


Training and Learning Guidelines





Presenting Effectively

Effective Presentations

Communicating effectively

Opening successfully

Preparation, practice, passion

Enthusiasm/Engaging

Sign-posts, Summary

Communicating Effectively

-) Know what you want to say
-) Show enthusiasm
-) Use lively voice/ conversational tone
-) Maintain eye contact
-) Adopt appropriate body language



Communication: Body Language

-) Be open, upright and relaxed
-) Face participants
-) Don't talk to notes or visual aids
-) Walk towards participants
-) Avoid fiddling with pens, pointers, etc.
-) Be lively and confident



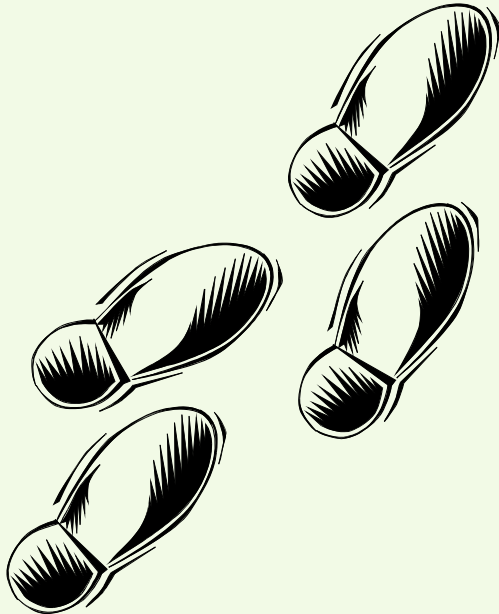
Opening Successfully

-) Be enthused
-) Introduce the topic
-) Present the objectives
-) Explain benefits
-) Capture attention

**It's great
to be here!**



Opening: Capture Attention

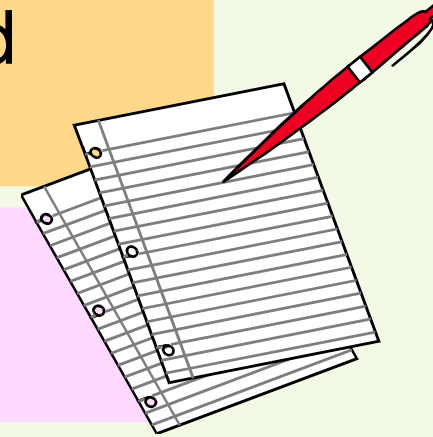


Begin with a(n):

-) Interesting anecdote
-) Question
-) Relevant quote
-) Surprising statistic
-) Shocking fact
-) Visual aid: graphic or mnemonic

Preparing

-) Outline main messages and key points
-) Sequence presentation for maximum effect
-) Prepare support materials
-) Practise presentation timing and delivery



Engaging Your Audience

-) Open successfully
-) Maintain eye contact
-) Show enthusiasm
-) Use clear visual aids
-) Pose questions
-) Allow for interaction
(e.g. questions, exercises, discussions)
-) Other ways?



Sign-Posts and Summarizing

-) Use sign-posts
-) Summarize key points throughout lesson
-) Summarize at the end
-) Make a transition to the next session

