

# Brill!ant

CUSTOMER SERVICE



## Online Presentations and Public Speaking Skills



How to improve your ability to communicate in an engaging, informative and authentic way, on and off-line.

# Introduction

During this live-online training course you learn how to transform your online presentation skills and public speaking abilities. The course is interactive, engaging and highly practical, with many real-life examples.

Key learning points include:

1. How to add greater congruence, control and confidence to your presentations.
2. The best way to plan, prepare, and practice for live and online presentations.
3. Learn and apply proven techniques to improve your speaking skills and engage any audience, in any format.
4. Discover creative and quick ways to develop content, design slides and structure any presentation or talk





# Objectives

1. Preparation and structure
2. Taming the technology
3. Starting off right and finishing in style
4. Presentation and projection skills
5. Facilitation skills and dealing with questions
6. Advanced techniques and skills

## Who will benefit?

The training is suitable for anyone who presents online or speaks in front of others. It is ideal for those who have some experience and are now looking to improve and move to the next level.

By the end of this course you will be able to:

- Plan and prepare your online presentations and live talks more effectively.
- Build in several techniques for keeping the audience's interest.
- Use voice, body language and room layout to best effect.
- Look and feel more confident when presenting or speaking online.
- Use a variety of online communication technique, including using technology.
- Prepare and deliver to multicultural audiences.
- Interact with your audience, taking questions and feedback.
- Handle challenging questions and audience behaviours.

# Course Outline

This course is suitable for both online and in-person presentations. This includes podcasts, media interviews and recordings.

## Preparation and key principles

- What is a good or winning presentation?
- The eight-step presentation planner – introduction and overview
- The five questions that you must answer before preparing your presentation
- Defining your objectives and outcomes

## Making your point clearly

- Three ways to structure your presentation for maximum impact
- Balancing and managing content and topics.

- Slide and visual aids, plus camera and microphone best-practice
- Your “one main point” and mastering the ‘three-minute’ pitch

## Starting off right and finishing in style

- Claiming the stage and creating a good first impression
- The three most powerful ways of opening a presentation
- Staying calm and controlling nerves
- Creating an effective close and five ways to close a presentation successfully



# Course Outline

## Presentation and Projection skills

- Making your presentation memorable and effective
- The effective and appropriate use of humour

Understanding how you communicate and how to control your:

- Words; creating the right tone and level
- Voice projection and emphasis
- Body language impact; understanding the 3 main unconscious elements you must communicate

## Facilitation group discussion and dealing with questions

- Proven techniques to encourage interaction and engagement
- Encouraging questions and responding appropriately
- Questioning and listening techniques for a group or online format
- Controlling flow and time; keeping on topic

## Advanced presentation techniques and skills

- Making your case convincing - ways to support your claims
- Selecting and using relevant and interesting examples
- Quotes, case studies, and printed material
- Presenting statistics, tables and graphs
- Ways of maintaining visual interest

A person is sitting at a wooden desk, working. They are using a laptop, a tablet, and a smartphone. The person's hands are visible, holding a pen over a notebook. The background is slightly blurred, showing a bright, indoor setting.

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