

TTT Presentation Objectives – Rapport with a Group

1. COLORS - To show conflict and confusion, compare it to body language/eye contact
"GREEN" written in red; "BLUE" written in green; "RED" written in blue; as
confusing as trying to pat head while rubbing tummy
2. BEST teacher -- To show how body language and interaction and hands-on teaching
style promotes learning
First-yr Acctg, quiet, unassuming, glasses, at desk
when time to teach, removes glasses, stands up and is "on stage"
3. POOR teacher - examples of what NOT to do - tell class nothing about subject, just
that they are butt of lunchtime jokes
2nd yr acctg - never stood up, casually sat behind desk and "chatted" with us about
everything and nothing.....never taught subject....we were the butt of his jokes in the
lunchroom at work.....where did he work???? He was legal counsel for IRS/Phila!!!
4. GOOD teacher - great story-teller - shows how rapport can be achieved through the
art of story-telling to explain concepts
MacroEconomics - used analogies and stories to explain difficult
concepts in economics...only needed to write the name of the theory and the name of
the story...never had to write the explanation...ie: diminishing returns = pizza story.
5. SINGER vs. PERFORMER - again, integrates all parts of rapport in song and story
Some singers can just simply sing a song and get the audience excited...but they are
not really establishing a "rapport" with their audience...they are just singing. One
folk
singer comes to mind who has the uncanny knack of being able to quickly establish
rapport with his audience. We are going to learn a song...it's called The Garden
Song and the folk singer I was referring to is Arlo Guthrie. (teach 1st verse)

He always begins to teach a song and then STOPS. Right
in the middle of the song. He then proceeds to tell a story which seems to have no
bearing on the subject at hand, AH, but it does and he has a way of not only bringing
the story around to fit the song, but he teaches us something along the way. His
audience has FUN! (tell the story of Canada/inches)

Sing the song with FEELING!!!

TRAIN-THE-TRAINER ADVANCED TRACK

RAPPORT WITH A GROUP

March 8, 1997

Terrie Winson
CSRT
Hawk Mountain Council

The following represents researched areas of the Web.

Public Speaking - it can be FUN

Please note - this is written in "English" English and all spelling is as per Oxford dictionary. My apologies to any Americans but you will need to translate 'on the hoof'.

Speaking in front of people can be enjoyable. This is something that I have only learned in the last few years. Before that I lacked confidence, couldn't think on my feet, would duck out from talking and when forced into it I would read from a laboriously prepared script. I have learned the secrets of speaking well to an audience. I would like to share these secrets with you.

The first point is to realize that most of the people you will be talking to also are scared to stand up in front of an audience.

How does this help you? Your audience is admiring your bravery to stand up in front of them and do what they absolutely dread. They are willing you to succeed and be their hero. They will help you every step along your presentation, you only need to show them how to help you. You do not need to be nervous about the audiences' reaction, they want you to do well. Just think when you are sitting listening to a speaker, do you really want a failure? No of course not, you will play your part to make a success of it. Can you remember learning to ride a bicycle, or learning to swim, or maybe

watching a young child starting to walk. These are all similar to your plight of gaining confidence in front of an audience. When you start it is hard work and takes a lot of effort, the more you practice the better you become. It is just the same with speaking in public, the more you do it the more confidence you will gain. Starting is the hardest part.

HOW TO START - the most important secret

The first sentence can make or break any speech. Get that right and the rest is easy. It is absolutely vital to grab the audiences attention from the moment you start talking. This is not dissimilar to the start of a good book, if the beginning is interesting then the reader will keep going to the end. There is an easy way to do this. To help emphasize the importance I will start by telling you how NOT to start.

DO NOT START

- by saying sorry or excusing your possible poor performance by thanking all and sundry for inviting you
- by telling people what you are going to talk about
- by giving background information by asking the people at the back if they can hear you
- by even saying hello

There is only one way to start you speech and it applies to every type of speech there is. Always start with an action statement and paint a picture in the minds of your audience. I will give some examples to explain just what I mean.....

By now I hope you can begin to see that there is a way of making a good speech and have fun at the same time. But starting a talk and continuing to the end is not the same thing. There are many aspects which all go to help you with the overall presentation.

