and unforced? Are your body movements fluid and comfortable? Does your face display a pleasant expression? Are you making a connection with your eyes? All of these signal confidence and build rapport with your audience.
- ◆ **The eyes have it.** Darting eyes make people nervous. Staring at people for too long makes them uncomfortable. How do you decide what's long enough to look at a person? Follow the same rules you do when speaking one-on-one. Three to 5 seconds is fine to look before moving on to the next person. And if you're not comfortable looking your audience directly in the eyes, remember that you can look at foreheads or right over their heads. It gives the same effect as eye contact.
- ◆ **Find your friendlies.** We've all noticed that some people have friendly faces. They smile back at you. They nod and respond when you acknowledge them. Find these people in your audience and, when you get nervous or thrown off course, look back at them for reassurance.
- ◆ **Use the pause.** This is the best method for looking calm even when you're not. Because of nervousness, many speakers start talking on their way to the podium. Don't fall prey to this urge. Walk to the podium and take a moment to put your notes down. Take a breath, look around at audience members, smile, and silently count to three. Then you can start your presentation. It's a sign of confidence that will earn respect before you even say your first word.
- ◆ **Use big moves or not at all.** Keep your hand gestures above the waist. Gestures below the waist look nervous and don't convey confidence. If you don't feel comfortable with gestures, don't use them. Forced gestures look worse than none. (Watch a hometown car commercial and you'll understand what I mean.)
- ◆ **Show the audience what you want them to do.** Use prompting gestures to help your audience understand what you want them to do. Raise your hand to show you want them to respond that way. Clap to get them to start applauding. It's part of leading by example.
- ◆ **Smile like you just found a quarter.** A smile is the best gesture you can use. It not only makes you feel more confident, but it also helps your audience feel less stressed. After all, they want you to do well. There's nothing more uncomfortable for them than watching a nervous person who looks like he or she wants to cry.
- ◆ **Attention, please.** When someone in the audience speaks, use active listening gestures that show you're paying attention. Actions such as maintaining eye contact, nodding, smiling, and moving closer to the speaker assure that person that she or he has your full attention.
- ◆ **Shake it off.** Don't worry if you're shaking. The audience can't see it. What feels huge at the podium is not even noticeable at a distance. And those pauses that feel like an hour are usually not more than a few seconds. Keep all of that in mind to maintain perspective.

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Tool 12-7, continued

Top Tips for Presentation Gestures and Body Language

- ◆ **Break the habit.** Eliminate distracting habits. Videotape yourself and watch objectively for actions like rocking, swaying, fidgeting, jingling pocket change, adjusting hair or clothing, or leaning on the podium. Start working to avoid these movements.
 - ◆ **Avoid wardrobe malfunctions.** Don't wear a new outfit. Standing in front of a group is not the time to find out that the shirt won't stay buttoned or that the shoes hurt too much to stand for 20 minutes. Don't wear jewelry that you're tempted to play with. Wear something tried and true.
 - ◆ **Remember that your body talks.** Crossed arms can make people feel like you're closed off. Hands on hips can make it look like you're mad at them. Looking at your watch makes it seem like you're ready to run out the door. Be aware of all of these signals and practice positive body talk.
 - ◆ **Take a walk.** Try stepping out from behind the podium and moving around during your presentation. It not only helps keep the audience's attention, but it lets you work off a little nervous energy.
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Tool 12-8**Guidelines for Visual Aids**

VISUAL AID	GROUP SIZE	QUICK NOTES
Flipcharts	Small groups	<p><i>Pros:</i></p> <ul style="list-style-type: none">◆ Are quick to make and inexpensive◆ Are excellent for small groups and planning sessions◆ Help the speaker proceed through the material◆ Provide the audience with something to look at in addition to the speaker◆ Can be prepared both prior to and during the presentation◆ Can be used to record audience questions and comments◆ Can include notes written in pencil as cues for the speaker◆ Are readily available in most meeting rooms <p><i>Cons:</i></p> <ul style="list-style-type: none">◆ Require practice to write legibly and quickly◆ Are not suitable for use in a large audience setting◆ May be difficult to transport
Handouts	Groups of all sizes	<p><i>Pros:</i></p> <ul style="list-style-type: none">◆ Are quick to prepare and inexpensive◆ Are excellent for groups of any size◆ Enable the audience to focus on the presentation instead of taking notes◆ Can include space for kinesthetic learners to take notes◆ Can include any complex visuals that could not be seen clearly on a screen◆ Ensure that the information is received exactly as the instructor desires <p><i>Cons:</i></p> <ul style="list-style-type: none">◆ Can distract audience by allowing them to read during the presentation◆ Can serve as a distraction if handed out during the presentation
Overhead transparencies	Medium to large groups	<p><i>Pros:</i></p> <ul style="list-style-type: none">◆ Are good for basic charts and information◆ Can be used for audiences of 20 to 50 people◆ Can be produced quickly and inexpensively on a copier◆ Can be used without turning off lights in the room◆ Can be prepared both prior to and during the presentation

