

Table of Contents

Chapter	Description	Page
1	Presentations – How we filter information 1.1 Purpose and types of presentations 1.2 The transfer of information	1
2	Key Communication considerations 2.1 Impact of face-to-face communication 2.2 Barriers to effective communication 2.3 Key communication considerations for the Presenter	10
3	Preparing the Presentation 3.1 Identifying and understanding your Audience 3.2 Considerations which impact on the structure of the Presentation	18
4	Developing the content and structure of the Presentation 4.1 What – developing the content 4.2 Beginning/Middle/End – developing the structure	25

Chapter	Description	Page
5	<p>Getting the message across</p> <p>5.1 Visual Aids 5.2 Methods to ensure variety 5.3 Room set-up and Equipment</p>	35
6	<p>Using PowerPoint for impact</p> <p>6.1 Designing Slides 6.2 Tips for presenting with PowerPoint 6.3 Helpful hints when using PowerPoint</p>	45
7	<p>Personal delivery Skills</p> <p>7.1 Making a first impression 7.2 Using your Voice 7.3 Body Language 7.4 Eye Contact 7.5 Listening Skills 7.6 Mannerisms 7.7 Overcoming Nerves 7.8 Humour</p>	53
8	<p>Audience Interaction – Getting them involved</p> <p>8.1 Question types 8.2 Taking questions 8.3 Handling questions 8.4 Discussions 8.5 Managing the ‘Challenging’ members of your audience</p>	65