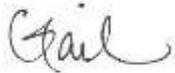


Speaking on the SPOT

As trainers, consultants, leaders, and coaches, we are called on often to share an opinion, answer a tough question or make a case. If we have time to plan and focus, we do great. But often we are called on suddenly—in the hallway, in a meeting or literally in the elevator. And that's when we can stumble a bit. Get tongue tied. Forget some of the points we wanted to make. It's aggravating.

Does any of this sound familiar? If it does, be sure to attend this session, as we explore strategies and tools for speaking under pressure. You'll learn and practice ways to build your confidence from the inside out and outside in. You will discover ways to answer questions, even challenging or hostile ones, with more grace, aplomb, and finesse.

Join us as we discover the ins and outs of speaking on the spot.



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Today's session will help you:

Achieve & maintain inner confidence and balance

Achieve & maintain outer confidence and power

Speak with focus for clarity and fluency

Ace challenges and difficult questions

Build Inner Confidence and Balance

- Ask: Fear or excitement?
- Breathe and center
- Visualize success
- Nurture and encourage yourself
- Give yourself positive feedback
- Create an affirmation for nurturing self-talk



Confidence Affirmation Examples:

I am a trainer with heart and useful information to share.

My listeners need the information I am sharing and I know it will make them more successful.

I am a calm, articulate speaker.

My confidence and speaking skills are getting stronger every day.

I am fortunate to have the opportunity to share what I know.

My audience wants me to be successful.

I am knowledgeable and well prepared.

I am excited to meet this audience.

I am curious to know what they think.

I don't need to be perfect to be effective.

I have everything I need to do a good job today.

My affirmation:

Build Outer Confidence and Power

- Power pose or stance
- Use space and movement
- Open body language
- Hands and arms open, larger gestures
- Chest and head relaxed but tall
- Steady eye contact
- Relaxed face, smile when appropriate
- Breathe for voice control and volume

Speaking with Clarity and Fluency

- One point at a time
- Don't try to juggle too many points: 3-4
- Go with the first idea that comes to mind, then build on it
- Rehearse until you know the material well, but don't memorize
- Trust yourself that you can articulate your ideas when you know the material well and have prepared well
- "See it, feel it, smell it" so you can describe it and bring it to life
- Keep your visuals as simple as possible



Ace Challenges and Difficult Questions

Stop, look, and listen

You can't answer the question well unless you hear it. You show respect when you take the time to calmly listen, making eye contact with the person who asked the question or who interrupted you.

Remain neutral

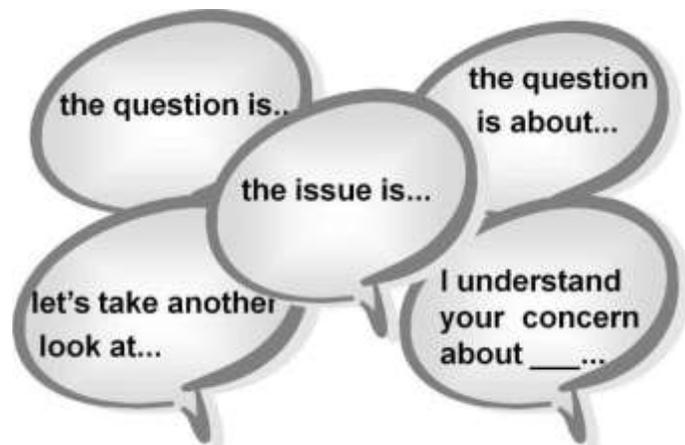
Don't cross your arms, frown, or roll your eyes. Try to show no reaction or emotion while considering the question.

Breathe

Remind yourself to breathe to bring oxygen to your brain and to release tension. Don't sigh; just take a quiet breath or two.

Bridge

The bridge is a verbal transition between the question and your answer. A neutral bridge buys you time to think, helps people in the audience who may not have heard the question, and demonstrates that you have understood the question.



Answer

Always answer the question if you can. Be brief and honest. If you do not know the answer, admit it. You will lose credibility if you try to bluff, make up an answer, or change the subject, so be straightforward.

While answering, slowly move your eye contact around the room, looking at one person at a time, and ending on the person who asked the question only if you choose to do so.

Move forward

When you have answered the question, move ahead to your next point. Avoid saying "As I was saying" by substituting "Next let's turn our attention to" or "the next topic on our agenda is..."

Prepare for questions:

Predict the toughest questions your audience might ask. Using your own or the neutral bridges below, write an appropriate bridge for each one. On your own, or with a small audience primed to ask all the tough questions they can, practice both the bridges and the answers.

Suggested Resources

A very short list of current books, web sites and blogs of interest to those who want to continue to develop presentation skills. Please drop me an email if you find others you would highly recommend.

Books for presenters:

Resonate: Present Visual Stories that Transform Audiences
2010, Nancy Duarte, John Wiley & Sons, Hoboken, NJ

The Presentation Secrets of Steve Jobs: How to be Insanely Great in Front of Any Audience
2010, Carmine Gallo, McGraw Hill

The Naked Presenter: Delivering Powerful Presentations with or without Slides
2011, Garr Reynolds, New Riders, Berkeley, CA

Presentation Zen: Simple Ideas on Presentation Design and Delivery
2008, Garr Reynolds, New Riders, Berkeley, CA

Books for trainers and those who want more interactive presentations:

Preventing Death by Lecture!
1998 – 2005, Sharon Bowman, Published by Bowperson Publishing Co., Glenbrook, NV

Books for those who want more confidence, or want to help others build confidence:

The Art of Possibility
Rosamund Stone and Benjamin Zander
2000, Harvard Business School Press, and Penguin Books

Web Sites:

Amy Cuddy Ted Talk:
http://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are

Contact information, permission to use, and forms referenced in this handout:
www.applauseinc.net

About Gail Anderson

Gail Zack Anderson, President of Applause, Inc. leads workshops and provides individual coaching to help people who struggle to find their confidence, and who find it difficult to organize their thoughts and words. No matter what you do, if speaking clearly and confidently is a critical skill, she can help you master it.

For the past 25 years Gail has been privileged to coach people from a wide range of organizations and functions, helping them to create compelling content and deliver meetings, training, or presentations with confidence and credibility.

Gail teaches train the trainer skills at the University of Minnesota, and she coaches Executive MBA students at the University of St. Thomas in Minnesota to help each one fine-tune their communication skills.

Gail has a MA in human resource and change leadership from the University of St. Thomas, and a BS in business from the University of Minnesota. Gail has served on the board of directors and is a past president for ATD-GTC.

She is the author of the forthcoming book, *Confident and Credible: How to Create and Deliver Top-Notch Presentations*

Specialties:

- Individual Presentation Coaching
- Effective Presentations Workshops
- Train the Trainer Skills Workshops

Contact us for information on customized training or coaching, or for permission to use these materials in your organization.

