



Why make presentations?
• Deliver information, or news, to a group of people at the same time
• Demonstrate a new product, service or process
• Persuade your audience to think, or do, something (take an approach)
• Motivate
• Recognise contributions of people or departments
• Give status reports, or updates, on project progress
• Set business strategy or plans

How do you usually start your presentations?

Getting started

<u>START SIGNAL</u>	<u>SELF-INTRODUCTION</u>
Good morning / afternoon / evening	My name's..., and I'm...
Welcome / Hello, everyone...	As most of you already know, I'm...
Is everyone here? Great.	For those who don't know me, I'm...
<u>PURPOSE</u>	<u>CONTEXT</u>
I'm here today to introduce / demonstrate...	As you may know...
I would like to recommend / report on / explain...	As you have heard...
The purpose of my presentation is to propose...	As I'm sure that you are aware...

Do we always need to signal the start of a presentation?

Why is stating the purpose and giving context important?

Activity 1.

From the four sections of the box above, and using your own job, write down your own introduction and introduce yourself to the class.



Creating an outline (plan) of your talk

Activity 2.

Using your own job, list the topics you are going to talk about in the order you will discuss them:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

First,... / I'll start by...
Then,... / After that, I'll go on to...
And finally,... / I'll wrap things up by,...

Activity 3.

- i) Using the words / phrases in the box above, write down how you would talk through your list of topics.
- ii) Take the introduction you wrote down for Activity 1. and add it above your written list of topics.
- iii) Introduce yourself to the class (again), and talk through your list of topics.

After you have introduced yourself and your list of topics, how would you *transition* to start talking in detail about your first topic?



Q&A

What makes a good Q&A session?

Do you look forward to questions when you are presenting?

What would you do?

A	B
<ul style="list-style-type: none"> nervous 	<ul style="list-style-type: none"> uncomfortable question
<ul style="list-style-type: none"> can't hear the question 	<ul style="list-style-type: none"> statement, not question
<ul style="list-style-type: none"> don't know the answer 	<ul style="list-style-type: none"> angry / upset questioner
<ul style="list-style-type: none"> don't understand the question 	<ul style="list-style-type: none"> questioner is an 'expert'
<ul style="list-style-type: none"> need time to think 	<ul style="list-style-type: none"> one person asks all the questions
<ul style="list-style-type: none"> no questions are asked 	<ul style="list-style-type: none"> asked for information you don't have
<ul style="list-style-type: none"> question is off-topic 	<ul style="list-style-type: none"> asked for information you aren't allowed to give

Activity 4.

With a partner, choose either Column A or Column B in the table above. Discuss how you would overcome these common problems with Q&A.

7 ways to stay in control of your Q&A session

Invite questions	Are there any questions? If you'd like to ask any questions,...
Acknowledge	That's a great question! Thanks for asking that.
Understand	Can you explain what you mean by...? I'm not sure I fully understand your question...
Restate questions	So, what you're asking is... In other words, you'd like to know...



Refer back	As I mentioned earlier... That goes back to what I was saying before...
Evade questions	Interesting point! What do you think? I'm afraid I'm not the right person to ask about that.
Check answer	Did that answer your question? I hope that answers your question.

Activity 5.

With a partner, discuss how each of the seven options in the table above can help a presenter stay in control of a Q&A session. Why is keeping control so important?

Other uses of the verb *keep*:

1. He is ill and won't be able to keep his___.	a) appointment
2. I must go. Mrs. Tang is here, and I don't want to keep her___.	b) eye
3. I promised I would arrange that introduction for you, and I kept my___.	c) going
4. We're not stopping. We'll keep___ until we finish.	d) secret
5. This is highly confidential. Can you keep a ___?	e) record
6. My colleague will keep an___ on the project while I'm away.	f) track
7. The new stock program makes it much easier to keep___ of inventory.	g) waiting
8. Have you kept a___ of how much you spent?	h) word

Activity 6.

Using the table above, match the correct words in the right hand column with the gaps on the left.



Activity 7.

Using the examples of the options in the table used in Activity 5. above, reply to the questions below in the way indicated in the brackets:

1. What percentage of the staff will be made redundant? (*evade the question*)
2. Who are we partnering with on this project? (*ask a question to understand*)
3. What are the reasons for the 20% fall in sales this quarter? (*acknowledge the question*)
4. Can our staff expect to get a large bonus this year? (*restate the question*)
5. Will this business trip be fully paid for by the company? (*check the answer*)