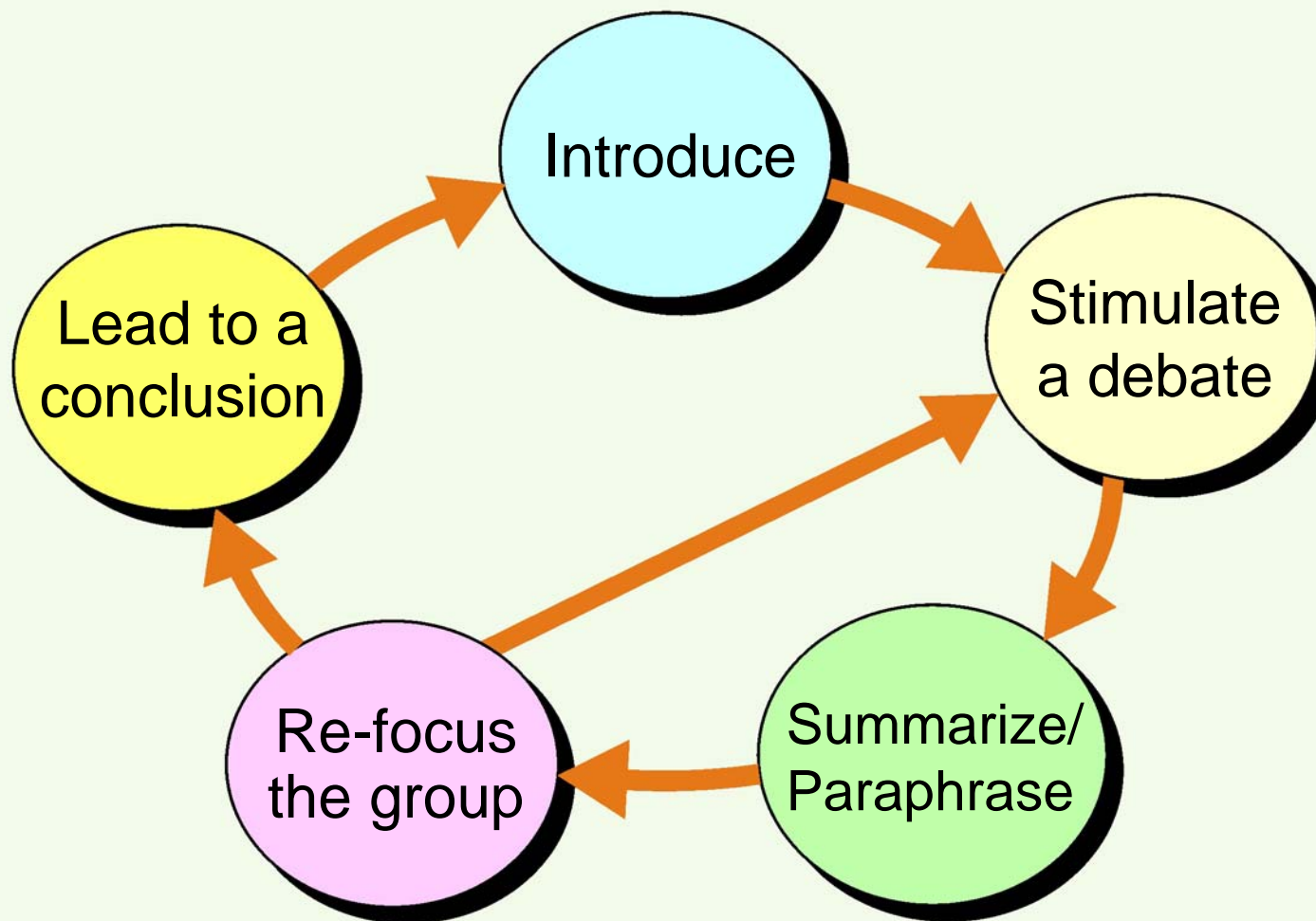
***In conclusion
...!***



A graphic of a spiral notebook with orange rings on the left side, framing the central text.

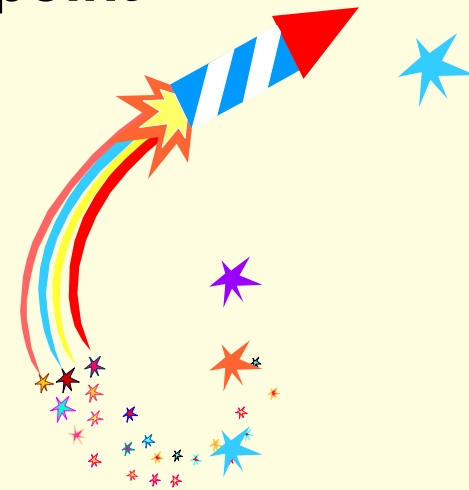
Facilitating Discussions

Discussion Cycle



Stimulate - How?

-) **Personal anecdote to illustrate a point**
-) **Riveting video**
-) **Provocative article or news clip**
-) **Case study**
-) **Quiz/questionnaire**
-) **Quick demonstration or role play**
-) **Field trip**
-) **Prepared questions**
-) **Brief presentation or lecture:** *Counter-intuitive, thought-provoking ideas, passionate, astonishing figures or facts*



Active Listening

-) Don't be afraid of silence, count to seven...
-) Paraphrase their response, build on their response
-) Summarize and reformulate ideas
-) Ask open-ended questions
-) Draw the speaker out - e.g. please elaborate, give an example, etc.
-) Refer back to remarks or ideas presented by participants in earlier sessions
-) Face the speaker and give complete attention
-) Use names when calling on participants



Asking Good Questions

-) Initial questions to group, general
-) Follow-up more precise, directed
-) Formulate hypothetical questions
-) Envision types of responses desired
-) **Evaluate your questions:**
 - B Ask answerable questions
 - B Pose one question at a time
 - B Ask clear questions
 - B Formulate open-ended questions
 - B Avoid leading questions



