

Information Release Sheet

Getting your message across

Background:

The aim of any communication is to ensure that the message you deliver is clear, to the point, contains all relevant information, and is in a form which makes it easy to understand and remember. This course provides skills and strategies to achieve this aim.

There are two courses that deal with *Managing information overload* in the Can I...? Series. This course deals with communicating information to others while *Taking in information effectively* is all about filtering, remembering, and recording information.

Key points:

- covers four main communication areas:
 - one to one - spoken
 - one to many - spoken
 - written
 - preparation and presentation of support materials
- covers for each of these communication areas factors important to all communication
 - focus attention and maintain attention
 - use a combination of facts and pictures or pictorial language
 - make information memorable to your reader or listener
 - choose the appropriate chunk size for your reader or listener
- provides practice in
 - Using direct language - eliminating superfluous words and phrases
 - Formatting documents - incorporating white space and color
- allows the learner to discover how tone of voice can alter meaning and create confusion in the listener
- emphasizes the importance of appropriate body language in communication
- stresses the importance of rehearsal and allows the learner to investigate appropriate presentation techniques
- emphasizes the importance of venue and equipment preparation for any presentation
- offers an extensive variety of stimulating interactions

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Modules and Topics:

1. Making it effective!

- Where do we start?
- Focus attention
- Use data and images
- Make information memorable
- Choose appropriate chunk size

2. One to one communication

- Making the most of conversations
- Body language and tone

3. Written communication

- Crafting your message
- Don't forget your reader

4. One to many communication

- Capture your audience's imagination
- Rehearse and present information

5. Presentation support materials

- Add variety to your presentation
- Prepare and present support materials

Competency Statements

- Listing common audio and visual distractions
- Stating three factors which affect the success of a written document
- Stating three reasons why something becomes memorable
- Stating what happens when chunk size is too large or too small
- Stating what the reader should be told when given a document to read
- Stating two factors which affect rapport
- Outlining three ways you can make a speech more interesting
- Stating why it is important to tell the audience what to look for in presentation support material