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Tool 12-8, continued**Guidelines for Visual Aids**

VISUAL AID	GROUP SIZE	QUICK NOTES
PowerPoint presentations	Groups of all sizes	<ul style="list-style-type: none">◆ Can include notes written on the cardboard border as cues for the speaker◆ Are readily available in most meeting rooms <p><i>Cons:</i></p> <ul style="list-style-type: none">◆ Are sometimes hard to project large enough to be read from the back of the room◆ Are subject to keystoneing (where image does not sit squarely on the screen)◆ Require the speaker to stay close to the projector to change overheads <p><i>Pros:</i></p> <ul style="list-style-type: none">◆ Are inexpensive and easily updated◆ Can easily include attractive designs and clip art◆ Allow smooth transitions between slides◆ Can be operated with remote control, enabling the speaker to move around the room◆ Make it easy to create handouts directly from slides◆ Deliver a professional image <p><i>Cons:</i></p> <ul style="list-style-type: none">◆ Can be difficult to restart if the computer malfunctions◆ Require some software experience in preparing presentations◆ Can be distracting if too many effects are used
Projection boards	Small to medium groups	<p><i>Pros:</i></p> <ul style="list-style-type: none">◆ Are versatile and can be used with computers, video, and CD-ROM◆ Can be used to take notes and email to the group◆ Permit quick changes during the presentation◆ Can include professional graphics and designs◆ Can be used for Webinars and for teaching computer programs <p><i>Cons:</i></p> <ul style="list-style-type: none">◆ Require a backup plan in case of technical failures◆ Require expensive replacement bulbs◆ Require a large screen◆ Can be difficult to set up

Tool 12-9**Flipchart Tips****Tips for Writing on a Flipchart**

- ◆ Print legibly.
- ◆ Don't print in all caps. It's harder to read.
- ◆ Make letters 1–2 inches tall so the audience can read them. Use the pages with grid lines on them if you need help in sizing and printing in a straight line.
- ◆ Use dark colors for writing and lighter colors for highlighting.
- ◆ Use bullets to make points stand out.
- ◆ Make light notes in pencil on the side of flipchart pages for your own cheat sheets (the audience can't see these).
- ◆ When noting audience responses, print their exact words unless you get permission to paraphrase.
- ◆ Use extra colors to keep it interesting, but don't print text in more than three colors on one page.
- ◆ Use key words and phrases rather than long sentences.
- ◆ Practice drawing a few cartoon faces or icons for fun emphasis of points. You can even pencil these in ahead of time.
- ◆ Rule of Sevens: No more than seven lines of text per page; no more than seven words per line.

Tips for Using a Flipchart while Speaking

- ◆ Stand to the side as you write or speak.
- ◆ Never talk to your chart. Touch, turn, and tell.
- ◆ If you have a lot of information, prepare flipcharts ahead of time.
- ◆ If you have prepared flipchart pages in advance, leave two blank pages between them so your audience doesn't see through to the next page.

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Tool 12–9, continued**Flipchart Tips**

- ◆ If you plan to refer to the pages later, tape them up on the walls.
- ◆ Keep pre-torn pieces of masking or printer's tape on the back of your easel for quick posting of pages.
- ◆ Use tape tabs to mark the pages for easy page turning.
- ◆ Turn pages in one motion to keep them from creasing at the top.
- ◆ Tear with confidence. Tear pages in one motion and they'll come off more cleanly than if you try to tear a little at a time.