- Preparation & Structure
- Gaining extra confidence
- Understanding your audience
- Getting the timing right
- Creating audience participation

- Voice Control
- Speaking without a script
- Humor Do's & Don'ts
- Ending on a high

If you are interested in following through with public speaking, then my full paper covering all of the above in detail will be of benefit to you. This is available for the very modest price of \$15US or £10 Sterling. Payment by check or credit card is acceptable. You can e-mail me with your credit card details and I will e-mail back the address for the paper. (please note - this is not a scam and it has been fully checked by UK credit card association. Please indicate type of credit card Mastercard, Visa or Access are acceptable. On the e-mail please show the amount you are authorizing, your full credit card number and date of expiry. For example: I authorize payment of £10 to Quality Solutions from my Visa account number 1234 567889 234 expiry date 2/2/97 for address details of Speaking in Public Paper.

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TIPS FOR BEING MEMORABLE

- Talk a little louder
- Emphasize key words (move your voice up or down)
- Use props or other visuals to support what you say (Hold up a product, show a stack of paper to demonstrate how your approach will reduce paperwork).
- Say something personal about the audience. Tour their convention or location, note materials on the walls, and comment about them.
- Use humorous pictures and photographs to accompany your talk. Make sure that they fit your theme. Explain why you have them there.
- Let the audience DO something: funny exercises, answering questions, drawing pictures
- Set up your thoughts and sentences to let your audience anticipate what you will say next.
- Do you want to make your point and be successful? As you might imagine, organizing strategies will help. Better voice projection will help. So if you have a well-organized, clear way of communicating... then you will be a success.
- Surprise your audience: use a funny prop (like a hat) or throw something into the audience, like candy or relevant props.
- Customize your talk to match their interests or concerns. For example, at a Secretary's Day speech I gave, I told a story about the funny requests secretaries get, such as the time I, in my ancient past as a secretary, was asked to order underpants for my boss!
- Provide a lot of examples.
- Make your descriptions vivid: use interesting words.
- Create pictures that stimulate all of the senses: tell the audience what you see, hear, feel, and touch (even taste) to make examples interesting.
- Be energetic and enthusiastic: smile, laugh, and stand erect; move around the stage. Come out from behind the lectern. Your energy and enthusiasm are contagious.
- Get psyched-up before a talk: have a great conversation with someone interesting just before you speak. If this is not possible, read or listen to something funny or otherwise entertaining.
- Give the audience something to do or think about at the end of your talk. You can request of them something as simple as: Think about how this project could affect your group's productivity to go out there and use these new techniques.
- Vary the delivery of information in your presentation. For example, use a formal style for lecture information, switch to an informal

(conversational) style for stories and examples, and change to louder speaking for key points. When telling a story, act it out by standing in different spots representing each actor in the story.

For more tips, call Gorin Communications for our seminar schedule at 1-800-510-2122 or send email to us at

"mailto:info@gorin.com" info@gorin.com

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Researching Your Topic

Welcome to the "Researching Your Topic" site of the Virtual Presentation Assistant project. This site offers guidelines and related links to help you research your topic.

Draw from the popular media.

<http://www.dorf.stanton.com/nstand.html> Virtual Newstand

Visit your local/campus library or one online:

<http://www.w3.org/hypertext/DataSources/bySubject/overview.html>

<http://harvest.cs.colorado.edu/Harvest/brokers/Usenet/> Netnews

<http://cavern.uark.edu/comminfo/www/reference.html> American Communication Association's Reference Resources (Put a star by this one.)

Visit local/state/federal agencies online

<http://www.fedworld.gov/>>FedWorld

Personal interviews can be helpful if they are easily obtainable.

Research is used to increase speech effectiveness and your own credibility - you will want to know the most recent information. Knowing about any new controversies will help you understand the audience's attitudes and any situation you might face. This site is maintained by the <!-- Link Tag -->
<http://www.ukans.edu/cwis/units/coms2/>>Communication Studies Department at the University of Kansas.

Supporting Your Points

Welcome to the "Supporting Your Points" site of the Virtual Presentation Assistant project. This site offers guidelines and links to help you create a credible and well-supported speech.

You will be a more credible speaker if you use these tools to support your claim/s:

- Facts: these are statements that can be proven true.
- Statistics: these are powerful because they give the impression that they are the result of a thorough scientific study.

http://www.census.gov/stat_abstract/" Uncle Sam's Reference Shelf

<http://www.stat-usa.gov/>" USA

- Statements by authority: this lets you "borrow" the credibility of the expert

<http://www.yahoo.com/Reference/Quotations/>">Quotations on Yahoo

<http://www.columbia.edu/acis/bartleby/bartlett/>">Familiar Quotations

- Narratives: this is an example in the form of a story. Audiences will often listen to this when they won't listen to anything else. Be sure that the audience sees the relationship between the story and the point you are making.
- Humor: if you are trying to build credibility, humor can be effective because people like to hear a good joke and they are likely to remember it and associate it with serious ideas.

