



## SPEAKING AND PRESENTING

### Powerful and Confident Presentation Skills

16 & 17 April 2012 - Auckland | 1 & 2 May 2012 - Wellington

### Communicating with Diplomacy, Influence and Credibility

26 & 27 April 2012 - Wellington | 7 & 8 May 2012 - Auckland



# Powerful and Confident Presentation Skills

## AUCKLAND

16 & 17 APRIL 2012  
PENNY HARRISON

## WELLINGTON

1 & 2 MAY 2012  
JANINE GOULD



### INSTRUCTOR: Penny Harrison

Penny is one of three partners within Communicate Consultants. Working extensively across public and private organisations, Penny presents on a broad range of topics/issues and challenges related to verbal communication and developing as a leader. Examples include - presentation skills, facilitation, negotiation/conflict resolution, influencing, presence, relationship management, and leadership.



### INSTRUCTOR: Janine Gould

Janine Gould is a founder and director of Communicate Consultants. She has over twenty years experience specialising in verbal communication skills, working with groups ranging from senior management to raw recruits in both the private and public sectors. Her clients include such high profile organisations as PricewaterhouseCoopers, ANZ National Bank, New Zealand Institute of Chartered Accountants and Ministry of Foreign Affairs & Trade. In 1998 Janine and her business partner Lee Wilkinson were awarded the ITC Communicator of the Year.

Many talented people have great thoughts and ideas but due to limited experience or confidence in presenting their thoughts and ideas, many have fallen short of getting buy-in from their target audience. In other words, many a success hinges on one's ability to articulate thoughts and ideas effectively in person.

Presentation skills is an indispensable managerial skill that any progressive individual simply cannot afford to overlook. The course will take you through all the steps you need to conquer fear of the stage and speaking in public. You will also delve into the hidden causes of public speaking stress, and more importantly how to overcome them.

## COURSE OUTLINE

### Evaluating the 'Before'

- Each participant presents their prepared presentation whilst being video taped
- Review of each presentation
- Evaluation of learnings

### Developing the mindset

- Understanding why more people fear speaking in public than dying!
- What you can do to turn it to your advantage
- Choosing your attitude for success

### Planning for your presentation

- Why are you making this presentation?
- Understanding your audience
- What message do you need to deliver?

### Preparing your presentation

- Determining a structure and flow
- What do I say? Content to grab the audience
- Time & timing – keeping on track and on time
- Using technology to enhance your message
- Practice makes perfect!
- Contingency planning – coping when things change.

### Building confidence and reducing nerves

- Understanding why we have nerves (and recognising that nerves are good!)
- Group workshop on nerve reducing techniques
- Great tips to ensure the butterflies all fly in the same direction!

### Delivering your presentation

- Opening with a bang!
- The non verbals – what do you do with your feet/ legs, arms, hands, eyes, etc.
- Confidence is inspiring – looking and sounding the part
- Dealing with questions and interruptions
- Reading the audience and adjusting to suit
- Thinking on your feet
- Exercise - Practice makes perfect!

### The 'After' - The final result

- Each participant plans and re-works their original presentation, incorporating learnings from the course
- Delivery of revised presentations (videotaped)
- Review of each presentation
- Evaluation of learnings

### Summary

- Presentation checklist



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# Communicating with Diplomacy, Influence and Credibility



Whatever your role in today's world of flatter structures, the need to influence others over whom we have no direct authority is greater than ever.

Your ability to communicate effectively is paramount to achieving your highest potential. This course is designed specifically to help you build a foundation of influence and credibility whilst striking a fine balance between getting along with others, and understanding when and how you may be able to communicate diplomatically and influence their actions.