Participants' Questions

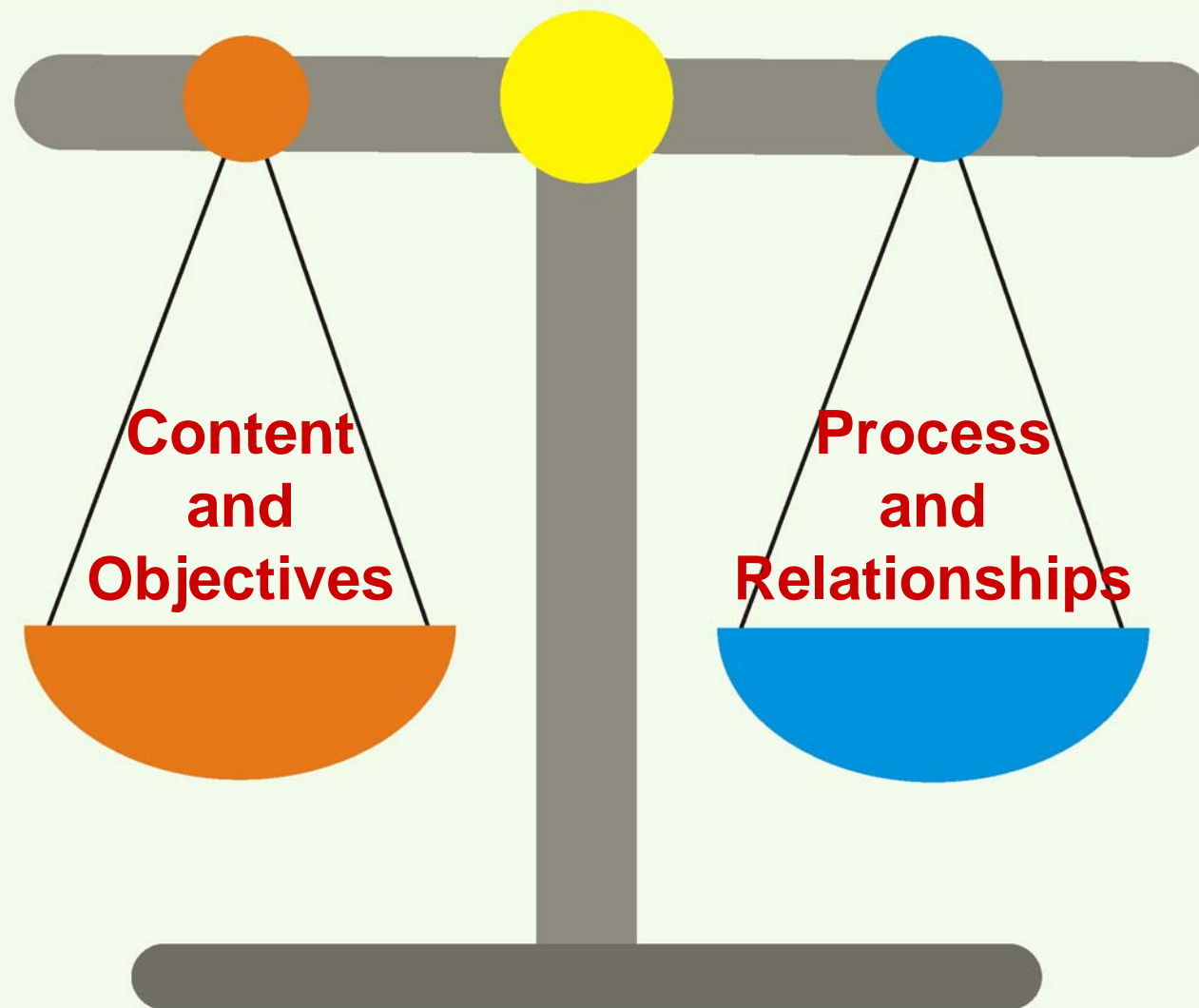
-) Anticipate and prepare
-) Redirect the question to someone else
-) Summarize or reformulate the question
-) Take several questions at a time
-) Stimulate a general discussion and use flipchart
-) Avoid taking sides or arguing
-) Stay calm, ask for another viewpoint
-) Admit you don't know, ask for help

Challenging Participants


-) Anticipate potential problems and prepare your response
-) Keep calm. Don't panic.
-) Enroll the help of other participant
-) Remain neutral. Don't take sides
-) If really serious, deal with outside the room
-) Call a break if necessary
-) Set up a group task-force or "feedback" committee



Facilitator's Role



Conclusion

- 
-) Articulate the objectives of your discussion
 -) Prepare questions in advance
 -) Be creative in stimulating participants' interest and/or a debate
 -) Remember the discussion cycle
 -) Anticipate and prepare for challenges
 -) Visualize the session's structure and participants' responses to questions
 -) Facilitate the discussion, don't direct: balance content with process