<http://members.aol.com/funnyfirm/funny.htm>">The Funny Firm

<http://home.navisolft.com/ha/comedy.htm>">Contemporary Comedy

<http://www.misty.com/laughweb/>">Laugh Web

Logically, testimony, statistics, and facts are the only support that can prove. Without their support, the points you make in a speech will be less persuasive.

Examples- These speeches contain good examples of support. (Want Audio? See "Presenting your Speech" section.)

- gopher://wiretap.spies.com/11/gov/US-Speech/speech.mlk"> I have a Dream - Martin Luther King

- gopher://c-span.org/00/documents/getty.txt> The Gettysburg Address - Abraham Lincoln
- gopher://wiretap.spies.com/11/gov/US-Speech/> Great American Speeches
- <http://www.vote-smart.org/state/Topics/govsos.html>>Governor's State of the State Speeches
- <http://bcn.boulder.co.us/government/national/speeches/spch2.html>> Pearl Harbor Speech - Franklin D. Roosevelt
- <http://www.columbia.edu/acis/bartleby/inaugural/index.html>>Inaugural Addresses of U.S. Presidents

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Outlining Your Points

Welcome to the "Outlining Your Points" site of the Virtual Presentation Assistant project. This site offers guidelines to help you plan and organize an effective speech.

Contents

Outlining your points will help you see key words easier, it will also let you add to your notes at the last minute without crowding and it will allow your speech to flow naturally. You can write an outline in words and phrases or in complete sentences but, it is best to use as few complete sentences as possible.

- **Topic Cohesion:** When outlining main and supporting points, make sure that all of them support the goal and purpose of the speech .
- **Organizational Patterns:**
Topical- this is when you have several ideas to present and one idea seems naturally to precede the other. This is one of the most common types of patterns, and it is especially useful for informative and entertaining speeches.

Chronological- this uses time sequence for a framework. This pattern is useful in informative and persuasive speeches, both of which require background information.

- Spatial- this organizes material according to physical space. You may use spatial order in informative and entertaining speeches involving physical space.
- Classification- puts things into categories. You can use this pattern for all three speech purposes.
- Problem/Solution- this is used mostly for persuasive speeches. The first part of a speech outlines a problem and the second part presents a solution.
- Cause/Effect-can be used for persuasive speeches. The first part describes the cause of a problem and the second describes its effect.

Introductions and Conclusions

Reasons to use an introduction

- gets the audience's attention
- introduces the topic
- shows the topic's importance
- presents the thesis
- forecasts the major ideas

What a conclusion should do:

- inform the audience that you are about to close
- summarize the major ideas
- leave the audience with an idea to remember

This site is maintained by the Communication Studies Department at the University of Kansas.

Using Visual Aids

Welcome to the "Using Visual Aids" site of the Virtual Presentation Assistant project. This site offers guidelines and links to help you utilize visual aids to create an effective speech.

Visual aids add variety to a speech and contribute to audience understanding

Varieties of visual aids:

- chalkboard
- posters
- objects or models
- audio-visual equipment
- overhead Projectors
- slide Projectors
- handouts
- graphs
- yourself

Some links to commercial sites:

- <http://minnwest.com/tutorial.html>>Presentation Techniques from Minnesota West a great site, especially for multimedia
- <http://www.slides.com/slides/>>Elegant Graphics
- <http://www5.fullerton.edu/default.html>>Digital Literacy

Pointers for effective visual aids:

- Make sure the visual aid supplements the speech rather than becoming the speech itself.
- Make sure the visual aid is in plain sight for the audience.
- Make sure it is large enough so that the entire audience can see it.
- Make it colorful and eye-catching.

Some Visual Aid Sites

- <http://www.kumc.edu/SAH/OTEd/jradel/Effective%20visuals/VisStrt.html>
Designing Effective visuals - KU Medical Center
- <http://www.kumc.edu/SAH/OTEd/jradel/Poster%20Presentations/PstrStarthtml> Designing Effective Posters - KU Medical Center

- <http://www.kumc.edu/service/acadsupt/edtech/tipsheets/tiplecturesupport.html> "Designing Effective Visuals for Lectures - KU Medical Center"

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Presenting Your Speech

Welcome to the "Presenting Your Speech" site of the Virtual Presentation Assistant project. This site offers guidelines and links to help you present your speech effectively.

