# PRESENTING WITH CONFIDENCE





By **SGS** 



### **LEARNING OUTCOMES**

- Prepare presentations with a clear purpose, objectives and structure
- Plan your delivery methods to maximise audience engagement and achieve results
- Identify different tools and techniques to enhance the delivery of your presentation in face to face, virtual and hybrid settings
- Prepare to manage questions from the audience and handle challenging behaviour
- Consider how you will evaluate your presentations and continue to improve

### **CORE COMPETENCIES**

- Composure
- Interpersonal Savvy
- Presentation Skills

#### **COURSE OVERVIEW**

This program demonstrates best practice tools and techniques to engage your audience and enhance your presentation skills.

Whether you're presenting in a formal or informal setting, face to face or virtually, you will learn how to plan, practice and present with confidence. Focusing on results and refining your approach, you'll continuously improve your impact and effectiveness as a presenter.

#### **TOPICS COVERED IN THIS COURSE**

### Knowing your audience

Analyse, identify and adapt to your audience to meet needs, maximise engagement and deliver meaningful impact.

#### Preparing your presentation

Define the purpose and objectives of your presentation to ensure clarity, focus and impact from the very start.

#### Structuring your presentation

Organise your presentation in three clear phases to maintain flow and deliver your message with clarity and impact.

# Delivery aids to create impact

Identify tools, techniques and resources that enhance your message, support audience understanding and elevate the effectiveness of your presentation both virtually and face-to-face.

## **Delivery techniques**

Master delivery techniques that bring your message to life, using voice projection, purposeful gestures and confident body language to emphasise key points and maintain audience engagement, whether presenting face-to-face or online.

### **Answering questions**

Anticipate questions, respond with confidence, actively listen and handle inquiries during your presentation with clarity and poise, reinforcing your message and engaging your audience.

# Creating an environment of inclusion

Foster an environment where everyone feels welcome, valued and included, while confidently and respectfully managing challenging behaviours.

#### Preparing to present

Set yourself up for success by managing nerves, building confidence and cultivating a positive inner dialogue preparing you to deliver presentations that feel natural, engaging and impactful.

# The value of evaluation

Recognise the value of evaluation, ongoing feedback and thoughtful reflection. These are essential for refining your presentation skills and driving continuous improvement.

# Personal action plan

Identify specific steps you'll take to apply your learning, strengthen your skills and continue growing as a confident and effective presenter. What will you commit to doing next?

Practical, relevant training developed for the Australian workplace.

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