

Speaking confidently & effectively

⚠ The first thing in speaking

- ↳ who's in front of me?
- ↳ what do they care about?
- ↳ how do they like to receive information?

⚠ Give them what they need to know, not everything you know

⚠ what most people do → speaker-centered instead of listener-centered

start with what's important to you ↩

⚠ steps in speaking

- ↳ Paint a picture of need or that current situation
- ↳ then they're open to hearing your solutions
- ↳ you need to talk about benefits to them not to you

⚠ Look at those people who are going to be your true believers because it gives you confidence

⚠ People who have executive presence are fully aligned with their body, their tone & their words

⚠ eye-contact, your gestures and body language are important

⚠ Meaning the pace at which you speak, the level at which you speak, the volume, how fast or slow you move is important

⚠ think about what could go wrong, what is your biggest fear and plan for it

⚠ 3 ways to handle difficult questions

- acknowledge it : "I'm not 100% sure, but let me get back to you"
- deflect it : "I'm not 100% sure, but let me turn it over to ----"
- Answer the part that you do know