Guidelines for Effective Delivery

- be natural
- be lively
- be appropriate
- pair delivery and message

Formats of Delivery (all of these are "links")

- impromptu
- extemporaneous
- manuscript
- memorized

How to Control Nervousness

- be familiar with your topic
- practice your speech until you feel comfortable with it
- practice your speech in front of others

We cannot overemphasize the importance of practice. We recommend you consider one or more of the following:

- Toastmasters
- National Speakers Association
- Speakers Platform
- Register for a public speaking course at a local university or community college.

Importance of Nonverbal Communication

- it reinforces verbal communication
- making eye contact will make you appear more credible
- erect posture leads to easier breathing and better voice projection
- use movement appropriately when emphasizing points or moving closer to the audience
- use gesture appropriately when expressing emotions - too much gesturing can make you appear nervous

This site is maintained by the Communication Studies Department at the University of Kansas. Note: Photo courtesy of Focused Images Photography, Inc. 1996.

HOW TO WRITE AND TALK GOOD

1. Avoid assonance. Always
2. Prepositions are not words to end sentences with.
3. Avoid clichés like the plague. (They're old hat.)
4. Employ the vernacular.
5. Eschew ampersands & abbreviations, etc.
6. Parenthetical remarks (however relevant) are unnecessary.

7. It is wrong to ever split an infinitive.
8. Contractions aren't necessary.
9. Foreign words and phrases are not apropos.
10. One should never generalize.
11. Eliminate quotations. As Ralph Waldo Emerson once said, "I hate quotations. Tell me what you know."
12. Comparisons are as bad as clichés.
13. Don't be redundant; don't use more words than necessary; The use of gratuitous and unnecessary words has a tendency to be highly superfluous.
14. Profanity eats the weenie.
15. Be more or less specific
16. Understatement is always best.
17. Exaggeration is a billion times worse than understatement.
18. One-word sentences? Eliminate.
19. Analogies in writing are like feathers on a snake.
20. The passive voice is to be avoided.
21. Go around the barn at high noon to avoid colloquialisms.
22. Even if a mixed metaphor sings, it should be derailed.
23. Who needs rhetorical questions?

Garden Song
by David Mallett
As sung by Arlo Guthrie

CHORUS:

Inch by inch, row by row
Gonna make this garden grow
Gonna mulch it deep and low
Gonna make it fertile ground

Inch by inch, row by row
Please bless these seeds I sow
Please keep them safe below
'Till the rain comes tumbling down

* Pullin' weeds and pickin' stones

We are made of dreams and bones
Need a place to call my own
'Cause the time is close at hand

* Grain for grain, sun and rain
Find my way in nature's chain
Till my body and my brain
Tell the music of the land

CHORUS

* Plant your rows straight and long
Season with a prayer and song
Mother Earth will make you strong
If you give her loving care

CHORUS

[The Anti-Garden Verses - by someone whose name Arlo forgot]:

* Slug by slug, weed by weed
Boy this garden's got me t'd
All the insects come to feed
On my tomato plants

* Sunburned face, skinned up knees
The kitchen's choked with zucchinis
I'm shopping at the A&P's
Next time I get the chance
[End of Anti-Garden Verses]

* Old crow watching from a tree
He's got his hungry eye on me
In my garden I'm as free
As that feathered thief up there

CHORUS

(c)Cherry Lane Music Co (ASCAP)

Lyrics ConnectionArloNet HomepageFeedback

Maintained By: Dave Downin (downin@clark.net)

Rapport with a Group -- Evaluation for Terrie Winson 3/8/97

How true about my presentation are the following statements?

Instructions: Please rate me on a 1 to 5 scale where 1 is not true at all about me; and 5 is very true about me.

- My information seemed well organized.
1.....2.....3.....4.....5.....
- I made smooth transitions from examples to stories.
1.....2.....3.....4.....5.....
- I was able to involve my audience in my topic.
1.....2.....3.....4.....5.....
- I was a vivid and interesting speaker.
1.....2.....3.....4.....5.....
- I understood and related to my topic..
1.....2.....3.....4.....5.....

- I knew how to use body language to connect with my audience.
1.....2.....3.....4.....5.....
- I knew what to say to connect with my audience.
1.....2.....3.....4.....5.....
- I seemed to enjoy giving the presentation.
1.....2.....3.....4.....5.....
- I handled questions well.
1.....2.....3.....4.....5.....
- I displayed a variety of styles (example: enthusiastic, low-key, casual, formal)
1.....2.....3.....4.....5.....
- The overall effectiveness of my presentation was good.
1.....2.....3.....4.....5.....
- My audience had FUN.
1.....2.....3.....4.....5.....