To Use or Not to Use

- ◆ Don't use flipcharts for large audiences. They're too hard to see. Test by sitting in the back row to see if you can read the page.
 - ◆ You can solicit a volunteer to be your scribe and keep notes if you want to move around during the discussion.
 - ◆ If your handwriting is illegible, use a scribe at all times or don't use flipcharts.
-

Tool 12-10**Developing Your Sense of Humor**

Add new endings to old clichés:

- ◆ A bird in hand . . .
- ◆ My cup runneth over . . .
- ◆ If at first you don't succeed . . .

Play Good News, Bad News:

- ◆ The bad news is you're fired; the good news is . . .
- ◆ The bad news is the local team lost; the good news is . . .

Read the Headlines:

- ◆ Apathy Study Needs Participants
- ◆ Three States Hit by Blizzard; One Is Missing
- ◆ Lawyer to Offer Poor Free Advice

Watch for Bumper Stickers:

- ◆ I still miss my ex-husband, but my aim is getting better.
- ◆ As long as there are tests, there will be prayer in school.
- ◆ Lightning never strikes twice, but isn't once enough?

Check Out Quotes That Strike Your Funny Bone

- ◆ A verbal contract isn't worth the paper it's written on. –*Samuel Goldwyn*
 - ◆ Baseball is 90 percent mental. The other half is physical. –*Yogi Berra*
 - ◆ Seize the Day. Remember those women on the Titanic who waved off the dessert cart. –*Erma Bombeck*
-

Tool 12-11**Icebreaker and Energizer Activities****The Bouncing Ball Introductions**

Grab a beach ball and form a circle. Toss the ball to some person across the circle. That person introduces himself or herself, then throws the ball across the circle to another person. Everyone continues to throw the ball around in the same order and they have to call the next person's name before they throw it to him or her.

Team Competition

Have teams create lists of questions and answers. Then have them compete against each other. It's a fun way to review—without calling it a review.

Call to Order

Instead of calling for order, try a harmonica, a bell, or even singing. Yes, they'll think you're going crazy . . . and they'll get quiet to watch it happen!

Post-Lunch Wake-Ups

Schedule an afternoon energy break. Try 5 minutes of aerobics, a lively exercise, or save dessert for an afternoon snack.

True or False

Ask each person in the groups to list on paper four facts about themselves. Three should be true and one should be false. They read these lists aloud to the other members of their group and those members try to guess which is false. The person tells the correct answer.

Speed Meeting

Ask people to circulate and speak to one person at a time to get acquainted. After 1 minute, call "Change" and have everyone move to meet a new person. Do this until they've had the opportunity to meet a number of people in the group.

Improv Questions

Create some scenes for participants to act out, such as meeting the world's toughest customer. Have volunteer teams come forward. They will act out the scene, but they can only talk in questions. As soon as they speak in something other than a question, a teammate takes over. See who can last the longest without getting tossed out.

Improv Characters

Everyone gets a card with a character trait listed on it. At their tables, they carry on a discussion as if they had this trait, but they can't tell what it is. At the end of the time limit, everyone tries to guess the character traits at their tables. Vote on best actor for a prize.

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Tool 12-11, continued**Icebreaker and Energizer Activities****Card Greetings**

Pass out an index card to each attendee. Have each person write three statements about themselves on the card. Collect the cards, shuffle them, and pass them out so everyone has someone else's card. Ask attendees to find the person whose card they have and to introduce themselves.

A Penny for Your Thoughts

Gather people into small groups and give each person a penny. Ask everyone to introduce themselves to the group and to talk about what they were doing during the year the coin was minted.

Candy Breaks

Have a basket of brand-name candies, such as Snickers, M&Ms, and Almond Joy bars. Ask each person to pick a candy. Then tell them that, based on the candy each chose, they must share an experience with the class. For example, if someone has selected a Snickers bar, she or he must tell about a funny incident. Someone who has picked M&Ms must tell something they normally keep mum about. An Almond Joy picker has to tell what makes him or her joyful. Make up your own list of candy requirements.

Favorites

Have each person list her or his favorite TV show, movie, hobby, color, and animal on a card and hand them in to you. Read these aloud and ask the group to guess which person's card you're reading.

The Name Game

To each attendee's back, attach a card with a famous person's name written on it. Each person's task is to figure out whose name he or she is wearing. People may ask only yes/no questions. If they get a "yes" answer, they can continue to ask questions of the same person. As soon as they get a "no" answer, they have to move on to question someone else. Each person announces her or his guesses at the end of 15 minutes.