**WELLINGTON**

**26 & 27 APRIL 2012**

**AUCKLAND**

**7 & 8 MAY 2012**

## COURSE OUTLINE

### Credibility and your personal 'brand'

- Define credibility and the role of personal brand
- Define your personal brand and align with values, style, vision
- Identify your USP – 'unique self-proposition' and apply to your current situation
- Use a simple behaviour tool to define and sharpen your own brand

### From confidence to impact and influence

- Understand the role of confidence and competence within influencing
- Use a five practical step model to achieve confidence
- Understand forms of power and how these work in influencing and impact
- Project confidence with others using essential assertion techniques
- Explore essential thinking habits

### The influencing arena

- Understand the role of preparation - where, when and with whom
- Define 'influence' and its benefits
- Apply the six fundamental principles of influence

### Eliminating blocks to influence

- Identify recurrent patterns that may be sabotaging your influence
- Work on challenging relationships and understand ways to influence
- Identify important conversations and how to move them forward
- Working with your 'circles of influence'

### Apply a 6 Step Influencing model that really works (Cohen-Bradford)

#### Step 1: Assume all potential allies

- Create the influence mindset
- Apply the successful influence lens

#### Step 2: Clarify goals and priorities

- Identify your influencing goals
- Understand the 'right vs. effectiveness' continuum and how to focus your efforts in the right places

#### Step 3: Diagnose the allies' world

- Make use of the influencing SWOT analysis to prepare
- Understand what they want/ what drives them
- Communicate to their preferred style of communicating
- Understand how to maximise the theory of rational and emotive motives
- Define between features and benefits in your influencing offering

#### Step 4: Identify relevant currencies

- What are currencies
- Identify: WIIFM? WIIFT?

#### Step 5: Deal with relationships

- Define the 'current to future' relationship proposition
- Understand how to use brain research as a tool when building relationships and influencing
- Common mistakes to avoid
- Effective communication strategies

#### Step 6: Influence through give and take

- When you have to trade and how to
- Relationships/ win-win and unwritten organisational rules
- Characteristics of a win-win scenario
- Tools and tips for handling difficult situations
- Negotiation styles - compromise, collaboration, competition, accommodation and withdrawal or avoidance



### INSTRUCTOR: Penny Holden

Penny Holden has over 18 years in the field of learning and development as trainer, leader, manager, coach and programme designer. Operating in New Zealand, the UK and Australia, Penny has the enviable position of having trained in all sectors (private, government, corporate, NGOs), across most industries in various subject areas. She brings in-depth knowledge and experience to offer rigorous, insightful, challenging and highly practical training that is inspiring and motivating.

Passionate about learning interventions and training development, Penny's facilitation style is highly energetic and packed with practical ideas, tools, up-to-date information and strategies for success. She proactively works with participants to make training as valuable as possible, ensuring a return on investment of their time.

## Inhouse Training Solutions

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Brochure Code: TF003 | TF004 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

#### First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_

Last Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_ Mobile \_\_\_\_\_

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Email \_\_\_\_\_ Mobile \_\_\_\_\_

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#### Company Details

Company Name \_\_\_\_\_

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#### HOW TO PAY

Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

Direct Credit payment to our bank account (please post advice of remittance)  
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#### What happens if I have to cancel?

You have several options:  
Send a substitute delegate in your place  
Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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If you are receiving multiple mailings or would like us to change any details or remove your name from our database, please contact our Database Department on (09) 379 5892 quoting your customer number.

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Please Note: Bright\*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

#### Train the Team and Save

Register any two people from your organisation on any of these two day courses and get a **\$500 discount** off the combined ticket price or register 3 people on any of these two day courses & save \$1000 off the combined ticket price. Bookings must be completed at the same time. For larger bookings call (09) 912 3610 or email [training@brightstar.co.nz](mailto:training@brightstar.co.nz) to discuss further in-house or group training options.

#### Course Details

	EARLY-BIRD SPECIAL Registrations received/paid before dates below	STANDARD PRICE Registrations received/paid after dates below
Powerful and Confident Presentation Skills (TF004)	\$1895 plus GST <b>SAVE \$200</b> 27 February 2012	\$2095 plus GST 27 February 2012
Communicating with Diplomacy, Influence and Credibility (TF003)	\$1895 plus GST <b>SAVE \$200</b> 8 March 2012	\$2095 plus GST 8 March 2012